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1. Policy and General

Revision: 2
Date: 03 December 2024

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Page	Date	Comment
4	03 December 2024	Removal of assignment of an authorized deputy for the Director of Global Airside & Standards.

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1.1 General

Key terminology:

'Should' – refers to best recommended practises, strongly advised to comply with.

'Shall' – refers to a mandatory requirement.

Note:

In some instances, the word 'must' is used. This is to be defined in the same manner as 'shall' and denotes a mandatory requirement.



In some instances, a caution triangle may be used to highlight procedures or information that require special attention due to the potential risk of personal injury or damage to aircraft and equipment.

1.1.1 Global Airside Mission Statement

Our mission is to excel in aircraft handling and safety management on a truly global level.

At Global Airside, safety is our foremost commitment, preventing injuries and reducing incidents and accidents through the implementation of a robust proactive Safety Management System (SMS) that adheres to the highest IATA (International Air Transport Association) standards.

We take pride in our Ground Operations Quality Program, meticulously designed to uphold the highest industry standards, and aligned seamlessly with the IATA ISAGO framework.

Our objective is to publish best demonstrated aircraft handling practices through the standards and procedures mandated in the DHL Airside Ground Operations Manual (DHLAGOM), and in compliance with IATA GOM standards.

We aim to provide a truly global approach to aviation ground operations, catering to the unique needs and challenges of diverse regions. With a comprehensive training portfolio, we equip our teams with the knowledge and skills required to deliver excellence at every step of the journey.

We understand that precision is paramount in aviation, and our Weight and Balance expertise ensures that every flight is optimised for safety, efficiency, and environmental responsibility.

At Global Airside, we are not just a service provider; we are your trusted partner, dedicated to elevating aviation ground operations worldwide. We are committed to excellence, continuous improvement, and delivering unparalleled quality to our global air operation and partners across the globe.

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1.1.2 Safety Policy



SAFETY FIRST
ALL DAY, EVERYDAY FOR EVERYONE

DHL EXPRESS OCCUPATIONAL HEALTH & SAFETY POLICY STATEMENT

Occupational Health and Safety is a leadership responsibility, supported by employees at all levels contributing to achieving its objectives.

Safety First
This mindset must always be central to what we do and be embedded in all business activities, not an afterthought. It must go beyond compliance with legal obligations and be incorporated into our common DNA. Safety drives efficiency and great service quality when it becomes part of how we operate every day. We continuously strive for improved safety performance within all aspects of our business and ensure the provision of resources for the implementation of the health and safety policy.

Employee involvement and engagement
is at the heart of workplace health and safety activities and initiatives. This includes empowering employees at all levels to take action by preventing and reporting any unsafe conditions or behavior at a DHL site or a site operating on behalf of DHL and to comply with the applicable laws, regulations and procedures. We encourage open discussions where employees are not penalized for actions, omissions or decisions taken that are commensurate with their experience and training, as long as there is no evidence of gross negligence or willful violation. We will collaborate with our suppliers to ensure their commitment to safety as our customers expect it of us.

We strive for a preventive approach
to occupational health and safety activities, primarily focusing on safe behavior and the design of a safe and healthy workplace environment. We aim to enhance the health and safety of our employees through robust safety systems, practices and policies, as well as training.

We will continue to develop
and enhance our health and safety management systems, in line with or exceeding local and international regulations and standards. We achieve this by implementing safety standards, systems and metrics and by using our First Choice methodology to continuously improve every day, everywhere.

It is our vision to make a great place to work also a safe place to work
We hire people with the intention to maintain a long-term relationship with them, ideally until a healthy retirement age. While under employment, our employees should be able to positively contribute to their personal relationships and families. If employees wish, they should be able to join in associations and other community activities that positively support the progress of societies worldwide.

This can only happen if we, the people at DHL, protect the wellbeing of all employees, those under our care and everyone impacted by our operations, and ensure that everybody has a safe day, every day.

John Pearson
CEO, DHL Express
August 2023

Travis Cobb
EVP Global Network Operations & Aviation, DHL Express
August 2023

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1.2 Introduction

The procedures in this manual are those established as the most suitable for the safe and efficient operation of all aircraft in the DHL Global Network, whilst ensuring compliance with the company's Corporate, moral and statutory obligations to safety and other mandatory regulations. These procedures shall be followed by all DHL entities involved in the preparation of load, physical ground handling or any other airside or aviation related activity.

Inevitably, however, there is a continuing need for the development of new standards and procedures; airport systems and aircraft evolve; the regulatory environment changes and advances in technology, particularly computerisation, all affect aircraft handling.

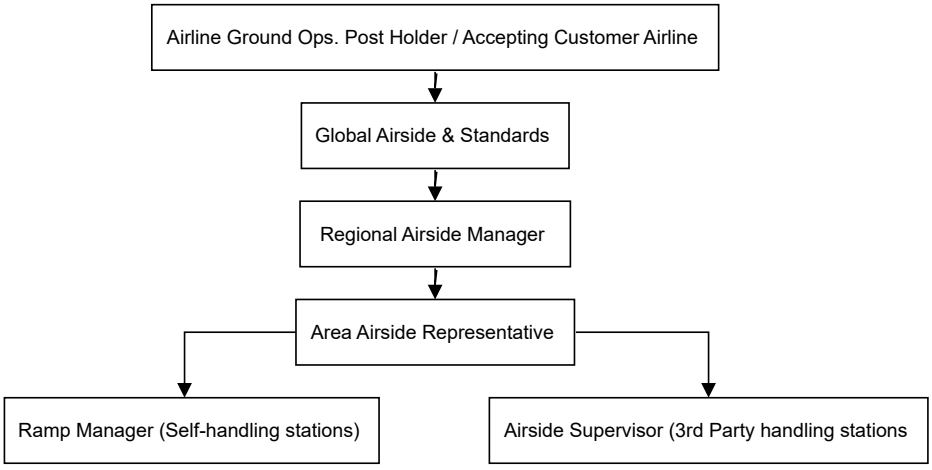
With this in mind, periodical amendments to this DHL Airside Ground Handling Manual (DHLAGOM) shall be published by Global Airside under the authority of Director Global Airside & Standards. All such amendments must have the approval of and be issued by the issuing authority as detailed above.

In addition, these procedures have been coordinated with, and are available to, accepting customer airlines so they may ensure that nothing in these procedures is contrary to the aircraft manufacturer's manual or the customer airlines manual.

It will be the responsibility of all departmental managers to ensure that all such amendments are promulgated expeditiously and that the issue number for all relevant procedures is the latest issue.

In event of a situation occurring that is not directly covered by these procedures, the application of common sense will prevail.

The following flow diagram shows the official route for dissemination of manual information:



The latest issue of the DHL Airside Ground Operations Manual (DHLAGOM) can be found via Web Manuals at:

https://globalairside.webmanuals.aero/

The document and all records are protected by regular back-ups as per the SLA between DHL IT & Global Airside & Standards.

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This manual will solely be available on electronic media (Web Manuals). Printed versions are uncontrolled and shall be considered obsolete immediately after printing.

There is no requirement to maintain a printed or soft-copy (i.e. a CD) version of this manual. In case of system failure necessitating the production of a manual load-sheet, contact the applicable regional NCC for weight and balance information. Alternatively, seek that information on the inbound load-sheet of the aircraft.

A communication system that includes:

• Email, Internet and Intranet

• Safety or operational reporting system

• Communiqués (letters, memos, bulletins)

• Publications (newsletters, magazines)

Will enable and ensure an exchange of information that is relevant to the conduct of DHL ground operations, and ensures such exchange of information occurs throughout the network.

Any Third Party Handling Agent contracted under an IATA Standard Ground Handling Agreement (SGHA), or similar contract, to supply services to the DHL Aviation Network will be supplied with a copy of these procedures via access to the DHL Global Airside Web Manuals site.

At airports where 3rd party Handling Agents are employed, a DHL representative qualified as per **8.3 - Training Matrix** (Category RMP-SPV) shall be appointed to oversee the correct implementation and execution of these procedures by the contracted agent. See chapter **1.10 - Outsourcing of Services** for further information.

Any operational manager with responsibilities as defined in this manual shall ensure that, during periods of absence, clear indication of the person acting on his behalf, i.e. his deputy, will be notified in an email auto reply or via the company intranet.

Customer airline operations manuals will be held centrally by Global Airside and Standards to ensure the compliance of this manual to their standards. Should a customer airline require a station to hold a copy of their OM, that airline will take responsibility for its issuance and updates.

Where customer airlines do not supply or require compliance with their Ground Operations Manual, handling will be done in accordance with DHLAGOM

Where customer airlines have accepted the use of DHLAGOM as supplemental procedures, or an alternate means of compliance, offering an equivalent level of safety and compliance to their own procedures, handling will be done in accordance with DHLAGOM.

Local SOPs are maintained within their respective locations, separate from DHLAGOM, ensuring location-specific practices and guidelines are appropriately documented and accessible.

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1.3 System of Numbering

Airside Operations Procedures have been grouped in the following categories:

DHL AGOM Chapter No.	Chapter Title
1	Policy and General
2	Global Airside Safety Management System (SMS)
2a	Occurrence Reporting and Investigation Procedures
2b	Audit Procedures
3	Aircraft General Safety and Servicing Operations
4	Aircraft Turnaround
5	Load Control
6	Cargo and ULD Handling
7	Dangerous Goods
8	Training Standards
9	Messaging
10	De-Icing

The Procedure Reference Number is made up of component parts, a one or two-figure number - a one or two-figure number - and another one or two-figure number.In the example below, the Procedure Reference Number **1.2.1** would refer to Chapter 1, Sub-section 2 and Paragraph 1.

1.2.1

The first digit of the three-figure number indicates the Chapter in which the Procedure is to be found.

1.**2.1**

The remaining digits indicate the sub-section and paragraph referred to if applicable.

Note:

On some complicated technical procedures e.g. Restricted Commodities, extra digits on the Procedure Reference Number indicate sub-paragraphs and individual lines where appropriate. When a procedure requires a cross-reference, the Manual will refer to the Procedure as follows: (see Procedure 1.2.)

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1.4 Procedure for Implementing Changes

1. **DHL Airlines**

Prior to implementing changes that will affect airlines, draft copies of the document will be circulated for approval as per the business rules as defined in the document “Business Rules for Requiring Draft Document Approval”.

2. **DHL Employees and Non-DHL Employees (3rd Party Handlers): Web Manuals**

When a new document revision is published, changes to the document will be described in the “Change Details” section of the document’s record card. When a new revision of a document is published, all relevant Web Manuals users will be notified via e-mail in accordance with the business rules defined in the document “Business Rules for Requiring Active Document Acknowledgement”. This e-mail notification will also contain the “Change Details” for the document. The location of the change within the document will also be specified.

Any new text in a procedure or any entirely new procedure will be indicated by a vertical line in the left-hand margin to indicate the location of the change. The vertical line to the left of this paragraph is given as an example.

3. **DHLAGOM Documents Issue Numbers**

An update on current issue numbers for each procedure will be issued annually.

All sections of this manual will be reviewed as per the business rules defined in **1.10 - Outsourcing of Services** and revised when there are changes proscribed by regulatory requirements and/or moral obligation, or more frequently if required due to:

- ***Internal changes*** that could occur and would require modification of internal policies, processed and procedures
- ***External changes*** like law, rules, regulations or standards

Numbering of issues, revisions and temporary amendments will be as follows;

- The first two numbers will indicate the issue;
- The second two numbers will indicate the revisions;
- The third two numbers will indicate the sequence number of a temporary amendment

e.g.: Manual number 01-02 will indicate it is issue 1, revision 2

Temporary Amendment 01-02-04 will indicate the fourth TA to manual 01-02

1.4.1 Authority to Initiate Change

The authority to initiate change of technical data in this Manual is:

Head of Global Airside & Standards

DHL Express Global Head Quarters

No unauthorised changes are to be made under any circumstances

1.4.2 Change of Technical Data

DHL owned aircraft

Changes to aircraft basic weights or basic indices are to be issued by a weight certificate, Web Manuals Change Request or e-mail (**globalairside@dhl.com**).

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All changes either temporary or permanent **must** show an effective date, terms such as effective immediately should not be used but show the date of issue as the effective date.

Temporary amendments will be posted on the Web pages as published above.

2. Other operators

Any change to other operators aircraft data must be received by Web Manuals Change Request or e-mail (**globalairside@dhl.com**). The latest aircraft DOW and DOI are available in the Sable system. If any aircraft weight discrepancies are identified, the load supervisor shall contact the local / regional NCC who will then confirm with the operator. In cases where a DOI / DOW discrepancy is identified, the aircraft captain shall have final authorization of DOI/DOW.

3. Verification of aircraft data in SABLE

Once any change of data has taken place, an example load-sheet will be produced and sent to the owned or customer airline. Only once that has been checked & approved by the airline will it be released within the Sable system.

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1.5 Application of Standards

1. **DHL Employees: Web Manuals**

It is the responsibility of management at all stations covered by this manual, to ensure the information contained herein is disseminated to all relevant staff, particularly those with supervisory responsibilities.

All staff with supervisory responsibility in the areas of ramp, warehouse, NCG or other areas of airside operations are required to register for access to Global Airside Web Manuals through the Web Manuals New User Request form, which can be downloaded from the Global Airside SmartConnect page:

(2) GAP - Airside & Standards - SmartConnect! (dpdhl.com)

Such persons must have access to Web Manuals to ensure they receive and acknowledge receipt of all DHLAGOM document changes, Operational Notifications and Safety Bulletins.

All registered Web Manuals users are required to acknowledge all newly uploaded DHLAGOM documents, Operational Notifications and Safety Bulletins that appear in their Web Manuals Dashboard via the “unread” button in the Web Manuals site. In acknowledging a document, users are confirming that they have read, understood and distributed (to required stakeholders) the content of the document and will implement any new/amended procedure immediately (unless otherwise stated within the document).

As a minimum, Supervisors and Managers with direct and/or overall operational responsibilities for Airside functions (e.g. Ramp/Warehouse/NCG/GTW managers) shall acknowledge all new / updated documents prior to their next operational shift. All Web Manuals users shall acknowledge all new/ updated documents no later than 7 days after distribution. It is important that all staff in the operation have been made aware of all relevant changes / updates via briefings from their supervisor / manager prior to the start of each shift.

2. **Non-DHL Employees (3rd Party Handlers): Web Manuals**

Handling Agents and/or 3rd party contractors performing any airside function on behalf of DHL shall register a minimum of one responsible person for access to the Global Airside Web Manuals site for each station at which they are contracted to DHL. This individual shall be responsible for reading, acknowledging and distributing all relevant DHLAGOM content (including all published bulletins) to all stakeholders within their station.

Global Airside Web Manuals access can be requested by completing and submitting the “New Web Manuals External User Request Form”, available for download in Web Manuals. Alternatively, the form can be requested via e-mail to **gawmsupport@dhl.com**.

All registered Web Manuals users are required to acknowledge all newly uploaded DHLAGOM documents, Operational Notifications and Safety Bulletins that appear in their Web Manuals Dashboard via the “unread” button in the Web Manuals site. In acknowledging a document, users are confirming that they have read, understood and distributed (to required stakeholders) the content of the document and will implement any new/amended procedure immediately (unless otherwise stated within the document).

As a minimum, at least one representative from the Ground Handler shall acknowledge all new / updated documents prior to the next DHL Network flight and disseminate the information throughout the team. All Web Manuals users shall acknowledge all new / updated documents no later than 7 days after distribution. It is important that all staff in the operation have been made aware of all relevant changes / updates via briefings from their supervisor / manager prior to the start of each shift.

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4. **All DHLAGOM Manual Users**

The standards throughout this suite of manuals are minimum standards that shall apply. If local laws, regulations or customer airlines standards exceed or are higher than these published standards, the higher standards must be applied.

In cases where local/national regulations prohibit the implementation of standards and/or procedures as outlined in this document, the local/national regulations shall be adhered to whilst maintaining the highest possible standards of safety.

Local regulations which differ from the DHL standards shall not be documented in DHLAGOM, however, these shall be notified to the appropriate Regional Airside management team and a risk assessment carried out if appropriate. Regulations that have a significant impact on regional operations should be documented in the respective Regional Variations chapters of DHLAGOM.

The language of this manual is English. If any part is translated into any other language, the original English version will be the definitive standard. The layout of this manual is described in this section to ensure legibility and understanding.

4. **Local Standard Operating Procedures**

Any locally applicable SOPs are not covered in DHLAGOM. These shall be documented and kept by the management of the applicable location.

5. **Monitoring Document Acknowledgement Compliance**

Global Airside shall provide station performance reports which provide oversight of DHLAGOM document acknowledgements for Web Manuals users at each station. It is the responsibility of local station management to use these reports to ensure their staff that have Web Manuals accounts comply with the above document acknowledgement requirements. Non-compliance with the above document acknowledgement requirements shall be identified and raised as a finding in the form of an audit.

6. **Operator / Airline Process and Procedure Compliance**

The DHLAGOM Aircraft Technical Specifications chapters document the unique requirements of individual aircraft operators. These records contain operational details for both the aircraft and the operator/airline, which must be accessible in a useable format at all station locations where cargo/mail and aircraft ground movement operations are conducted. The DHLAGOM Aircraft Technical Specifications chapters, are to be used in conjunction with the DHLAGOM standards manuals.

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1.6 Additional Documentation Used in the Conduct of Operations

Additional documentation not managed or controlled by Global Airside may be used by local stations to conduct and support local operations. These documents may include, but are not limited to, locally applicable SOPs, notices from equipment's manufacturers, airline or airport Emergency Response Manuals, etc. It is the responsibility of local station management to define a process for the management and control of any internal and external documentation (not managed or controlled by Global Airside) used to conduct and support their local operations. This Document Control System shall comprise the following elements:

a. Identification of the version and effective date of the relevant documents
b. A method for distribution and dissemination of the relevant documents to ensure that users who use the document in their operation are made aware of the change on or before the effective date, including the following elements:
    i. An established method of distributing the document to users based on their need to know, either through an electronic system or printed media
    ii. A statement of requirement that the users actively acknowledge receipt of the document through an electronic signature, in case an electronic system is used for dissemination, or a written signature, in case printed media is used for dissemination (i.e. "read and sign")
    iii. A method to track whether all users have acknowledged receipt of relevant documents
c. Definition of the specific media type used for the display of the relevant documents (I.e. digital or print)
d. Definition of the cases in which documents are considered obsolete (i.e. uncontrolled printed copy)
e. A method of review to maintain the currency of relevant documents
f. A method for retention of documents to ensure access to relevant documents, in accordance with the requirements stipulated in **1.14 - Retention of Records**
g. A method for a scheduled backup of documentation by copying and archiving relevant documents (See **1.13 - Back-up of System Data**)
h. A method for ensuring that users only have access rights to relevant documents
i. A method for retrieval and dissemination or accessibility to documents from external sources such as regulatory authorities and original equipment manufacturers

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1.7 Dissemination of Safety Information

Safety information requiring immediate dissemination and/or action will be communicated to all parties through the issuance of ‘Safety Bulletins’ which will be forwarded to all relevant stakeholders and published on the Global Airside Web Manuals Website which will automatically alert all relevant stations.

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1.8 Additional References

1. **Security**

While security is an integral part of aviation activities, the subject is covered by the DHL Global Security Manual, Section 8, Regional Security manuals and individual airline Air Carrier Security Programmes therefore, to avoid any inconsistency, apart from the training requirements; this will not be covered in this manual.

The DHL Global Security Manual can be found at:

Global Security DHL Express - SmartConnect! (dpdhl.com)

DHL Regional Security and individual airlines will be responsible for ensuring that their security manuals are available to staff in their areas of responsibility.

Each location shall have a nominated person responsible for local and shipment security. They shall be responsible for implementing the provisions of the Aircraft operator's Security Program. Any security incident involving an aircraft operating on behalf of DHL shall be notified to the operating airline in accordance with the requirements stipulated in the DHL Global Security Manual.

2. **Restricted Commodities (DGR, AVI, PER etc)**

The handling and storage of restricted commodities is covered in the various sections wherever it is appropriate however, more specific procedures and processes can be found at:

Regulations & Procedures (sharepoint.com)

In addition, all stations must have access to the following manuals:

- IATA Cargo Handling Manual (ICHM)
- Live Animal Regulations (LAR)
- Perishable Cargo Regulations (PCR)
- Temperature Control Regulations (TCR)
- ULD Regulations (ULDR)
- DHLAGOM Aircraft Technical Specifications Chapters

For Americas contacts and procedures see DHLAGOM Americas Regional Variations.

3. **Services and Equipment Standards**

Products acquired from external suppliers at stations, which directly affect personal and operational safety or security, shall meet appropriate corporate technical specifications as defined by this manual or by Global Network Equipment Group (GNEG) prior to utilisation in the conduct of ground operations to ensure regulatory compliance. In addition all equipment shall be reviewed for design and maintenance issues in relation to health and safety compliance before acquisition.

Any owned and self-maintained Ground Service Equipment shall be maintained in accordance with the manufacturer's instructions and such maintenance will be recorded in compliance with the corporate programmes as defined by GNEG. Such records will be kept for the in service life of the machine plus 2 years.

4. **Environment**

The Corporate 'GoGreen' policy will apply to all airside operations. Further details can be found on the 'GoGreen' Smart Connect page:

(4) GoGreen - SmartConnect! (dpdhl.com)

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1.9 Retention of Customer Airline Documents

To comply with IATA requirements, all documents pertaining to handling of 3rd party customer airlines must be retained.

Customer airline records will be kept for a period of 5 years after the end of contract with the airline unless some other period is specified. The airline will be permitted access during this period even though they may no longer be a customer.

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1.10 Outsourcing of Services

Any station that outsources any services to an external supplier must ensure the following:

- The supplier must be supplied with access to the DHLAGOM via Global Airside Web Manuals website and/or any other manual applicable to the services offered
- A contract must exist between the two parties and such contract shall identify measurable specifications that can be monitored to ensure requirements that affect operational safety and/or security are being fulfilled by the supplier. This may be in the form of an agreed and signed Service Level Agreement attachment to the main contract
- A process must be in place to monitor the services of the supplier to ensure requirements that affect operational safety and/or security are being fulfilled. This may be in the form of regular audits
- Any contracted supplier must supply training to a level not less than that supplied to equivalent DHL staff, record such training and ensure the records are available for inspection during any audit or monitoring process
- If the handling of dangerous goods at a station is outsourced, the station must have a process in place to ensure that personnel employed by the supplier to conduct the dangerous goods handling are trained, qualified and competent to carry out their duties.
- The station shall provide oversight of all turnaround activities by ensuring all handling is supervised by a DHL employee certified in accordance with **8.3 - Training Matrix** (Category RMP-SPV). Where this is not possible, supervisory responsibilities shall be delegated to an agent acting on behalf of DHL. The nominated agent shall be trained to a minimum of RMP-SPV standards as defined in DHLAGOM **8.3 - Training Matrix**.

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1.11 Management Review

A meeting to review the management systems at intervals not exceeding one year shall be held to ensure its continuing suitability, adequacy and effectiveness. The review shall include assessing opportunities for improvement and the need for changes to the system, including, but not limited to, organisational structure, reporting lines, authorities, responsibilities, policies, processes and procedures.

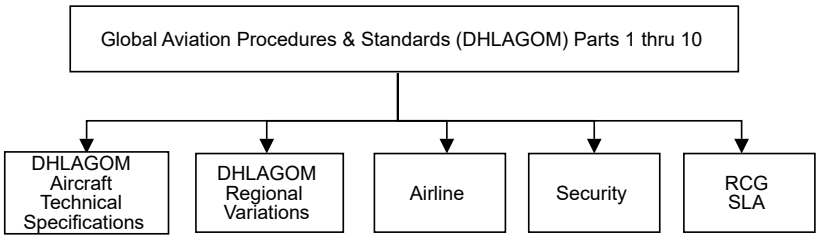
This review will take place either face to face or by teleconference and will be in conjunction with the annual Global Airside Meeting attended by all cluster, regional and global management.

In addition, the manual will be further reviewed at the Quarterly Global Safety Teleconference with all carriers, owned or JV partners, who reference, or are referenced, in the manual.

Further, all issues arising from any part of the Corporate Safety Programme, including audits and analysis of any ground accidents/incidents, and the Corporate Quality System will be reviewed at the same meetings.

Document Hierarchy:

The hierarchy of the Global Aviation Procedures and Standards manual and all other referenced manuals is as shown below;



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1.12 ITS Bulletins

ITS Bulletins are short informational messages concerning IT services that are relevant to a user.

ITS Bulletins (GURU) can help to keep the user informed of the availability of and any changes to the affected services, which may affect the users' operational duties.

The GURU tool is the global DHL tool to subscribe to bulletins for applications that the user has an interest in. The user who has subscribed to the Bulletins will receive notifications by email and/or SMS.

Example: If there is planned or unplanned system downtime for an IT application, the ITS Bulletin service would send notifications to the users that are subscribed to the Bulletins regarding that application. This would allow the receiver of the Bulletin to have advanced notice of the downtime, or notice of the application going down, and take appropriate action.

There are 4 different types of Bulletins that provide information about different types of events:

- **Incident Bulletins**: Provide information about issues (normally emergency ones) that are impacting the availability of a service.
- **Change Bulletins**: Present information and progress updates about planned activities such as deployments and upgrades that may impact the quality of service delivered for a specified period.
- **Information Bulletins**: General updates that are related to the provision of additional information about a service such as statistics on performance or achievement of service related goals. Not usually associated with any service calls.
- **Incident Alerts**: Short notifications about emergency incidents distributed automatically by the ITS Bulletin service upon ticket assignment and resolution in Service Now.

Subscribing to ITS Bulletins

The ITS Bulletins work based on a customisable list of parameters which trigger the notifications being sent to the user. The user can set the parameters so they only receive the most relevant information concerning the service. At least two parameters must be entered for the user to receive ITS bulletins: Country or Region and at least one other parameter (E.g. 'Services') from the list of options.

When searching for a Service for which you would like to receive Bulletins, the search will operate most efficiently when the search is performed with a Wild Card (E.g. %SABLE% or %NMIV%). When entering this search, relevant services will appear. For example, "FUNCTIONAL – Weight&Balance [SABLE]" is the service that must be selected if you want to be informed of down time of the SABLE weight and balance system.

For further detailed information on subscribing to ITS Bulletins, refer to the How-To portal, which is accessible using your DHL LDAP account:

https://howto.avi-dc.dhl.com/Learning%20Platform/Landing/Content/Bulletins%20Subscription.htm

If you are already aware of the process you can access the GURU tool here:

https://guru.dhl.com/bulletins/subscriptionSite/main.html

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1.13 Back-up of System Data

It is the responsibility of Global Aviation IT to provide a scheduled back-up of the database for Global Airside's Document Control system. The database must be fully recoverable to a point in time. The database shall be fully backed up on a daily basis and replicated to a remote location.

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1.14 Retention of Records

It is the responsibility of local station management to have a process in place for the retention of records in accordance with applicable local and national regulations and operator requirements. This includes all records associated with ground operations at each station (E.g. Personnel Training records, GSE maintenance, weigh bridge calibration, accidents and incidents involving ground handling operations).

Records can be retained manually or electronically. The process for retention shall ensure that records are:

- Easily identifiable
- Legible
- Maintained for periods of time in accordance with the requirements of the appropriate authority and operator
- Organised in a way that facilitates retrieval of any record in a timely manner
- Kept protected and secure from unauthorized interference or inadvertent deletion/alteration
- Disposed of, deleted, or archived in accordance with the requirements of the appropriate authority and operator

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1.15 Management and Retention of Global Records

Records are managed at the local or Global level. Global Airside shall maintain a process for the management and retention of records which are under the control of Global Airside. The records controlled by Global Airside include:

- Audit Reports
- Risk Assessments
- Occurrence Reports and Investigations
- Weight and Balance manuals and Aircraft Weighing Reports

Records shall be retained electronically. Audit reports, risk assessments, occurrence reports and investigations are managed using the Quality Management System, IQSMS. The management of these records using IQSMS ensures that the records are:

Easily identifiable:	Records are identified by a unique serial number
Legible:	Records can be read in electronic format
Maintained for a period of time:	Records without identifiable personal information shall be maintained indefinitely.
Organized in a way that facilitates retrieval:	Records can be retrieved by classification, location, and date, amongst other identifying factors
Kept protected and secure:	Access to view records is dependent on a user having active DHL login credentials and user roles assigned by the Global Airside Administrators. Records can only be deleted by the Global Airside Administrators
Disposed of, deleted, or archived:	Personal identifying information (i.e. names) shall be permanently deleted from a record after a period of 5 years. Personal identifying information will be replaced with “deidentified” at that point in time.

The Global Airside Safety and Quality Manager shall be responsible for implementing the management and retention process of these records.

Operator Weight and Balance manuals and Aircraft Weighing Reports are maintained by Global Airside in a secured folder, accessible only by the Global Airside Weight and Balance Administrators. The Administrators ensure that records are:

- Kept in a legible electronic format
- Maintained for a period of no more than 5 years after the aircraft has left the DHL network
- Organized and retrievable by operator and aircraft type
- Deleted if a new revision of the document is issued by the aircraft operator

The Global Airside Weight and Balance Manager shall be responsible for implementing the management and retention process of these records.

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1.16 Glossary of Terms

These definitions have no legal effect and are shown only for the purpose of explanation:

Anti-Collision Beacon (ACB)

Flashing light above and under the fuselage which indicates the aircraft is live

Agent-Handling

See Company - Handling

Agent - Ramp

A person who supervises and co-ordinates on the ramp the tasks of ground handling for an aircraft departure or arrival

AHM (Airport Handling Manual)

Is the IATA published manual that defines best practice in aircraft handling

Aircraft - Configuration

Planned utilisation layout of aircraft interior space

Aircraft - Large Capacity

Also known as High Capacity or Wide-Bodied aircraft. Refers types such as the B747, A300, and MD-11

Airport - Alternate

Planned alternative en route and destination airport(s) for a flight

Airport - Departure

The Airport from which the aircraft last departed, using the same Flight Number

Airport - Destination

Ultimate intended terminating airport of a flight

Airport - Movement

See Airport of Origin / Departure / Destination

Airport - Origin

The place from where the flight commences

Air Waybill

The document entitled 'Air Waybill/Air Consignment Note' made out by or on behalf of the shipper which evidences the contract between the shipper and carrier(s) for carriage of goods over routes of the carrier(s)

Allowed Traffic Load

The load which can be carried on the aircraft on any one sector and is the difference between the allowed weight for take-off and the operating weight

Attendant - Cargo

Person travelling for the specific purpose of supervising cargo needing special attention

Automated Load Planning

Load planning performed by an EDP system within DHL/EAT. This is the Sable System

Baggage

Which is equivalent to the term 'luggage', means such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort, or convenience in connection with his trip. Unless otherwise specified, it includes both checked and unchecked baggage

Baggage - Cabin

Baggage of which the passenger retains custody (also known as Hand and/or Unchecked)

Baggage - Checked

(Also known as Registered) which is equivalent to 'registered luggage' means baggage of which the carrier takes sole custody and for which carrier has issued a baggage check.

Baggage - Crew

Baggage which is the property of operating crew and which is separately identified

Baggage - Transfer

Baggage arriving at a point on one flight and continuing its journey from there on another flight within a defined time limit

Balance Condition

A numeric expression of the position of the C of G

Balance Limits

The end points forward and aft of the range within which the C of G must lie for safe flight

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Ballast

Dead-load weight carried to achieve a particular balance condition

Basic Index

A numerical expression of the centre of gravity of the aircraft at its Basic Weight

Bay

A subdivision of a containerised / palletised compartment i.e. ULD-position

Boarding

Equivalent to term 'embarkation', means passengers entering an aircraft

Breaking Strength

The breaking strength quoted for a lashing or tie-down fitting represents the maximum load which an item of equipment (lashing or lashing point) can sustain without

Loss in strength due to deformation under repeated application of load during normal flight. Risk of breakage at 1G.

Bulk

Loading piece by piece

Bulkhead

A rigid partition

Bulkhead – Stress

A bulkhead which in combination with the aircraft structure has been designed to restrain load

Cabin

A compartment where passenger seats are installed

Cargo

Any goods carried on an aircraft which are covered by an Air Waybill

Cargo - Service

Any goods the property of an airline carried on an aircraft

Carriers

The air carrier issuing the ticket (or Air Waybill) and all air carriers that carry or undertake to carry the passenger and/or his baggage (or the cargo) there under or to perform any other services related to such air carriage

Category

The nature of the load

Centre of Gravity (or C of G)

Of an aircraft, is the point at which its total weight may be considered to act as a concentrated force.

Class

Segregation of passengers according to the facilities and services offered

Cockpit

See "Flight-deck"

Company - Handling

A company/organisation appointed by an airline to perform ground handling functions

Compartment

A space designated within a hold

Conditional

A format element marked C becomes mandatory under certain circumstances which have to be specified in the table of format. The element may be omitted if these circumstances do not prevail

Configuration

See Aircraft Configuration

Consignment

Which is equivalent to the term 'shipment', means one or more pieces of goods accepted by the carrier from one shipper at one time and at one address, receipted for in one lot and moving on one Air Waybill to one consignee at one destination address

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Consignment Note

See Air Waybill

Container

See Unit Load Device

Crew - Flight or Cockpit

Persons operating the flight in the cockpit

Crew - Cabin

Persons performing duties of the flight other than in the cockpit

Dangerous Goods

See Restricted Commodities

Dead-load

Baggage, cargo, mail, ballast and equipment in compartments not included in Dry Operating weight of the Aircraft

Deck

A structural floor level. For aircraft having one structural level only, this floor level shall be referred to as the MAIN DECK. For aircraft having more than one structural floor level, the different floor levels shall be referred to as LOWER DECK, MAIN DECK and UPPER DECK, starting from bottom to top

Density

The relationship of weight to volume in a unit, i.e. kg per cum. or kg/m³ (lb per cu.ft or lb/ft³)

Departure control System (DCS)

An automated method of performing check-in, capacity and load control and dispatch of flights

Destination

See Airport – Destination

EDP System

Electronic data processing system, i.e. electronic computer system

Embarkation

See Boarding.

En Route

Equivalent to 'Through', means movement or point between point of departure and point of destination

Equipment in Compartment (EIC)

Equipment which is carried on the aircraft but which is not manifested and which is not elsewhere included in the weight composition, such as loading accessories

Examining Trainer

An Airside Operations trainer who is approved to examine, audit and evaluate performance of Airside Operations trainers, and who may approve candidate Airside Trainers

Facilitation (FAL)

A general term reflecting the action being taken within the airline industry with Governments and other bodies to reduce costs, simplify procedures and improve formalities

Flight

The operation of an aircraft between two or more points

Flight-deck

That part of an aircraft from which the pilots control the aircraft

Flight Number

The alpha/numeric designator of a flight, prefixed by a two-letter or three-letter character designator

Floating Pallet

Is a Unit Load Device, including its load, which is positioned over at least two pallet positions, and is not secured by the pallet locking devices of the ULD restraint system, but is restrained to the aircraft structure by means of tie-down fittings and lashings

Freight Cut-off Time

The time when all loading of freight into ULDs and belly-carts must stop, the loading devices secured, and scaled-out for the flight

Fuel - Trip

The amount of fuel planned to be consumed from take-off to the station of first intended landing

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Fuel - Take-Off

The amount of fuel on board less the fuel consumed before the take-off run, i.e. ramp fuel less taxi fuel.

Fuelling

Fuelling and de-fuelling, aircraft fuel tank calibration, aircraft fuel flow tests and the draining of aircraft tanks

G Forces

Increase/decrease of gravity forces exerted upon load during flight. Acceleration or deceleration can cause the weight of a load to increase or decrease and the change is expressed in "g". Thus 2g would indicate that an item is, or must be, capable of withstanding, double the weight

Galley

The integral part of the aircraft where pantry/catering material is stored

General Declaration

A standard document giving certain details about a flight required for aircraft clearance by Government Authorities in certain countries

GSFP (Global Standard Flagging Procedures)

Self explanatory

Hard Copy

A printed copy of an electronically transmitted text

Hold

A space confined by ceiling, floor, walls and bulkhead, used for carrying load

Index Unit

An expression of moment, i.e. weight x lever arm caused by weight added to the aircraft, in order to establish the C of G

Interface

A translation function between a user and a system or between a user and a number of systems or between two or more systems

Igloo - Non Structural

A bottomless rigid shell made of Fiberglas, metal or other suitable material. Its shape conforms to the contours of cargo aircraft envelopes. It covers the maximum usable area of an aircraft pallet to which it is secured during flight. This shell used in combination with an aircraft pallet and net assembly is known as a non-structural igloo

Injection Water

Fluid carried on an aircraft to improve the performance of the aircraft during take-off under certain ambient conditions

Interchange

Transfer between different types of aircraft, or usable on different types of aircraft, whether owned by the same carrier or by different carriers

Interline

Transfer from one carrier to another

Joining

Boarding or loading at a transit station

Landing - Weight

See Weight

Lashing

See Tie-down and AHM 671

Layout

See Aircraft Configuration

Left

To be understood as left-hand side in the direction of flight

Load

Means any item carried in an aircraft other than is included in the basic operating weight

Load Category

See Category

Load Control

A function to ensure the optimum utilisation of the aircraft capacity and distribution of load as dictated by safety

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Load Planning

A function of Load Control whereby the placement of load onboard aircraft is planned in such a way as to ensure all safety, legal, and procedural rules and requirements have been complied with, whilst striving to secure commercially the best option possible

Loading Accessories (EIC)

Includes tie-down equipment; seat containers (for the carriage of load on passenger seats in the cabin of an aircraft); containers for carriage of load which have been installed after removal of seats; stretchers; any containers used for isolation or protection of goods (e.g. plastic bowls or plastic bags); garment racks; supporting planks and platforms; equipment for valuable cargo (pouches); collecting nets and bags; kennels for live animals; covers of any kind.

Note: Unit Load Devices are ***not*** *Loading Accessories*

Load Securing Equipment

See Tie-down – Equipment

Loaded Index

An expression of the C of G of an aircraft after it has been fuelled and/or loaded

Loading

Stowing load or ULDs on board the aircraft in accordance with loading instructions

Load-Plan (Loading Instruction/Report)

Written instructions given by Load Control to the person responsible for the aircraft loading, detailing the exact placements of all loads onboard an aircraft.

Signed loading instruction, with any deviations recorded, are passed back to Load Control for action as required

Load-sheet

A completed load-sheet contains all weight data pertaining to a particular flight, i.e. the weight of the aircraft, crew, pantry, fuel, passengers, baggage, cargo and mail. It also contains where necessary details of the distribution of this load in the aircraft

Mail

Goods carried under the terms of an international Postal Convention

Mail - Diplomatic

Governments' property carried under special agreements

Mail - Service

Correspondence inter- or intra-airline which is carried on an aircraft under special permission from postal authorities

Mandatory

A format element that contains information which forms a fundamental part of the procedures and must always be included

Manifest - Cargo

A traffic document listing the details of the cargo to be carried on a flight

Manifest - Passenger

A traffic document listing the names of passengers to be carried on a flight

Message

Where quoted it is assumed that the fastest possible means of sending a message will be used. This refers to SITA, Telex or data link

Movement

The arrival or departure of an aircraft or road vehicle

Nets

A network of webbing affixed to an aircraft within its holds or to an aircraft ULD for the purpose of restraining a load within the hold or in the ULD

Net Section

See Section

Net Weight

The difference between total weight and the tare weight

On-Line

a) Within one airline or one system

b) Connected to a computer system

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Optional

A format element marked O may be omitted if not required by the carrier's or by governmental regulations. Omission of this element is independent of all other elements and does not have any effect on the other elements

Pallet - Aircraft

a platform with a flat under-surface, to standard aircraft requirements on which goods are assembled and secured by nets/straps/igloos, and subsequently locked into the aircraft, to achieve rapid loading/unloading on compatible aircraft conveying and restraint systems. As such, it becomes a component of the aircraft loading and restraint system. Also see ULD

Pantry

See Weight Pantry

Passenger Close out Time

The time after which further passengers will not be accepted for carriage on that flight

Payload

The weight of passengers, baggage, cargo and mail and includes both revenue and non-revenue items

Restricted Commodities Incident Reporting

An on-line application for reporting of Dangerous Goods incidents and irregularities.

Ramp Incident Reporting (RIR)

An on-line application for reporting of ground handling incidents, accidents, near-misses etc.

Real Time

A computer system which processes the input and gives a response immediately or within seconds

Registration - Aircraft

A unique alpha/numeric designation for an aircraft.

Restraint

See Tie-down

Restricted Commodities

Articles or substances which are capable of posing a significant risk to health, safety or property when transported by air and which are classified as such in the IATA Dangerous Goods Regulations

Restrictions - Seating

The limitations applied to the occupying of certain seats to achieve a satisfactory balance. Such restricted seats are not to be occupied during take-off and landing

Right

To be understood as right-hand side in the direction of flight

Seating

The procedure whereby passengers obtain their seats; it may be free, allocated or selected

Seating Condition

The situation achieved after passengers are seated

Section

A subdivision of a non-containerised/palletised compartment, i.e. net section

Section - Cabin

A division of the cabin into zones for the purpose of balance

Sector

Equivalent to 'Leg' means the space between two consecutive scheduled stops on any given flight

Shall

Mandatory requirement (also applicable for 'must').

Should

Best recommended practise, strongly advised to comply with.

Shipment

See Consignment

Spreader

Devices, usually wooden boards, on which items of dead-load are placed to distribute the weight of the load over a greater area to ensure that maximum floor loading limitations, are not exceeded

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Special Load

A load which, owing to its nature or value, requires special attention and treatment during the process of acceptance, storage, transportation, loading and unloading

Station

The equivalent to term 'Airport'

Supernumerary

A person in addition to the flight crew that is not classified as a passenger by the operator or the Authority.

System

An automated method, including equipment and programmes for performing functions like reservations, weight and balance, etc

Points which an aircraft or in a ULD, to conform to restraint and safety requirements

Take-off Weight

See Weight

Tare Weight

The weight of an empty ULD. It includes all liners and/or fittings, etc., when these are required by the specification or as registered with IATA

Tie-Down

Equivalent to 'Restrain/Secure/Lash', means the term used to describe the securing of the bulk load or part thereof to fixed restraint

Tie-Down - Equipment

May comprise any or all of the following items which have been authorised for use:

- *tie-down/lashing rings*
- *straps*
- *webbing*
- *nets*
- *ropes*
- *cable*
- *chains*

Tie-Down - Points*Attachment points for the tie-down equipment to secure load on aircraft and/or ULDs*

Transportation Modernisation Program

A set of working practices to optimise ground handling

Top Up

Additional load that may be added because capacity is still available

Traffic

The activity of the transportation of passengers, baggage, cargo and mail

Traffic Load

See Payload and Allowed Traffic Load

Transfer

Traffic which arrives on a flight and continues on another flight of the same airline or another airline within a defined time limit

Tranship

A direct aircraft to aircraft transfer of ULD and/or its load

Transit

Traffic which arrives on a flight and continues on the same flight

Transit Flight or Through Flight

A flight transiting one or more airports 'en-route'

Transit Station/Airport

A scheduled en-route stopping place on a flight

Trip Fuel

The fuel used from brake release at origin runway until landing at destination runway

Transit Time

The time an aircraft remains in transit

UCR

ULD Control Receipt

Under-load

The difference between the allowed traffic load and the payload (total traffic load)

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Unit Load Device (ULD)

A unit in or on which dead-load is bulk loaded and subsequently loaded as a unit into the aircraft

Un-loading

Removing load from an aircraft

Version

The designator used to indicate the aircraft configuration together with the details of the equipment carried

Weight - Basic

The basic weight is the 'Basic Empty Weight' or 'Fleet Empty Weight' and includes all fixed Equipment, system fluids, unusable fuel and configuration equipment including galley structure

Weight - Catering

Equipment and supplies for in-flight distribution to passengers and crew

Weight - Dry Operating

The Basic Weight plus 'Operational Items' (e.g. Crew, crew baggage, flight equipment and pantry) as per company specification and is equal to 'Operational Empty Weight'

Weight - Landing

The sum of TOW minus trip-fuel

Weight - Operating

The sum of DOW plus take-off fuel

Weight - Pantry

Removable catering equipment

Weight - Standard (Weights)

The statistically arrived at weights approved by government authorities for weight and balance purpose for items of load regularly carried

Weight - Take-off

The sum of ZFW plus take-off fuel

Weight - Zero Fuel

The sum of DOW plus payload

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1.17 Conversion Table

Multiply	By	To Obtain
Pounds	0,4536	Kilograms
Kilograms	2,2046	Pounds
Kilograms	1000	Metric tons
US Gallons	3,7854	Litres
Litres	0,2641	US Gallons
Feet	0,3048	Metres
Metres	3,2808	Feet
Miles	1,6093	Kilometres
Kilometres	0,6213	Miles
Inches	2,54	Centimetres
Centimetres	0,3937	Inches
Metres	100	Centimetres
Cubic feet	35,3147	Cubic metres
Cubic metres	0,0283	Cubic feet
Square feet	0,0929	Square metres
Square metres	10,7639	Square feet

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1.18 IATA Code Directory (Incl. Traffice Service Codes)

Code Name / Meaning

AA (MSG) Actual Arrival
A/C Aircraft
ACM Additional Crew Member
ACT Actual
AD (MSG) Actual Departure
ADJ Adjustment
AGM Annual General Meeting
AHM Airport Handling Manual
ALI Abbreviated Load Information
ALP Automated Load Planning
ALP ULD type (125"/60.4")
AOG Aircraft on Ground
APU Auxiliary Power Unit
Art Article
ASM (MSG) Ad-hoc Schedule
ASU Air Start Unit
ATA Actual Time of Arrival
ATD Actual Time of Departure
ATC Air Traffic Control
ATS Air Traffic Services
AV6 Envelope for airmail documents
AV7 Delivery bill for airmail
AV7S Delivery bill for empty air mail bags
AV8 Airmail bag labels
AV9 Envelope for small or late airmail
AVI Live Animals
AWB Air Waybill
B Baggage
BAL Ballast
BI Basic Index
BIG BIG load item
BU Bulk Compartment Identifier

Code Name / Meaning

C Cargo
C Crew seat
CAA Civil Aviation Authority
CAB Cabin
CAO Cargo Aircraft Only
CAT Cargo Attendant
CCC Crisis Control Centre
CG Centre of Gravity
CGO Cargo
CM Centimetre
COD Cash On Delivery
COG *See CG*
COM Company Mail
COR (MSG) Correction Message
COY Conveyable
CPM (MSG) Container/Pallet distribution
CPT Compartment
CPT Captain
CRB Crew Baggage
CRT Cathode ray tube
CTL Control
D Crew baggage
D De-fuel
DCS Departure Control System
DIP Diplomatic Mail
DIV (MSG) Aircraft Diversion
DL (MSG) Delay Identifier
DLI Dead-load Index
DOI Dry Operating Index
DOW Dry Operating Weight
DR (MSG) Diversion Reason

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E Equipment
E Emergency exit
EA (MSG) Estimated Arrival
EAT Food stuffs
ED (MSG) Estimated Departure
EDP Electronic Data Processing
EIC Equipment in Compartment
ENCC European Network Control Centre
EO (MSG) Estimated Take-off
ETA Estimated Time of Arrival
ETD Estimated Time of Departure
F Fuel on board - Indicator
F Fuel of service designator
FAA Federal Aviation Administration
FAK Fly Away Kit
FAL Facilitation (see Glossary)
FCT Freighter Common Turntable
FE Flight Engineer
FIL Undeveloped Film / Unexposed Film
FKT Flight Kit
FMM (MSG) Fuel Monitoring
FO First Officer
FR (MSG) Forced Return
FWD Forward
G Gravity Force
GMT Greenwich Mean Time (same time as, and now replaced by, UTC)
HEA Pieces of more than 150kg
HEG Hatching eggs
HUM Human Remains in Coffins
IATA International Air Transport Association
ICAO International Civil Aviation Organisation
ICE Dry Ice Shipment
IDM (MSG) Industry Discount
IG Imperial Gallon
IN Inch
IN (ACARS MSG) On-block
K Kilograms Weight
KG Kilogram(s)
KK Airline Airport Management
KL Load Planning / Load Control
KO Duty Officer / Airport Station Control
KP Passenger Handling
KR Ramp Handling
L Indicator for applicable max weight
L Litre
LAW *See LW*
LBS Pounds weight
LB Pound weight
LCA Large Capacity Aircraft
LD Lower-deck
LDM Load message
LHO Living Human Organs/blood
LILAW Loaded Index at Landing Weight
LITOW Loaded Index at Take-off Weight
LIZFW Loaded Index at Zero Fuel Weight
LMC Last minute change
LPM (MSG) Load Planning
LT Litre
LTR Litre
LUC ULD exchange control
LW Landing Weight
M Mail
MAC Mean Aerodynamic Chord
MAG Magnetised Materials
MD Main-deck

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MIM (MSG) Mail Irregularity
ML Millilitre
MLAW Maximum Landing Weight
MOC MX Operations Control
MTOW Maximum Take-off Weight
MVT (MSG) Movement
MZFW Maximum Zero Fuel Weight
MX Aircraft Maintenance
N No ULD at position
NAA National Aviation Authority
NCG Network Control Group
NCD Nose Cargo Door
NCY Non-Conveyable
NI (MSG) Next Information
NIL No items loaded or manifested
NOC Network Operations Control
NR Number
OB (MSG) Estimated On-block
OBX Obnoxious load
OEW Operation Empty Weight
OFF (ACARS MSG) Airborne
OHG Overhang Item
OM Automated Operations Control
ON (ACARS MSG) Landed
OO Operations Control
OP Operations Planning & Procedures
OUT (ACARS MSG) Off-block
OW Operation Weight
OZ Operations Control Management
P Parcel mail
PAD See PAX
PAX Passenger
PDM (MSG) Possible Duplicate
PDU Power Drive Unit
PER Perishable Cargo
PIR Property Irregularity Report
PLD Pallet Lower Deck
PMD Pallet Main Deck
PSN Position
Q Courier baggage
R Request Items
R (MSG) Repeat Indicator
R *Remaining quantity of fuel-indicator*
RCG Restricted Commodities Group
RCL Cryogenic Liquids
RCM Corrosive Material
RDS Biological Substance, Category B (UN3373)
REQ DG in Excepted Quantities
REX Normally forbidden explosives
RFG Flammable Compressed Gas
RFL Flammable Liquid
RFS Flammable Solid
RFW Dangerous When Wet
RHF Harmful - Stow Away From Foodstuffs
RIS Infectious Substance
RMD Miscellaneous Dangerous Goods
RNG Non-flammable Compressed Gas
ROP Organic Peroxide
ROX Oxidiser
RP Recommended Practice
RPB Poison
RPG Poisonous Gas
RQL (MSG) Request List
RQM (MSG) Request Information
RR (MSG) Return to Ramp
RRW Radioactive, Cat I White

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RRY Radioactive, Cat II and III Yellow
RSB Polystyrene (polymeric) Beads
RSC Spontaneously Combustible
RXB Explosive 1.4B
RXC Explosive 1.4C
RXD Explosive 1.4D
RXE Explosive 1.4E
RXG Explosive 1.4G
RXS Explosive 1.4S
S Non-revenue cargo - Stores
SCD Side Cargo Door ULD
SCM UKD stock check message
SEC Item removed from passenger for security reasons
SI (MSG) Supplementary Information
SLS (MSG) Statistical Load Summary
SOC System Operations Control
SPCL Special information
SSM (MSG) Standard Schedules
STA Scheduled Time of Arrival
STAB-LA Stabiliser Setting for Landing
STAB-TO Stabiliser Setting for Take-off
STA Scheduled Time of Arrival
STD Scheduled Time of Departure
T Total
T Transfer Load
TF Trip Fuel
TI Transport Index
TOF Take-off Fuel
TOGW Take-off Gross Weight
TOW Take-off Weight
TTL Total
TW Total Weight
U Unserviceable ULD
U Fuel Uplift
UCM (MSG) ULD Control
UCR (MSG) ULD Control Receipt
UG US gallon
ULD Unit Load Device
UNS Un-serviceable
USG US gallon
UTC Universal Time Coordinated
UWS (MSG) ULD / Bulk-load Weight
VR Volume available
VAL Valuable Cargo
VOL Volume use of ULD / compartment
W Cargo in security controlled
WET Wet Cargo
X Empty ULD
XCR Operating Crew occupying Passenger’s seat(s)
XPS Express parcel service
ZFW Zero Fuel Weight

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1.19 Delay and Diversion Codes for Air and Road Movements

For the latest Global Network Delay Code list and supporting Release Notes, please refer to the NMIV Info Centre smart connect page:

https://connect.dpdhl.com/content/page/65d88f462fb05a57758cdd14

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