



IATA ULD Regulations Hong Kong Workshop



Cathay Pacific City, Hong Kong
9 September 2013

Welcome & Introduction

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Cathay Pacific Airways



Background and IATA's Role

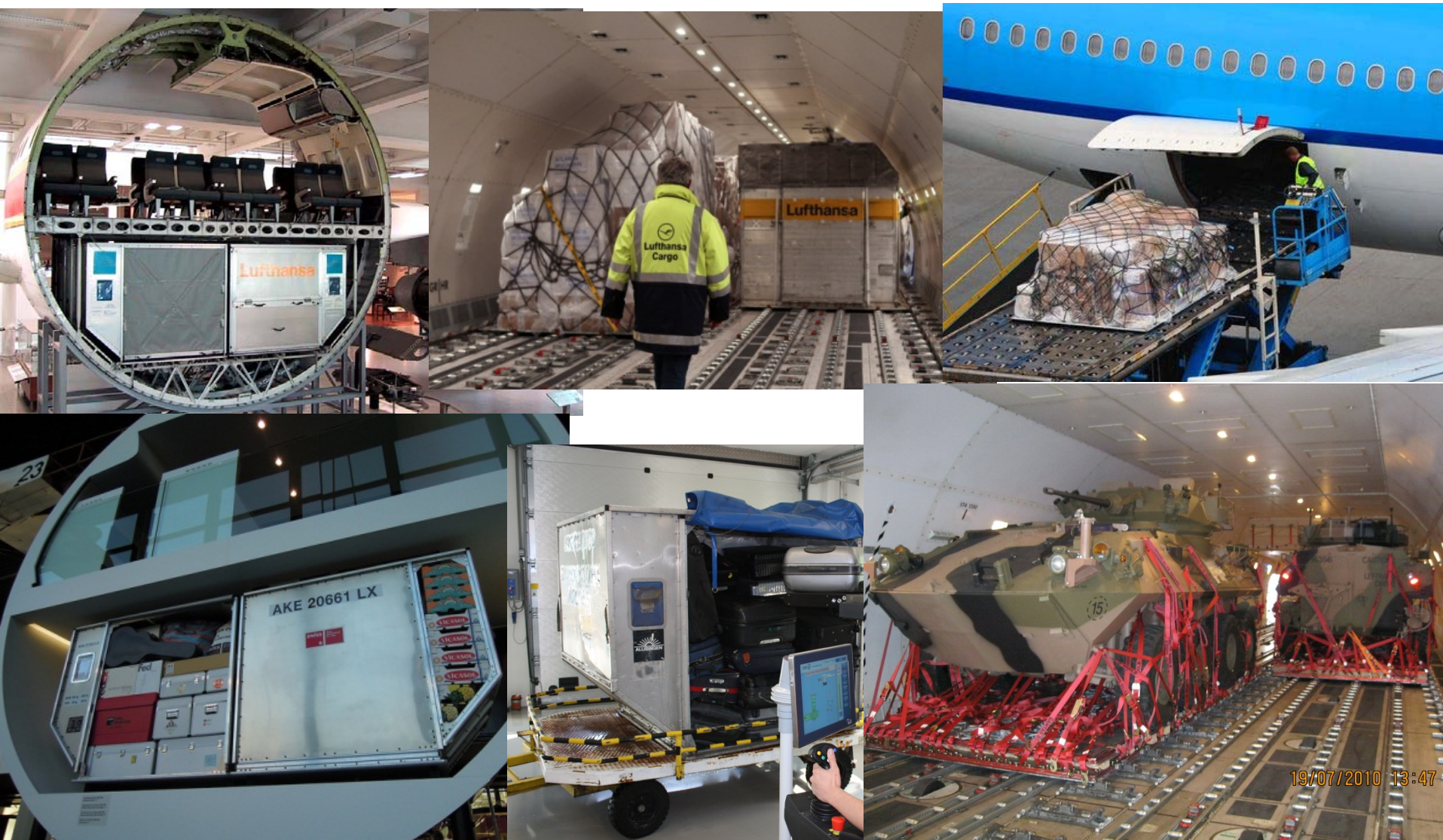
廖志勇 LIAO, Zhi Yong

Manager, Business Process & Standards
IATA Cargo



What is ULD?

Aircraft Unit Load Devices (ULD)



But don't take it for granted!



Purposes of ULD

- Eliminate manual loading and unloading
- Protect the contents
- Maximize the use of aircraft contour
- Allow fast and easy transfer from one aircraft to another
- Special purposes ULD

The most important purpose is to secure the loads during flight.

Background for the Creation of ULDR

World Cargo Symposium (WCS) 2010

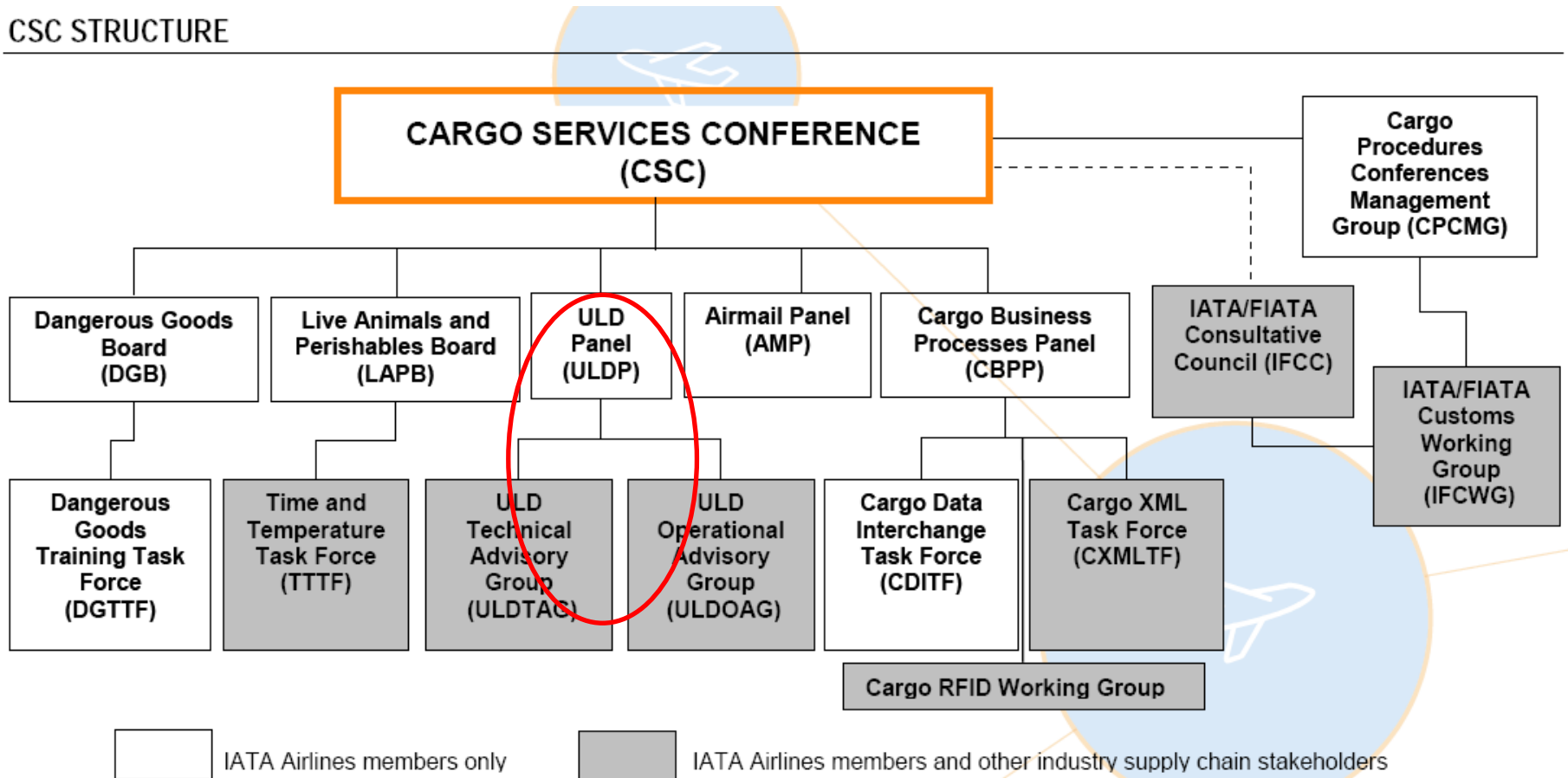
IATA announced an initiative to reposition ULD as a core cargo activity by:

- Increasing ULD profile
- Integrating ULD standards with all other cargo standards
- Improving IATA manuals relating to ULDs
- Interacting with key ULD stakeholders



Strengthen the ULD Governance Structure

CSC STRUCTURE



IATA ULDR – Industry Demand

ULD Management

- CAAC and IATA signed MoU on ULD airworthiness
- Enhancing consistent and simple standards
- Awareness of accountability and consequence
- Industry wide standard benchmarking

IATA World Cargo
Symposium

Air Cargo – Connecting the World
8-10 March 2011 | Istanbul, Turkey



Purpose of ULDR

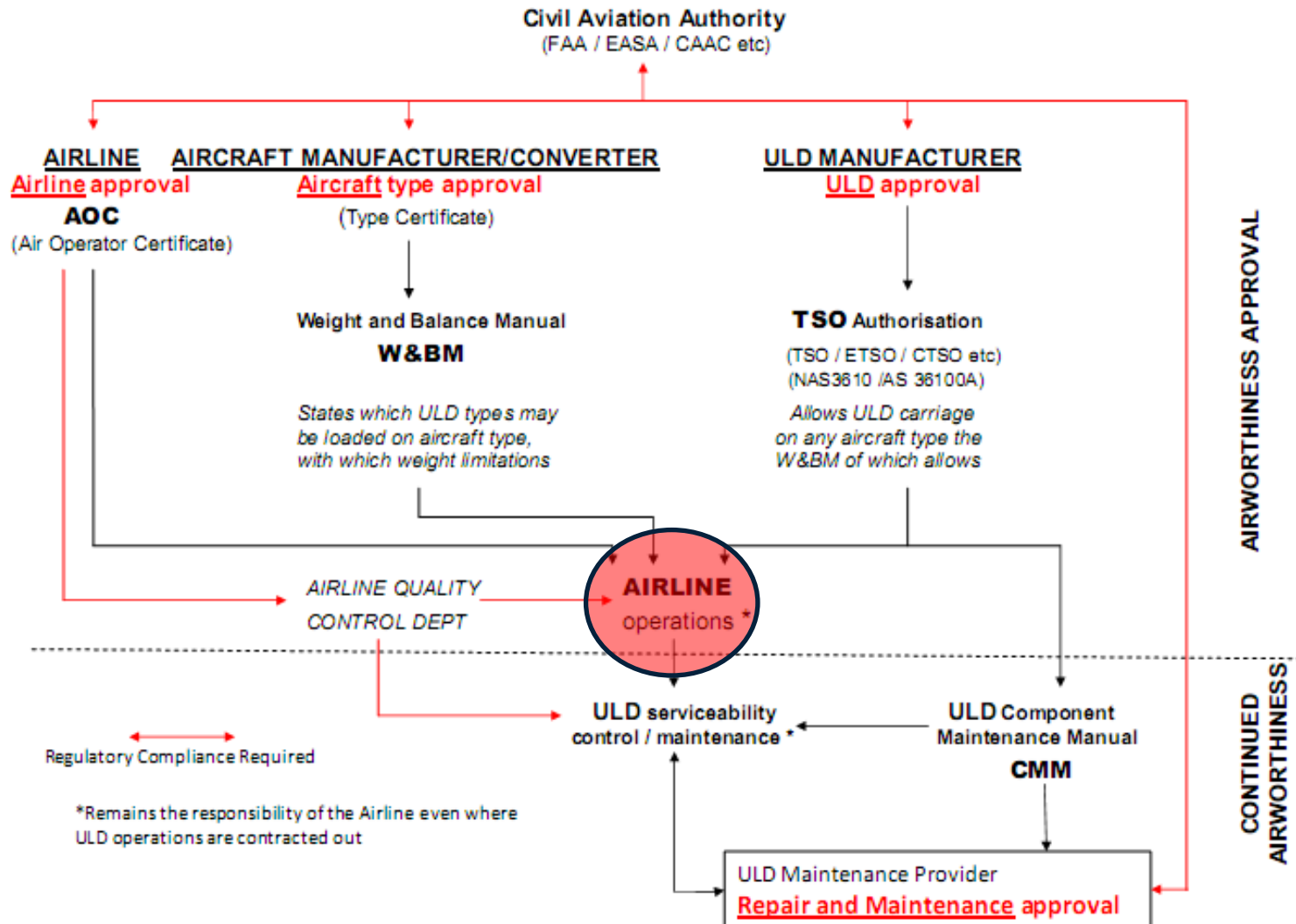
ULD = Aircraft Part

- ULDs are aircraft parts and subject to CAA's airworthiness requirements.
- Aircraft flight safety regulations also apply and are defined in:
 - ICAO Annex 6, Operation of Aircraft;
 - ICAO Annex 8, Airworthiness of Aircraft; and
 - The derived national CAA regulations

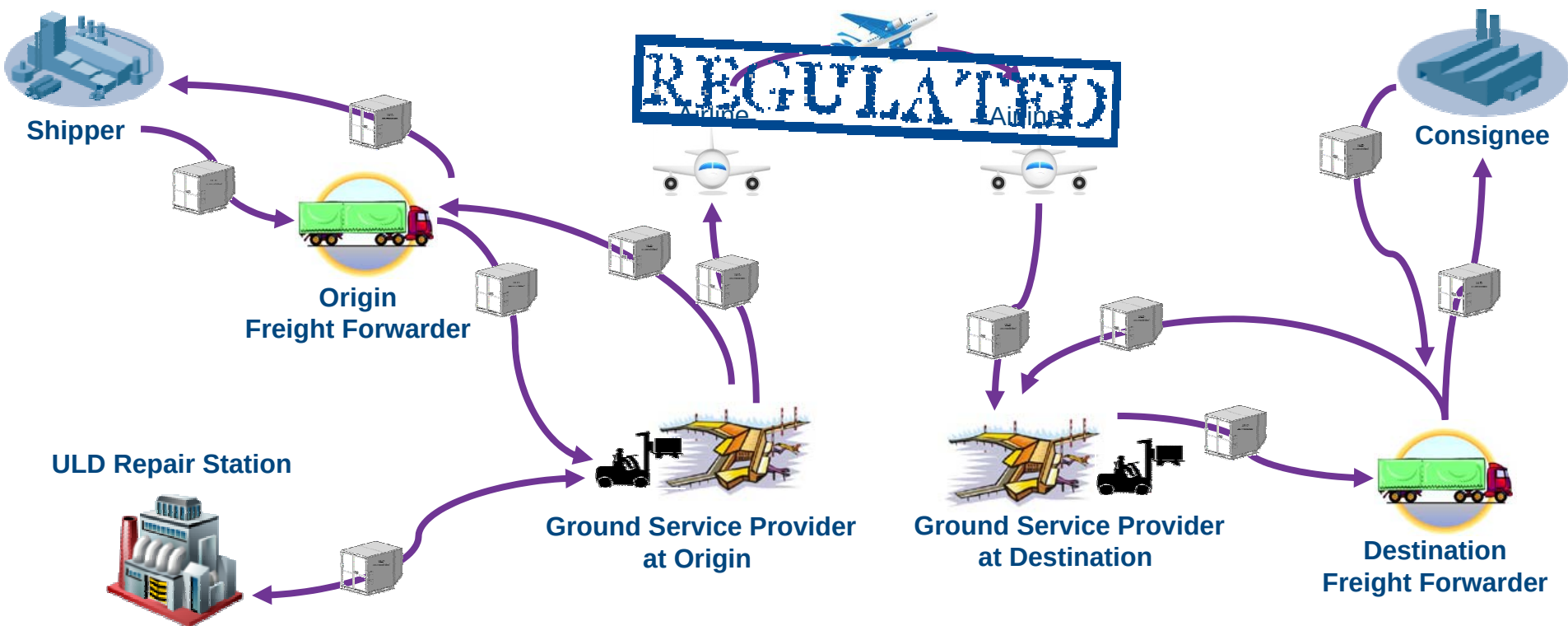
Examples of Applicable CAA Regulations

State / Authority	China CAAC	Europe EASA	Japan JCAB	USA FAA
Area concerned				
Aircraft airworthiness	CCAR-25	CS-25	Airworthiness Standard Part 3	14 CFR Part 25
ULD design / tests and approval	CTSO C90	ETSO C90	JTSO C90	TSO C90
Carrier certification and operations	CCAR-121	EU-OPS 1	Civil Aeronautics Act Chpt VI & VII	14 CFR Part 121
Maintenance of approved equipment	CCAR-43 CCAR-145	EASA Part M EASA Part 145	Civil Aeronautics Act Art 20	14 CFR Part 43 14 CFR Part 145

ULD Regulatory Framework



Typical ULD Operational Chain



Who is responsible / liable?

- The ULD OEM, for demonstrating to the CAA that the ULD meets the applicable requirements, and justifying the contents of the CMM, including damage limits
- The Airline, for ... everything else! CAA will hold the Airline responsible even the complete ULD management and operations are outsourced to a third party.

Industry's Problem

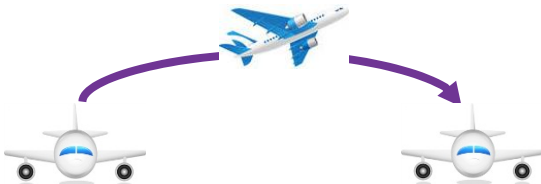
- In today's world, most ULD operations are performed by other parties: shippers, freight forwarders, ground service providers, brokers, sales agents, ground transportation providers
—— All are supposed to work under the Airline's Operating Instructions.
- Are all Airlines making the Operating Instructions available to the rest of the ULD operational chain?
- Are non-Airline parties having to deal with various Operating Instructions from different Airlines?

ULDR – Industry’s Solution

“a single set of regulations for all parties involved conforming to all legally applicable regulations”

Airworthiness & Flight Safety Regulations

Airline Compliance



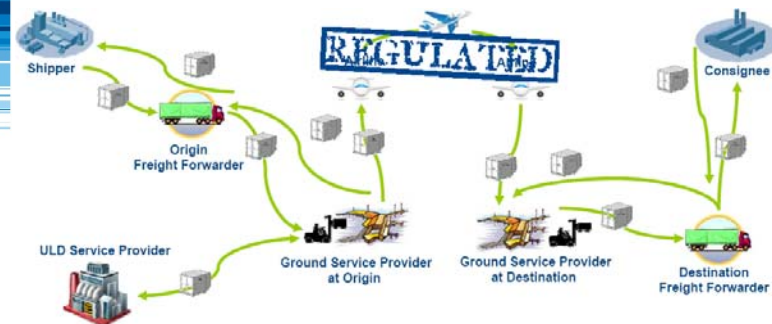
IATA ULD Regulations

Effective 1 January 2013



1st Edition

Air Cargo Industry Compliance





ULD in the Air

Dominic Tse

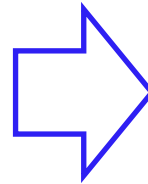
Nordisk



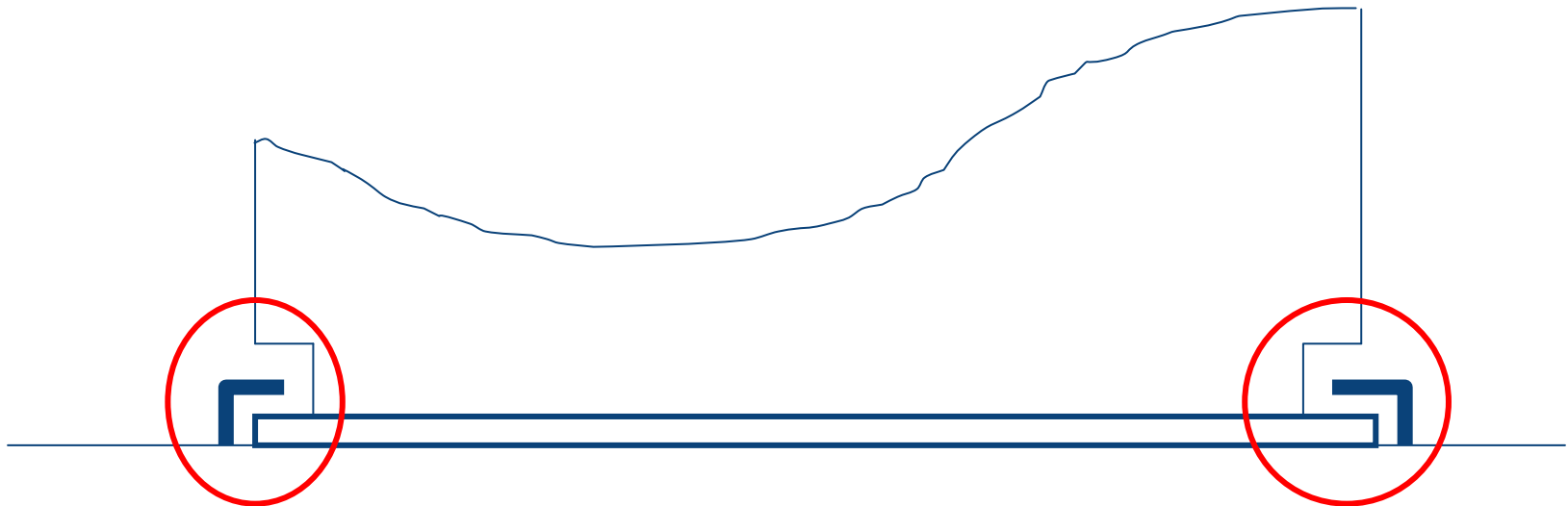
ULD in the Air



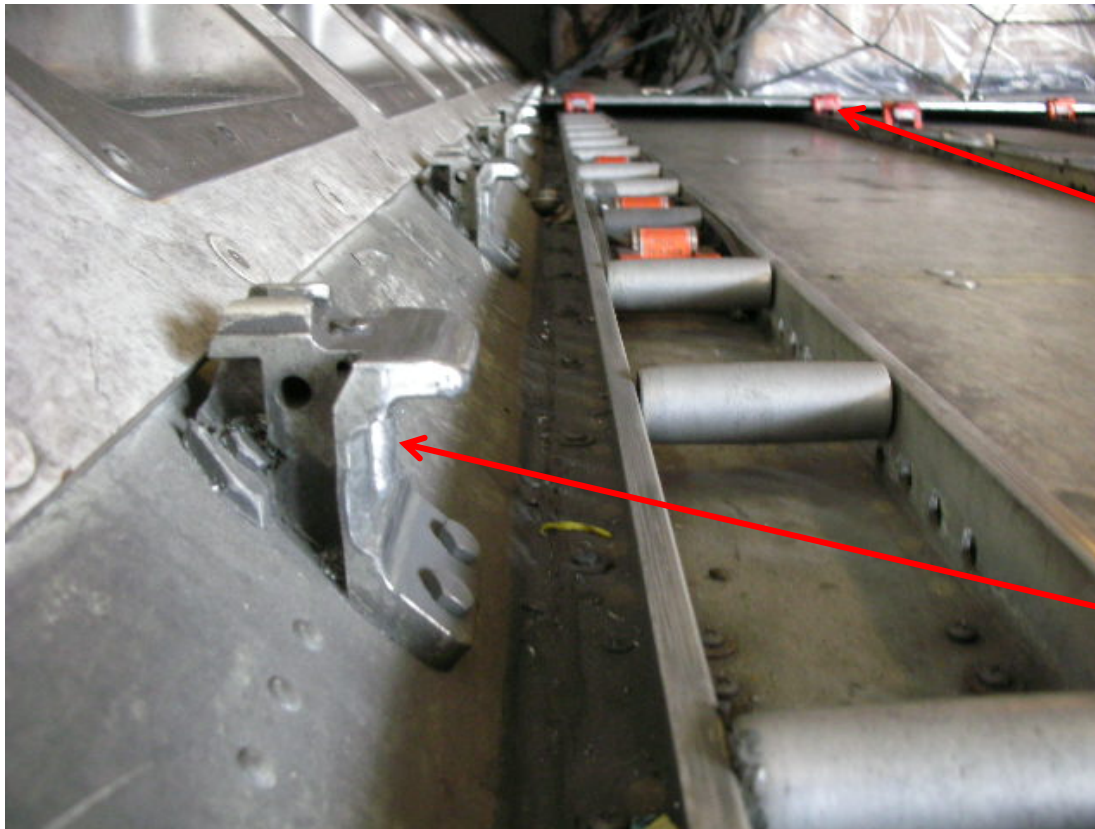
Accidents caused by ULDs *do* occur and severe damage to aircraft much more often



Primary concern: restraint



Typical lower deck ULD Restraint system



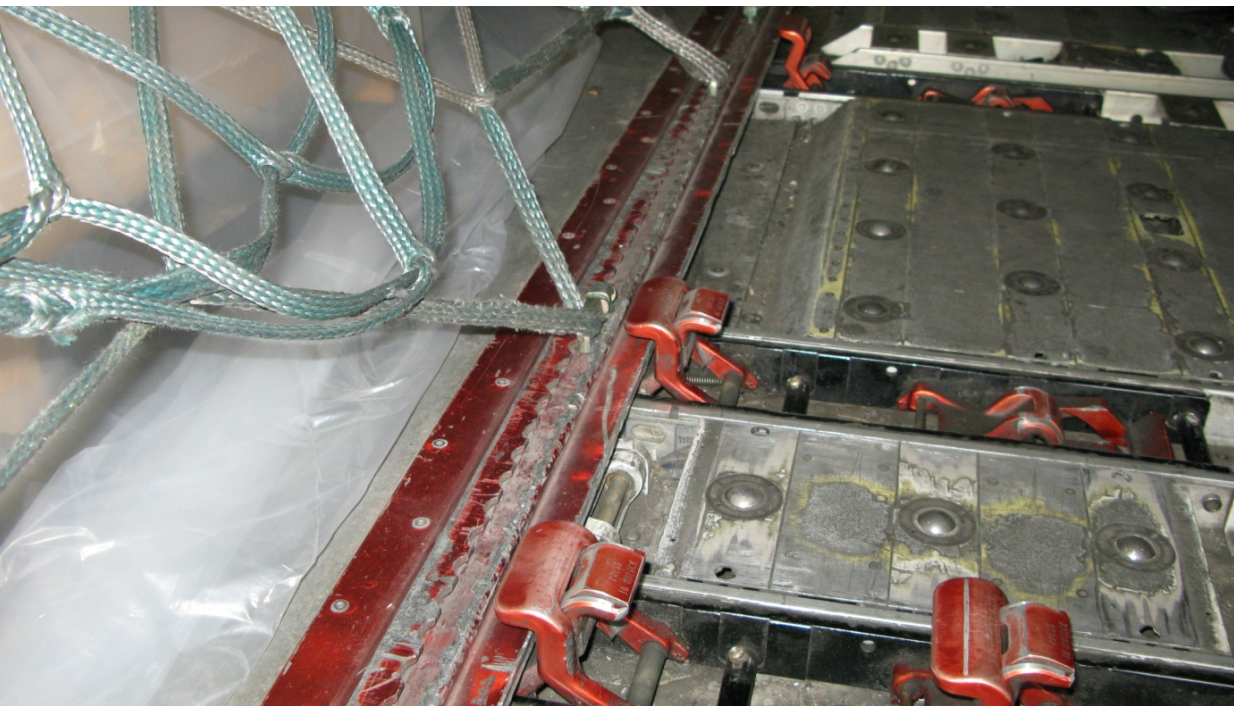
Pallet
Lock

Vertical
and lateral
restraint

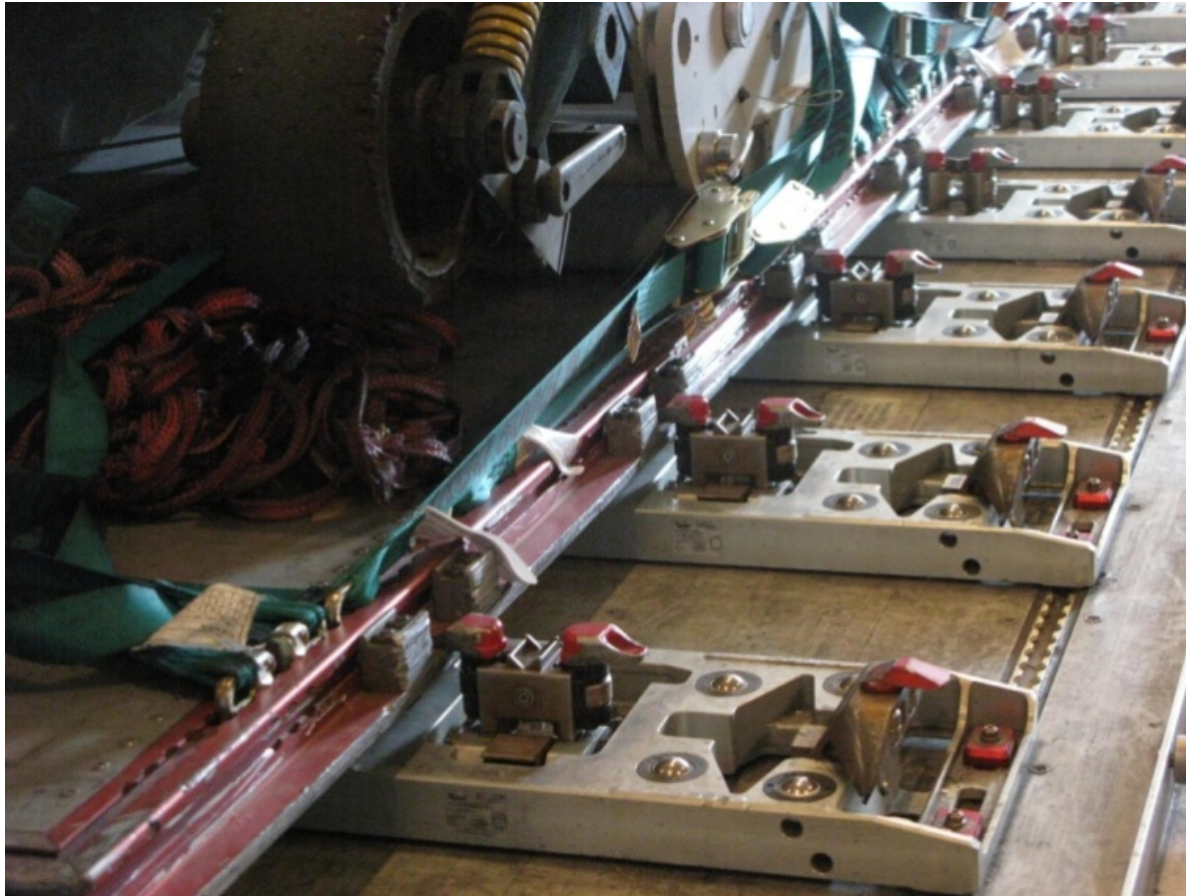
AKE container locks (all wide body aircraft)



PMC pallet locks (all wide body aircraft)

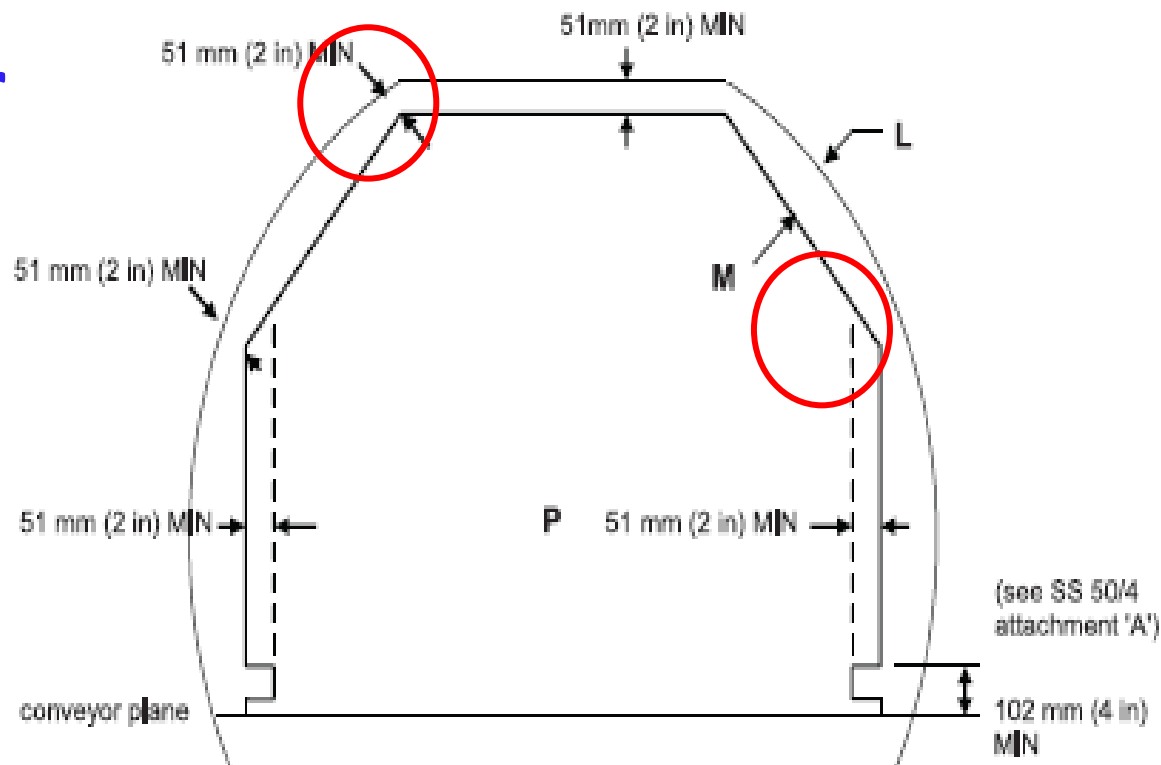


20 ft pallet locks (B747)



Nearly as important: contour

Maintaining the maximum contour throughout flight also is essential



A330 Lower Deck



747 Upper Deck



The too often overlooked reality is: **ULDs in flight are part of the aircraft**

Aircraft flight safety regulations also apply, as for any other aircraft part, and are defined in:

- ICAO Annex 6, *Operation of aircraft*;
- ICAO Annex 8, *Airworthiness of aircraft*; and
- *the derived national CAA regulations*

All these are applicable but general regulations

Specific Guidance on ULDs

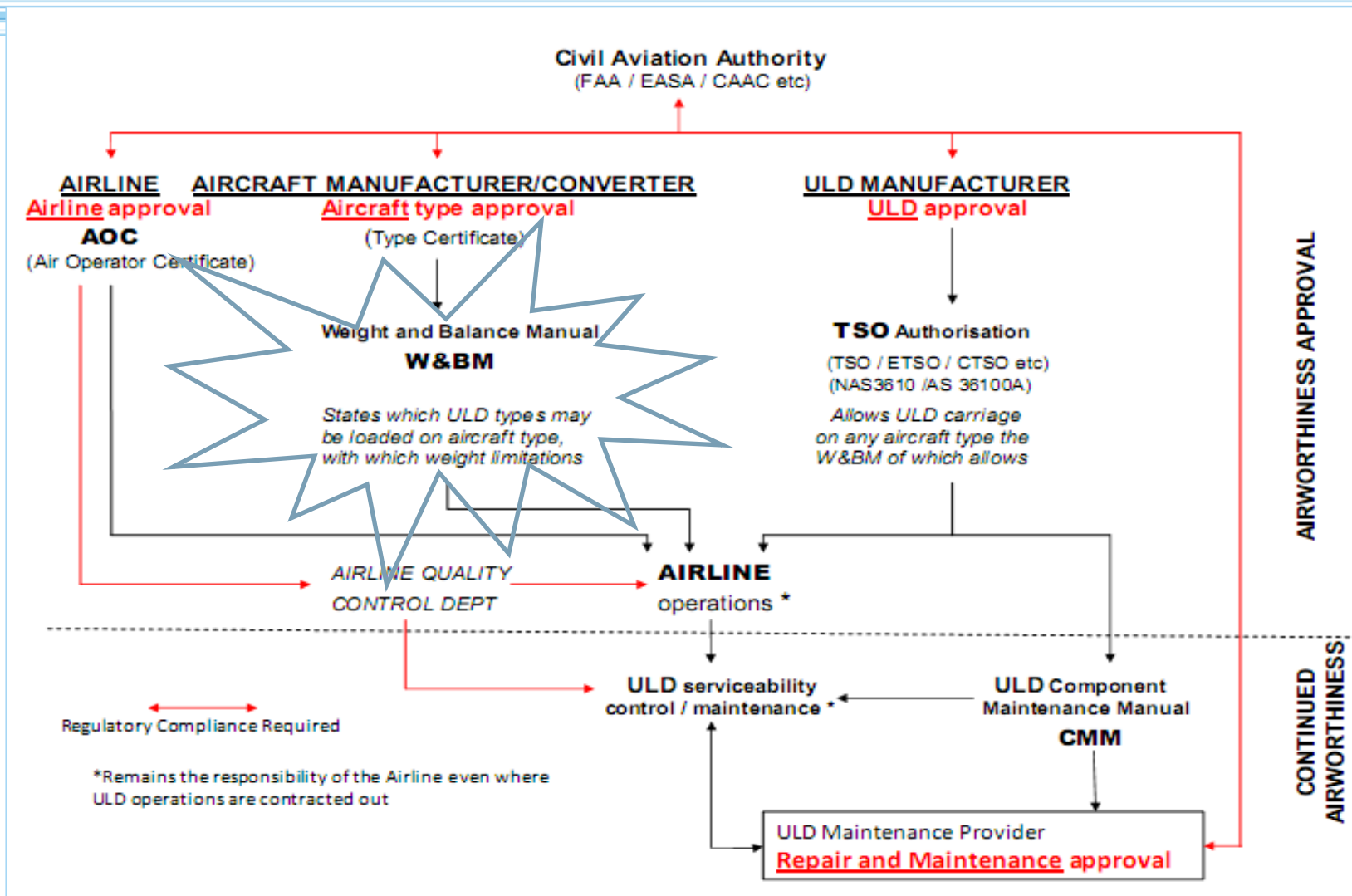
The only regulatory guidance material *specific* to ULDs is:

FAA Advisory Circular AC 120-85 of 2005
Air cargo operations

developed after a major accident where cargo operations and ULDs were instrumental.

Who is responsible / liable ?

- The manufacturer, for demonstrating to the Authority that the ULD meets the applicable requirements, and justifying the contents of the CMM, including damage limits
- The operator/carrier, for ... everything else! Its mandatory *Operating Manual* and quality control are the keys.



Weight and Balance Manual

Manual, issued by the aircraft manufacturer and approved by airworthiness authorities, for each aircraft model, that provides the data, limitations and guidance necessary to load an airplane so that it is safe to operate.

Airbus WBM (sample)

 A380 WEIGHT AND BALANCE MANUAL	1 WEIGHT AND BALANCE CONTROL	1 - 10 - 50 - 40	
	1.10 LIMITATIONS		
	1.10.50 LIMITATIONS FORWARD LOWER CARGO HOLD	10 JUL 08	P 3/5

ULD CERTIFICATION

Ident.: 1-10-50-40-00003059.0001001 / 26 FEB 07

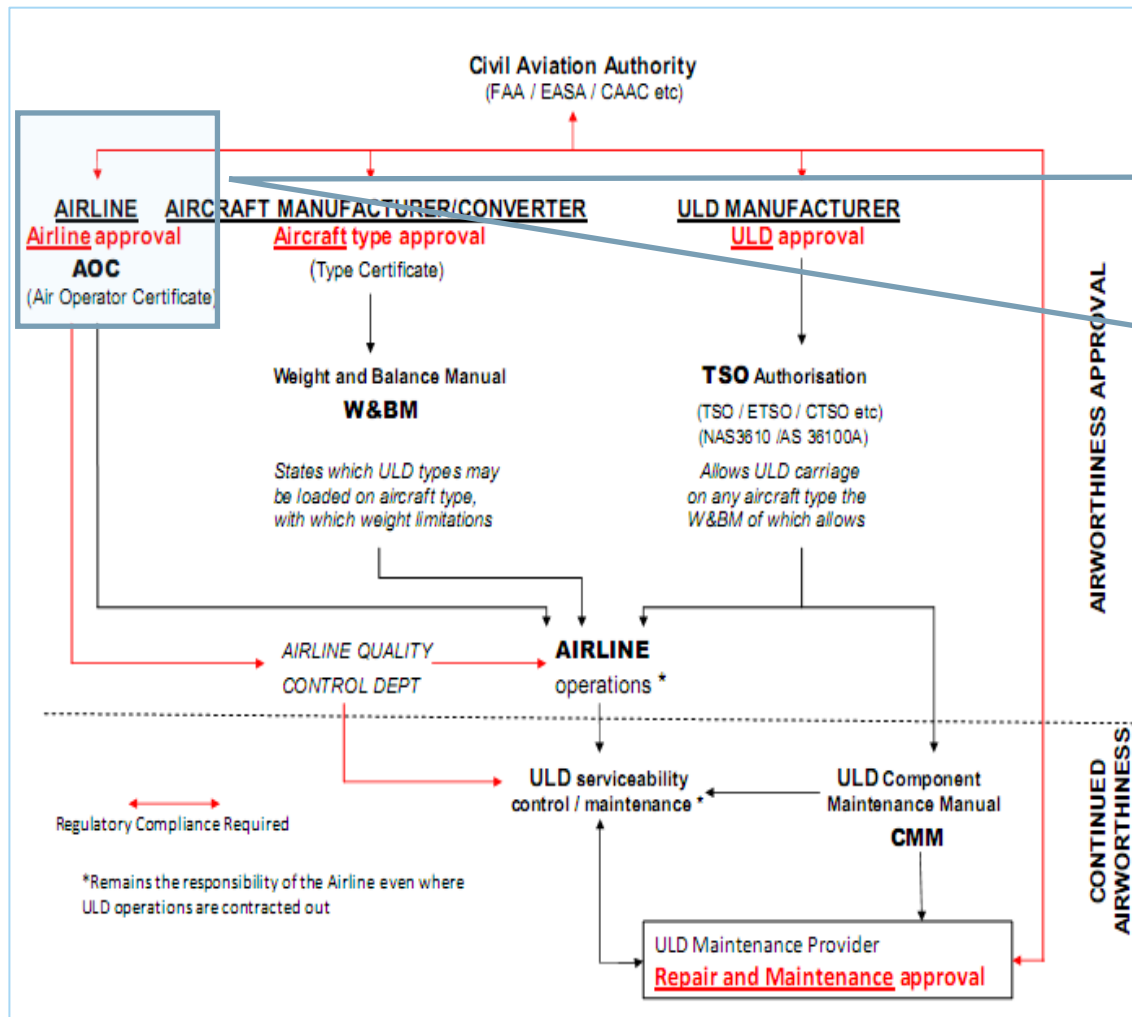
Criteria: ST1

Applicable to: ALL

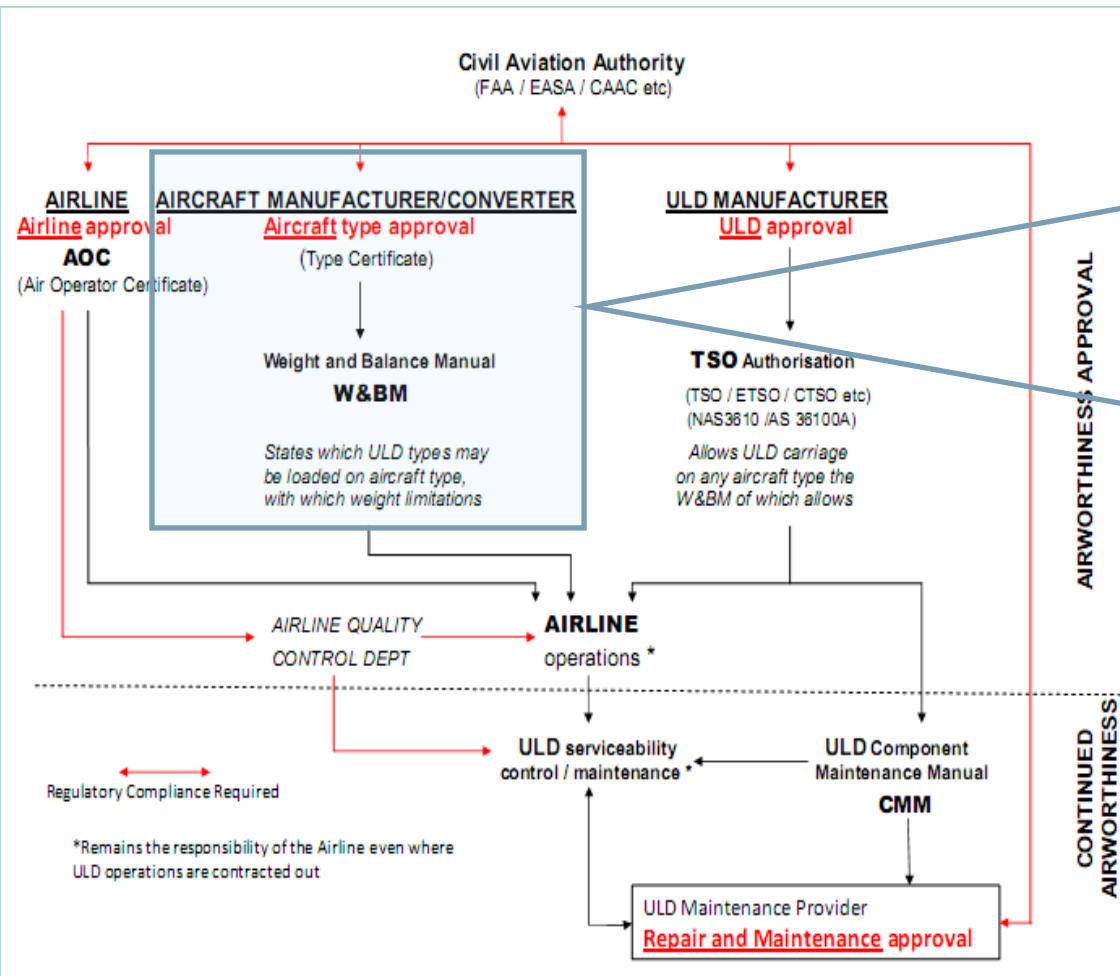
L1 Each single ULD (container, pallet/net) should be in accordance with the requirements of TSO-C90 (NAS 3610), latest issue.

If the ULD does not correspond to this requirements, it must be handled and loaded in such a manner, that neither the ULD nor the cargo contained therein will endanger the aircraft due to accelerations under flight, take-off and landing conditions.

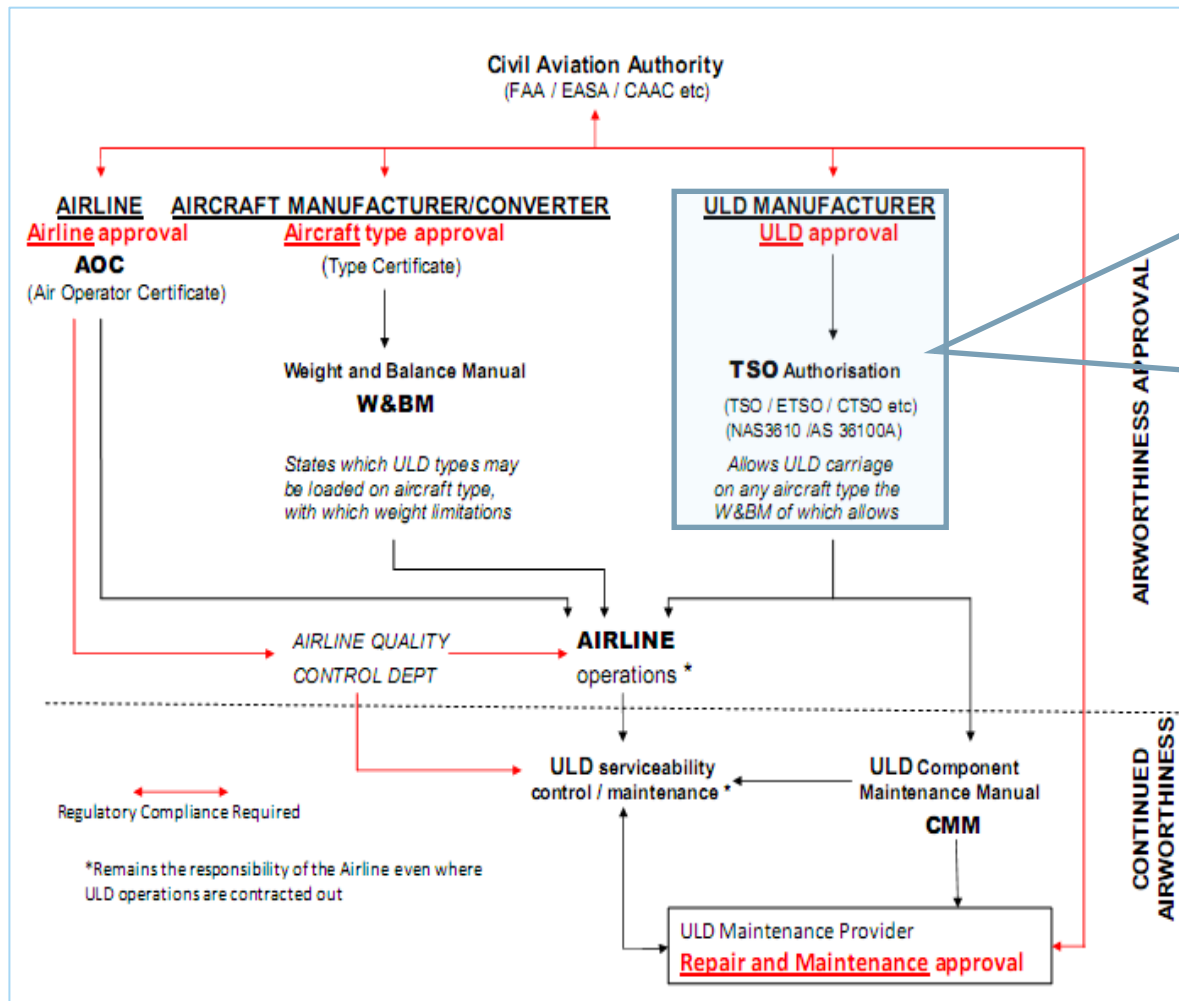
Sample Manual courtesy Airbus



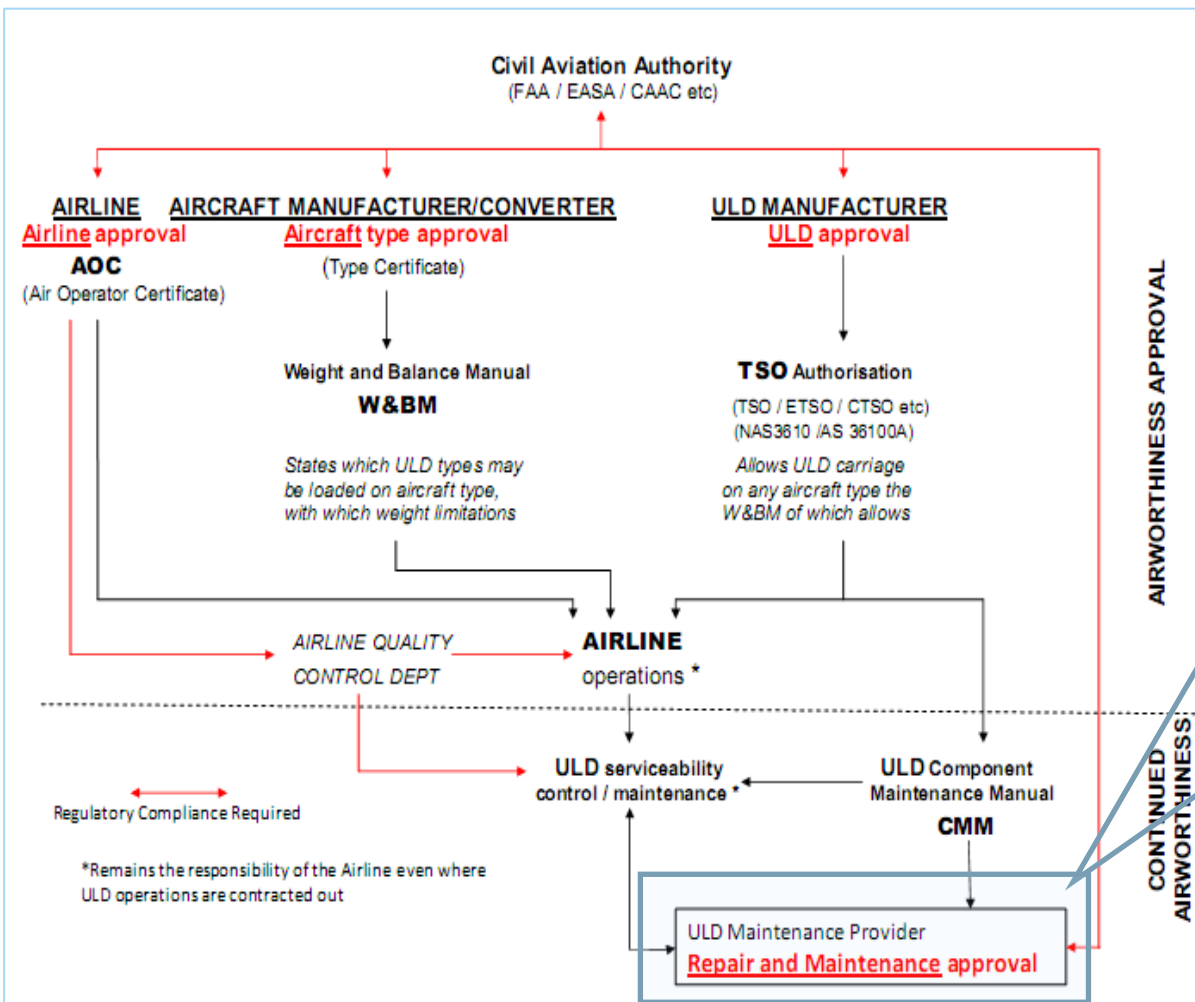
An airline must obtain an Air Operator Certificate in order to provide commercial air transportation services



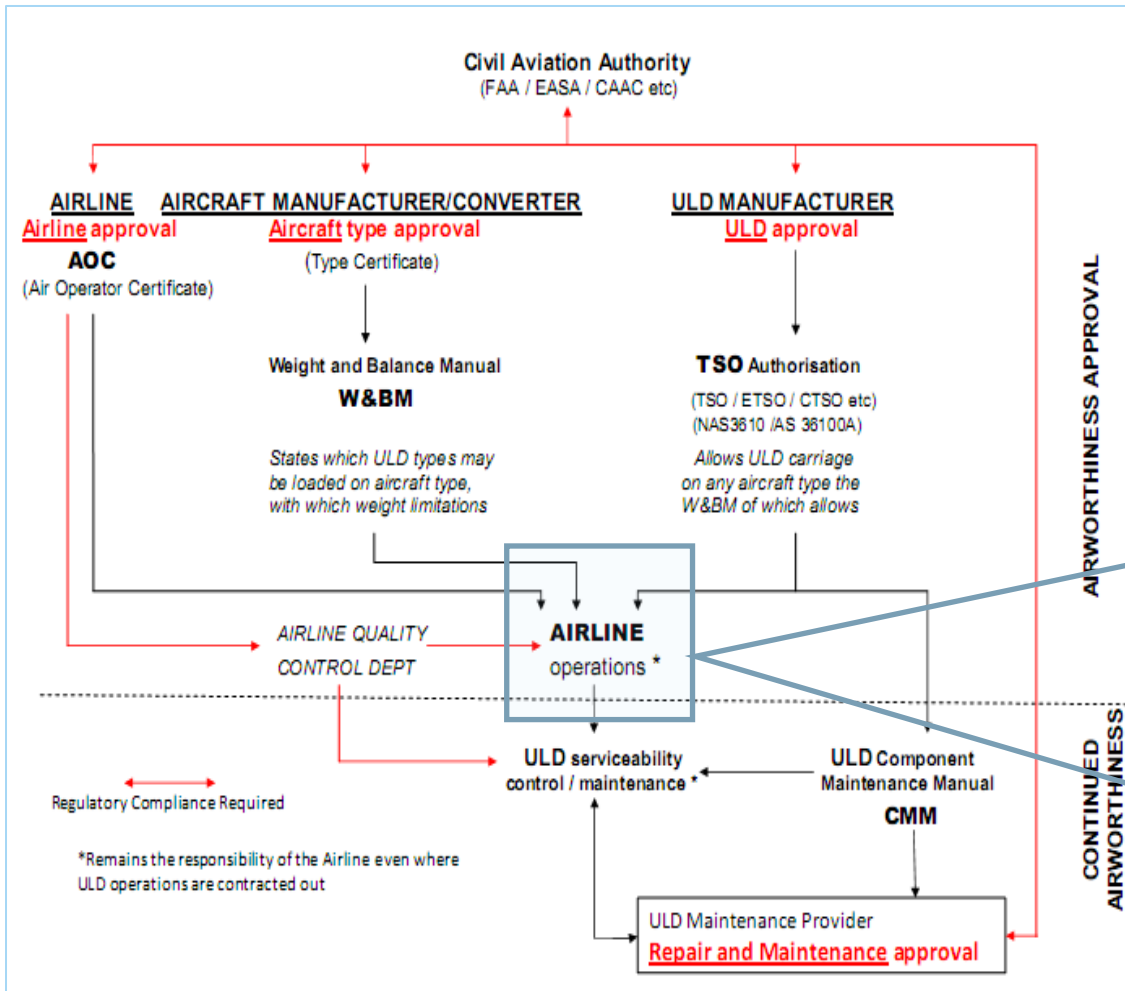
The aircraft manufacturer is required to provide operating instructions for the aircraft including the Weight and Balance Manual which contains ULD specific requirements such as certification , max gross weight and contour.



The ULD Manufacturer is required to design and test any certified ULD according to the minimum performance requirements defined in TSO/ ETSO C90 latest edition.



Any facility providing ULD repair services to an airline must operate under a license (approval) issued by a Civil Aviation Authority that is acceptable to that airline's quality control Dept.



To comply with its AOC the airline must at all times operate ULD in accordance with requirements of both:

- Aircraft Weight and Balance Manual &
- ULD OEM's Component Maintenance Manual

The airline Quality Control dept. is responsible for compliance

Note: Responsibility remains with the airline regardless of whether ULD operations are sub contracted to 3rd parties.

ULD in the Air

At all times all ULD carried on an aircraft must be capable of delivering the restraint requirements stipulated in the Aircraft Weight and Balance Manual.

IATA solution:
a single set of regulations
for all parties involved
conforming to all legally
applicable regulations



Implications for the Industry

- IATA ULDR contains material not previously contained in any IATA ULD publication
 - Sections 1,2,3 and 6 contain material relating to the flight safety/flight operations side of ULD that were previously given limited or zero coverage.
 - ULD related material in the IATA Airports Handling Manual being aligned with ULDR
 - IATA's IOSA and ISAGO programs now contain far higher criteria for ULD activity
 - **For the first time any party operating ULD in any manner will be able to see the “In the Air” requirements of ULD operations in a single IATA document**



Networking Break





ULD on the Ground

Dominic Tse

Nordisk

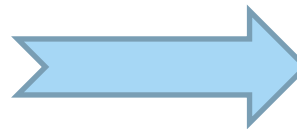


ULD on the Ground

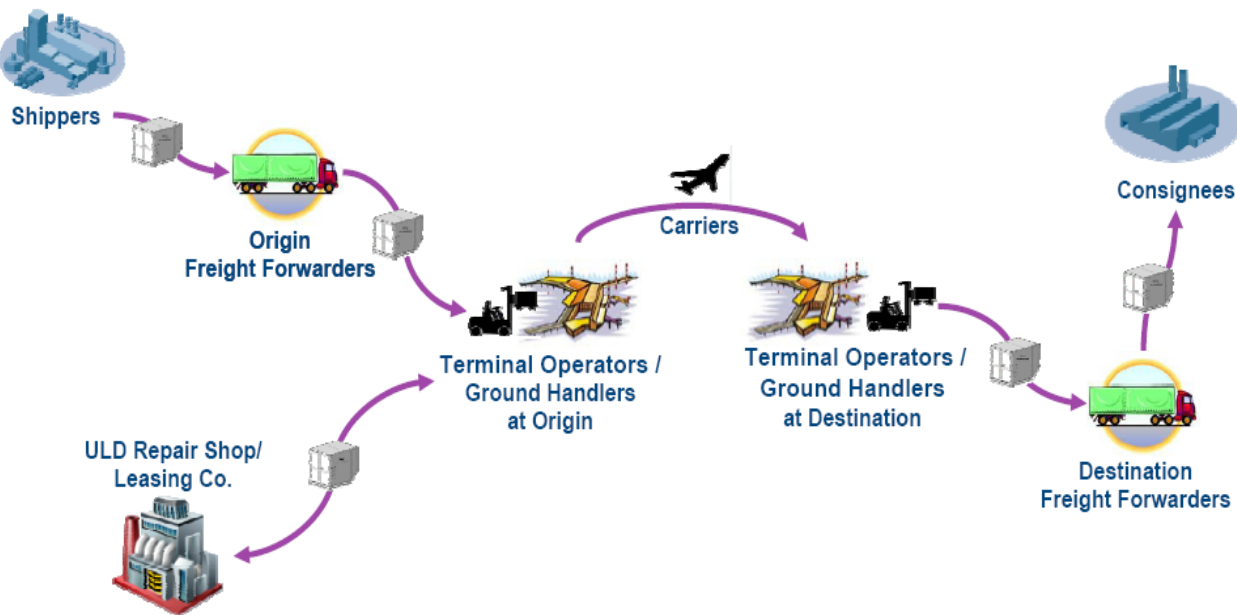


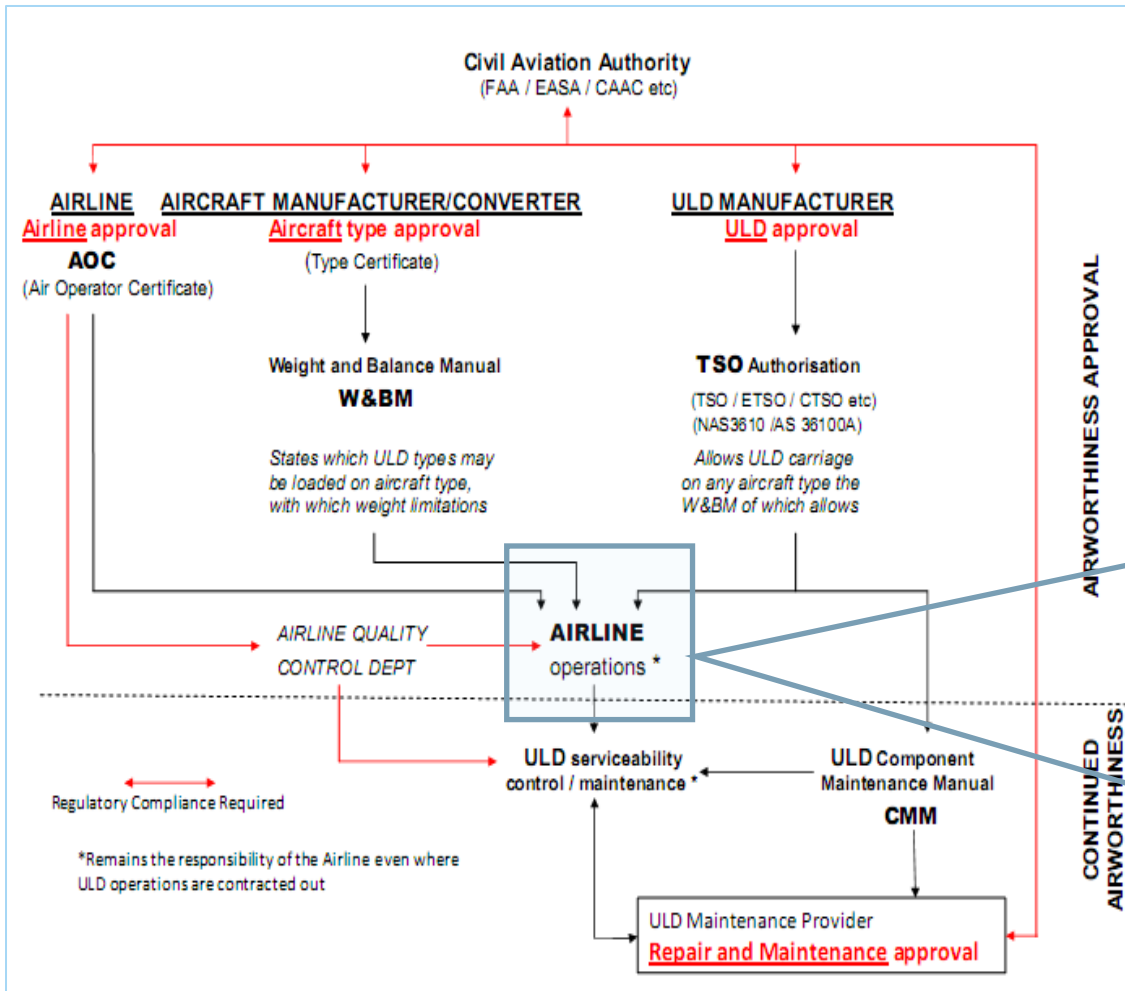
ULD Today

- Far more - about 800,000
- Far more involved parties with far less direct connection to aircraft operations
- Lighter, more complex and more costly
- Tendency towards inadequate infrastructure
- Prevalence of bad habits and “tribal knowledge”



Typical ULD Operational Chain



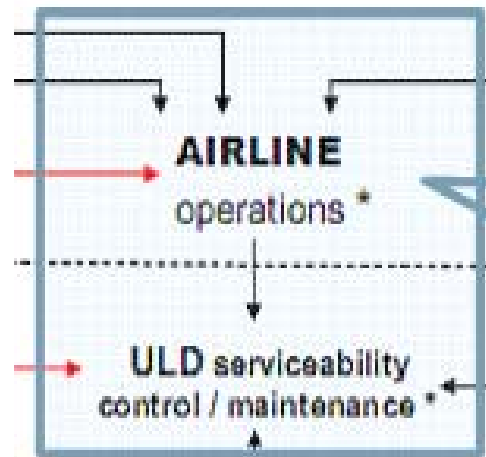


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Safe ULD in the air can
only be achieved with
correct operations on the
ground

Top 5 issues for ground based ULD operations

- 1. Training
- 2. Responsibility
- 3. Handling
- 4. Continued Airworthiness
- 5. Transferring ULD

1. Training

➤ Key Component of ULD Operations

- Training is a part of just about everything we do today, yet it is rarely applied to ULD operations
- The FAA is very clear- AC 120-85 states:

268.INDIVIDUALS WHO SHOULD RECEIVE ULD TRAINING. *All air carrier and vendor personnel involved in the loading of cargo should receive ULD training.*

- Without training ULD operations will always be below standard.

Training Implementation

- Train the trainer requires IATA course
- All other training can be independently provided
- IATA standard ULD training courses now under development
 - Awareness, Basic and Complete by end 2013
 - Management by 2014

2. Responsibilities

- Key Component of ULD Operations
 - DG have just 3, operators (airlines), forwarders and shippers - ULD have 15 “Other Parties”
 - Airlines have always had responsibilities, but never defined for other parties - time now for everyone to share the load

Operators

1.4.2 Specific Responsibilities

As specifically regards Unit Load Devices, carriers (operators) responsibilities include ensuring that:

- (a) all Unit Load Devices to be loaded aboard aircraft are Authority approved or conform to alternate specific rules stated in the aircraft's Weight & Balance Manual;
- (b) new units are subjected to a First Article Inspection (FAI) prior to being put in service in order to verify their conformity with airworthiness approval and industry specifications;
- (c) where a pallet and net are used, they are compatible with each other;
- (d) each Unit Load Device is inspected prior to and after build-up, and a Unit Load Device in a non-airworthy condition is not loaded aboard an aircraft;
- (e) all applicable limitations and restrictions are met, including nature of contents, weight and load distribution, maximum allowable damage, and any aircraft specific rules;
- (f) any special load items are identified and dealt with in accordance with the Rules. Any dangerous goods shall be accepted and loaded in full compliance with the IATA Dangerous Goods Regulations;
- (g) the maximum Unit Load Device centre of gravity offset limits are not exceeded;
- (h) all items of load are adequately restrained inside / on the Unit Load Device;
- (i) the applicable Security and Customs control requirements are met;
- (j) the Unit Load Device is weighed with the required accuracy prior to being loaded on an aircraft, and the weight is transmitted to Load Control in order to be taken into account in the flight's loading documents;
- (k) the Unit Load Device tag is signed after closure and weighing by a qualified responsible agent;
- (l) the Unit Load Device is handled and stored during ground handling and transportation on appropriate equipment and with appropriate methods so that no damage occurs;
- (m) the Unit Load Device is loaded on a compatible aircraft position and meets all limitations and restrictions applicable to that position;
- (n) Unit Load Device repairs are performed by qualified staff in accordance with applicable general civil aviation rules and repair procedures defined through its Authority approval, and a release certificate is delivered and filed to confirm the unit is airworthy again;
- (o) all personnel and supervising personnel in charge of any of the above receives appropriate training;
- (p) the necessary instructions are provided to all sub-contractors or other parties that either handle, transport or build-up the Unit Load Devices of the carrier (operator);
- (q) an operational Quality Control system is maintained by the carrier (operator) to monitor the effectiveness of the above, and performs regular audits at the locations concerned.

Other Parties

A. Top Level Authorities

- Civil Aviation Authorities
- Airports
- Customs

Responsible for providing an operating environment for ULD that recognizes and supports compliance and best operating practices across the entire airline and air cargo industry

B. Manufacturers and Support Providers

- Aircraft/Cargo Loading System Manufacturers
- Unit Load Devices Manufacturers
- Unit Load Devices Repair Stations
- Unit Load Devices Services Providers

Responsible for providing products and services for ULD that enable compliance and best operating practices across the entire airline and air cargo industry

C. Participants in Air Cargo Operations

- Ground Service Providers (Cargo Terminal Operators, Ground Handling Agents)
- Freight Forwarders/ Customs Brokers
- Cargo Sales Agents
- Post Offices
- Shippers/ Consignees
- Ground Transportation Service Providers

Operational Responsibilities

- Fulfill specified operators responsibilities where contracted and required to do so by the operators
- Meet the training requirements of the ULD Regulations
- Meet the ULD storage requirements of the ULD Regulations
- Provide access to their operations for audit by operators
- Additionally recommended to have ISO 9001 or equivalent

* Do not apply to all functions, see ULD Regulations for specific requirements

3. Handling

- Key Component of ULD Operations
 - Poor handling of ULD will almost certainly lead to damage
 - Damage to ULD will almost certainly lead to loss of airworthiness
 - A non-airworthy ULD is not acceptable for flight

Section 9 Handling

- Continuing Airworthiness
- Storage
- Transport & Movement in ULD Operations Area
- Transport and Movement of ULD-On Airport
- Transport and Movement of ULD-Off Airport
- Transfer of ULD
- Buildup and Breakdown
- Requirements for Special Purpose ULD

Each Section split into:

- General
- Training Requirements
- Facilities and Equipment
- Procedures and Practices
- Exceptions
- Others

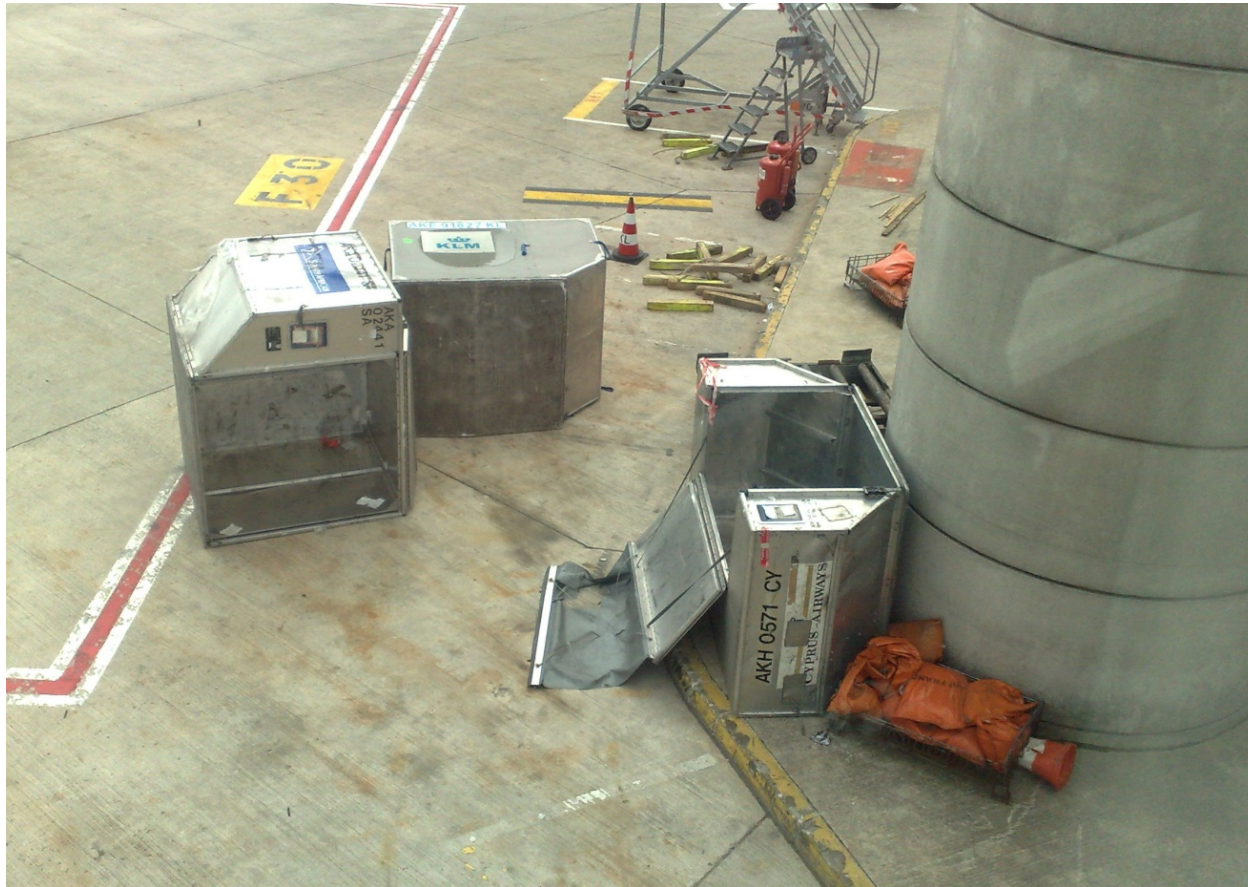
Storage

Without adequate storage ULD are always exposed to damage

- Invest in infrastructure
- Training, supervision and management



NEVER HAVE NEITHER INFRASTRUCTURE NOR TRAINING



4. Continued Airworthiness

- Key Component of ULD Operations
 - Action on the ground delivers airworthy ULD in the air
 - Inspection of a ULD for damage before use should be second nature
 - need take only seconds
 - can save massive costs
 - FAA AC 120-85
- 249. f. Operational Checks. The procedures should include how to check the condition of ULDs and other restraint devices for damage before using them, and how to perform the operational checks to ensure any damage does not exceed damage limits.*



5. Transfer of ULD between parties

➤ Key Component of ULD Operations

- Any transfer of ULD between parties shall be recorded either paper and electronically
- 9.7.1.3 The party in possession of the ULD shall be responsible to the ULD Owner for monitoring and maintaining the airworthy condition of the ULD (see Sub-section 1.6 of these Regulations for required minimum training). By the act of accepting a transferred ULD, the receiving party is assumed to accept this responsibility.

ULD on the Ground

- Training, Responsibility, Handling, Continued Airworthiness, Transfer of ULD - all key components of ULD operations
- Many other aspects of ULD operations also contained in the ULD Regulations
- Safe ULD in the air starts by everyone on the ground doing it right.



Panel Discussion

Moderator: Bob Rogers (Nordisk)

Panelists:

Urs Wiesendanger (Air Canada)

Aldous Chung (Cathay Pacific Airways)

Joseph Chan (Jardine Aviation Services)

Sammy Mak (HAFFA)

Yvonne Ho (IATA)



Q1.

Hong Kong is one of the world's largest Air Cargo airports, on a daily basis thousands of ULD transport air cargo in and out of Hong Kong. A major part of this success is the significant amount of off-airport, shipper packed operations. This however can lead to questionable practices that are both damaging to ULD and are not in compliance with the IATA ULD Regulations.

How can all parties in HK work together to bring all ULD operations in line with the IATA ULD Regulations?

香港是世界其中一個最大的空運機場，每天進出香港的空運集裝器是數以萬計的。成功的主要因數是有大量機場以外運作的託運服務，不過亦可能產生導致損壞集裝器及不依從國際航空運輸協會集裝器規則的機會。

採取什麼方法能使到香港所有集裝器運作服務單位一起依從國際航空運輸協會集裝器規則運作？

Q2.

On one hand the HK air cargo community seems to feel that ULD can be utilized without any kind of training, on the other hand the IATA ULD Regulations require that personnel operating ULD shall be trained. Can this gap be closed, and what will it take?

一方面香港空運服務團體認為運用集裝器是不需要接受任何訓練的，但另一方面國際航空運輸協會集裝器規則要求所有運作人員是需要接受訓練的。

採取什麼方法能將此認知缺口關上？

Q3.

It is very difficult for a person loading a ULD in Kwun Tong or To Kwa Wan to understand that a ULD is an item of aircraft equipment, subject to the full extent of aviation regulations. What will it take to get this important message across to many thousand air cargo industry workers?

依據航空條例的滲透程度 - 集裝器是一個飛機設備，但需要使到一個在觀塘或土瓜灣的裝箱工人明白是非常困難的。
採取什麼方法能將此重要消息通知數以萬計的空運界員工之中？



Q4.

Under aviation regulations airlines carry the full responsibility for meeting aviation regulations. What is it going to take for the rest of the air cargo industry in HK to play a part in meeting these regulations through treating ULD correctly and only using airworthy ULD?

根據航空條例，航空公司需背附上按照航空條例運作的全部責任。

採取什麼方法能令至到香港空運工業界得知他們是其中的一部份需要達到航空條例的要求由通過正確對待集裝器及只使用達到適航要求的集裝器？



Lunch Break





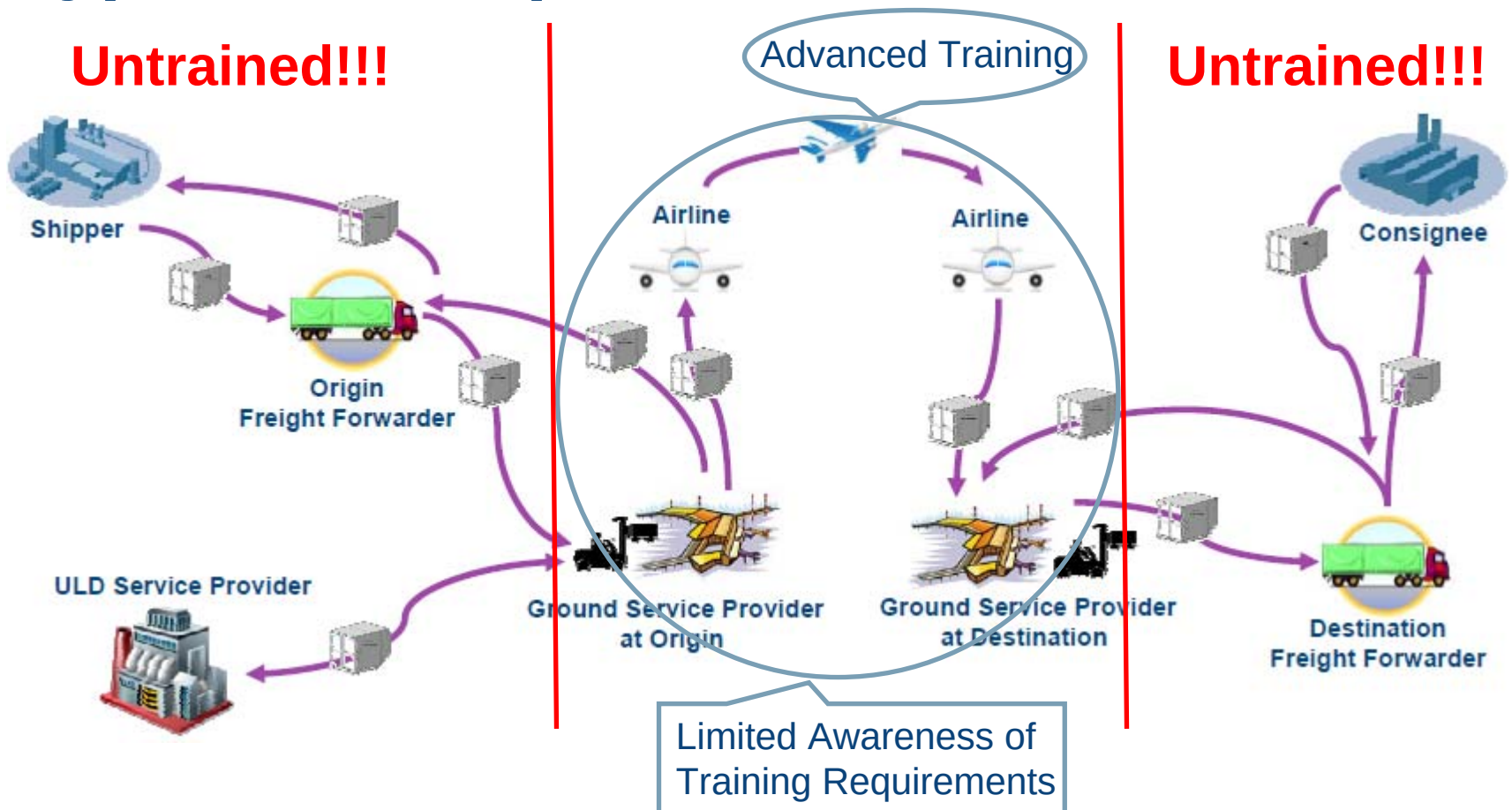
Training-Essential Part of IATA ULD Regulations

廖志勇 LIAO, Zhi Yong

Manager, Business Process & Standards
IATA Cargo



Typical ULD Operational Chain



Training and Aviation

- Training is a foundation for all aviation activities
 - Cockpit Crew
 - Cabin Crew
 - Maintenance staff
 - Ground operations staff

ALL REQUIRE EXTENSIVE AND CONTINUOUS TRAINING

International Civil Aviation Organization (ICAO)

"The issue of an air operator certificate or equivalent document by the State of the Operator shall be dependent upon the operator demonstrating an adequate organization, method of control and supervision of flight operations, **training program** as well as ground handling and maintenance arrangements consistent with the nature and extent of the operations specified."

FAA Advisory Circular 120-85

Recommendations and guidance on Cargo Operations apply to all US airlines

Section 8. Training

265. AIR CARGO TRAINING PROGRAMS. Air carriers should develop an air cargo training program. The employee training should, at a minimum, explain how the individuals are to handle their functions according to the air carrier's procedures.

268. INDIVIDUALS WHO SHOULD RECEIVE ULD TRAINING. All air carrier and vendor personnel involved in the loading of cargo should receive ULD training.

Who are the typical vendors?

- a. Airplane loading personnel;
- b. Maintenance personnel;
- c. Flight crewmembers;
- d. Dispatchers;
- e. Purchasing agents;
- f. Receiving personnel;
- g. Freight forwarders and customers; and
- h. Cargo sales employees and general cargo sales agents.

Detailed ULD Training Requirements

269. ELEMENTS THE ULD TRAINING PROGRAM SHOULD CONTAIN. The air carrier should develop a training program that:

- a. Ensures all loading personnel are aware that each ULD has set damage limits and are aware of individual ULD damage limits.
- b. Ensures that if a ULD's damage limits are modified, the air carrier notifies all appropriate loading personnel and the training program is modified to reflect the new limits.
- c. Includes ULD identification. This should include a review of unique ULDs and identify the risks of loading a ULD that is not authorized for loading aboard the airplane.
- d. Includes recurrent training for all loading personnel involved in ULD buildup. Air carriers should determine the time and type of recurrent training appropriate to type of operation. Air carriers should require requalification and reauthorization training if loading personnel involved in ULD buildup are no longer considered properly trained, qualified, and authorized.

What about the rest of the world?

- FAA moved to publish very specific requirements on cargo operations in 2005 in response to the accident report of Fine Air flight 101.
- Other authorities do not provide such specific guidance.
- Some airlines do their best to provide ULD training.
 - Challenging to create in house
 - Difficult to achieve widespread adoption
 - Inefficient use of resources

IATA ULD Regulations & Training

- Section 1.6
- Similar format to DG training

ULD Rules sections Applicability 1) 2) 3) 4)	Organizations directly involved in ULD operations			Organizations owning ULD	Organizations indirectly involved in ULD operations
	Operators, Ground Handlers, Freight forwarders, Post Offices, Shippers & consignees, Ground transportation services providers, etc.			Operators, ULD Leasing / Rental service providers, ULD Outsourcing service providers, etc.	Airport Authorities, Customs Authorities, Aircraft manufacturers, CLS manufacturers, ULD manufacturers, ULD Repair stations, etc.
See KEY	1	2	3	4	5
1. Applicability of ULD Rules	X	X	X	X	X
2. Limitations		X	X	X	X
3. Classification	X	X	X	X	X
4. Identification		X	X	X	X
5. Technical Specifications				X	X
6. Operating Specifications		X	X	X	X
7. Marking and labelling			X	X	X
8. Documentation			X	X	X
9. Handling	X	X	X	X	X
10. Unitization				X	X

KEY

1. Operating staff employed by such organizations but not directly involved in any ULD handling;

2. Operating staff involved in ULD handling;

3. Staff employed in a supervisory and/or administrative position;

4. Staff responsible for management of ULD operations;

5. As applicable to the responsibilities of the staff in accordance with 1.6.2.

1.6.2 Training Programs

Initial and recurrent training programs must be established and maintained by or on behalf of:

- carriers (operators);
- ground handling agencies which perform on behalf of the carrier (operator) cargo terminal functions including Unit Load Devices build-up, handling and storage; and
- ground handling agencies which perform on behalf of the carrier (operator) airport ramp handling or aircraft loading of Unit Load Devices; and
- freight forwarders and, inasmuch as they perform Unit Load Devices handling or build-up, Customs brokers, General Cargo Sales Agents and General Cargo Sales and Services Agents; and
- shippers and post offices which are provided by the carrier (operator) or a third party with Unit Load Devices of which they perform build-up and handling.

Recurrent training programs should be differentiated from initial training programs. Training programs must apply to all personnel having a task or responsibility in relation with Unit Load devices handling or build-up. They may be on-the-job, classroom or computer based training, but in any event must include practical visualization with actual Unit Load Devices and be followed by a knowledge test.

Training may be provided by a designated person other than a carrier's employee, e.g. from a handling company or freight forwarder, or an outside organization, providing the carrier (operator) maintains a program to identify and check such training sources, and the designated instructor(s) has (have) been approved for this purpose by the carrier.

◇ *Effective Jan. 01, 2014, IATA will be able to approve on behalf of the operators (carriers) locally or third party developed ULD training programs and instructors qualifications.*

Under all circumstances, the operator (carrier) remains responsible for the contents, implementation and control of all training programs including those of outside organizations, which it must know and approve notwithstanding these organizations' contractual obligations (see 1.4.3).

1.6.3 Training Curricula

Personnel must receive training in the requirements **commensurate with their tasks and responsibilities.**

Training must include:

- (a) general familiarization training – which must be aimed at providing familiarity with the flight safety objectives and the general provisions;
- (b) function specific training – which must provide detailed training in the requirements applicable to the function for which the person is responsible; and
- (c) safety training – which must cover the hazards presented by Unit Load Devices, and their safe handling procedures.

1.6.5 Training Record

A record of training must be maintained, including the individual name, the most recent completion month, identification of training materials used, the organization providing the training, and evidence of satisfactory completion of the test.

The training record must be retained **for a minimum of thirty-six months** from the most recent training completion date, and be made available to the operator or the Authority.

The training record must be used as evidence of personnel qualification for the Unit Load Devices related tasks assigned.

1.6.6 Instructor Qualification

Instructors of initial and recurrent Unit Load Devices training programs must have adequate instructional skills and have successfully completed a Unit Load Devices training program covering at least all aspects of Tables 1.6.A and 1.6.B prior to delivering such a course.

Instructors delivering initial and recurrent Unit Load Devices training programs must deliver such a course at least every twenty-four months, or in the absence of this attend recurrent training.

Organizations must ensure that the instructor receives updates to the Regulations and training material on an annual basis with the issuance of each issue of the Regulations.

Special (Heavy) Cargo

1.6.7 Loadmaster Qualification

Certain freighter main deck loading operations where complex verifications, calculations, load shoring and restraint arrangements are necessary must be prepared and supervised by a qualified loadmaster, approved for this task by the carrier (operator).

Loadmasters must have:

- successfully completed a Unit Load Devices training program covering at least all aspects of Tables 1.6.A and 1.6.B;
- successfully undergone additional training on the contents of the Cargo Loading section of the Weight & Balance Manual of the freighter aircraft type(s) they are qualified for, and demonstrated proper understanding and application thereof;
- accumulated exceptional loadings experience on the aircraft type(s) they are qualified for;
- been approved for this task by the carrier (operator).

1.6.8 Competency Based Training and Assessment

Competency-based training and assessment should be used in accordance with the general provisions of Chapter 2 of the ICAO *Procedures for Air Navigation Services — Training* (PANS-TRG, Doc 9868), as illustrated in its Attachment, and commensurate with the tasks and responsibilities of the trainees.

Meeting the ULDR Training Requirements

- Recognize the requirement-stop using untrained staff to carry out ULD operations
- Identify the training needs of your organization
 - Awareness
 - Basic
 - Complete
 - Management
- Develop in house training or select outside provider
- Establish training record system
- Commence training programs

Can you afford it?

The industry cannot afford for you not to afford it

- The industry requires only airworthy ULD on aircraft
- The industry requires only proper handling of ULDs
- The industry requires only minimum training commensurate with your tasks and responsibilities

You are in the wrong industry if you can not meet the minimum training requirements.

What's next?

- Air Cargo industry will constantly evolve, and become more complex
- ULD are becoming more complex
 - Lighter ULD, special purpose ULD, Special Cargo, Fire resistant containers, all require trained operations if they are to do their job in the air cargo industry.
- Industry will grow, adding more people, needing more training

IATA's Support

➤ IATA Standard ULD Training Programs for

- Awareness

- Basic

- Complete

ready end 2013

- ULD Management

ready end 2014

Level Playing Field

- IATA ULD Regulations apply across the whole industry
 - IATA audit programs (IOSA and ISAGO) now cover training
 - IATA reaching out to all industry sectors to develop awareness of the importance of training

Opportunities and Challenges

- Opportunity to move ULD operations up from today's sub standard quality to levels that support airlines to meet the requirements of the aviation authorities.
- Challenge will be to put in place effective delivery that incorporates
 - Recognizes local language needs
 - Meets required standards
 - Defines program duration
 - At acceptable costs



Networking Break





Implementing the IATA ULD Regulations in Hong Kong

廖志勇 LIAO, Zhi Yong

Manager, Business Process & Standards
IATA Cargo



5 Steps to Implement the IATA ULDR

- Get informed
- Benchmark where you are today
- Plan for changes
- Implement changes
- Check the results and adjust to suit the situation

Get Informed

- Buy the book and read it
- Participate in relevant industry meetings
- Involve with local trade associations

Benchmark where you are today

How close are your ULD activities to “perfect”?

- ULDR provides a basis to carry out assessment of
 - Staff awareness, qualifications and training
 - ULD operations infrastructure
 - Management policies towards ULD operations

Hong Kong Scorecard

Positive

- State of the art airport and cargo infrastructure-ULD friendly
- Major airline committed to high standards
- Willingness to meet new challenges

Negative

- Very low awareness of ULD requirements-tribal knowledge prevails
- Much off-airport activity-hard to control
- Low management interest in ULD

Local civil aviation authorities not active in any ULD related areas

What needs to change

- Typical off-airport premises not ULD friendly
- High staff turnover at most operations levels
- Lack of training on basic ULD issues: airworthiness and damage reduction
- Very limited management attention at forwarder level



Priorities for change:

The Big “5”

- Training
- Responsibility
- Handling
- Continued Airworthiness
- Transfer of ULD

ULD Regulations spell out what's required, the industry can now adopt them as their daily operating practices.

Training

- User friendly IATA Training material on its way
- Get past obstacles:
 - Cost
 - Training material-Language, content, testing
 - Quality control
 - Management support

Responsibility

- Take responsibility for ULD
 - Use qualified staff-reject “tribal knowledge”
 - Have suitable storage infrastructure and handling procedures
 - Airworthy ULD as a priority for all cargo operations
 - Management involvement

Handling

- A badly handled ULD is likely to become a non-airworthy ULD!
 - Infrastructure and training/supervision/management
 - Protect airworthiness at all times and never use a non-airworthy ULD
 - Speed is important but so is Care. Don't just get it done, get it done right!

Continued Airworthiness

- Airworthiness always the priority in every ULD activity
- There are no short cuts to airworthiness
- Management support and attention essential

Transfer of ULD between Parties

- ULD are an airline's property
 - In accepting a ULD you accept responsibility for its condition and airworthiness
 - No ULD should ever be transferred without a paper or electronic record

Target

Hong Kong's air cargo operations to be carried out, 24/7 ,on and off-airport, in compliance with the IATA ULD Regulations and with 100% attention to the continued airworthiness of every ULD passing through Hong Kong.

What's the alternative?

- Broken aviation regulations
- Excessive damage to ULD and aircraft
- Delays to flights and cargo
- Fines from regulators
- WORST CASE - another ULD related crash



Wrap-Up

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Conclusion

- Airworthy ULD in the air will happen when ULD on the ground are treated correctly, with trained staff carrying out established procedures with adequate infrastructure and supported by management
- The IATA ULD Regulations now provides the industry with a comprehensive guide, in a single book, to reach the target
- We need your action!

Some Useful Information

➤ ULD Panel

<http://www.iata.org/whatwedo/workgroups/Pages/uldp.aspx>

➤ ULD Regulations

<http://www.iata.org/publications/Pages/uld-regulations.aspx>

<https://www.iataonline.com>

➤ ULD e-learning course

<http://www.iata.org/training/courses/Pages/tcgp60.aspx>

➤ ULD classroom course

<http://www.iata.org/training/courses/Pages/tcgp30.aspx>





Thank You!



-to represent, lead and serve the airline industry-