



ULD Care Conference,  
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‘Flashlights’ ULD Damages and a way forward

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- Damage awareness
  - Customer and ground handler awareness
  - Damage prevention training and certificates
- Operational and work safety
- Accidents
  - Air worthiness
  - Operational and work safety
- Documentation / Jettainer solutions
- Potential next joint steps

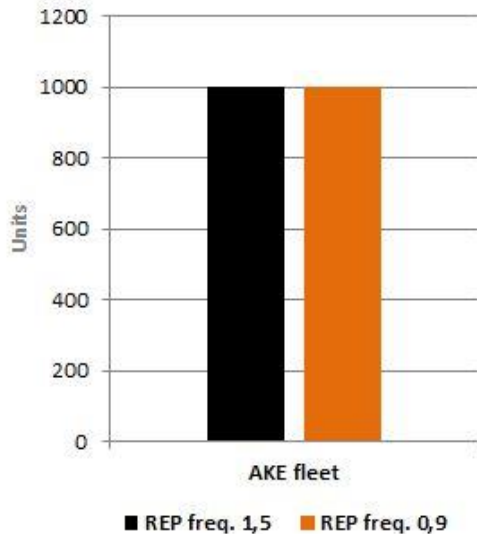
## Fact Sheet

- Damage awareness is a continuous task and responsibility
  - Customer/Airline management (mostly contract holder of ground handling contracts)
  - Ground Handling Agents
  - Damage prevention training and certificates for ground handlers
- Accidents are to be avoided – we all claim “safety first”
  - Repair and outage/replacement costs
  - Operational safety (manpower, aircraft)
- Improper handling is the key reason of damages
  - Mishandling!!!
  - Not normal wear and tear
- IATA estimates are frightening
  - 330 million US\$ repair costs (not included are costs of inefficiency)
  - 70 – 80 % of 900.000 ULDs are damaged by mishandling
  - 1 billion US\$ replacement value for ULDs

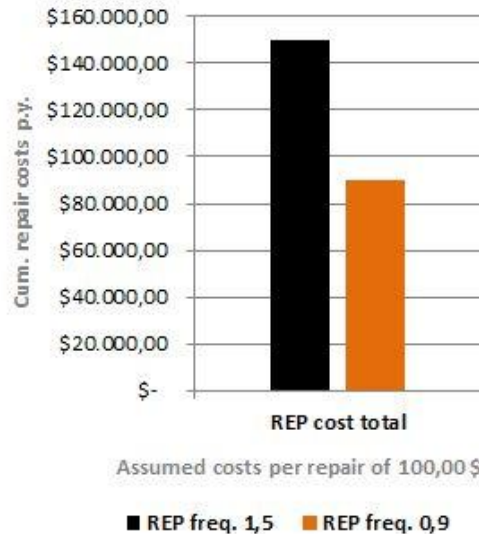
## Reducing repair costs and increasing fleet efficiency by avoiding mishandling

- Double impact on ULD performance
  - **Obvious cost:** Direct costs due to repair costs or replacement
  - **Hidden cost:** Impact on fleet efficiency /productivity and performance
- Example: Avoiding half of mishandling damages
  - 1000 AKEs in fleet with assumed repair costs of 100,00 \$ per event
  - And an assumed repair time of 4 days

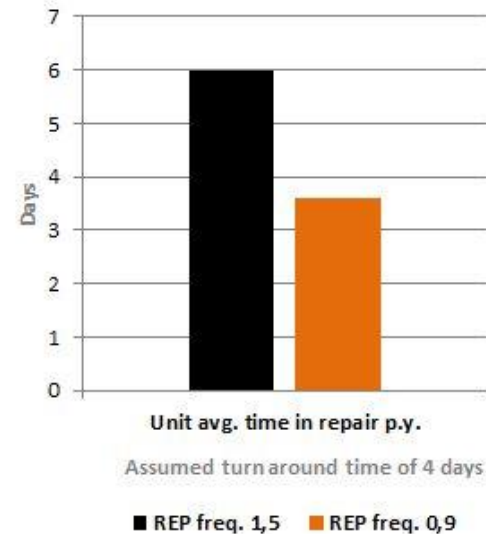
### Fleet Size (Initial Position)



### Repair Costs



### Fleet Efficiency



## Operational and work safety

- Safety issue for staff, agents, load
  - Work safety problems and injuries are increasing and so far not really on the agenda
- Improper handling not just a cost factor
  - Work safety issues become more and more relevant
  - Impact on staff
  - Impact on ULDs
  - Impact on cargo load / baggage and aircraft



Air Worthiness needs to be protected

- Damaged ULDs harm aircrafts
- Damaged ULDs can lead to further costs beyond the ULD related costs
  - Ground Safety Reports by authorities -> admin cost
  - Aircraft outages -> Productivity
  - Impact on airworthiness -> Reputation

=> Are we seeing a shift of paradigm from Light Weight ULD to durable ULD?



For efficient ULD Management is the evaluation of damages is a key



- Jettainers Damage Evaluation Tool and Pre-Location report
  - Evaluating problematic stations in customers network
  - Always knowing what happened where

Unverified | All SubGroups | All ULD Types | All ULD Config | 31.07.16 00:00 - 31.07.16 23:59 | Search... | Display

All Categories | All Component Types | All Components | All Damage Types | All BER

LD	ULD Config	Station	Category	Component Type	Component Name	Damage	STD	BER	Comment	User	Status
		FRA	Check at JettHul	Corner Connections	Gusset	Broken	31 Jul 16 16:55			JET/LVSServi	

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## The way forward: Creating Damage Awareness

### Treat me with CARE campaign

- “Friendly reminder” approach through ULD Care Stickers
- Anomynus “Jettainer” ULDs get a personal touch
- Awareness for the value of a unit itself
- Success? –to be seen but definitely worth a try





# The way forward: Awareness and Training

## Damage prevention training and certificates

- Supporting our customers and train their stakeholders
- Awareness at Ground Handling Agents
  - Train the trainer approach
  - Appreciation of each individual at ground handling
    - Certificate and give away
  - Training as base for next steps / consequences
  - IATA Training and ULD care solutions



ULD Care is the right platform to trigger an industry standard of ULD handling

- ULD Explained – the new publication of ULD care  
This publication can become a widespread, easily accessible and practical guideline of ULD handling
- ULD Care Code of Practice  
A self commitment of the industry to adhere to a small number of basic principles in ULD handling can make a difference.

=> It all starts with a commitment

Today's workshop might be a significant step forward

- The aim of the workshop is to define a self commitment  
Main focus on the “five things, which you don’t want to happen to your ULD”
  - The people in this conference CAN make the difference
  - Target: getting this Code of Practice recognized by major airlines, GHA and service providers
  - Stick to these few basic rules as minimum standard
  - Most importantly: roll it out beyond the borders of ULD Care: The people in this room are the well connected ambassadors of ULD –
- Can it work?: A very positive example of successful roll out of a similar initiative is baggage mishandling, where the mishandled cases are on a clear downward trend despite increasing passenger numbers
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