



ASSOCIAZIONE NAZIONALE AGENTI MERCI AEREE

PRESS RELEASE

ANAMA: yesterday the “Quality Awards Italy 2011” were announced, within the traditional associative event awarding the best air companies of the previous year.

More than 250 people attended yesterday in Milan at Magna Pars, a particular congress centre, the awarding ceremony of the “Quality Award Italy 2011”, the traditional event hosted by ANAMA - Associazione Nazionale Agenti Merci Aeree – presenting prizes to air companies.

The main award, the Quality Overall Performance, this year was given from the Board to Cargolux Italia, because it's an Italian carrier that is trying to grow in order to offer alternatives to our industry. Emirates won the award “ Flown as Booked”, being able, more than other airlines, to guarantee the departure in scheduled times, of shipments and the “Customer satisfaction” one, because during the last year replied to our members' requests promptly and precisely. Lufthansa Cargo won the award “ Safety and Security” and the “All services” one, because of its broad range of services offered. Qatar Airways won the award “Innovation”.

As best GSA, that is to say the representatives of the airlines in Italy, the winner was ATC/ ADP, while ALHA won among the handling agents.

During the gala dinner a charity raffle was held, in favour of the Maria Letizia Verga Committee, for the study and treatment of children's leukemia.

Anama President, Mr. Biagio Bruni, in his speech, starting from the answers received to the survey on the Malpensa airport services, took the occasion to ask SEA to put more commitment in order to improve them. Problems connected to Cargo city and the inefficiencies of one of the handlers are well known. Till now the answers given were insufficient and useless: for this reason President Bruni asked for an improvement, while confirming the support if the stakeholders to the most important Italian airport for cargo.

President Bruni also reported that Anama members complain more and more for the poor quality of the services offered by airlines, inviting them to re-organize internally, so that their association – IBAR – could be a valid partner when confronting with institutions. In order to develop air cargo all parties involved must be present and often air carriers' non-attendance is felt.

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A.N.A.M.A. (Associazione Nazionale Agenti Merci Aeree) is the association representing at national level the freight forwarding companies dealing with air freight (lata agents) and is associated to Fedespedi, the Italian Federation of the Freight Forwarding Companies; it represents almost 80 % of the companies of the market and is adhering to Confetra - Confederazione Generale Italiana dei Trasporti e della Logistica.

A.N.A.M.A. was founded in Milan on July 26th 1957 with the aim of “establishing permanent relationships among the members, assist them, regulate their activities, study the problems and find solutions to be presented to competent authorities, attain a fair and proactive cooperation among the members”.

The Association is an effective component of CISA (the Inter-ministerial Committee for Air Security).