

Hello Tomorrow



ULD Perspectives – Airline expectations from Ground Handlers

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What are Emirates' concerns ?

- Emirates expects its ground handlers to acquire, promulgate and implement the ULD-R
- The SGHA 2008 and SGHA 2013 versions are silent on ULD-R
- Article 5 Standard of Work - needs enhancing to embrace ULD-R and ULD handling responsibilities in general.
- Until this is done it will be hard to get most ground handlers to do more.

Can Emirates do more to help ?

- **Once the SGHA standard and Article 5 are updated, we will push this when negotiating and renegotiating contracts.**
- **Today at network airports our SLAs and/or Local Station Instructions are not strong enough, this will change.**
- **For many years Airport Managers and Cargo Managers have believed that Head Office will solve their stock problems.**
- **In Dubai we have a comprehensive ULD handling and maintenance agreement in place with dnata.**



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THANK YOU