



Compliance Airworthiness Regulations Education

27TH ULD CARE ANNUAL CONFERENCE

MAINZ, GERMANY

SEPTEMBER 8 - 11, 2014

MAINZ 2014 - CALL TO ACTION

Registration and Welcome Cocktail *

Monday, September 8, 19H00 (7PM)

**Hilton Mainz Hotel
Brasserie**

***Please stop by the Registration Desk at the entrance of the Brasserie**

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THANK YOU TO OUR SPONSORS

Welcome Reception



Spouse/Partner Program



Coffee Break



Farewell Dinner Event





Welcome to Mainz and to the annual ULD CARE conference. It has been almost 18 months since the last conference and my colleagues on the board of ULD CARE have been kept extremely busy since then as the world of ULD is currently undergoing a considerable number of upheavals. It is sad to say that it takes an accident to trigger change, and change is certainly in the wind in the aftermath of the various major accidents involving cargo aircraft in the past 3 years. Since our last conference, I have participated in numerous meetings and webinars on the subjects of both fire containment and special cargo restraint and, at the time of writing, am deeply involved in reviewing the FAA's revisions to AC 120 – 85 Air Cargo Operations.

In addition to safety issues, the industry is also endeavoring to implement changes to ULD identification and the UCR, changes that I believe will improve day-to-day logistics operation and give airlines superior control over their ULD assets.

At our first conference under the new name of ULD CARE 2 years ago in Shanghai, the title was "Setting up for Success". Last year in Vancouver, we aligned ourselves with the IATA Ground Handling Conference, adopting the title "A Risky Business without ULD CARE". This year our focus moves towards implementing change throughout the air cargo industry. Many of the tools we talked about in the past now exist. The IATA ULD regulations are in the 2nd year of publication, training material has been created and IATA documents such as IOSA and ISAGO now contain specific references to ULD requirements... The door, once firmly closed is now at least partly open.

There still remains however a very long way to go. The vast majority of people working with ULD have never received even 5 minutes of formal training and a trip to almost any airport or cargo facility will find ULD being mishandled and miss-stored. It's time for a breakthrough against long-held attitudes that ULD don't really matter, that spending any kind of money on ULD is to be avoided if at all possible, and that it's everybody else's problem.

This year's program is designed to identify those key areas where change needs to happen and where we believe that the ULD CARE membership can be both the beneficiaries and the instigators of these changes.

I am looking forward to a very productive and interesting conference this year, there is a great deal of work to be done, and I do very much hope that we will see an extremely high turnout from our members and guests at this event.

Conference Program

Day 1

0900-0915 Chairman's welcome address and keynote introduction

Plenary Session: ULD CARE – Making a Difference.

0915-0930 Introduction:

ULD CARE, with its 48 airline members and 24 non-airline members is the sole body specifically representing the interests of the global ULD community. No other body has the breadth and depth of ULD knowledge that can be found in ULD CARE. We all know that ULD struggle to achieve the necessary recognition across the industry, and that any kind of change always seems to be met with a lack of interest or even outright resistance. Nevertheless, ULD CARE believes its primary objective must be to drive for change, and the theme behind this whole day session is to focus on what ULD CARE is both already doing and may do in the future to place ULD operations on a more long-term sustainable path.

0930-1030 ULD CARE & Asset Control

ULD CARE has its foundations in asset control. In the past this meant little more than managing the procedures and processes associated with interlining using a system that has, with various improvements, functioned for many years. However, as we are all aware, ULD spend a great deal of their time outside of the airlines direct control and this leads to widespread lack of information as to the exact whereabouts of these important assets. It is not unreasonable for airlines to be able to know where their ULD assets are at any point in time, but regrettably all too often this information is not available.

Some steps have already been undertaken to rectify this situation but much remains to be done before the situation could be considered satisfactory. ULD CARE with its many years of ULD asset tracking and its existing system, is well-placed to be a central service provider for the interchange of data. However many other steps need to be implemented in order to achieve this ambition.

1030-1100 Networking Coffee Break

1130-1230 ULD CARE & Cost efficiency

It is no secret that when it comes to ULD there is a reluctance at most levels in most organizations to spend money. ULD sit on the ground because of a lack of investment in storage racks, ULD are handled by untrained personnel because of unwillingness to invest in training, etc. Even the \$400 cost of purchasing the IATA ULD Regulations Manual is considered over costly. The list is endless. Yet who is looking beyond this at the hidden costs of substandard ULD operations such as the damage to aircraft, flight delays, inefficient utilization of ULD, etc. This is too big an issue to ignore and ULD must not continue to suffer from insufficient resources. ULD CARE sees itself as a facilitator for change in this regard.

1230-1400 Lunch

1400-1515 **ULD CARE & Safety**

All-important but under recognized by the vast majority of the air cargo industry, safety is the key purpose of every ULD. From the smallest cargo strap to the largest 20 foot pallet - the primary purpose of ULD is to provide consistently safe restraint during flight. Regrettably, the levels of comprehension of the importance of safety remain extraordinarily varied ranging from highly diligent to complete non-awareness. There is no escaping the fact that, the moment it takes a ULD on board its aircraft, the airline is 100% responsible for the airworthiness of that ULD. Achieving this 24/7 is a challenge few airlines can address with limited resources. The “A” in ULD CARE stands for airworthiness, being one of our guiding principles. The safety discussion is never going to be over, it is an overriding interest for all airlines involved in interlining to ensure that 100% of their ULD are 100% safe 100% of the time.

1515-1545 Networking coffee break

1545-1700 **Panel Discussion- What’s next for ULD CARE?**

Summarizing today’s discussions, our panel of experts will share their thoughts and ideas on the manner in which ULD CARE can move global ULD operations to become safe, cost-effective, and controlled.

Day 2

0900-0915 **Introduction and welcome to day 2**

Plenary Session: Call to Action - Getting on with the Job

0915-0930

Over the past 5 years some things have changed and others have stayed resolutely the same. On the positive side, we now have the IATA ULD Regulations and we have much enhanced reference to ULD in a variety of IATA documentation with more on the way. On the negative side, the vast majority of ULD handling is still carried out using untrained personnel, inadequate facilities and well off the management radar screen.

What is it going to take to get change to really happen? After all, if ULD CARE membership doesn’t care about it, who does? If ULD CARE membership can’t implement change, who can?

ULD CARE must be an instigator of change, and the more participation from the ULD CARE membership the more will get done. The title of the day two session “Call to Action - Getting on with the Job” says it all. Many of the old obstacles to change have gone. ULD CARE believes it is time to seize the opportunity and get on with the job.

0900-1030 **Different players-different perspectives**

In this session, we will hear from 3 presenters who will provide their view on ULD operations as they stand today.

Presentation: **Managing my ULD operation- an airline's viewpoint**

An overview health check on ULD operations, what is working, what is failing, what steps have been taken so far and how successful have they been?

Presentation: **ULD operations should not be an island**

For many years industry publications had limited and often out of date references to ULD operational requirements. Much of this has now been properly revised and many IATA documents provide properly tailored coverage. On top of this, the ULD regulations is now a well-established reference for all things ULD. Has the industry woken up to these changes yet? If not what's going to make this happen and when?

Presentation: **What's in it for the ground handlers and freight forwarders?**

The vast majority of ULD operations are carried out by third-party operations, ULD owners play a very small role in the physical operations. How do these 3rd parties feel about ULD? Are they a useful asset or an annoying nuisance? How does a 3rd party feel about and airlines ULD expectations and support?

1030-1100 Networking Coffee Break

1100-1230 **The Road Ahead**

During this session, our focus will move from today to the future. What is coming down the road? What should we be preparing for?

Presentation: **Getting to grips with training**

The overwhelming lack of training has always been an obstacle to implementing acceptable standards of ULD operation. Now the bar has just been raised with the FAA making specific requirements for service providers and freight forwarders personnel to be trained in ULD operations. What resources are available to the industry and how can this massive task be achieved?

Presentation: **The challenges of special purpose/ high value ULD**

ULD are not getting any cheaper, and more importantly some of them are becoming very expensive. For example, active temperature controlled ULD. Fire containment products such as FCC and FRC are also appearing. Regrettably the greater industry has no real concept of the high value and importance of proper handling of this equipment, leaving the airline to bear the associated costs and service disruption. This is unsustainable and cannot be allowed to continue this way. How best to change this unacceptable situation?

Presentation: **Taking responsibility for ULD**

Very few of the people working with ULD understand the importance of accepting responsibility for their actions, either at contract level or at day-to-day level. Acceptance of responsibility around ULD is at extraordinarily low levels, whether this be responsibility for airworthiness, responsibility for damage, responsibility for operation – the rot is widespread.

Yet airlines remain totally responsible for both the flight safety responsibility and the cost responsibility associated with ULD.

On one hand, bridging this enormous gap between the various parties represents a major challenge and on the other hand, this situation cannot be allowed to continue or even deteriorate. What will it take to get every person handling a ULD to accept responsibility for what they are doing?

1230-1400 Lunch

1400-1515 Breakout Sessions:

a. Getting the industry to CARE

Selling the ULD story- internally and externally- what will it take and how can it be implemented? How can ULD CARE influence the widespread lack of interest in ULD?

b. Leveraging IATA programs

Many hands makes light work...teamwork can make a difference...making best use of existing and upcoming IATA and other industry initiatives. What role can ULD CARE play?

c. Living with Regulations

Air transport and regulations go hand-in-hand and in the aftermath of recent accidents, the bar is being raised yet higher, placing airlines as the responsible operators in ever more challenging situations. Only when the entire global air cargo industry understands that ULD operations are regulated can airlines start to feel safe. What more can ULD CARE do to support its members?

1515-1545 Coffee

1545-1615 **Report and feedback on breakout sessions.**

1615-1700 **Panel summary of the day's discussions.**

Summarizing today's discussions, our panel of experts will share their thoughts and ideas on the subject of "Call to Action - Getting on with the Job" - the title of this year's conference.

Day 3

0900-1030 **ULD CARE- annual check-up report**

Financial reports
Operating reports
Membership reports
Governance reports
Location of next year's meeting

For ULD CARE to continue its work, the organization must remain on a sound operating and financial footing. This session will review our situation.

1030-1100 Networking Coffee Break

1100- 1215 **What's Next For ULD CARE?**

It has been 4 years since ULD CARE became an independent entity. Since then ULD CARE has worked to establish its credentials as the "go to" body when it comes to ULD. Are we on the right course, could we be doing more, or doing things differently. Above all, where do we want to stand 12 months from now? The need to improve the world of ULD is clear to all of us. In this final session of the conference we have an opportunity to discuss and establish the priorities for the year ahead.

1215-1230 Chairman's closing remarks and conference close.

Note: The above is the outline program and the final detailed agenda will be available in August. Comments and suggestions from members are still welcome until July 7.