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5.1 Introduction and Technical Information

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5. Load Control

Revision: 1
Date: 10 September 2024

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Page	Date	Comment
30	21 August 2024	All Hubs and Gateways which perform functions in SABLE shall have a SABLE Standalone application installed on a PC connected to a standalone printer. The PC and printer shall be available on location at all times.

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5.1 Introduction and Technical Information

5.1.1 Introduction

The purpose of this Manual is to ensure that all data used for the purpose of calculating the weight and balance criteria of an aircraft is valid.

5.1.2 Use of Technical Information

Load Control is the means of protecting an aircraft from structural damage and accuracy is paramount to aircraft safety. It follows therefore that any information used to calculate the operating weight of an aircraft must be accurate. It is for this reason that one point of reference for all relevant data is maintained.

For DHL this point of reference is the Aircraft Technical Specifications Documents and part 5. Load Control of the DHLAGOM along with the appropriate operator manuals.

Information in this manual is certified as correct and updated in accordance with the information provided by Operators approved signatories for the promulgation of technical information.

Provision of technical information: It is the operator's responsibility to provide Weight & Balance manuals and or AHM565 semi-permanent data files containing ALL the limitations and data relevant to load control and in particular a weight and balance system. The operator will be responsible for checking and verifying the output from DHL weight and balance systems matches the operators own calculations.

- DHL Global Airside (SABLE team) is responsible for entering the data in the DHL weight & Balance system.
- DHL Global Airside (SABLE team) is responsible for providing proof of the entry and load sheet examples for the operator to compare.

WARNING: No aircraft will be released for use in Sable until authorised by the operator. All Operators are responsible for regularly checking the accuracy of the data, calculation and output of SABLE in accordance with the schedule laid down by their regulatory authority.

5.1.2.1 Supply of Technical Data

See Americas Regional Variations 5.13.5 and 5.13.6 for Americas Region System Administrator and Air Carrier Responsibilities.

The operator’s aircraft data must be received by e-mail by the responsible regional Sable administrator at the following addresses;

- **Europe, AP, MENA & SSA** **globalairside@dhl.com**
- **USA** **amsableadmins@dhl.com**

All Operators are responsible for regularly checking the accuracy of the data, calculation and output of SABLE in accordance with the schedule laid down by their regulatory authority.

5.1.2.2 Changes to Technical Data

See Americas Regional Variations 5.13.5 and 5.13.6 for Americas Region System Administrator and Air Carrier Responsibilities.

Any change to operator’s aircraft data must be received by e-mail by the responsible regional Sable administrator at the following addresses;

- **Europe, AP, MENA & SSA** **globalairside@dhl.com**
- **USA** **amsableadmins@dhl.com**

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5.2 Load Control Introduction

Load control is a process that ensures the production of all applicable documentation to comply with operator and regulatory authorities for the safe and secure handling on an individual flight. This includes planning. reporting and recording of the loading of the aircraft.

The load control process consists of the following tasks:

a. Weight and Balance Calculation
    1. Loadsheet and Loading Instruction Report (LIR) production
    2. Other loading documents, such as Notification to Captain (NOTOC), if applicable

b. Aircraft Loading and Unloading Supervision
    1. Verification and recording of aircraft loading
    2. Communicating final loading figures

c. Post-Departure Messages
    1. Transmission of messages
    2. Document retention, as applicable

The scope of this chapter is to establish standard procedures for the load control process that meet the minimum standards established in the IATA Airport Handling Manual (AHM)-Section 500 Load Control and operating airline procedures.

The approved system which communicates the Loading Instructions for a flight from SABLE to aircraft loading crews is the Global Operations Automated Load Sequencer (GOALS). GOALS is a web application that digitalises the paper Load Plan coming from SABLE.

5.2.1 Load Control Principles

Load control is an essential process with the purpose of ensuring that the aircraft is safely loaded within operational limits, considering both the weight and center of gravity parameters.

To ensure flight safety, all items to be loaded into an aircraft must be precisely planned, documented and filed. Documented communication is required to guarantee accurate weight and balance calculations for the pilot-in-command (PIC) prior to the aircraft's departure.

Therefore, the load control process shall ensure for each flight:

(a) Aircraft weight and balance conditions are correct and within limits.
(b) Aircraft is loaded in accordance with the specific loading instructions.
(c) Information about dangerous goods and other special loads is taken into account.
(d) The loadsheet reflects the actual loading of the aircraft, including last minute changes (LMCs).
(e) Operational messages are dispatched to relevant bodies.
(f) All approved documentation is filed for retention.

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5.2.2 Glossary of Load Limits

1. **Definition**

An aircraft is a flexible structure. In particular, the fuselage contorts during flight according to the load it contains. The aircraft structure also has a limited tolerance of allowed weight it may carry as defined by different measures.

The manufacturer establishes load limitations to ensure that constraints on aircraft fuselage contortion and compression does not exceed at any point the maximum allowed limit, which would result in the risk of permanent damage.

2. **Linear Load Limits**

This limitation is expressed in kg per m or lbs per in of fuselage length.

The linear limitation applies to the whole of the load located in a given part (on a given length) of the hold.

The linear limitation determines the total maximum load in each bulk hold section. It is provided by the manufacturer in the appropriate chapter of the aircraft type Weight and Balance Manual. It is, therefore, prohibited to exceed this maximum load per section.

3. **Cumulative Load Limits**

Cumulative loads are defined as the total load placed in a section of an aircraft, and include both the main-deck and lower-deck load in that section. Cumulative loads will usually dictate the maximum weight loadable on an aircraft.

4. **Load Limits for Twin-Track Aircraft Only**

Lateral Unsymmetrical Load

Lateral unsymmetrical loads are usually only valid for the main-deck loads. The maximum lateral unsymmetrical load is the maximum weight loadable on two neighbouring positions, side-by-side, e.g. positions AL plus AR.

Lateral Imbalance

Lateral imbalance may include both main-deck and lower-deck. It is derived by subtracting the total weight loaded on one side of the aircraft from the total weight loaded on the other side. The maximum may be expressed as either a percentage or a value.

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5.2.3 Loading Limitations

5.2.3.1 Missing / Broken restraints (Locks)

When a ULD loading position has one or more broken restraints (locks) it may be subject to a restriction in maximum allowed weight. The actual weight restrictions may be determined as follows:

- By checking the SABLE system
- By locating the actual values when shown in this manual
- By referring to aircraft operator or crew for information

Unless otherwise noted the load restrictions for operating with missing or broken restraints (locks) have been incorporated into the SABLE system.

For certain aircraft entries, the actual loading restrictions have been included in this manual.

5.2.3.2 Reporting of defects

To ensure all broken/missing/damaged restraints (locks) are reported and corrective action is carried out, the following procedure shall be followed:

Ramp (Airside) Department:

- Inspect aircraft according to the Aircraft Damage Inspection Sheet and advise NCG (Load-control) of any new missing / broken restraints (locks)

  - NCG will disable the lock in SABLE and advise weight restrictions as applicable

- Raise a Cargo Deck Problems Report (On Arrival) or Locks Broken Report (On Departure) in IQSMS.

  - This report will be sent to the airline who will initiate repair / replacement

NCG (Load-control) Department:

- Disable the restraint(s) (locks) in SABLE as advised by Ramp or Maintenance Department.
- Advise Ramp / Sort and other relevant departments of any weight restriction on affected position(s).
- Insert comment in SI field of LDM covering the details of the missing / broken restraint (locks).

5.2.3.3 Re-activating missing / broken restraints (Locks)

Once the restraint(s) have been repaired / replaced, the relevant MX department will advise NCC and the following procedure shall be followed:

NCC Department shall enable the missing/broken restraint in SABLE and advise NCG Department.

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5.2.4 Station Organisation

In order to ensure compliance with the safety requirements detailed in **5.2.1 - Load Control Principles**, the station organisation must necessarily include the three following major functions:

- Load documentation, completion of Load-sheet and Loading Instructions (GOALS or printed Load Plan)
- Actual loading supervision, in compliance with the loading instructions and notification of any deviations from such instructions
- Load-sheet reconciliation against the Load Plan and other documents (fuelling order, NOTOC etc,) concerning the load

In addition, all stations that conduct load control functions must have access to the current operational documentation as listed below;

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

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5.2.5 Load Control Procedure

Load control is a procedure for ensuring that:

- Weight & Balance conditions of the aircraft are correct and within defined parameters
- The aircraft is loaded in accordance with DHL regulations in general and the loading instructions for the flight in particular
- The Aircraft is loaded in accordance with the Operator / Airlines policies and procedures by utilising the DHLAGOM Aircraft Technical Specifications documents in conjunction with load control functions.
- The information on the Load-sheet corresponds exactly to the actual load onboard the aircraft, persons and fuel included.

This system called Load Control shall be based on three functions:

Function 1: Completion of Loading Instructions Report (Load Plan) and Load-sheet

Function 2: Supervision of the aircraft loading in accordance with the Loading Instructions (GOALS or printed Load Plan). Upon completion of loading, confirmation or an advice of deviation should be passed to the Load Control Agent

Function 3: Checking of the Load-sheet against the Load Plan and other documents i.e. Fuelling Order, NOTOC etc.

It is important that these functions are clearly defined and assigned to qualified personnel. The three functions should be performed by at least two agents.

At self-handling DHL Hubs and Stations, the responsibilities will be assigned as follows:

Function 1: Load Control Agent

Function 2: Loading Supervisor / Ramp Team Leader / Ramp Agent / Loading Agent

Function 3: Aircraft Captain

Any work carried out by staff under training without the necessary experience or training must be supervised by qualified personnel.

Any figures passed verbally in connection with load control work must be confirmed before aircraft departure either in writing or by any other effective pre-departure check.

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5.2.5.1 Provision of Information to Load Control

In normal DHL Network operations, all cargo and mail load information will be transferred into SABLE through systems such as AHS, NMIV and LCI, which will populate the 'pick list' on the SABLE flight / weight and balance screen for the load controller to allocate.
Supernumeraries or additional crew shall be communicated via the dedicated Jump seat tool which will populate the weight and balance system automatically.
All service freight, stores and COMAT to be loaded will be documented and either entered into the system through AHS, NMIV or SCL or advised by the department shipping in writing by email to load control.

Any cargo, mail or service freight received from 3rd parties, or by systems not connected to the DHL network must be advised to load control in writing by email.

In all cases, nothing will be loaded onto the aircraft until it is accounted for in the load control process

5.2.5.2 Weight and Balance System (SABLE) Access

To gain access to the DHL Weight & Balance system (SABLE), it is mandatory for users to successfully complete the DHL Mass & Balance training, along with meeting all specified prerequisites (see DHLAGOM **8.1 - Training Requirements**).

Training Application Procedure:

- Request the DHL Mass and Balance training through the local training department.
- Ensure all prerequisites are met.

For users experiencing password-related issues:

- Submit a password reset request through the local IT help-desk.
- If a load sheet hasn't been generated in the past 90 days, IT will decline the reset request.
- Users failing to fulfil the load sheet generation requirement must undergo recertification as outlined in DHLAGOM **8.1 - Training Requirements** before becoming eligible for a password reset.

Note: Compliance with these procedures is essential for maintaining access to the DHL Weight & Balance system.

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5.2.5.3 Load Control Tasks

The person charged with the load planning task shall ensure loads are planned safely and distributed, in the aircraft compartments and/or holds considering all aircraft limits.

The load planner shall perform the following tasks to check the data needed for operations is available:

Open the weight and balance system, using their unique ID and search for the flight they are responsible for. This will ascertain the following details:

a. Aircraft basic weight/index (BW/BI) is calculated – not visible to load control
b. All items are included in the dry operating weight/index. (DOW/DO!). not visible to load control
c. Check operational messages from the previous flight or leg, including any special loads, if applicable, in NMIV
d. Check aircraft operational limitations or any other restrictions that may limit load planning. Flight plan / LIDO.
e. Calculate expected traffic load Flight plan / LIDO
f. Check any other dangerous goods and special loads (DGSL) that require special handling and segregation.
g. Plan unit load devices (ULDs), taking into consideration the expected loading figures, the aircraft configuration and operating airline procedures.
h. Allocate loading positions for all traffic load and special loads, if applicable, taking into consideration all flight legs.
i. Calculate the estimated zero fuel weight (EZFW) and transmit to flight dispatch, as applicable, for flight planning purposes.
j. Check fuel load and distribution
k. Perform a pre-calculation of the aircraft weight and balance to ensure the aircraft operational limits are not exceeded.
l. Produce an LIR.
m. Confirm with respective loading agent Aircraft loaded in accordance with LIR.

It is NOT required to calculate Ground stability – the load controller should keep ZFW / MTOW and MLAW within the proscribed envelope. Ground stability is managed through Ramp supervision – DHLAGOM **4.5.2 - Aircraft Ground Stability** step loading and the use of the GOALS device

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5.2.5.4 Provision of Information from Load Control to Operators

When communicating estimated or actual payload to operators, a Unit of Measure (Kg or Lb) must always be specified.

If an operator requires load control to provide them with information, it is the responsibility of the operator to provide the means and address for communication, and the responsibility of the load control to adhere to the request.

5.2.5.5 Remote Load Control

Remote load control is a process of performing the load planning task and/or weight and balance calculation task for a departing flight in a location away from the departure station.

(a) The key roles of remote load control are:

1. To perform the load planning task
2. To compute the weight and balance calculation task in liaison with the departure station

(b) The key roles of the departure station are:

1. To supervise aircraft loading and unloading as defined in DHLAGOM **4. Aircraft Turnaround**
2. To communicate to the remote load control any discrepancies and/or deviations during the loading/unloading process
3. To report final loading of the aircraft to the remote load control

Information exchange is essential for a safe remote load control process. Data shall be transmitted between the remote load control, departure station and flight crew, either directly or indirectly, using predetermined means of communication as established by operator airline procedures.

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5.2.6 Load Planning Requirements

There are several factors influencing load planning decision making, and whilst the main focus must always be on securing a safe execution of all flights, there are many considerations to be made on a day-to-day basis in order to secure the running a successful aircraft handling and flight operation. The main objects which must be considered are:

- Safety of aircraft, people and property
- Compliance with all regulatory and company procedures
- Dangerous Goods and Special Loads restrictions
- Bay, Compartment, Hold, Deck and ULD weight limits
- Linear, Cumulative, Unsymmetrical and Lateral Imbalance load limits
- On-time Departure
- Maximum Payload Uplift
- Priority freight
- Fuel economy
- Transit loading
- Freight connecting to other movements
- Offload instructions for transit flights (as required by any operator)

The items not related to the safe execution of a flight may be prioritised differently from station to station, and from region to region. Management will establish the loading priority and promulgate the information to all relevant staff departments.

5.2.6.1 Freight in ULDs

The following procedure will apply for weight and balance purposes.

The Tare weight of ULDs shall be included in the traffic load. For loaded ULDs, the tare weight shall be combined with the weight of their contents. If a ULD contains load for more than one destination, then the tare weight shall be included in the weight of the load for the last destination of the ULD.

Any empty ULD shall be entered as traffic load for the next station unless forwarded to a specific further destination. Standard tare weights shall be used for empty ULDs

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5.2.6.2 Dangerous Goods

Any shipment containing dangerous goods MUST be made known to the load controller by use of the correct DGR/IMP code. The SABLE system has some DGR restrictions implemented but the IATA DGR and DHLAGOM should be consulted to determine loading restrictions and compatibility. The following information is crucial to safe loading and must be provided to Load control:

- The Air Waybill number (when issued)
- The proper shipping name, supplemented with the technical name(s), where required, and UN or ID number
- The class or division and subsidiary risk(s) corresponding to the label(s) applied and for Class 1, the compatibility group
- The packing group
- For non-radioactive material, the number of packages, the net quantity or gross weight, if applicable, of each package, except for UN1845; carbon dioxide, solid (dry ice) only the UN number, proper shipping name, class, total quantity in each hold on the aircraft and the airport of unloading need be shown.
- For radioactive material, the number and category of packages, over-packs or freight containers and the transport index (TI) and dimensions for each, if applicable
- Whether the package is restricted to cargo aircraft only
- The airport at which the package(s) is to be unloaded
- Where applicable, an indication the dangerous goods are being carried under a state exemption
- The ULD ID code

More information can be found online in the RCG RCTS : **https://rcts.dhl.com**

5.2.6.3 Supernumeraries Occupying Crew Seats

Supernumeraries (extra crew/ACMs) travelling on crew seats of DHL aircraft shall be treated as crew members for weight and balance purpose and consequently be included in the crew figures.

5.2.6.4 Transfer ULDs

Where ULDs are transferred to DHL aircraft from another carrier the weights recorded on the Container/Pallet Tag will be accepted.

If the validity of the indicated weights is doubted because of appearance or other circumstances, an appropriate check shall be made.

Load controller should produce an offload report for all incoming flights and provide the report to the ramp supervisor, this will confirm transfer/transit loads and their location.

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5.2.6.5 Ballast

On occasion ballast is required to bring the centre of gravity within operational limits. The following procedure shall apply when aircraft operating for DHL are carrying ballast.

The airline that requests ballast will notify the appropriate load control entity that it is required. Local procedures will be in place to ensure that the request is passed to the loading supervisor and that the loading of ballast is confirmed either by radio or in writing. The load controller is responsible to ensure the correct location and weight of the ballast is shown on the load sheet.

1. Definition of Dry Ballast

There are two methods of carrying ballast:

- Dry Ballast (Hold loaded)
- Ballast Fuel

2. Dry Ballast

The procedures covering handling of hold loaded ballast are included in DHLAGOM **6.12.14 - Ballast Bags**

3. Ballast Fuel

Ballast fuel information and quantities are dictated by the OPERATOR.

The operator has the responsibility to provide the quantity and location (tank) of the ballast fuel.

The ballast fuel can then be entered in the weight & Balance system according to the operators information.

Ballast fuel MUST NOT be considered as useable fuel.

5.2.6.6 Multiple Destinations Loaded in the Same Compartment

Special messaging procedures apply. Please see DHLAGOM **9. Messaging**

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5.2.6.7 Equipment in Compartment

1. Definition

EIC shipments are company items which are carried on the aircraft, but which are not manifested and not included in the DOW/DOI (US – BOW/BOI) data such as:

- BAL Ballast hold loaded
- ELD Empty Load Devices
- FAK Fly Away Kit
- EIC Types of Equipment In Compartments not covered by the above specified categories; e.g. loading accessories not in use

2. Notification

For weight and balance calculation, load planning purposes, and in order to ensure that details are included in the loading instruction report, the Load Control department must be notified of any EIC shipment as soon as possible.

Such notice shall include the following minimum information, flight number and destination, number and weight of pieces and contents

3. Including / Excluding FAK

Certain operators may choose to include or exclude FAK on a sector-by-sector basis, therefore, Load Controllers will need to include / exclude (as appropriate) the FAK weight in SABLE when creating the Loading Instructions for the flight.

In such cases, the FAK weight will automatically be excluded in the aircraft DOI / DOW, therefore, the Load Controller must select ‘FAK’ in the additional weights field if it is to be carried in the aircraft. A default weight will be set by the operator; however, this may be changed by the Load Controller if he/she is notified by the operator to do so.

If the above applies to a particular operator, this will be indicated in the ‘Load Control Data’ sub-section of the relevant DHLAGOM Aircraft Technical specifications entry.

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5.3 Loading Documentation

The operator is responsible for providing all relevant documentation for load planning and weight and balance calculations. The operator shall define the data content and terminology for documents reports and messages.

The person issuing the loadsheet shall accurately reflect all received data on documents, reports and messages produced for each flight, as per AHM 590.

Relevant documents shall be manually or electronically issued and signed as per regulatory requirements and operating airline procedures.

Specified documents shall be retained for a period in accordance with applicable local regulations and/or operating airline procedures, but not less than three months.

As a minimum, the documentation for each departing flight shall include:

(a) Final LIR signed by the responsible person.
(b) NOTOC (when applicable).
(c) Fuel figures confirmation (when applicable).
(d) Final loadsheet and trim sheet, including LMC, signed by the PIC.

Disposal of documents may also be subject to regulation.

5.3.1 Operational Restrictions

1. Adjusting Maximum Design Weights in SABLE

The design maximum weights available in SABLE as a standard may need to be restricted. There are many reasons why a design maximum weight may need restricting, including the following examples:

- For long haul sectors, a payload / fuel trade off may arise
- Aircraft technical malfunctions, e.g. an inoperable wheel brake
- Weather conditions, e.g. reduced runway friction

Note:
The above are examples only. Any and all restrictions, usually communicated by an airlines dispatch department, must be adhered to and accurately reflected in SABLE.

2. Possible implications of not adjusting design weights in SABLE

The main concern is flight safety. Adjusting design weights Will effect allowed payload. Failure to adjust weights may result in aircraft taking off in an overloaded condition.

Secondly, if design weights are not adjusted according to actual conditions, SABLE will report an incorrect underload. Underload figures are used by capacity management as a tool to identify lanes that are underutilised. If weights are not adjusted in SABLE, an underload which doesn't exist in reality will be reported.

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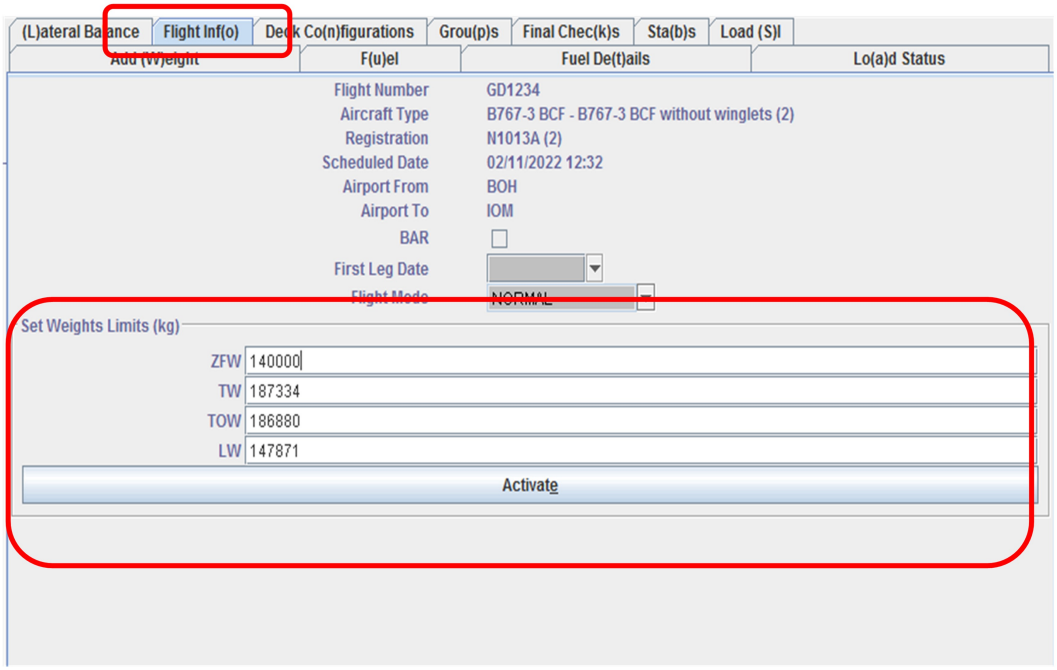
3. Procedure

- On receipt of OFP or Trip Information Sheet (See Section 5 on the following page) from an Airline Flight Dispatch department, it is mandatory to check if the flight has been restricted at one of the Maximum Design Weights e.g. MZFW, MTOW or MLW
- Should this be the case, this figure must be manually entered in SABLE in order to ensure flight safety and produce a load-sheet showing the correct calculations.
- Weights are adjusted in SABLE by clicking “Flight Inf(o)” on the Weight & Balance screen and then entering the respective Restricted weight in the correct field, e.g. ZFW, TOW or LW. You will then need to press ‘Activate’ to save the changes made to the weights.

Note: There is no “undo” button. It is recommended to write down the original weights in case you make a mistake and need to readjust the weights.



4. Responsibilities

- **The operating airline** shall ensure an OFP, or a Trip Information Sheet, clearly indicating a restricted weight, is sent to the relevant DHL department.
- **All load-controllers** are responsible for ensuring that every flight they handle has had the maximum design weights adjusted in SABLE as and when required.
- **Hub or Gateway management** shall ensure an established process is in place, whereby load-controllers are given access to the flight plan (OFP) or Trip Information Sheet for every flight they handle.

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5. Trip Information Sheet

In cases where an OFP does not provide the information necessary to adjust design weights, or the OFP is not sent to a NCG or Load-control department, the operating airline shall ensure a Trip Information Sheet is completed and sent to the relevant NCG / Load-control department.

It is recommended a Trip Information Sheet is provided by the operating airline for all flights, regardless of whether there are operational restrictions necessitating a reduction of a design maximum weight in SABLE.

It is further recommended the Trip Information Sheet follows the format in the *example* below:

European Air Transport
Flight Operations
Control

TRIP-INFO

FLIGHT NUMBER	
FROM / TO	LEJ /
DATE	
A/C REG	
SCHEDULED TIME OF DEPARTURE	
RAMP FUEL	
TAXI FUEL	
TRIP FUEL (BURN)	
CP	
FO	
ACM 1	
ACM 2	
ACM 3	
ACM 4	
ACM 5	

ATTN FLIGHT CREW
PLEASE COMMUNICATE ALL CHANGES TO EAT FLIGHT DISPATCH
VHF 131.565 MHz *"Eurotrans - Leipzig - Dispatch"*

EAT Flight Dispatch TP_EAT_FO_FOC_DSP_026 Revision 2 / 17.05. 2018

Note: The above is an example only.

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6. Support

- SABLE training will be given upon request to any Hub or Gateway.
- It is the responsibility of the HUB or Gateway to request training for staff through the appropriate Regional Airside department.

5.3.1.1 Manual Weight and Balance

DHL exclusively relies on its automated weight and balance system for the preparation of load sheets and Loading Instructions, eliminating the use of manual forms. DHL staff members are not authorised or trained to conduct manual weight and balance calculations. In cases where manual weight and balance procedures are required, it is the responsibility of the operator to perform these tasks.

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5.3.2 Load-Sheet

The Load-sheet is required by the regulations of various National Aviation Authorities, FAA, CAA, etc. The load sheet shall accurately reflect the actual weight and exact location of every item, ULD or bulk loaded shipment on the aircraft.

These calculations must result in locating the total weight and centre of gravity (CoG) within the certificated weight and CoG envelope. This ensures that the aircraft can be manoeuvred safely both on the ground and in flight.

Load amount and load placement directly affect the safety of the flight during take-off cruise and landing. While passenger operations generally operate with loads uniformly distributed and seldom approach maximum weight and are less likely to have uniform load distribution.

Such heavy weights and non-uniform distribution, typical in cargo operations, can have a significant balance (or CoG) effect. As a result, no other aspect of the many operations functions is more critical than the weight and balance calculation.

It is, therefore, essential that all aspects of the operation leading to the final loading and weight and balance computation be accomplished conscientiously according to the procedures laid down in this manual.

To satisfy international regulations the person preparing the Load-sheet and the person verifying its accuracy must be properly trained. The person signing the Load-sheet must be qualified by having successfully completed training as described in DHLAGOM **8. Training Standards**.

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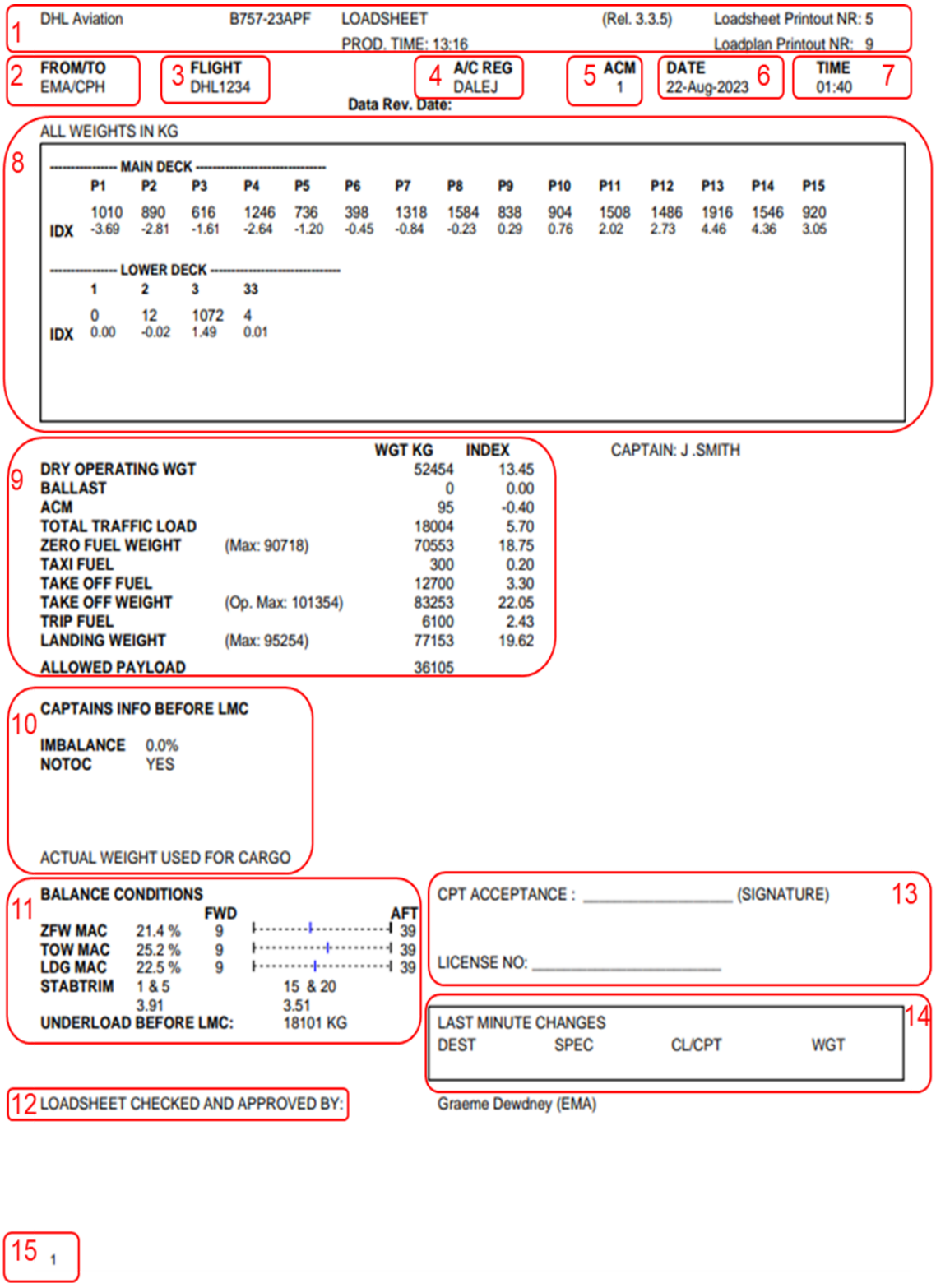
Figure A – SABLE Load-Sheet



1 DHL Aviation B757-23APF LOADSHEET (Rel. 3.3.5) Loadsheet Printout NR: 5
PROD. TIME: 13:16 Loadplan Printout NR: 9

2 FROM/TO EMA/CPH | 3 FLIGHT DHL1234 | 4 A/C REG DALEJ | 5 ACM 1 | DATE 22-Aug-2023 6 | TIME 01:40 7

Data Rev. Date:

8 ALL WEIGHTS IN KG

MAIN DECK

	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15
	1010	890	616	1246	736	398	1318	1584	838	904	1508	1486	1916	1546	920
IDX	-3.69	-2.81	-1.61	-2.64	-1.20	-0.45	-0.84	-0.23	0.29	0.76	2.02	2.73	4.46	4.36	3.05

LOWER DECK

	1	2	3	33
	0	12	1072	4
IDX	0.00	-0.02	1.49	0.01

9

		WGT KG	INDEX
DRY OPERATING WGT		52454	13.45
BALLAST		0	0.00
ACM		95	-0.40
TOTAL TRAFFIC LOAD		18004	5.70
ZERO FUEL WEIGHT	(Max: 90718)	70553	18.75
TAXI FUEL		300	0.20
TAKE OFF FUEL		12700	3.30
TAKE OFF WEIGHT	(Op. Max: 101354)	83253	22.05
TRIP FUEL		6100	2.43
LANDING WEIGHT	(Max: 95254)	77153	19.62
ALLOWED PAYLOAD		36105	

CAPTAIN: J .SMITH

10 CAPTAINS INFO BEFORE LMC

IMBALANCE 0.0%
NOTOC YES

ACTUAL WEIGHT USED FOR CARGO

11 BALANCE CONDITIONS

		FWD	AFT
ZFW MAC	21.4 %	9	39
TOW MAC	25.2 %	9	39
LDG MAC	22.5 %	9	39
STABTRIM	1 & 5		15 & 20
	3.91		3.51

UNDERLOAD BEFORE LMC: 18101 KG

CPT ACCEPTANCE : _____ (SIGNATURE) 13

LICENSE NO: _____

14 LAST MINUTE CHANGES

DEST	SPEC	CL/CPT	WGT

12 LOADSHEET CHECKED AND APPROVED BY:

Graeme Dewdney (EMA)

15 1

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5.3.2.1 Format Elements of SABLE Load-Sheet

The format elements explained in this section are demonstrated on the specimen in Attachment A by referring to the corresponding number.

The element number will be shown with the corresponding title shown on the Load-sheet in Attachment A, followed by the description of the entry required, and any relevant remarks.

Element Number/Title	Element Description
1. Fixed Header Company	Company, Aircraft type, Sable release number, and Printout number
2. Origin/Destination	Three letter IATA airport code of departing and arrival station
3. Flight	Flight number/identifier of flight
4. A/C Registration	Aircraft registration
5. ACM	Number of Additional Crew Members
6. Date	Scheduled local date e.g. 17/10/04
7. Time	Time when Load-sheet is printed (UTC)
8. Deck Tables Showing:	Position number, weight loaded in position and index effect of weight in position for Main and Lower decks.
9. Operating Weights	Calculation of operational weights
10. Captains Information	• Imbalance - Indicates lateral imbalance for wide body aircraft. Units are operator dependent. • NOTOC – YES or NO to indicate that a NOTOC is required for this flight I.e., carrying Restricted commodities requiring a NOTOC
11. Balance Conditions	Shows aircraft balance conditions in MAC% for ZFW,TOW & LAW. The actual MAC% for each weight is shown as well as the fwd and aft limits. The Underload is shown directly below.
12. Load-sheet Check/Approval	Digital load control signature of approver
13. Captains Acceptance	Captains signature
14. Last Minuet Changes	Manual LMC entry box if required.
15. Page Number	Page number

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5.3.3 Loading Instructions (GOALS or printed Load Plan)

The Load Control Agent is responsible for providing the ramp supervisor with Loading Instructions for the aircraft they are assigned to load. This is sent digitally by the GOALS device or, if GOALS is unavailable, may be printed as a paper Load Plan.

Printed Load Plans and digital equivalents will contain as a minimum the following information:

- Flight number
- Date
- Aircraft registration
- Freight details – ULD type / gross weight/origin/destination / flagging
- Positions loaded with freight
- Empty positions
- Loading statement for locks and nets – printed Load Plan
- Digital confirmation of locks and nets – digital Load Plan

The Load Plan is to ensure that all safety parameters of weight and balance are complied with.

Any figures passed verbally to or from the Load Control Agent, must be confirmed before aircraft departure, against the final Load Plan.

The Load Plan shall be completed and signed by the person responsible for supervising the loading.

Signing the Load Plan explicitly indicates that the supervisor has loaded the aircraft in compliance to the Load Plan, raised ALL locks and secured ALL nets.

Note 1:

Loading and Load Control activities are not complete and the aircraft is not cleared to depart until the Load-sheet and Load Plan are in agreement.
For printed Load Plans the version numbers on the Load Sheet and Load Plan must match.
Digital Load Plans must have all positions (loaded or empty) confirmed in the digital load system.

Note 2:

Deviations must be checked against the weight, balance and loading limits and any necessary corrections made to the recorded weight conditions before aircraft departure and in accordance with this manual, or the respective carriers manual, in the case of an aircraft handled by DHL.

Warning: Failure to comply with this procedure contravenes statutory requirements, can directly impact on flight safety and may have serious implication for DHL as well as the staff and air carriers concerned.

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Figure B SABLE Load Plan

(See Americas Regional Variation **/reader/#/1678669/h/4.9**)



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1 DHL AVIATION B757-23APF LOADPLAN **LOADPLAN PRINTOUT NR:** 9
LOADSHEET PRINTOUT NR: 5

2 **FROM:** EMA **TO:** CPH **FLIGHT:** DHL1234 **A/C REG:** DALEJ **SCHED. DATE:** 22/08/2023 01:40

3 **LOWER DECK**

5

2: CPHTRALOOS 12 kg to CPH CPHTRAMIPT09COYORGEMA

6 **3: LAY3275DHL 1072 kg to CPH** CPHTRAMIPCMXT12COYORGEMA

33: CPHLOOSE01 4 kg to CPH CPHTRAMIPT09COYORGEMA

1	2	3	33

7 Graeme Dewdney (EMA)
.....
PREPARED BY
LOADPLAN PROD. AT: 13:17

8 I CERTIFY: ALL CARGO LOADED AS PER THIS LOAD PLAN. LOCKS ARE RAISED & NETS FITTED
SIGNED_____
PRINT NAME:

9 **TAILTIP:**

10 2

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5.3.3.1 Format Elements of SABLE Load Plan

The format elements explained in this section are demonstrated on the specimen in Figure B (2 pages) by referring to the corresponding number.

The element number will be shown with the corresponding title shown on the Load Plan in Figure B, followed by the description of the entry required, and any relevant remarks.

While the information required for transit load, offload, reload & on-load, special load is shown on the loadplan, within the DHL system, the documentation for these requirements will be produced through NMIV.

Element Number/Title	Element Description
1. Fixed Header	Company, Aircraft type, Load Plan and Load-sheet Printout number
2. Flight Information	• ORIGIN STATION - Three letter IATA airport code of issuing station • DESTINATION STATION - Three letter IATA airport code of arrival station • FLIGHT - Flight number / identifier of flight • A/C REGISTRATION - Aircraft registration • SCHED. DATE - Scheduled local date and time of Load Plan print-out
3. Deck Identifier	Main Deck or Lower Deck
4. Crew and ACM	Captain, First Officer and ACM names
5. Positions	ULD positions in sequence from nose to tail – describe deck positions
6. Position Information	Loaded/not-loaded, ULD I.D and flagging information
7. Prepared By	Digital load control signature
8. Load supervisor Signature	All lock up/nets fitted. Print name and signature is compulsory
9.Tail-Tip	n/a
10. Page Number	Self explanatory

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5.3.4 Certificate or Statement of Compliance

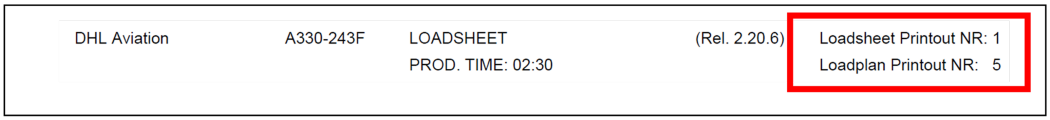
A signature and printed name of the supervisor or team leader that oversaw the securing of the load is required on the printed Load Plan to confirm that all useable locks are in the up position, nets secured and that the physical load matches the printed Load Plan.

If using the GOALS digital system then the confirmation of loading is performed by the loader of EACH ULD, the flight shall be cleared/ closed by the Ramp Supervisor using the GOALS device

Note 1:

The loading and Load-sheet activities are not complete and the aircraft is not cleared to depart until the Load-sheet and Load Plan are duly completed, signed and in complete agreement.

CAUTION: The final Load-sheet & Load Plan must be produced by using the 'Print All' function to ensure the printout numbers of both documents appear in the top right corner of the Load-sheet as shown below;



Note 2:

Deviations must be checked against the weight, balance and loading limitations and any necessary corrections made to the recorded weight and balance conditions before aircraft departure and in accordance with this manual.

5.3.5 Last Minute Changes

The load-sheet must reflect the actual loaded state of the aircraft prior to take-off. In order to comply with this requirement it may be necessary to adjust the load sheet after providing to the flight crew.

It is highly recommended that a new, correct load sheet be produced; however, manual LMC is allowed at the aircraft if not possible or practical to produce a new load sheet.

This duty shall only be performed under explicit instruction from Load Control or by the flight crew.

In the event of a manual LMC taking place at the aircraft, the SABLE system shall NOT be changed. Load Control shall generate a LDM through NMIV.

A copy of the annotated load sheet showing the LMC shall be kept in the trip file.

5.3.5.1 Traffic Load LMC

In general only changes in the weight of the traffic load (passengers, cargo etc) are to be recorded in the LMC box of the load sheet. However, in addition to the load categories mentioned above, changes to items absorbed in the Dry Operating weight (DOW) such as Crew, Crew Baggage, ballast fuel etc may be also be entered in the LMC box. The total weight represented by the LMC entries must be shown in the LMC total box.

A weight increase must not exceed the under-load before LMC.

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5.3.5.2 Fuel LMC

Fuel LMCs are NOT permitted to be performed by Load Control agents. Only crew may perform this.

5.3.5.3 Manual LMC

Manual LMC on the load sheet should be avoided where possible. The preferred option is the issuance of a new load sheet and Load Plan reflecting the LMC.

LMC limits vary according to the aircraft type and are listed in the appropriate operator specific chapter. If a manual LMC is performed, the changes must be inserted in the LDM. The SABLE system shall not be changed.

5.3.5.4 Advising Flight Crew of Last Minute Changes

Crew must be informed of any LMC to a load sheet which they have received. The load controller should ensure the LMC is within aircraft specific and underload limits before authorising or communicating the LMC. An LMC shall not be accepted until authorised by the Pilot in Command.

5.3.5.5 Weight and Balance Discrepancies

Any weight and balance discrepancies identified by the ramp supervisor must be immediately reported to the individual responsible for the load sheet. The person accountable for the load sheet is required to immediately notify the Pilot-in-Command (PIC) through VHF, ACARS, Email, Aviobook or other designated communication channels, as well as inform their line manager of the discrepancy. The calculated values for the actual load and trim, including weights and % MAC, must be communicated to the PIC. Additionally, the operator should be notified of the discrepancy, and appropriate actions taken.

5.3.5.6 Post-Departure Errors on On-Load Sheets

In some cases, load or other flight weight errors may only be noticed after the aircraft has departed. Flights shall not be re-opened in SABLE to make any adjustments post-departure. Changes not related to weights, such as flagging corrections, should be modified in NMIV.

Whenever a load or other flight weight error is found on the load sheet post-departure, the load controller shall notify Network Control Group immediately and advise them to inform the aircraft operator’s Flight Dispatch / OCC so that they can inform the flight crew of the error.

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5.3.6 Presentation of Loading Documents to Flight Crew

The load sheet presented to the Pilot-in-Command must include all last minute changes. These should be shown as entries in the LMC box and, if required, as corrections to gross weights, fuel figures and balance conditions.

5.3.6.1 Checking of SABLE Load-Sheet

Before presenting the load sheet to the Captain, the Load Control Agent shall check the Load sheet for accuracy and establish whether the fuel figures correspond to those shown on the fuelling order.

The Load Control Agents signature confirms:

- Correct entry of totals from ULD/bulk load statements and/or Load Plan
- Correct take-off and trip fuel figures used corresponding to those on the fuelling order
- Any restrictions / limitations to that flight have been applied

The Loading Supervisors / Loading Agents signature confirms:

- That the aircraft has been loaded in accordance with the Loading Instructions on the paper Load Plan.
- All locks are raise and nets secured.

5.3.6.2 Load-Sheet Authorisation by Aircraft Captain

It is a requirement of DHL that on all departing aircraft the load sheet must be presented to and verified by the aircraft Captain. A signed copy, approved by the Captain must be collected from the aircraft and retained for the station file before the aircraft departs.

In order to allow sufficient time for the Captain to verify that the aircraft is loaded according to prescribed safety parameters it should be presented to the Captain at STD -10 min. and the signed Load Plan handed over only once loading is complete.

The Captain has the ultimate responsibility for accepting the weight and balance conditions for the aircraft and requests for adjustment must be complied with.

If, however, the aircraft was already within prescribed limits before a Captain's request for adjustment, then a full written report must be submitted to the Head of Global Airside & Standards Department or the regional/area Sable Administrator in order for the delay reason (if any) to be charged to the appropriate coding.

When satisfied with the conditions stated on the load sheet, the Captain will verify acceptance and approval by his signature. Load sheet formalities are not complete and the aircraft is not cleared to depart until the load sheet is signed by the Aircraft Captain.

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5.3.6.3 Notification to Captain

The NOTOC is used to inform the Pilot In Command of Dangerous Goods and Special Loads (DGSL) carried as cargo or mail.

The cargo department is responsible for providing DGSL information in legible written, printed or digital, form and transmitting it to the person charged with the load planning task. The load planner shall produce the LIR, taking into consideration DGSL information, their compatibility and segregation criteria.

The information contained in the NOTOC shall be made available to the person charged with the aircraft loading and supervision task. The person shall:

(a) Verify that DGSL are not damaged or leaking.
(b) Ensure the correct positioning of DGSL as per the LIR and NOTOC.
(c) Report actual loading position.
(d) Sign the NOTOC.
(e) Deliver the signed NOTOC to PIC for signature.

The NOTOC must be issued in an adequate number of copies to provide information to all concerned and for file retention.

DGSL information shall be made available to the next downline airport before the flight arrives.
For NOTOC, refer to IATA AHM 381 and the current IATA Dangerous Goods Regulations (DGR).

5.3.7 Distribution and Filing of Documents

Prepare not more than four copies of the Load-sheet and Load Plan.

Distribution is as follows:

- One copy for the aircraft
- One copy for departure station file
- One or two copies for carrier as required

The completed and signed Load-sheet/Load Plan shall be filed with Load-Control (NCG) Department and retained for a period of not less than 3 Months, or in accordance with customer airlines requirements, at the issuing station. For efficient storage and retrieval of records, it is recommended that the Load-sheet and Load Plan be filed together.

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5.4 Standalone SABLE Procedures

All Hubs and Gateways which perform functions in SABLE shall have a SABLE Standalone (also known as FAT client) application installed on a PC connected to a standalone printer. The PC and printer shall be available on location at all times.

The Standalone client is designed to allow a user to trim and produce loading paperwork for DHL flights when there is no available internet connection.

The two most common reasons to use the Standalone client are:

- EMERGENCY outages (power/internet) – may be advised through the ITS Bulleting service if it's a global outage or by other means if it's a local issue.
- Planned network downtime (maintenance, etc.) – will be advised in advance through the ITS Bulletin service.

Standalone or FAT client SABLE is a local installation of the live SABLE thin client database. It is critical to keep the Standalone client up to date. Failure to do this would mean that changes to operational data will not be reflected, which could result in a violation of safety limits - see DHLAGOM **5.4.3 - FAT Client Usage**.

5.4.1 Requesting Standalone SABLE Installation

To request a Standalone client, please raise a ticket through your Regional IT Help Desk.

5.4.2 Maintenance of Standalone SABLE

All SABLE Standalone installations shall be opened at minimum once per week and the latest updates shall be downloaded. To do this, the user must log in to the Standalone while the PC is connected to the DHL IT network.

Process:

- Log in using regular SABLE credentials
- A pop-up will appear and the system will download the latest TRANSIT files ("dml") containing the latest aircraft base data
- When SABLE opens to the Flight screen the download is complete

SABLE Standalone shall also be checked for correct functionality. This check shall include the following:

- Check release number on the bulletin and in SABLE help menu
- Check the last date of update
- Check functionality of standalone printer

5.4.3 Standalone Client Usage

If the SABLE Standalone client has been used, it shall be synchronised with the live database as soon as an internet / intranet connection becomes available.

All flight documentation created using the Standalone client shall be uploaded to the live database using the menus within the SABLE application.

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5.5 Communications

Stations shall have procedures to ensure any verbal exchange of load information or data that could affect aircraft weight and balance calculations is:

- Manually or electronically documented
- Confirmed prior to flight departure

Methods / channels of communication between Load Control and the Ramp / Loading supervisor shall be established and agreed prior to the operation e.g. Any changes to previously distributed Load Plans shall be communicated to the ramp/loading supervisor and vice versa.

If Load Plan changes are communicated via radio or mobile phone, the receiver shall respond with a positive confirmation by reading back the Load Plan changes to the transmitter. This is to reduce the risk of miscommunication / misunderstanding of the changes. After receiving positive confirmation that the change has been correctly understood, the change may then be implemented by the Loading team. A revised Load Plan must be provided to the Loading Supervisor as soon as possible after the change has been issued. Upon receipt of the new Load Plan, the Loading Supervisor shall immediately verify that the changes have been correctly implemented in accordance with the revised Load Plan.

WARNING: Radios or mobile phones shall only be used to communicate minor changes to an existing Load Plan that is in the possession of the Loading Supervisor. If an incomplete Load Plan is being used for loading, any significant changes shall be communicated by issuing a revised Load Plan which is then immediately delivered to the Loading Supervisor.

If using the GOALS digital system, any change request to the Loading Instructions shall be submitted by the Loading Agent to the Load Planner by using the communication function in GOALS. When a Change Request is accepted by the Load Planner, the Load Planner shall move the ULDs in SABLE, run final checks and send a new Load Plan to GOALS. The Loading Agent can then recommence Loading.

5.5.1 Production of LDM and Offload Report

Once the weight and balance has been completed in Sable the Load Control agent will transmit the LDM, The LDM information will be transferred into NMIV and passed to the destination station to enable them to produce an offload report. It is recommended that the LDM only be sent when loading has been completed and the aircraft doors have been closed. In order to ensure that the offload report includes any LMC, the offload report at destination shall only be produced after the aircraft airborne time has been advised in NMIV.

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5.6 Flight Trim Feedback

Upon completion of the weight and balance in Sable, if the Centre of Gravity for the flight is below Optimal MAC the Load Control agent should enter feedback using the Flight Trim Feedback function.

The Flight Trim Feedback function in Sable allows the user to capture the cause of the Centre of Gravity being below Optimal MAC and to add comments for flights under their responsibility. Analysis of Trim Feedback will allow greater insight into common causes of suboptimal trim and drive better performance.

The Trim Optimisation field in the Flight Trim Feedback provides a theoretical benchmark that indicates the deviation of the actual trim conditions as compared to optimal (target) trim conditions. It is mandatory for a Load Control agent to provide a cause and comments if the Trim Optimisation for a flight is below 80% and recommended if the Trim Optimisation is between 80%-100%.

The feedback can be entered in the weight and balance application – SABLE.

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