



IATA Updates at ULD CARE



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IATA Cargo

Agenda

- **Cargo Services Conference (CSC) Governance Transition**
- **Implementation of ULD Regulations (ULDR)**
- **Government Engagement**
- **Updates on IATA Ground Operations**
- **Updates on Cargo Operations Advisory Group (COAG)**
- **Updates on ULDR Publication and Training**



CSC Governance Transition

A Roadmap for Success

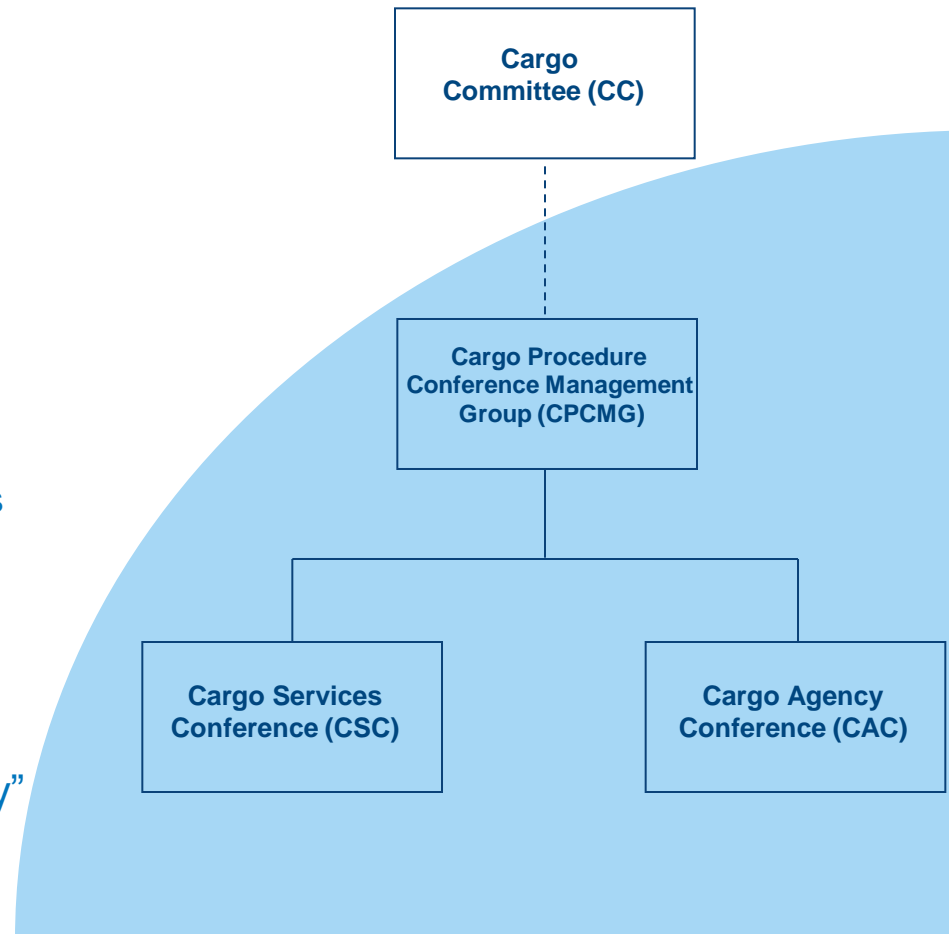


Background

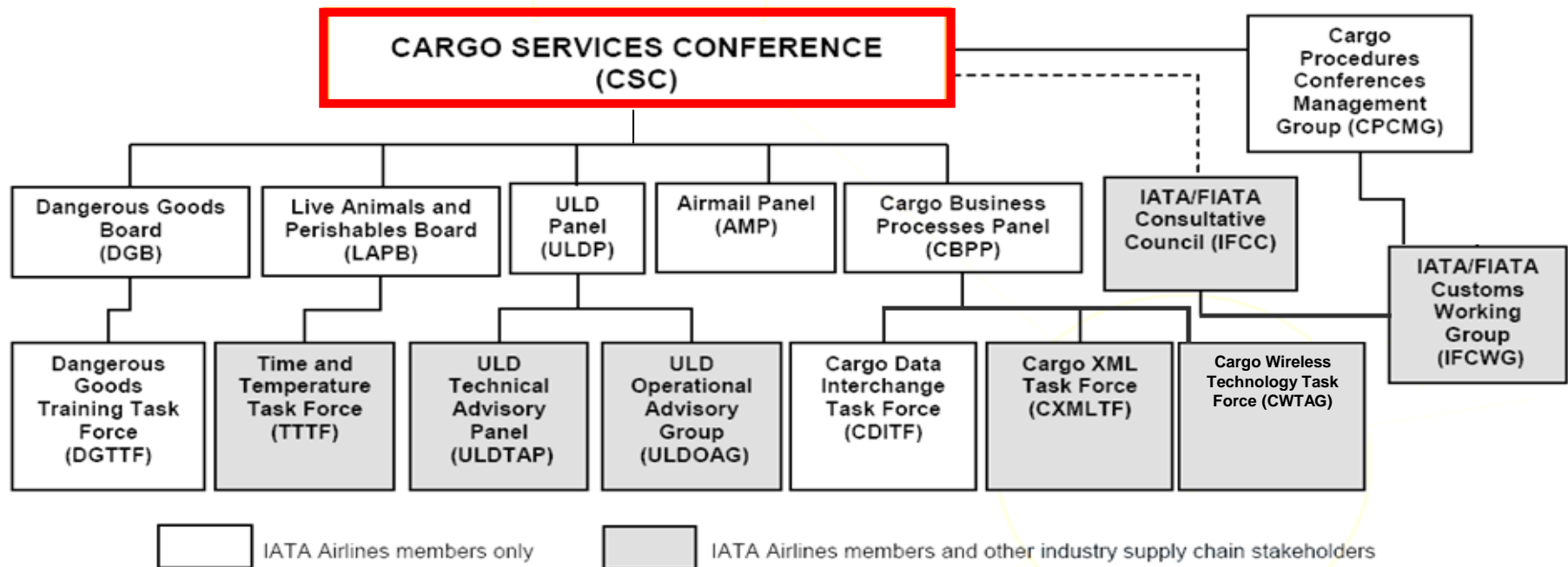
- Cargo Committee tasked CSC with reviewing the existing CSC Governance structure and make recommendations
- Drafted proposals were presented to the CSC Conference (CSC/36) on March 9th 2014 in Los Angeles.
- Following which a Temporary Governance Review TF Requested to:
 1. review Board level engagement in standard setting
 2. review WG / TF level engagement in standard setting
- Provided a report to CSC (at CSC/37) which was in large part agreed.

How Does it Work Together?

- Cargo Committee develops strategy, positions and plans, giving advice to:
 - The Board of Governors
 - The Director General
 - The relevant IATA bodies
- Cargo Procedure Conference Management Group
 - Monitors Cargo Committee strategy directives and industry developments
 - Prioritizes, assigns and monitors the activities of Cargo Services/Agency Conferences
- CPCMG, CSC, CAC and their sub-groups are under “anti-trust immunity”
 - IATA compliance competition law guidelines must be respected



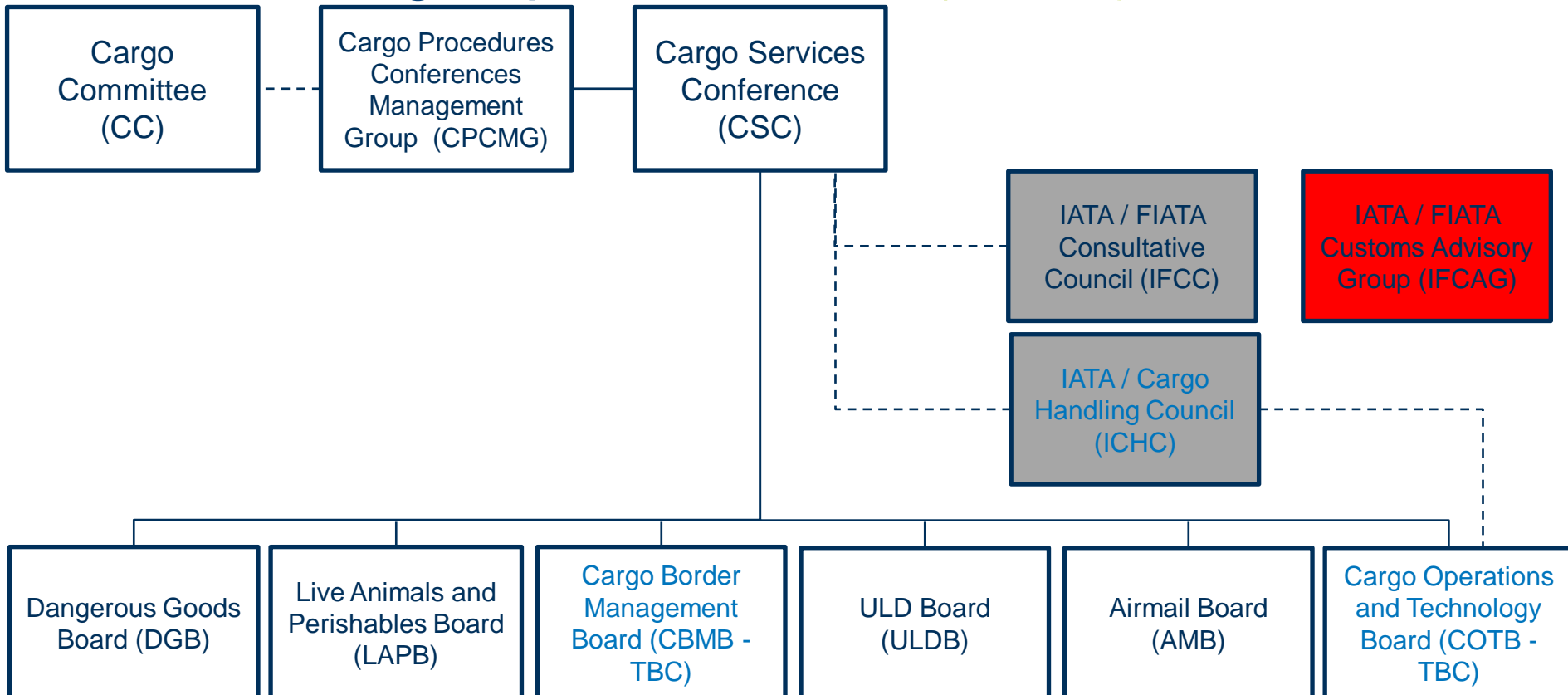
CSC & Subgroups – Structure (previous)



ULDP Membership

No.	ULDP Members	Terms of Office			
1	Manoj Menon (EK)	2015	2016	2017	2018
2	David M Lee (FX)	2015	2016	2017	2018
3	Edwin Greer (UA)	2015	2016	2017	2018
4	Blair DuBois (5Y)	2015	2016	2017	
5	Karen Wan (CX)	2015	2016	2017	
6	Jimmy Gaylor (DL)	2015	2016	2017	
7	Urs Wiesendanger (AC) CHAIR	2015	2016		
8	Mohamed Rashed Othman Thoraya (MS)	2015	2016		
9	Randolph Chappell (5X) VICE CHAIR	2015	2016		
10	David Dubois (CV)	2015			
11	Frits Roukens (KL)	2015			
12	Michael Popp (LH)	2015			

CSC & Subgroups – Structure (To Be)



IATA Airline Members Only



CSC Subgroup to be discarded

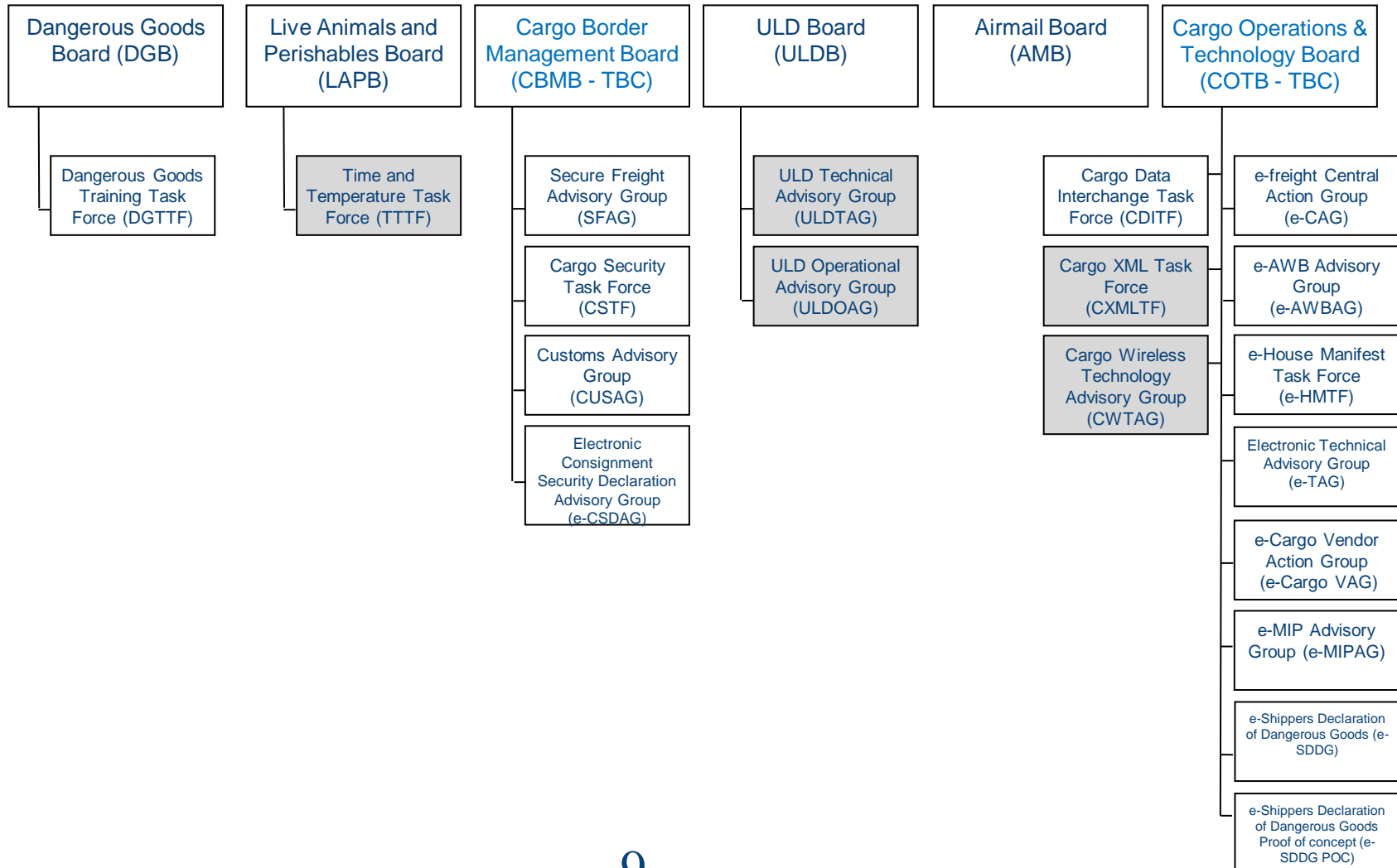


IATA Airline Members & Industry Stakeholders



New Boards / Groups

CSC & Subgroups – Structure (To Be)



Next Steps - Phase 1

➤ Changes broken down into 4 types

1. Boards that do not change;
2. Boards that change name;
3. Boards that change name & objectives;
4. New Boards

➤ Guidance for each type to be developed

➤ Call for nominations in stages

1. Boards that do not change (if vacancies exist) – Mid-Year
2. Boards that change in name (if vacancies exist) – Mid-Year
3. Boards that change in name & objective (for all) – Conference
4. New Boards – Conference

Next Steps – Phase 2

- Each Board to assess WG / TF level;
- Validate existing group or justify as appropriate;
 - Guidance to be developed
- Rename groups following naming convention as appropriate;

Next Steps – Phase 3

- Once boards are established: establish new CPCMG with Chair from each Board
 - Critical for success and coordination of the new structure



Implementation of ULD Regulations (ULDR)

Where are we today?

Target Audience	Channel
Airlines	IOSA/ ULDR
GHA	ULDR/ ISAGO/ AHM/ IGOM
Freight Forwarder/ Cargo Agent	ULDR/ CAC/ CAMP
Airport	ADRM

IATA Operations Safety Audit (IOSA)

3.5 Unit Load Device (ULD)

CGO 3.5.1 If the Operator transports revenue or non-revenue cargo utilizing ULDs, the Operator shall have procedures to ensure ULD-related operations, including, but not limited to, ULD build-up/breakdown, transportation, storage and handling, whether performed on or off the airport, are conducted in accordance with the Weight and Balance Manual, and with requirements of the ULD Regulations (ULDR) or other means acceptable to the Authority. **(GM)**

Guidance

All ULDs are required to meet airworthiness requirements when loaded onto an aircraft, either by certification or by compliance with the Weight and Balance Manual. Adhering to the ULDR is one means (but not the only means) that ULD operations may be carried out in compliance with the requirements of the Weight and Balance Manual.

Essential components of ULD operations typically include:

- Minimum training requirements stipulated in the ULDR;
- Continued airworthiness of ULD during operations;
- Adequate supervision and management of all ULD operations.

Guidance may be found in the applicable chapter of the ULDR.

IATA Safety Audit for Ground Operations (ISAGO)

- ORM-H 2.2.3** The Provider shall have processes to ensure the required operational documentation is accessible in a usable format in all station locations where operations are conducted. Such required documentation shall include:
- (i) The current version of applicable operational manual(s) of all customer airline(s);
 - (ii) The current IATA Dangerous Goods Regulations (DGR) and Addenda, if applicable, or equivalent documentation;
 - (iii) The current emergency response plan (ERP) of local airport authority and of the customer airline(s), as applicable;
 - (iv) The current Live Animal Regulations (LAR), Perishable Cargo Regulations (PCR) and ULD Regulations (ULDR), as applicable. **(GM)**

The Live Animal Regulations (LAR), Perishable Cargo Regulations (PCR) and ULD Regulations (ULDR) are manuals that are required only at stations where cargo operations are conducted.

IATA Safety Audit for Ground Operations (ISAGO)

8. Unit Load Device (ULD) Management

8.1 ULD Airworthiness and Serviceability

- ORM-H 8.1.1** The Provider shall have procedures in accordance with requirements of the customer airline(s) to ensure ULDs are inspected to identify damage, and to determine airworthiness and serviceability:
- (i) When received or accepted;
 - (ii) Prior to being released for loading into an aircraft. **(GM)**

Guidance

Refer to the IRM for the definitions of [Component Maintenance Manual \(CMM\)](#) and [Unit Load Device \(ULD\)](#).

Guidance may be found in the applicable section(s) of the IATA ULD Regulations (ULDR).

Damaged or unserviceable ULDs have the potential to affect flight safety.

Airport Handling Manual (AHM)

6. OTHER USEFUL GUIDANCE MATERIAL (MANUALS/TRAINING PROGRAMMES) AVAILABLE AND DIRECTLY RELATED TO AIRPORT, PASSENGER AND CARGO HANDLING ACTIVITIES

- 6.1 Passenger Services Conference Resolution Manual (PSCRM)
- 6.2 IATA Dangerous Goods Regulations Manual (DGR)
- 6.3 Cargo Services Conference Resolutions Manual (CSCRM)
- 6.4 Airport Development Reference Manual (ADRM)
- 6.5 Baggage Services Manual (BSM)
- 6.6 IATA ULD Regulations (ULDR)
- 6.7 Live Animal Regulations (LAR)

Airport Handling Manual (AHM)

Aviation Ground Service Agreement (AGSA) Task Force will meet 15-17 September 2015 at IATA Montreal to review the IATA proposed amendment to AHM 810, Main Agreement:

5.2 Unless otherwise instructed by the Carrier, the ground operations services referred to in Section 5.1 shall be carried out in accordance with the following industry developed standards, specifically:

a) IATA Resolutions

- Dangerous Goods Regulations (DGR), CSC Resolution 618
- Live Animals Regulations (LAR), CSC Resolution 620
- Perishable Cargo Regulations (PCR), CSC Resolution 622
- Temperature Control Regulations (TCR), CSC Resolution 624

b) IATA Recommended Practices or other IATA Standards.

- Framework for a postal agreement, CSC Recommended Practice 1677
- ULD Regulations (ULDR), CSC RP 1681
- IATA Airport Handling Manual (AHM), PSC RP 1690
- IATA Ground Operational Manual (IGOM)
- ISAGO Standard Manual (GOSM)
- IATA Fuel Quality Pool Control of Fuel Quality & Fueling Safety Standards
- IATA Guidance Material on Standard Into-Plane Fueling Procedures
- Passenger Services Conference Resolution Manual (PSCRM)

IATA Ground Operations Manual (IGOM)

8 References

Within the IGOM, reference may be made to any of the following manuals published by IATA:

- (a) The IATA Airport Handling Manual (AHM)
- (b) The IATA Dangerous Goods Regulations (DGR)
- (c) The IATA Live Animals Regulations (LAR)
- (d) The IATA Passenger Service Conference Resolution Manual (PSCRM)
- (e) The IATA Perishable Cargo Regulations (PCR)
- (f) The IATA Reference Manual for Audit Programs (IRM)
- (g) The IATA Security Manual (SecM)
- (h) The IATA Travel Information Manual (TIM)
- (i) The IATA Travel Information Manual database (TIMATIC)
- (j) The IATA ULD Regulation (ULDR)

Proposed Amendments to Cargo Agency Conference (CAC) and Cargo Agency Modernization Program (CAMP)

1.1.2 Processing and Handling

.....

1.1.2.4 delivering (or arranging for delivery of) consignments to a Member at any Airport designated by the Member for general acceptance of all consignments ready for carriage,

1.1.2.5 where the applicant is delivering (or arranging for delivery) consignments in Unit Load Devices (ULDs) to an Airline ready for carriage, the person(s) assigned by the applicant to load such ULDs shall have successfully completed a recognized training course in ULD handling;

for the purpose of this Resolution, a recognized training course means:

1.1.2.5(a) the Basic Level of the IATA ULD Regulations Training Program;

1.1.2.5(b) a Member's course of formal instruction in ULD handling;

1.1.2.5(c) a course of formal instruction offered by a training organization or other establishment which has been endorsed by the regulatory authority responsible for overseeing ULD operations in the specific country provided it meets IATA ULD Panel established criteria.

Provided that the applicant shall employ a minimum of two such qualified persons to supervise and/or load such ULDs so that a minimum of one such qualified person is present and responsible at all location(s) whenever cargo is made ready for carriage. Provided further that such persons at the time of application and at all times subsequent to registration, must hold a valid certificate issued within the previous three years.

Proposed Amendments to Cargo Agency Conference (CAC) and Cargo Agency Modernization Program (CAMP)

RESOLUTION 833

READY FOR CARRIAGE CONSIGNMENTS

RESOLVED that:

1. an IATA Cargo Agent or Intermediary shall deliver (or arrange for delivery of) consignments to a Member ready for carriage.
2. as used in Resolutions the following requirements shall have been met in order to render a consignment 'ready for carriage':

.....

2.8 where an IATA Cargo Agent is delivering (or arranging for delivery) consignments in Unit Load Devices (ULDs) to a Member, the Agent shall ensure that the ULDs tendered are in an airworthy condition.



Government Engagement

Federal Aviation Administration (FAA)

- Regular participation at ULDP
- Advisory Circular (AC) 120-85A on Air Cargo Operations
- Airworthiness Directives (AD) 2015-14-09 (The Boeing Company Airplanes)
- Notice N 8900.317 to principle aviation safety inspectors
- Present the AC update and recommendations on industry compliance at ULD Regulatory Forum

National Transportation Safety Board (NTSB)

- Present the Bagram Accident report, findings, lessons learnt and recommendations at ULD Regulatory Forum

European Aviation Safety Agency (EASA)

- Regular participation at ULDP
- Basic Regulation expected to be extended to cover Ground Handling Service Providers (GHSPs)
- Recent engagement with Head of Airports Section committed to support ground operations safety
- To be invited to WCS ULD Track

UK Civil Aviation Authority

- Recent engagement with Policy Lead – Aerodromes
- Chairman of the ICAO Ground Handling Task Force (GHTF)
- To be invited to WCS ULD Track

Int'l Civil Aviation Organization (ICAO)

- ICAO Aerodrome Panel set up the GHFT in April 2014.
1st meeting November 2014 attended by ICAO, IATA, ACI, ASA, IBAC, Boeing, Airbus, UK CAA.
- GHFT draft recommendations:
 - Inclusion of GHSP in ICAO Annex 19 as 'Specific Aviation Service Providers' requiring SMS
 - Additional requirements in Annex 6 regarding reporting of ground damage to flight crew
 - Requirement for 'open reporting' and 'safety culture' in GHSP
 - Requirements on airlines and aerodromes for 'oversight' of third party contractors and operators airside



Updates on IATA Ground Operations

IATA Ground Handling Council (IGHC)

➤ Membership

- IATA Airlines: 98

- Non- IATA Airlines: 6

- Airports: 12

- Ground Handling Providers: 195

- The 28th IGHC Annual Meeting and IATA Ground Handling Conference took place 26-29 April in Istanbul

- The 29th IGHC Conference 2016 takes place 15-18 May in Toronto

Airport Handling Manual (AHM)

- Changes to AHM 36th Edition will be finalized at the GHC Mega Meeting in September in Montreal
- Following changes would be of interest to ULD community
 - AHM 910: Basic Requirements for Aircraft Support Equipment
 - AHM 913: Basic Safety Requirements for Aircraft Support Equipment
 - AHM 931: Functional Specification for lower deck container / pallet loader
 - AHM 932: Functional Specification for main deck container / pallet loader

Airport Handling Manual (AHM)

- IATA proposed amendment to AHM 810 Main Agreement to include reference to ULDR
- ULDP Secretary suggested to correct the ULD ID Code standard format throughout AHM
- ULDP to review AHM ULD handling chapters
- ULDP to review AHM ULD messages (e.g. SCM, UCM)

IATA Ground Operations Manual (IGOM)

- The Board of Governance decided to make IGOM Implementation an IATA Board Monitoring Activity (BMA)
- Implementation status:
 - 81 Member Airlines have completed the Gap Analysis or have started and/or completed the IGOM Implementation = 93.10% of BMA Target met
 - 40 Member Airlines have started the Gap Analysis
 - 120 Member Airlines have neither started the Gap Analysis nor the IGOM Implementation
 - 13 Member Airlines currently have “No Information Available”
- The BMA Targets for 2016 will be discussed at the GHC WG meeting in September



Updates on Cargo Operations Advisory Group (COAG)



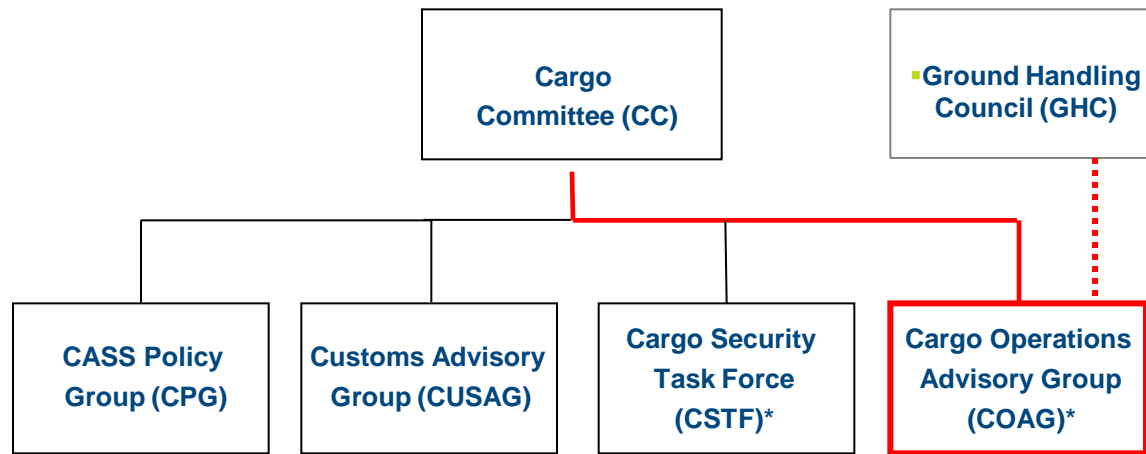
Cargo Operations

Progress Towards
Standardization & Simplification

Who we are?

- Cargo Operations Advisory Group est. 2012 to:
 - Include Cargo Operations into the IATA initiatives e.g. e-AWB
 - Integrate Cargo Operations in IATA Cargo Standards e.g. SGHA
 - Improve IATA Manuals relating to Cargo Operations e.g. IGOM
 - Interact with key Cargo Operation stakeholders

■ Background - Cargo Committee – Structure as is



* Note that:

- The COAG also reports dotted line to the Ground Handling Council (IATA Department Safety, Operations & Infrastructure)
- The CSTF also reports to the IATA Operations Committee (IATA Department Safety, Operations & Infrastructure)



■ TACT



■ IATA Security Manual



■ AHM

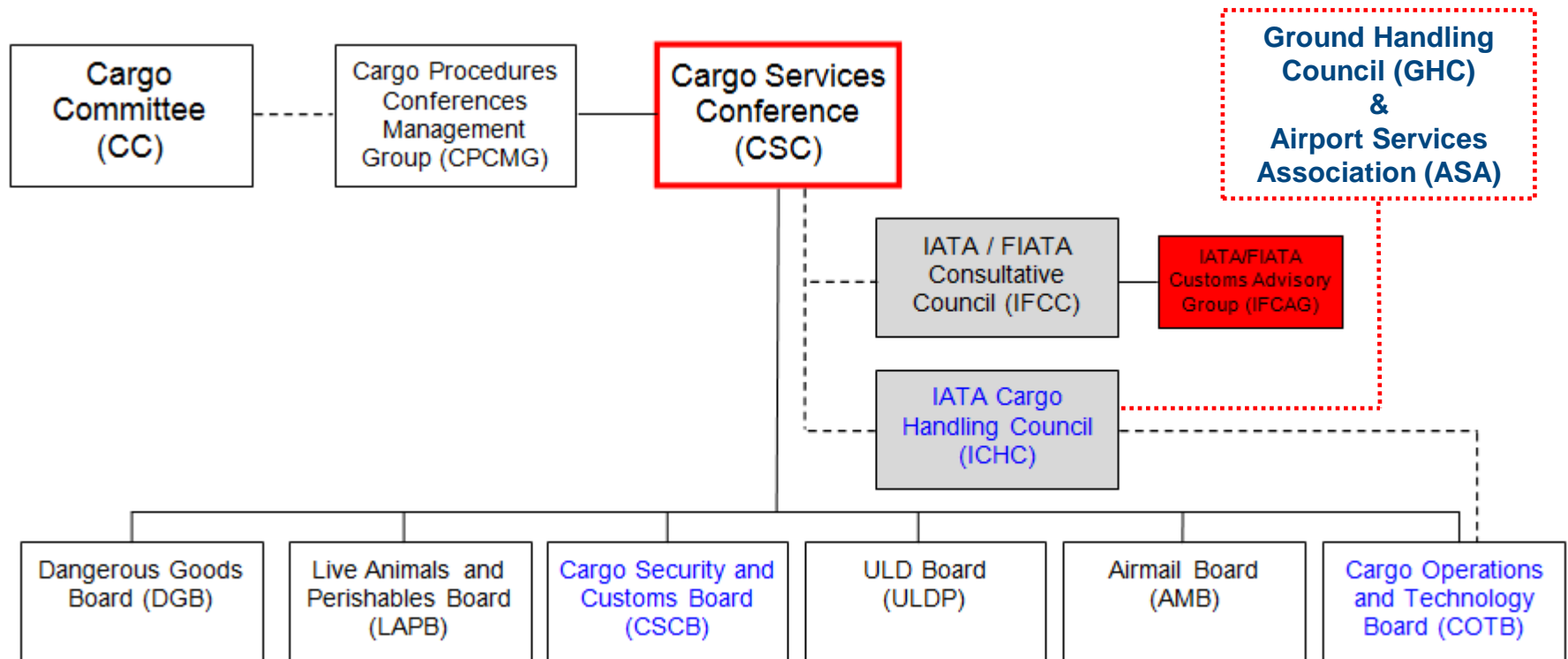


■ IGOM

Governance Review

- CC tasked with reviewing the existing CSC Governance structure and made recommendations
- A temporary Task Force was established to review the Governance structure and come up with recommendations.

Background - Cargo Committee – Structure to be *COAG + New Governance = ICHC !*



ICHC – IATA Cargo Handling Council

What is new ?

- **16** members (8 Cargo Handlers and 8 Airlines) under the Cargo Services Conference (CSC).
- Closer linkage between Cargo Committee priorities and CSC activities;
- Consistent naming conventions and Terms of Reference;
- The ICHC will be consulted and will liaise on all cargo handling standards developed by the CSC sub-groups.
- The speed by which standards and industry positions are developed, endorsed and implemented is increased.
- The new structure would make sure the ICHC stays within the CSC structure and falls within the IATA competition law guidelines.

COAG - Activities



COAG - One year on

➤ Recommended Service Level Agreement (SLA)



Cargo Recommended SLA

➤ Background

COAG members noticed very large variations in the type and length of SLAs. These variations result in inefficient application of the SLAs and in many cases non-measurement, sometimes replacing or replicating elements found within SOPs, defeating the purpose.

➤ The focus of the new proposal is on 3 axes:

- *The central spine contains the major milestones specifically related to the warehouse and office process, using the Master Operating Plan (MOP) milestones as a basis.*
- *Customer Experience*
- *Competency and Culture*

COAG – One year on

➤ The Facility Capabilities Matrix



Facility Capabilities Matrix - Objective

- Cargo handling is a critically important component of the air cargo supply chain and is performed at **thousands of airports** all over the world by **hundreds of handlers**, big and small.

This poses a high potential risk for deviations in quality and consistency of handling.

- The purpose of this matrix is to **measure the cargo handling capabilities** of a cargo facility and **enhance** them to a consistently **high standard** while identifying possible non-compliance in critical areas such as safety or security.

COAG – One year on

➤ Cargo Handling Manual



Cargo Handling Manual (CHM)

- **At WCS 2011** (Istanbul) the industry requested a cargo handling manual be created, initially IGOM was thought to be the best place to address this.
- The **IATA Ground Operations Manual** (IGOM) partially addressed this by way of standard work instructions, auditable under ISAGO.
- However, IGOM's current scope is **limited** to work instructions and by design, those which are safety related.

Cargo Handling Manual (CHM)

- **At WCS 2014** (Los Angeles) the industry repeated their desire to have a stand-alone manual, or at least a manual with all cargo handling information contained in a single location.
- **As** most airline and ground handling manuals separate cargo content from ground operation content, **it was becoming evident** that Cargo handling content, as currently found in Carriers and Ground Handlers operation manuals **should be split in IATA as well.**

Thank you

For more information

- Visit our website
www.iata.org/cargo
- Subscribe to Cargo Tracker
www.iata.org/optin
- Follow us on Twitter 
<http://twitter.com/iata>
- E-mail:
cargo-operations@iata.org





Updates on ULDR Publication and Training



ULD Product Update

ULD Panel & ULD CARE

Bangkok, September-2015



70 YEARS
1945—2015
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Today's Agenda

- Overview of ULD Portfolio
- ULDR Publication Update
- ULD Training Update
- Ideas for the Future
 - New ULDR formats
 - ATS Network
- Your feedback/Discussion



Current ULD Portfolio



ULD Regulations Manual (ULDR)

- The source for ULD technical & operational standard specifications and regulatory requirements
- Previously was the ULD Technical Manual
- The foundation for improved aircraft operations & safety
- Current edition: 3rd (2015)
- 2016 edition out in Dec-2015
- More info: www.iata.org/uldr



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What's in the ULDR?

- Technical, operational standards and regulatory requirements
- Carrier requirements applicable to ULD operations
- Minimum specifications for designing and manufacturing ULDs that conform to IATA, ISO, SAE
- Detailed guidelines for all aspects of ULD operations
- Training requirements and standards
- Supporting material for airlines creating operations manuals containing ULD related content

Value Proposition of ULDR

- Comprehensiveness
- Contributes to lower costs
- Provides single standard for operating requirements
- Clarifies responsibilities

To go from:



To:



ULDR Formats & Pricing - 2016

Format/Media	List Price	Member Price	SPP Price
Printed Publication	\$425	\$286.30	\$347.65
Software Application – CD ROM	\$430	\$290.50	\$352.75
Book/CD-ROM Combo	\$675	\$458.50	\$556.75
 Software Application – Download	\$425	\$286.30	347.65
 Floating License	\$2,125	-	-

ULDR Unit Sales/Edition

Title	Edition	Year	Units Sold	% Δ
ULD Technical Manual	24 th	2010	542	
ULD Technical Manual	25 th	2011	543	0%
ULD Technical Manual	26 th	2012	596	10%
ULD Regulations	1 st	2013	554	-7.5%
ULD Regulations	2 nd	2014	708	28%
ULD Regulations	3 rd	2015	1,078	52%

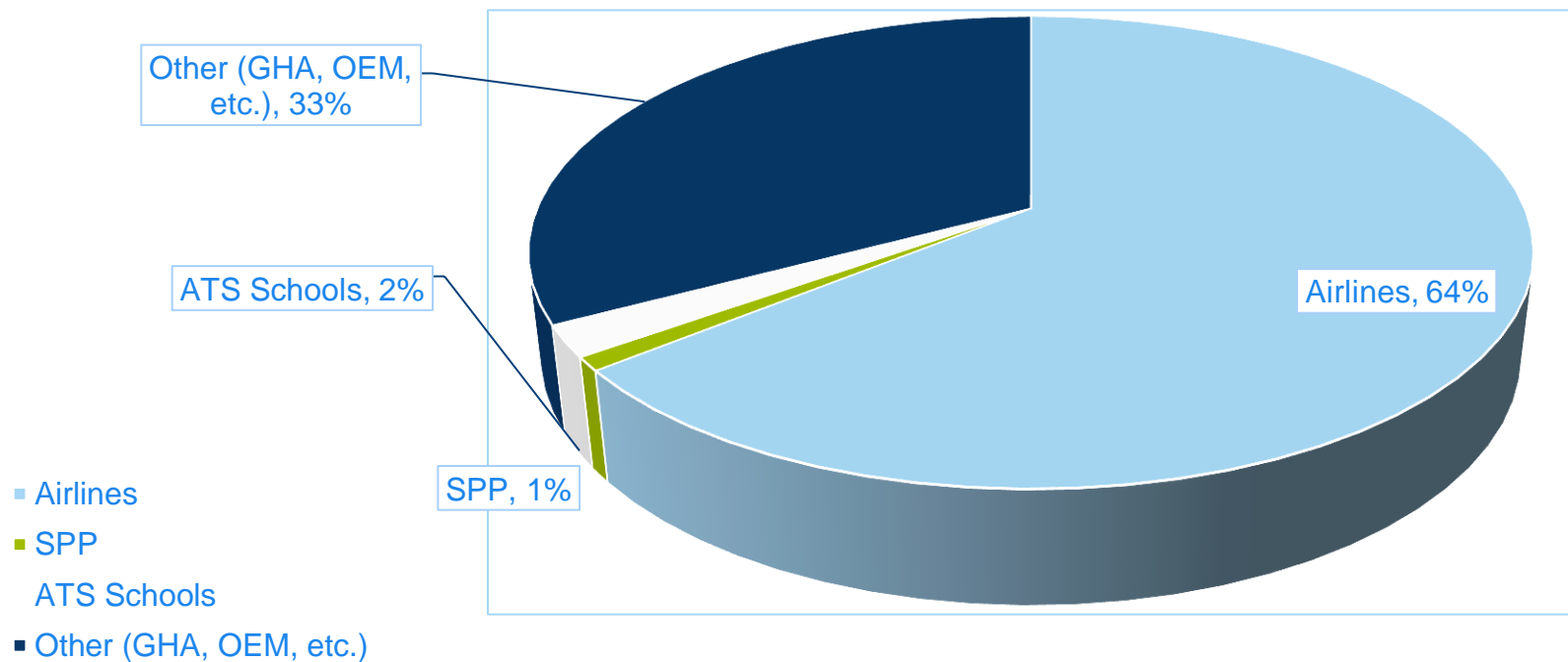
*As of Jul. 31, 2015

ULDR Unit Sales/Region

Title	AME	Europe	Americas	ASPAC	North Asia
UTM – 25 ed.	123	200	93	81	46
UTM – 26 ed.	142	215	95	90	54
ULDR – 1 ed.	174	164	82	99	35
ULDR – 2 ed.	239	202	118	100	49
ULDR – 3 ed.	465	253	168	120	72

*As of Jul. 31, 2015

Units Sold by Customer Type



User Types of the ULDR



Causes of Increased ULDR Success

- IATA putting greater emphasis on importance of ULDs
 - The shift from UTM to comprehensive ULDR
- Airlines putting greater emphasis on safe ULD operations
 - E.g. Emirates
- Increased awareness
 - ULD CARE SOS Video - <http://sos-uld.com>
 - ULD CARE Newsletter (e.g. edition 11, 12, & 14)
 - IATA initiatives – ULD Forum, e-mail blasts, etc.

ULDR vs Other IATA Standards

Title	List Price	Units/edition
ULD Regulations (ULDR)	\$425	1,100
Live Animals Regulations (LAR)	\$265	7,500
Perishable Cargo Regulations (PCR)	\$265	3,500
Dangerous Goods Regulations (DGR)	\$309	95,000
Airport Handling Manual (AHM)	\$599	3,000

Advertising in the ULDR

Type	List Price	SPP Price
Front Cover Banner	\$7,000	\$5,950
Inside Front Cover	\$5,300	\$4,505
Full Page Divider (back/front)	\$4,800	\$4,080
Inside Back Cover	\$5,000	\$4,250
Outside Back Cover	\$5,800	\$4,930
PDF Banner (electronic)	\$2,400	\$2,040
Print & CD Combo	\$5,300	\$4,505

Deadline to confirm for 2016 edition is September 18th

Cargo Training

- Developed by using IATA standards, manuals, guidelines and recommended practices.
- Focus on management, operations and handling.
- Trainees are shippers, forwarders, handlers, airlines, airports and regulators.
- For all levels, junior, supervisor and management.
- Different formats, classroom, distance learning.
- Delivered by professional instructors.

Delivery Methods



➤ Instructor Led

- IATA Training Centers: train through our global network of scheduled classroom courses in our centers and regional training partners.
- In-company training: a cost-effective alternative to classroom training, can be customized to specific needs and delivered at the client location.

Delivery Methods



➤ Distance Learning

- Kit: student study at their own pace using IATA's workbook kit and take the exam at one of IATA's 60 examination locations worldwide.
- Kit with online exam: all necessary books and materials provided to customer on-demand online examination.
- eLearning: computer based training with online materials and examination.

ULD Training

- ULD Awareness (eLearning): Awareness training for persons working around ULD
- ULD Operations (Classroom, 3 days): Comprehensive training of all operational aspects of ULD
- ULD Management (Classroom, 5 days): Complete training of all IATA ULD Regulations including additionally the legal, technical and purchasing aspects



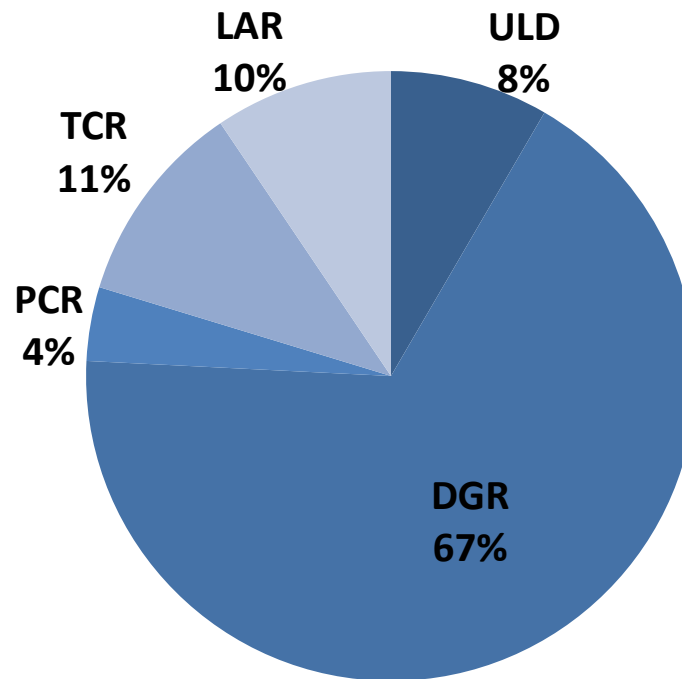
Number of Students Trained Annually

	Instructor Led	Distance Learning	Partnership Network	<i>Total</i>
2012	23	10		33
2013	48	22		60
2014	120	35		155



Number of Students Trained Annually

ULD vs. other cargo training



NEW

IATA ULD Accredited Training School (ATS)

Training partners accredited to deliver IATA Unit Load Device training programs:

- ULD Awareness
- ULD Operations
- ULD Management



Benefits of joining IATA's ATS network

- Develop curriculum based on IATA ULDR guidelines
- Deliver courses for young professionals seeking careers in the air cargo industry
- Schedule your own classes
- Conduct examinations as per your/client requirements
- Establish the local selling price
- Potentially in local languages

Benefits of joining IATA's ATS network

Full access to IATA Training School Extranet site:

- Access to annually updated IATA ULD Regulations
- Access to Accredited Training School (ATS) database for Students reporting and School administration
- Access to working papers and new updates regarding the cargo industry
- Sole access to your own School site to retrieve and track information for your School only

Requirements to join IATA's ATS network

- Business / Training Center License from local municipality / or the concerned authorizing body, and the local Civil Aviation Authority
- Qualified instructors – credentials required with application
- Suitable classroom / training facilities
- Permanent Location – safely accessible to potential participants. (No residential premises)
- Professional website
- Fees: Application, Network and Annual

IATA ULD Training Pricing

Title	List Price	Member	DNA
IATA ULD Awareness (eLearning)	\$170	\$170	\$170
IATA ULD Operations (classroom, 3 days)	\$2,000	\$1,700	\$1,400
IATA ULD Accredited Training School (ATS)			
- ATS Application Fee	\$5,000		
- Course Endorsement Annual Fee	\$2,000		
- Course Endorsement Branch Fee*	\$1,000		
- Course Royalty Fee (per student)	\$25 - \$100		

* There will be endorsement branch discount for chain with +10 branches

Discussion Time



Would a tablet eBook version of the ULDR be useful?

- ULDR Reporting Functionality
 - eDGR demonstration
- Separating technical and operational content
 - A separate UTM and ULDR?
- A ULDR Lite (i.e. for forwarders)
- Other enhancements to ULDR?
- Your General Questions/Comments

70 1945—2015
YEARS



Flying better. Together.