



GAINING TRACTION

30th ULD CARE ANNUAL CONFERENCE

2017 - BUDAPEST

Review of the past 12 months
developments within **ULD CARE**
and the industry





GAINING TRACTION
30th ULD CARE ANNUAL CONFERENCE



2016: A ULD CARE ODYSSEY - SOLUTIONS FOR THE INDUSTRY



Compliance Airworthiness Regulations Education

29TH ANNUAL
CONFERENCE



A GOOD TIME TO
JOIN THE CONVERSATION



2016: A ULD CARE ODYSSEY - SOLUTIONS FOR THE INDUSTRY



2015-2016
A YEAR OF PROGRESS AND
TRANSITION, MUCH HAS
BEEN DONE, MORE REMAINS
TO BE DONE



Where have we been?

- 1970's IULDUG formed- interlining of ULD
- 1980's Membership extended to include IATA Strategic Partners
- 1990's Fine Air 101 accident
- 2000's FAA AC 120-85 published
 - Increased focus on flight safety function of ULD
- 2010's IULDUG splits off from IATA
 - » IULDUG rebrands as ULD CARE
 - » ULD CARE board expanded to include non airline directors
 - » IATA publishes ULD Regulations
 - » ULD CARE launches Web Site and newsletters
 - » NAC 102 accident
 - » ULD CARE creates SOS-ULD
 - » ULD CARE and IATA sign MOU
 - » ULD CARE launches "ULD Explained"



New Solutions

- ULD Explained
- ULD Code of Practise
- ULD Job Aid





New Web Site





Collaboration and outreach





Trade Press

CARGO MATTERS



ULD DEFECTS

A "Three No" quote for ULD management has long been an every ULD manager's wish list, says Bob Rogers, Vice President, ULD CARE – and at last the industry has delivered. Felicity Goodwin reports.

ULDs are not used as readily as they once were, especially in Europe. However, ULDs are still used in many important operations in the Middle East. Ground Handling Agencies that don't guarantee for their proper handling. The use of these agencies is to save the airlines the cost of handling for what is not a self-contained unit, but a unit of a larger unit, and the airlines are not responsible for the handling of the unit. The use of these agencies is to save the airlines the cost of handling for what is not a self-contained unit, but a unit of a larger unit, and the airlines are not responsible for the handling of the unit.

ULDs in unsatisfactory condition are loaded regardless of the consequences because of time and commercial pressures

Bob Rogers
10/10/10

Ground Handling International

ULD SUPPLEMENT



Click or Drag to Zoom

Component, Appliance or Aircraft Part?

In an earlier article, I discussed the ULD CARE and IATA/ULD CARE initiatives to address the "three no" quote. The ULD CARE initiative is to address the "three no" quote. The ULD CARE initiative is to address the "three no" quote. The ULD CARE initiative is to address the "three no" quote.

Airline industry ULD CARE initiative is to address the "three no" quote. The ULD CARE initiative is to address the "three no" quote. The ULD CARE initiative is to address the "three no" quote.

Ground Handling Operations

Ground Handling Operations is a leading provider of ULD services. The ULD CARE initiative is to address the "three no" quote. The ULD CARE initiative is to address the "three no" quote.

Payload Asia

ULD CARE

Are You Taking Responsibility For Safe and Effective ULD Operations and Handling?

By Bob Rogers on Oct 15, 2014



In-House vs Outsourcing

Airlines today often find themselves between a rock and a hard place, on one hand they have very little control over the manner in which their ULD load devices (ULDs) are being handled and operated, yet on the other hand they risk being sanctioned by the aviation authorities for failing to ensure that the aircraft is loaded in strict accordance with the Weight and Balance Manual which, from a ULD point of view, means that only certified ULD that have been properly built, are made in strict accordance with the Weight and Balance Manual.

There are also commercial issues here, initially it may seem to reject a pallet load of cargo at the door of the aircraft because the ULD is found to be in a non-airworthy condition, the temptation is to turn a blind eye. Further, to be fair to the ground handlers, today's large wide-body aircraft carry more than double the number of ULD than jumbo jets such as the A330-300 and 747-400, so being to select during the same fuel tank turnaround and probably with fewer people, isn't an accident waiting to happen.

Ground Support Worldwide



IATA

- ICHM
- Piece Level Tracking
- Training and training matrix





ULD CARE Membership, Resources and Finances

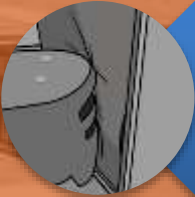
- Membership
- Carl Mavromichalis- Communications and image
- Finances



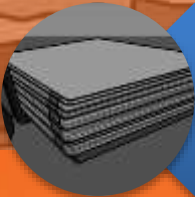
Making Progress



ULD Safety & Regulation



ULD Mishandling & Damage



ULD Management & Control



ULD Safety & Regulation

3 layers of safety

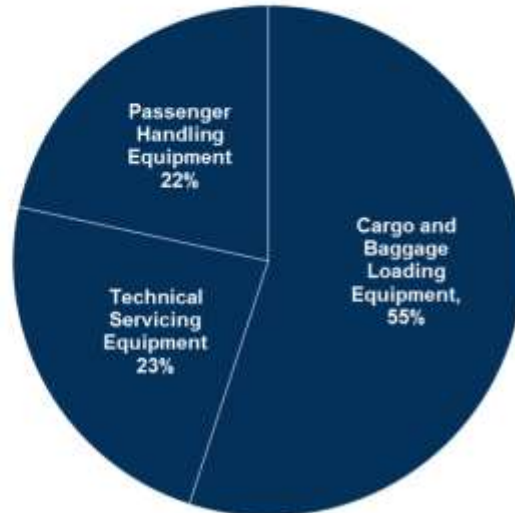
- OH&S – employer responsible for meeting local regulations
- Safety of the aircraft on the ground
- Safe loading of cargo and baggage in the warehouse and into the aircraft.





IATA GDDB Data

Ground Equipment Type



- Overall 4,069 of all damage reports listed the equipment that caused the damage.
 - 55% (2,238) related to Cargo and Baggage Loading Equipment
 - 23% (952) related to Technical Servicing Equipment
 - 22% (879) related to Passenger Handling Equipment



Staff Turnover/Retention

- ...and both have witnessed plenty of dissatisfaction at the level of the ramp worker. Operatives begin on just under US\$12 an hour and this has proved unacceptable for many, which is why XXXXX saw a staggering 160% turnover in staff during 2016. YYYYYY has done no better: there, four fifths of its ramp staff left in a 12 month period.

Ground Handling International







New WBM procedures from Boeing



BOEING WEIGHT AND BALANCE CONTROL AND LOADING MANUAL SUPPLEMENTAL PROCEDURES

SECTION EFFECTIVITY		
SECTION TITLE	NO. PAGES	DATE
A INTRODUCTION	2	06/12/16
1 USE OF RESTRAINT STRAPS AS PRIMARY RESTRAINT TO A PALLET	14	12/05/16
2 INTERMODAL CONTAINER CARRIAGE	22	12/05/16
3 SIZE CODE B/M PALLETS	2	06/21/16
4 AIRCRAFT ENGINE TRANSPORT	4	12/05/16
5 PALLET COUPLER DEVICES	2	06/21/16





New WBM requirements from Airbus

2. Hard mounted loads

→ Folding horse container



→ Engine transport pallet



1. Soft mounted loads





?







Regulators



ANNUAL SAFETY REVIEW 2017



Top Safety Issues and Associated Actions

The list of safety issues have been developed during the first meeting of the Aerodromes and Ground Handling CAG, which met in the first quarter of 2017. These has since be matched with data and a check was made to ensure that there were no safety issues missing from the data. The top safety issues in addition to the general safety issue on human performance, identified from the data are:

- Decision making and planning.
- Baggage and cargo loading.
- Perception and situational awareness.
- Experience, training and competence of individuals.
- CRM and operational communication.
- Aerodrome design and layout.
- Control and coordination of turnarounds.



FAA Actions

Non Compliance

Operator

- letter or enforcement process.

Civil Aviation Authority

- Informal communication or formal notification.
- Processed through the U.S. State Department

Heighten Surveillance List

- Two foreign (Cargo) air carriers are currently on the list for increased surveillance.



U.S. Department
of Transportation
Federal Aviation
Administration

800 Independence Ave. SW
Washington DC 20591

Dear Sir/Madam:

We would like to share with you safety information the Federal Aviation Administration (FAA) has gathered from its gap analysis of a Boeing 747 in April 2013 at Dugway Airfield in Afghanistan. It was determined that this accident was the result of improper cargo loading and retention that resulted in a load shift.

The FAA team's analysis of the accident and subsequent ramp inspection of domestic and foreign cargo operators identified a number of findings. Among the findings identified, it was noted that Aircraft Flight Manuals (AFM) and operating manuals were not derived from or in accordance with the operating limitations of the applicable Type Certificate, Supplemental Type Certificate and/or Mass and Balance Manual (MBM). As a result, some cargo loading procedures may contain safety risks which could lead to unsafe practices.

The FAA performed ramp inspections and identified the following findings:

1. AFM did not reflect or include aircraft loading limitations.
2. Aircraft Mass & Balance, and cargo loading programs were not available or procedures did not meet international standards.
3. Aircraft cargo compartments' loading limitation placards were not clearly identified.
4. Aircraft cargo compartments' loading diagrams were not included in the aircraft cargo manual, and/or not clearly identified.
5. Operators not following loading procedures in the aircraft cargo manual to include: cargo handling and restraining limitations and cargo compartment capacities.
6. Inadequate loading procedures in the aircraft cargo manual to include: cargo handling and restraining limitations and cargo compartment capacities.
7. Cargo manuals lacked procedures for: inspection, repair, use of cargo containers, pallets, restraining belts, straps or verification to an approved source or document.

The FAA advises that it would be beneficial for each Civil Aviation Authority (CAA) to verify that their air operators' excess approved AFM and MBM and any other approved documentation relating to cargo loading can be traced back to a CAA approved source.

To ensure compliance and improve safety, the FAA will increase surveillance on domestic and foreign cargo operations focusing on approved documentation, loading, retention and special cargo.

The FAA looks forward to working with our CAA colleagues to ensure that all cargo operations in our respective States are being conducted in an approved and safe manner. If you have any questions or comments, please feel free to contact Flight Standards Service Aircraft Maintenance Division at (202) 267-1675.





ULD Mishandling & Damage



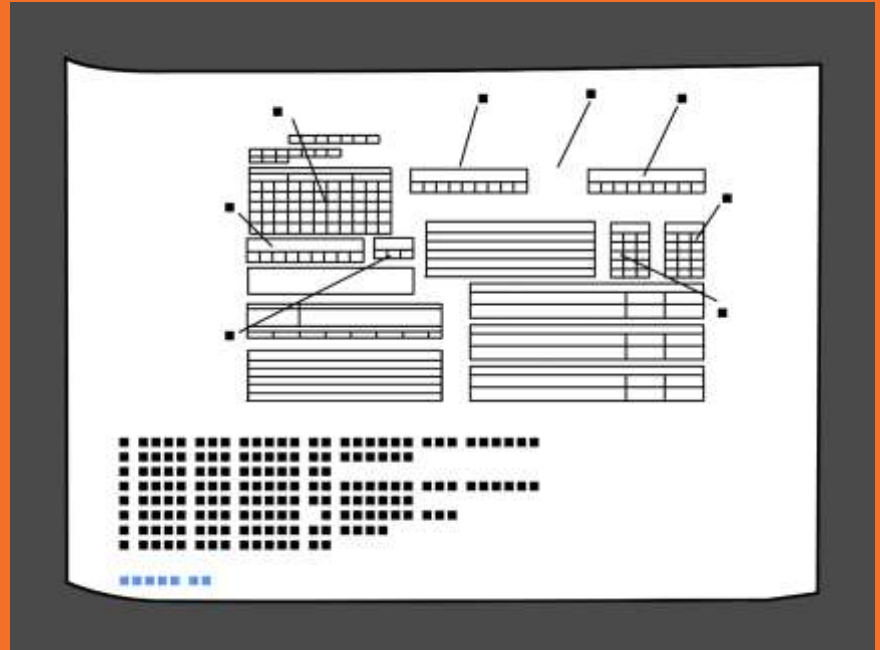


ULD Management & Control

Use of
4th digit

X-UCR

BLE





Gaining Traction

ULD Code of Conduct

- and operate ULD in a responsible manner
- 2. Operators shall only perform those tasks for which they are currently qualified
- 3. Inspect that all secure cargo equipment is properly installed and safety cargo restraint in flight.
- 4. Store ULD in a damage free manner and environment
- 5. Move and transport ULD using damage free methods
- ULD that have been serviceability checked

ULD Explained

ULD Instruct

ULD Connect



ULD Code of Conduct

- Simple and easy to follow Codes
 - 1 For airlines and OEM's
 - 10 for users and operators
- Provides the basis for safe and effective ULD Operations and Handling
- Fills the gap between the IATA ULDR and the front line operators
- Expected to be included in the IATA Cargo Handling Manual





ULD Explained


- Layman's guide to ULD
- E-Book and Hard copy





ULD Instruct

- Detailed instructions on basic and advanced ULD operations
- Low bandwidth application, no special software required
- Runs on desktop, laptop, tablet, smartphone
- Pay as we go- no upfront cost
- Page-turner instructional design
- Integrated Learning Management System (LMS)



Online ULD Instruction Material, Anytime, Anyplace, on your smart phone, your tablet, or your PC!

Member/Student Registration

The following steps will be required for new operatives to the GISTnet training portal:

- Create a user record for yourself by [registering with GISTware](#).
- Once you have registered your user name and password with Gistnet then apply to enrol for a specific program by using this [link](#) to be directed to the self enrollment page, or, if you wish, you can do this by emailing to Instruction@uldcare.com. In case of email please include your Gistnet user name.
- Wait for an email confirmation (this is done manually by a learning administrator and may take up to two business days to process).

For existing GISTnet users:

- = Log on to [your personal page](#) on the GISTnet web site
- = [Request association with ULD CARE](#) and wait for an email confirmation (this is done manually by a learning administrator and may take up to two business days to process).
- = Once you are associated with ULD CARE, you will be assigned the modules selected by your organization. If you have no modules listed you can request enrollment by emailing Instruction@uldcare.com
- = If you have forgotten your password, you can [reset your password here](#).



ULD Connect

On the brink of a breakthrough?





How have we done?

- Expanded the ULD Conversation
- Expanded the ULD CARE footprint
- Delivered on new Solutions



The Pink Elephant in the room

