

28th ULD CARE ANNUAL CONFERENCE

BANGKOK , THAILAND

AUGUST 31ST-SEPTEMBER 3RD 2015

Time to Take ULD CARE

Be part of the conversation

CONFERENCE SYNOPSIS

The 2015 ULD CARE Annual Conference convened in Bangkok with a total attendance of over 100 delegates. This conference synopsis is provided for those who attended the conference as a summary of proceedings and, for the members who could not attend or for potential future members of ULD CARE, as a reference overview of the 2 1/2 days of presentations and interactive workshop discussions.

The conference broke new ground in that it was co-located with the Air Cargo Handling conference, providing opportunities for ACH delegates to join a joint ULD CARE/ ACH workshop and also facilitating the inclusion of ULD content, including the showing of SOS ULD, at the ACH conference. It is the intention of ULD CARE to continuously explore opportunities to integrate its annual event with related conferences.

Following opening remarks by ULD CARE's president, Urs Wiesendanger, and the welcome address by M.R. Chirasak Chandratat, Thai Airways Acting Managing Director, Cargo and Mail Commercial Department, the event got down to the business of the day with a presentation "12 Months after Mainz- what has ULD CARE achieved?"

Comprising of four sections:

Accomplishments

Facts and Stats

Industry

Relationship with other organizations

This presentation provided an overview of ULD CARE activities and industry developments, including but not limited to:

Accomplishments:

- The creation and success of the promotional video SOS ULD (<http://sos-uld.com>) as an innovative and successful response to the previous years request from members for a more effective tool to communicate the importance of ULD

to industry stakeholders and assist in recruiting new members to ULD CARE.

- The new ULD CARE LinkedIn page as a new communications tool (a button to this page may be found at the top of the ULD CARE webpage (<http://www.uldcare.com>)).
- The presentation highlighted that attracting new members to ULD CARE, whether from within the airline ULD community or from the broader ground handling community remains a challenging exercise and that progress remains disappointingly slow with more to be done in this area.
- The creation of support materials undertaken by ULD CARE such as a template service level agreement for ULD operations and self check audit forms for use in assessing the standards of any particular ULD process.

Also presented in that time slot was an exciting new initiative ULD CARE is working on:

- The introduction of the "ULD JOB AID by ULD CARE" APP, designed to run on any handheld device this new initiative from ULD CARE is targeted at the grassroots operators of ULD (see <http://www.brainbar.co.uk/uldcare> for a short pilot version of this APP)

The important financial and other statistics of ULD CARE, showing a generally positive financial situation, with the addition of three non-airline members over the past 12 months offset by lower levels of interlining transactions recorded through the IULDUG system, and a fortunate tailwind of the lower C\$ (a significant part of ULD CARE's costs) against the US\$ in which much of ULD CARE's income is derived. The impressive viewer numbers for SOS ULD were presented, while similar figures for the newsletter indicate that our readership has stabilized and will need more effort to increase our footprint in this area.

The addition of 3 new members to ULD CARE

Sharp Aviation

SATCO (returning after a few years absence)

Instoneair

was highlighted and a warm welcome extended to these new members of the ULD CARE community, also to Egyptair and Hawaiian Airlines as observer airlines who we hope will become full airline members in future.

Industry developments included:

- A brief introduction to the FAA's AC 120-85A Air Cargo Operations, which is expected to have a significant impact on air cargo and ULD operations in the coming months. The increased references to both ULD and "vendors", which in this context means any non-airline activity was highlighted as being important for the industry to recognize.

- The new European Legislation EU 376/2014 "Reporting analysis and follow-up of occurrences in civil aviation".
- Fire containment was briefly covered at this stage with more to come later in the program.
- A brief update on the status of various new certification standards.

Relationships with other organizations received special attention given that ULD CARE has an ambition to extend its reach as broadly as possible and covered:

- The co-location of this conference with Air Cargo Handling
- The now two-year-old relationship Airport Services Association (<https://www.asaworld.aero>), and the simultaneous relationship with Ground Handling International (<http://www.groundhandling.com>)
- A new connection with the website Aircargopedia (<http://www.aircargopedia.com>) which is expected to extend awareness of ULD and ULD CARE.
- IATA where ULD CARE was able to announce the signing on the previous day of an MOU between ULD CARE and IATA whereby each party formally recognizes the other and agrees to collaborate in areas of mutual interest. To mark this occasion Glyn Hughes, Global Head of Cargo for IATA came to the stage and made a few remarks while Urs Wiesendanger commented that this MOU is just a first "baby step" in what we expect to be a long and rewarding relationship.

IATA update

Following on with this introduction conference moved on to a presentation from IATA's Liao Zhi Yong, assisted by Brendan Sullivan, Andre Majeres and Nicolas Carlone. This wide reaching presentation brought to the attention of the audience a number of significant developments within the IATA spectrum:

- The governance structure of IATA's Cargo Services Conference (CSC) has been redesigned to facilitate day-to-day activities, with the ULD Panel being repositioned as a ULD Board with expected transition to the new structure/name within this year.
- The formation of the new IATA/Cargo Handling Council, transitioning from the existing COAG with additional membership from both airlines and ground handlers.
- The proposed creation by IATA of a new Cargo Handling Manual, designed to provide process level standards/instructions to the cargo handling industry along the same lines as IGOM.
- Implementation of the IATA ULD Regulations into every part of the industry remains a high priority, and this presentation detailed the increasing coverage of ULD activities in multiple IATA documentation.

- Enhanced coverage for ULD operations in the IATA Standard Ground Handling Agreement is a long-standing ambition for the ULD CARE membership, there is headway on the subject and we may expect developments within this year.
- Training is always high on the agenda. IATA is working to include training requirements in the Cargo Agency Conference and Cargo Agency Modernization Program, both of which involve the freight forwarding community.
- The inclusion of ULD requirements in many IATA programs including IOSA, ISAGO, AHM, IGOM, CAC, CAMP (see Par. f) and ADRM means that every sector of the industry from shipper to consignee and all between are exposed to the requirements contained in the IATA ULD Regulations.
- Engagement with government agencies has a high priority, and the presentation highlighted activities with the FAA, NTSB, EASA, EU and others.
- The activities of COAG, shortly to be renamed/positioned as the IATA Cargo Handling Council were highlighted as follows:
 - An industry standard service level agreement
 - A facilities capabilities matrix
 - The proposed Cargo Handling Manual
 (on the previous day, Urs Wiesendanger and Bob Rogers, accompanied by Liao Zhi Yong had been invited by COAG for a discussion of ULD related matters)
- Completing this presentation was a section on IATA publications and training, covering areas such as the sales penetration of the ULD Regulations and new initiatives from IATA training to extend coverage of ULD.

ULD Transfers at the Crossroads

The aim of this section of the conference was to establish a consensus with regard to the way ahead for tracking of ULD assets by ULD CARE in particular and by the industry at large. ULD CARE has been a sponsor of the introduction of the e-UCR, this project has resulted so far in an updated version of the paper UCR being developed and now published in the ULDR, the next step being to create the necessary coding/messaging standards to enable electronic communication of ULD transfer information between parties, with the objective of the owner airline having complete visibility of their assets. After a short presentation on the subject matter the session moved to an open discussion which focused on two key aspects

a. The lack of a standardized coding system for non-airline parties airlines can easily be identified through the standard airline/airport coding system non airlines present a very different scenario with no established coding system.

b. The acceptability or otherwise of an electronic signature as opposed to a paper-based signature for the transfer of assets.

The session was unable to reach any conclusion in regards to standardized naming/coding system although there are indications that a solution may not be that difficult to reach however it was agreed that electronic signature would be sufficient for recording ULD transfers.

At the conclusion of this session, it was decided that the ULD CARE working group would reconvene and submit a proposal on e-UCR to IATA ULD Board Spring Meeting 2016 in Geneva. (Note: At the subsequent IATA ULD Panel meeting also held in Bangkok, it was agreed that the ULD CARE working group should include a representative from the IATA XML messaging team to move this ahead).

The final session of the day was a groundbreaking joint workshop session cohosted with ACH, titled "ULD are Everyone's Responsibility". Participants split into five groups with each group tasked with a specific subject area to discuss and come up with potential action items, which were then recorded. The output of these working groups will be distilled over the next couple of weeks, and potential future actions published.

Day 2:

"What's cooking at ULD CARE", a review of developments within a range of subjects:

- The results of the membership survey on lost and missing ULD were presented, and will be posted on the ULD CARE website. This exercise has the long term benefit of proving ULD CARE members with a benchmark for lost and missing ULD against which they can measure their own performance. While on the subject, the issue of lost and missing cargo nets and the extraordinarily large number of lost and missing cargo straps was discussed and may lead to future actions by ULD CARE.
- A presentation was made listing obsolete type codes, those which will no longer be supported in the ULD CARE IULDUG system, so this subject can now be considered closed at least for the time being.
- Temperature Controlled Containers were addressed, the question being whether ULD CARE can offer more in the way of support for the proper use of these special-purpose ULD
- The subject of TSO C172 straps is cause for considerable attention, given that less than four months remains before their use is mandated for primary restraint by the ULDR. In the aftermath of the National Air Cargo accident there has been considerable focus on the use of straps as primary restraint by the FAA, leading to Boeing issuing a supplement to the Weight and Balance Manual for 747F, 767F and 777F, and it is to be expected that there will be a great deal of scrutiny by the authorities of this particular operational specialty in coming weeks months and years, ULD CARE intends to provide as much information as it can on this challenging subject.
- The containment of lithium battery fires and/or any other kind of inflammable/explosive devices on board an aircraft obviously remains of

considerable concern. Three separate presentations were made in this area, providing delegates with an overview of industry developments in these all important areas.

- The session was wrapped up with the usual ULD CARE Speakers Corner session, this year featuring presentations from DokaSch and Palnet.

The conference then moved into a working group mode, commencing with small groups of participants brainstorming those subject headings which they believed to be of importance if the industry is to make progress. These deliberations were condensed into four main headings, which were then used during the afternoon as discussion topics for four separate workgroups. The subject matter headings selected were

1. Enhancement of website/communications
2. Design and delivery of operations level support tools
3. Outreach and membership drives
4. Taking the ULD message to the top

Each of the four groups was tasked with developing a series of actions, which will provide the direction for ULD CARE to focus its limited time and financial resources in the coming months. The results of these discussions were collected and presented on the last morning of the conference as a roadmap for the way ahead prior to the next meeting in 12 months.

This exercise concluded the conference, the chairman advised that at this stage no decision has been made with regard to the location and timing of next years event as we wish to evaluate the possibilities of having the ULD CARE Conference at the same time/location as other relevant industry events such as the Air Cargo Handling Conference

September 2015