



THE FUTURE  
IS NOW

Sustainability • Efficiency • Digitalisation



ATHENS 2023  
CONFERENCE

## CONFERENCE PROGRAM

### TUESDAY 19<sup>TH</sup> SEPTEMBER

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#### 19:00-23:00 Welcome Reception - *sponsored by Avius ULD*

At the Rooftop Terrasse (8<sup>th</sup> floor).

Kick off the annual ULD CARE conference with an opportunity to mix and meet with delegates and colleagues from across the ULD community.

### WEDNESDAY 20<sup>TH</sup> SEPTEMBER

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#### 09:00-09:15 Welcome remarks

In the Cyclades Conference room.

Urs Wiesendanger    President ULD CARE

#### 09:15-10:30 The Future is Now

The vision of ULD CARE is that regardless of location or process, any ULD shall, at all times and by all parties, be handled, stored, transported and otherwise used in a responsible manner by persons who are suitably trained, managed and supported such that ULD assets may be operated at all times in a manner that is both efficient and meets all regulatory requirements. Now more than ever, as the airline industry is challenged with post pandemic problems such as labour shortages, ULD CARE's commitment to its vision remains as strong as ever.

As we move into this post pandemic era ULD CARE sees tremendous opportunity to deliver real change to this critical aspect of air cargo operations through delivering **Digitalisation, Efficiency and Sustainability**. This session will include a live demonstration of the ULD CARE E-UCR system.

In this opening session delegates will hear of the progress made since we last met, and particularly hear how ULD CARE digitization initiatives are delivering long overdue improvements to the ULD Control Receipt (UCR), the backbone of ULD Control.

Bob Rogers    VP and Treasurer ULD CARE

#### 10:30-11:00 Networking coffee break- *sponsored by AES Airplane Equipment & Services GmbH*

In the Cyclades Conference room foyer.

## 11:00-12:30 The Future is Now and it's DIGITAL! - Panel discussion

At ULD CARE we aim to walk what we talk, converting discussion into action. The reality that ULD move continuously across the many stakeholders in the airline industry, from airlines through ground handlers through cargo terminals through truckers through freight forwarders and even to shippers and consignees makes an extraordinarily challenging environment when it comes to making change. In this panel session the focus will be on how the ULD CARE digital E-UCR initiative can transform the manner that ULD perform their vital functions producing a win win for all stakeholders.

**Moderator:** Glyn Hughes, Director General TIACA

**Panel:**

Charles Drummond	Director Business Development and Sales, Avius ULD
Alan Glen	VP Cargo Development, Menzies
Henrik Ambak	SVP Cargo Operations Worldwide, Emirates
Darrin Couch	Global Sensing systems
Jeff Edwards	Director Cargo Network Control, Air Canada

## 12:30-14:30 Networking Lunch - *shared with Air Cargo Handling event* in the exhibition area.

## 14:30-15:20 ACH Opening plenary

In a "first" ULD CARE delegates will join the Air Cargo Handling opening plenary, where the headline topic is digitalisation of air cargo processes. In this session, attended by all participants in the entire Athens events we have an opportunity to showcase the work ULD CARE has done to develop the E-UCR, illustrating the challenges and opportunities that taking a 5 decades old paper-based process, repeated hundreds of thousands of times a year across the air cargo industry can be moved into an efficient digital process.

These days it's hard to name any logistics process that has not moved to digital recording of transfers between parties, ULD cannot remain as the odd man out.

## 15:20-15:50 Networking coffee break - *sponsored by Teijin Aramid*

## 15:50-17:30 Sustainability

Sustainability is front and centre for the entire aviation industry and ULD operations have no choice but to play their part. And there is no shortage of opportunities for our community to play its part. Indeed, the ULD OEM side has already achieved a great deal with its efforts to drive down the tare weight of containers, pallets, and nets over the past couple of decades, saving massive amounts of fuel burn and the associated CO2 emissions. But a great deal more can be and must be done to optimise sustainability in ULD operations and this is where the ULD CARE can support industry initiatives to cut down on the huge amount of waste that goes on each and every day around ULD operations.

Simultaneously there are already a number of notable initiatives within the ULD manufacturing and maintenance industry to recycle or repurpose ULD that have reached the end of useful life.

This session will highlight a range of innovative initiatives involving ULD operations through presentations and a panel discussion.

**Moderator:** Jos Jacobsen    COO - ACL Airshop

**Panel:**

David Davis	Innovator, designer, Sustainability Expert, Future Fuelling
Adam Barrington Spencer	VP Customer success & commercial ops, Unilode
Greg Feeney	Director ULD Control and Logistics, Atlas Air
Faisal Abadi	Manager repair, Total X
Ben Lakerveld	Sales manager, VRR

## Evening Networking dinner - *in conjunction with ACH* In the exhibition area.

**THURSDAY 21<sup>ST</sup> SEPTEMBER**

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### 09:30-11:00 ULD - a knowledge industry:

In the Cyclades Conference room.

The commonly held view across the air cargo industry that any fool knows how to use a ULD continues to dominate industry practices despite the best efforts of both IATA and ULD CARE to promote a better understanding. Delivering formal in person training is a huge cost and logistics challenge, but the costs of failing to step up to this challenge continue to climb, resulting in continual failings to meet the required safety standards while also leading to excessive damages to ULD through improper handling practises. ULD CARE does not have the resources to conduct its own training but can and does support this challenge through its solutions, and in this session will present the results of their latest collaboration with partners Airport College, an on line “ULD Awareness” training, built using latest education techniques.

**Moderator:** Pertti Mero CEO, Founding Partner Airport College

**Panel:**

Steven Pollard	Chairman, TIACA
Henrik Ambak	SVP Cargo Operations Worldwide, Emirates
Terry Waithe	Manager ULD Logistics and AC Cool
Abdullah Al-Mumayiz	Manager Network ULD, Qatar Airways
Vivien Lau	Chief Executive, Jardine Aviation Services Group

### 11:00-11:45 Networking coffee break - *sponsored by Descartes*

### 11:45-13:30 Safety First

ULD are first and foremost a safety device, initially in restraint but increasingly with a critical role in fire containment.

No ULD CARE conference would be complete without a discussion on the ever-present issue of safety. As aviation steadily recovers to its pre pandemic levels the need to manage cargo operations in a safe and compliant manner is a huge challenge. Two areas stand out, Shoring and Fire Containment.

Shoring is probably one of the least well practised aspects of air cargo operations. Yes, vast numbers of spreader boards are used annual, another example of unsustainable waste but how many are used correctly is entirely another matter. Failure to correctly shore pieces of cargo whose nature requires shoring can cause severe but largely invisible damage to the aircraft floor structure, damage that results in not only potential safety risk but will also require very expensive repairs.

Fire Containment is another major pain point. It seems there are not solutions to the Lithium Battery fire risk coming from either the airframers or the packaging providers, leaving the ULD community to pick up the slack! And the challenges go beyond just meeting a specific standard, as when it comes to fire safety there is really no “finish line”, so designs will need to continuously evolve to meet newly identified risks. The other side of the coin is operating these expensive and quite complicated ULD requires a degree of education that is not always found in the operating environment. This will be an ever-present issue as the use of fire containment ULD becomes ever more prevalent and the ULD CARE community needs to rise to this challenge.

As ULD CARE sees it a combination of product design, training, and digitalization is required for the effective and sustainable management of these two safety issues.

**Moderator:** Randolph Chappell VP Strategy SATCO Inc.

**Panel:**

Alan Glen	SVP (Group) Risk, Menzies Aviation
Frode Eriksen	Order Fulfilment & Logistics Manager, Nordisk Aviation Products
Bob Rogers	VP and Treasurer, ULD CARE
Orlandao Gaete	Senior Manager ULD, Qatar Airways
Frank Muehlenkamp	Director Global Operations, Jettainer
Jürgen Neumann	Design Office Cargo Compartment, Lining Airbus

## 13:30-15:00 Networking Lunch - *shared with Air Cargo Handling* event in exhibition area.

## 15:00-17:00 Delivering on our objectives

As a trade association ULD CARE is possibly rather unusual, as it devotes considerable resources to developing and delivering practical solutions for the industry. Our roots lie in the operation of the IULDUG system, as relevant today as it was 5 decades ago, which was a technology leader at that time.

So it is now more important than ever for ULD CARE to put its resources into remaining ahead of the curve in promoting digitalisation, sustainability, and efficiency for ULD operations across the entire industry.

As we come to the end of our annual gathering this session will define our objectives for the next 12 months, setting goals and ambitions that meet our mission and vision.

**Moderator:** Urs Wiesendanger, President ULD CARE

**Panel:**

Bob Rogers	VP and Treasurer ULD CARE
Jos Jacobsen	COO - E. Hemisphere Managing Director Global Leasing
Pertti Mero	CEO, Founding Partner Airport College
Randolf Chappell	VP Strategy SATCO Inc.

## 17:00-17:30 Closing remarks

Urs Wiesendanger President ULD CARE

## 19:00 Networking Dinner - *co located with Air Cargo Handling*

Bus departures from the hotel lobby.