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Americas Regional Variations

Revision: 15
Date: 14 November 2024

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1 Process & Procedure Quality Control

Introduction

In order to standardize the airside handling processes and procedures globally for aircraft owned by DHL, and the contracted airlines operating in the DHL network, the DHL Airside Global Operations Manual (AGOM) has been developed. The purpose of this manual is to ensure that the all locations responsible for the ground handling of the aforementioned aircraft operate in accordance with regulatory approved and published procedures and have received approved and accepted training in:

a. Cargo and ULD handling,
b. Mass and Balance (where applicable) / Load Control / Load Planning,
c. Aircraft loading and airside handling,
d. Dangerous Goods,
e. Security,
f. Safety Management and Emergency Response,
g. (Sub)contracted Activities,
h. Documentation and Document Retention (Record Keeping),

The DHLAGOM manual is the standard operating manual for use when operating within the DHL air network and as such it shall either meet, or exceed, any minimum standards as documented in the relevant airline partner's manual.

Note: The purpose of DHLAGOM is to ensure that there is a unified agreement between DHL and the Air Carrier Partners on the handling of the same type of aircraft. For Example: The loading and ground handling processes for a B-767-200 are conducted the same regardless of the Air Carrier.

DHL Express & Aircraft Operators / Carriers Annual Schedule of Review

DHL Network Air Operations and Compliance (NAOC) will host an annual meeting with the NorAm Air Carriers to review the DHLAGOM to ensure that all procedures and standards meet or are more restrictive than the partner Air Carrier Ground Operations Manuals. This meeting will take place during Q1. Prior to the meeting (end of Q4) DHL will formally request each Air Carrier conduct a total review of the DHLAGOM including Americas Regional Variations and **10 - Training Variations**. Any change requests will be sent to DHL NAOC prior to the Q1 joint meeting. Even if no changes are requested, details of the review shall be documented for future records e.g. who conducted the review, when, outcome etc. DHL NAOC will log the changes in Web Manuals and the document revision process will be initiated.

Aircraft Operators / Carriers Role in DHLAGOM

Each Air Carrier must review DHLAGOM, including the sections that pertain to the handling of their type(s) of aircraft, on a scheduled basis as defined by their internal manuals. The purpose of this review is to ensure that DHLAGOM continues to be relevant and meets or exceeds the standards required by the Air Carriers, based on the most current version of the Air Carriers Ground Operations Manual. Each Air Carrier is requested to send any upcoming changes to their FAA, or Country Regulatory Authority, approved Ground Operations Manuals to DHL NAOC for review and inclusion into DHLAGOM where required.

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2 Cargo Handling Variations

2.1 Loose Loading: Single Piece Loading Limit

2.1.1 All Aircraft

1. Any single shipment must be loaded such that sufficient blocking and bracing material is used to ensure that the shipment doesn't move during flight.
2. In the event that blocking and bracing material is not available, a single piece can be secured using cargo straps rated at 5000 LBS or 2268 KG to prevent movement of the shipment.
3. The maximum weight of a single piece if not specified otherwise in this manual, regardless of dimensions, shall not exceed 200 LB or 91 KG.

2.1.2 B727-200, B737-400, B757-200 and B767-200/-300

1. Any one (1) single piece is limited to 150 LB/SQ FT or 68 KG/SQ FT.

Notes:

For maximum package dimensions covering all of the above mentioned aircraft, please refer to the relevant aircraft entry in DHLAGOM Aircraft Technical Specification chapters.

2.1.3 Communication Requirements

1. The SI Line of the Load Message shall be utilized to notify down-line stations of single heavy weight pieces over 125 LB or 57 KG or oversize exception pieces.
2. Notification to NCG is required for all pieces that require special handling when loaded in the Bulk Bellies of Containerized Aircraft.

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2.2 Scale Policy

2.2.1 Accuracy of Scales

Equipment utilized for the establishing the weight of a ULD or bulk load shall conform, as a minimum, to the requirements outlined in IATA AHM 941 and DHLAGOM **6.3 - Accuracy of Scales**.

2.2.2 Scale Calibration Requirements

1. General

A. All Company and second party scales used in the weighing of cargo, ULDs, pallets, cargo transport devices (dollies or cargo racks), and other industry transportation equipment that is intended for transport onboard an aircraft must be calibrated regularly in accordance with NIST (or equivalent) standards (National Institute of Standards and Technology).

1) Scales **must** be calibrated a minimum of every 90 days.

a. Individual State or Government weights and measures guidelines may require a more restrictive period of calibration.

2) Calibrations must be performed by a certified vendor and traceable in accordance with NIST (or equivalent) standards.

B. Each location weighing material or ULDs for the intended transport on an Aircraft must maintain calibration records for all scales at that location.

1) Calibration records must be retained for a minimum of 6 months at the assigned location, with the current and the previous two calibration records on file (3 total calibration records).

a. Calibration records must indicate that the calibration performed was in accordance with NSIT (or equivalent) standards.

b. The scale control module must have a placard indicating the date of calibration and the next date of calibration.

2) Calibration records must be made available during normal hours of operation to Members of the Federal Aviation Administration (or country equivalent), Air Carrier Auditors and Quality Analysis Department and DHL NAOC.

3) If the ULDs or material intended for movement via aircraft are built at an off airport location and not reweighed prior to loading on an aircraft the airport location must have copies of the current calibration records for each off airport scale.

4) DHL Network Air Operations and Compliance will monitor and audit calibration records to ensure compliance with Federal Aviation Administration (or country equivalent), Air Carrier and DHL regulations or manuals.

5) See Chapter **10 - Training Variations** for Compliancy program.

C. If a scale has not been inspected and calibrated by the required inspection date, or is not accurate due to malfunction or damage, it must not be utilised for weighing ULDs or material intended for movement via aircraft.

D. The scale must be placed out of service (quarantined) by placing an “Out of Service” tag or indication on the scale control module.

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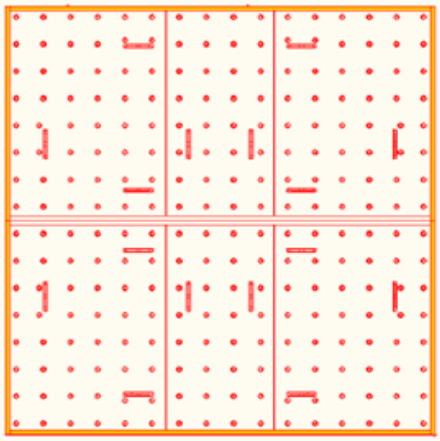
2.2.3 Scale Markings

DHL requires that all A-container scales have markings that clearly show the edges of the scale to ensure that ULD dollies and baggage carts are clearly on the scale and the edges easily identified.

1. Ball-deck Scales

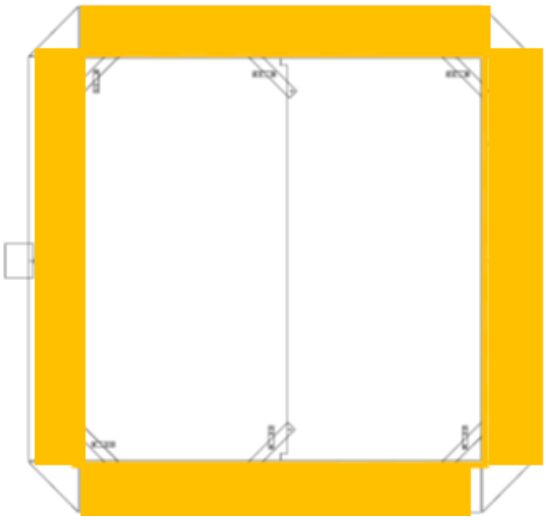
- Ball-deck scales must be marked on all four edges with a 1” to 2” strip. The strip is to be on the non-scale edges allowing the operator to see that the ULD is completely centered on the scale. Paint should be yellow or red but **must** be a different color than the scale. It is acceptable to paint the entire scale to achieve the same clear marking; however this will result in the scale having to be re-calibrated after the paint is applied.



Ball-deck scale

2. Drive-over Scales

- All ground to scale transition ramps must be painted either yellow or red. This will allow the operator to ensure that all dolly wheels are on the scale prior to weighing the unit.



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2.2.4 Pre-operations Known Weight Check

It is critical that scales are checked on a daily basis to ensure all are in proper working condition before being used to capture weights for aircraft containers. Scales have mechanical/electrical parts that can fail or be damaged from time to time. The following procedures must be used for all scales including ball-deck and drive-over scales.

1. Procedure

Step 1

1. Check the calibration date on the label applied to the scale head and ensure that the date has not expired. Scales are required to be calibrated every 90 days.
2. If the calibration sticker is missing, consult with the service center manager or supervisor and ensure that the calibration paperwork on file confirms that the scale calibration has not expired.
3. If the paperwork shows the scale is still within the 90-day calibration timeframe and the sticker is simply missing or unreadable, contact the scale vendor for a new sticker to be applied. The scale can continue to be used provided the scale calibration documentation can be verified by serial number; but the lack of sticker will need to be resolved in 1-2 days maximum. Continue on to step #2 below.
4. If the scale calibration paperwork shows an expired calibration date or the form cannot be found the scale must be put out of service until a vendor accomplishes a calibration per standards. Attach an *Out of Service Scale Placard* to the scale head and report the issue to the service center manager. See step # 4 below.

Step 2

1. Ensure the scale is properly zeroed-out with a weight indication of zero and nothing on the scale. If the scale will not display zero then put the scale out of service until the problem is fixed. Attach an "*Out of Service"* scale placard to the scale head and report the issue to the service center manager or supervisor. If the scale properly zeroes then continue to step #3.

Step 3

1. Place at minimum a 50 LB calibration weight, other approved known weight, on the scale and verify that the scale displays a weight +/- 5 pounds of the known weight. If the scale weighs in 10-pound increments then a problem must be noted if the difference is over 10 pounds. If the known weight is 50 LBS or less the weight must be placed in the center and all four corners when completing this check. If the scale displays a weight within tolerance throughout the calibration check then complete the *Daily Scale Check Form* and file. If there is a difference of more than 5 pounds (10 lbs. on 10-lb increment scales) on any portion of the scale check then continue onto #4 below. Most service center scales show weights in increments of 1 or 5 pounds. Larger ramp scales my show weights in 10 pound increments.

Step 4

1. Put the scale out of service until the problem is fixed. Attach an "*Out of Service"* scale placard to the scale head and report the issue to the service center manager. Please make contact with your respective NAOC Area Manager and let them know the details of the discrepancy (free-form email is sufficient).

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2.2.5 Weighing Freight in ULDs

Two individuals must witness the weighing of all ULDs and bulk material. The individuals may be 1 DHL Employee and 1 non-DHL employee or 2 DHL Employees.

2.2.6 Transfer ULDs

Direct transfer of ULDs from truck or aircraft within 24 hours of arrival to the transfer point does not require reweigh. All other units must be reweighed on a DHL certified scale and a ULD serviceability inspection completed prior to being loaded on an aircraft.

Any transfer ULD or bulk material not flown on an aircraft operated for DHL must be reweighed regardless of timeframe.

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2.2.7 Placeholder

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2.2.8 Run-out Material Process

This process excludes Dangerous Goods shipments.

Run-out material is defined as material that arrives in the outbound sort area after the last container or bulk conveyance with material has been pulled to the aircraft. Run-out is also called Last Minute Freight.

The following is the process for Run-out material when the SABLE Weight and Balance / Load sheet has already been produced. (See **2.2.8.1 - HUB and Gateway (multiple sort buildings) Run-out Process**)

1. The Sort determines that it is necessary for Run-out material to make connection on an aircraft. The material will be weighed and placed in a conveyance which will be, tagged with flight destination and weight, and **must not exceed 250lbs.**
2. The Sort or build-up area weighs the material on a certified scale recording the weight on a scale sheet or within an electronic scale system and notifies the SABLE Load Planner . The Sort must at the same time notify the ramp to advise of the Run-out for the flight. The Run-out will be transported to the ramp and given to the Loading Agent at the aircraft.

The Loading Agent / Lead or Supervisor must be notified prior to loading the Run-out.

Note:

If the aircraft beacon light is on when the Run-out arrives, **it will not be loaded**. The Loading Agent must immediately contact SABLE Load Planning if the Run-out will not be loaded on the aircraft.

3. Report the additional weight to the flight crew and get permission prior to opening any belly doors. If the crew stairs have been removed, permission must be granted from the flight crew via the headset.
    a. If the Run-out arrives prior to the cross check with the flight crew note the weight on the RLVS and communicate the weight to the Flight Crew at the time of cross check start. Loading Agents: DO NOT notate the Weight in the LMC block on the SABLE Weight and Balance. The Flight Crew is responsible for all Weight entries in the LMC Block.
    b. The flight crew will not accept Run-out or other last minute changes if the flight is within 1% MAC of the FWD ZFW, TOW, LW or Rear FWD, TOW LW stated limitations.
4. Load the Run-out as follows, depending on aircraft type:

B767-200SF:	Compartment 5
B767-300SF:	Compartment 5
B757:	FWD Belly, near door
B737:	AFT Belly (4 preferred)

5. Record the Run-out (i.e., Flight Destination R/O) in the bulk belly on the Ramp Load Verification Sheet. Recording of the physical transportation or conveyance (i.e., tug or van) is not necessary as the Run-out will not be on the final SABLE Load Plan or SABLE Weight and Balance / Load Sheet.

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2.2.8.1 HUB and Gateway (multiple sort buildings) Run-out Process

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The following is the process for Run-out material when the SABLE Weight and Balance / Load sheet has already been produced.

The Sort determines that it is necessary for Run-out material to make connection on an aircraft.

1. The material will be weighed and placed in a conveyance which will be, tagged with flight destination and weight,
2. The sort location area must immediately contact the Load Planner for the flight and communicate an estimated weight.
3. The sort will enter the conveyance into the electronic scale system / AHS (LatAm – Asia – Europe) or NMIV Scale Control.
4. The Load Controller will inform the contact if there is RUN-OUT coming from another location and communicate the estimated weight.
5. The Load Planner will communicate to the Loading Agent / Supervisor or Manager that RUN-OUT will be arriving.

Note: If the aircraft beacon light is on when the Run-out arrives, **it will not be loaded**. The Loading Agent must immediately contact SABLE Load Planning if the Run-out will not be loaded on the aircraft.

6. Report the additional weight to the flight crew and get permission prior to opening any belly doors. If the crew stairs have been removed, permission must be granted from the flight crew via the headset.
    a. If the Run-out arrives prior to the cross-check with the flight crew note the weight on the RLVS and communicate the weight to the Flight Crew at the time of cross-check start. Loading Agents: DO NOT notate the Weight in the LMC block on the SABLE Weight and Balance. The Flight Crew is responsible for all Weight entries in the LMC Block.
    b. The flight crew will not accept Run-out or other last minute changes if the flight is within 1% MAC of the FWD ZFW, TOW, LW or Rear FWD, TOW LW stated limitations.
7. Load the Run-out as follows, depending on aircraft type:

B767-200SF:	Compartment 5
B767-300SF:	Compartment 5
B757:	FWD Belly, near door
B737:	AFT Belly (4 preferred)

8. Record the Run-out (i.e., Flight Destination R/O) in the bulk belly on the Ramp Load Verification Sheet. Recording of the physical transportation or conveyance (i.e., tug or van) is not necessary as the Run-out will not be on the final SABLE Load Plan or SABLE Weight and Balance / Load Sheet.

Note: If the combined run-out exceeds 250 pounds a new Load Sheet / Weight and Balance must be produced and sent to the aircraft. If the crew stairs have been removed from the aircraft the stairs must be repositioned and the updated Load Sheet / Weight and Balance cross-checked for accuracy.

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2.3 Baggage Cart / Dolly Tare Weight Audit Procedure

1. DHL Owned Equipment Procedure

- A Tare Weight audit is required once every 180 days **and** after every dolly/baggage cart Preventative Maintenance Inspection (PMI) or Repair.
- The reweigh process will be one dolly/baggage cart hooked to the towing equipment.
- Tare weight change is required on any weight variance of +/-1% of the total weight that is stenciled on the unit.
- Complete a Tare Weight Calibration Form online at the following link once every 180 days **and** after every PMI or repair.

Dolly / Baggage Cart Tare Weight Form

- Airport Locations must print and keep all Tare Weight Calibration Forms on file and available for inspection.

2. Vendor Owned Equipment Procedure

Vendors (Ground Handlers) must provide DHL with a written procedure on Dolly/Baggage Cart Tare Weight Validation. If the Vendor procedure does not meet or exceed the guidelines for the DHL procedure then the Vendor must follow the DHL procedures.

- The following elements are required in the procedure:
  1) Tracking log of Dolly/Baggage Cart PMI/Repair Tare Weight Audits.
  2) Identification of DHL only Dollies/Baggage Carts. If specific units are not identified all units under Vendor control must follow the procedure. If vendor elects to establish DHL only equipment, the unit must have a DHL logo on the tongue.
  3) Reweigh process will be one dolly/baggage cart hooked to towing equipment.
  4) Tare weight change is required on any variance of +/-1% of the total weight that is stenciled on the unit.
  5) Tare weight audit is required after every PMI/Repair takes place.
  6) Tare weight audit is required on all dolly/baggage carts every 180 days.
  7) Vendor must supply tare weight data to DHL for entry into the online Tare Weight Calibration Form.
- Vendor must keep tracking log on file at airport location for regular audits.

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3 Aircraft Handling Variations

3.1 Chocking

All aircraft operating within North America shall be chocked using the standards addressed in DHLAGOM **4.2 - Aircraft Chocking** with the following exceptions:

1. Aircraft shall always have chocks installed at the nose wheel upon aircraft arrival and will remain in place during loading and unloading operations.

   Note:

   Point #1 above shall not apply to DHL Air Ltd (DHK) or AeroLogic (3S) aircraft when operating within the US. Standard chocking procedures shall apply as described in DHLAGOM **4.2 - Aircraft Chocking**.

2. Aircraft shall be chocked according to the examples of mandatory chocking.
3. Additional chocking standards may be applied based upon weather and/or local requirements.

3.2 Placeholder

3.3 Placeholder

3.4 Placeholder

3.5 Placeholder

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3.6 Paperwork Procedures

Departure locations are required by Federal Aviation Regulations to maintain a file of certain flight paperwork (detailed below) for a period of no less than 31 days.

In order to comply with these requirements the following process is mandatory for all stations in the DHL North American Region, and for US Carriers Operating on behalf of DHL outside of the North American borders.

3.7 Establishment of 31 Day File System

The required aircraft file will consist of 31 tabbed folders. Each folder may contain more than one flight as long as the flights departed from the location on the same operational date.

1. Retained Documents

- SABLE Weight and Balance (Captain's signature)
- SABLE Load Plan (final)
- Ramp Load Verification Sheet (unless GOALS is used for the verification process)
- Security Report (if applicable)
- Flight Release signed by Captain (originating stations and rerouted flights) – unless filed electronically by operator
    - Note: Weather package is not required to be retained in the 31 day file

Note: The station copy of the above documents must match the copy retained on the aircraft by the flight crew.

2. Procedures

- Number the folders individually 1 through 31.
- Arrange the retained flight documents in order outlined in 404.5.2 above. Secure the documents with a staple or clip.
- Once assembled place the packet into the folder whose number corresponds to the UTC Departure Date.

    - Example: If the flight departs on December 18th the packet is placed in folder marked 18.

- Remove any paperwork retained from a prior month's operation on a daily basis.

    - Example: If the folder marked 18 contains a packet from November 18th remove that packet before filing the 18th of December packet.

Note:

Once a packet has been removed after 31 days it should be disposed of through normal refuge policy.

The station copy of the above documents must match the copy retained on the aircraft by the flight crew.

3. Station Paperwork Files and Supporting Documents

A separate file will be created to house supporting documents for a period of 31 days. Examples of paperwork to be retained:

- All Original Weight and ULD communications / worksheets
- All documents regarding fuel loads / planned and allowed payload
- Aircraft Damage Inspection Sheet

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The above mentioned supporting documents may be requested by DHL, the air carrier's compliance department or regulatory agencies such as the FAA as part of an audit or investigation.

4. Exception to the above policies

Joint Venture flights where DHL acts as the Station Handling Agent may require longer periods of compliance as directed by the contracted MOP.

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3.8 Placeholder

3.9 Operating Ground Support Equipment

1. Baggage tugs must be turned off when exiting the vehicle.
2. The boom of belt loaders may not be placed inside any portion of the aircraft.

3.10 Placeholder

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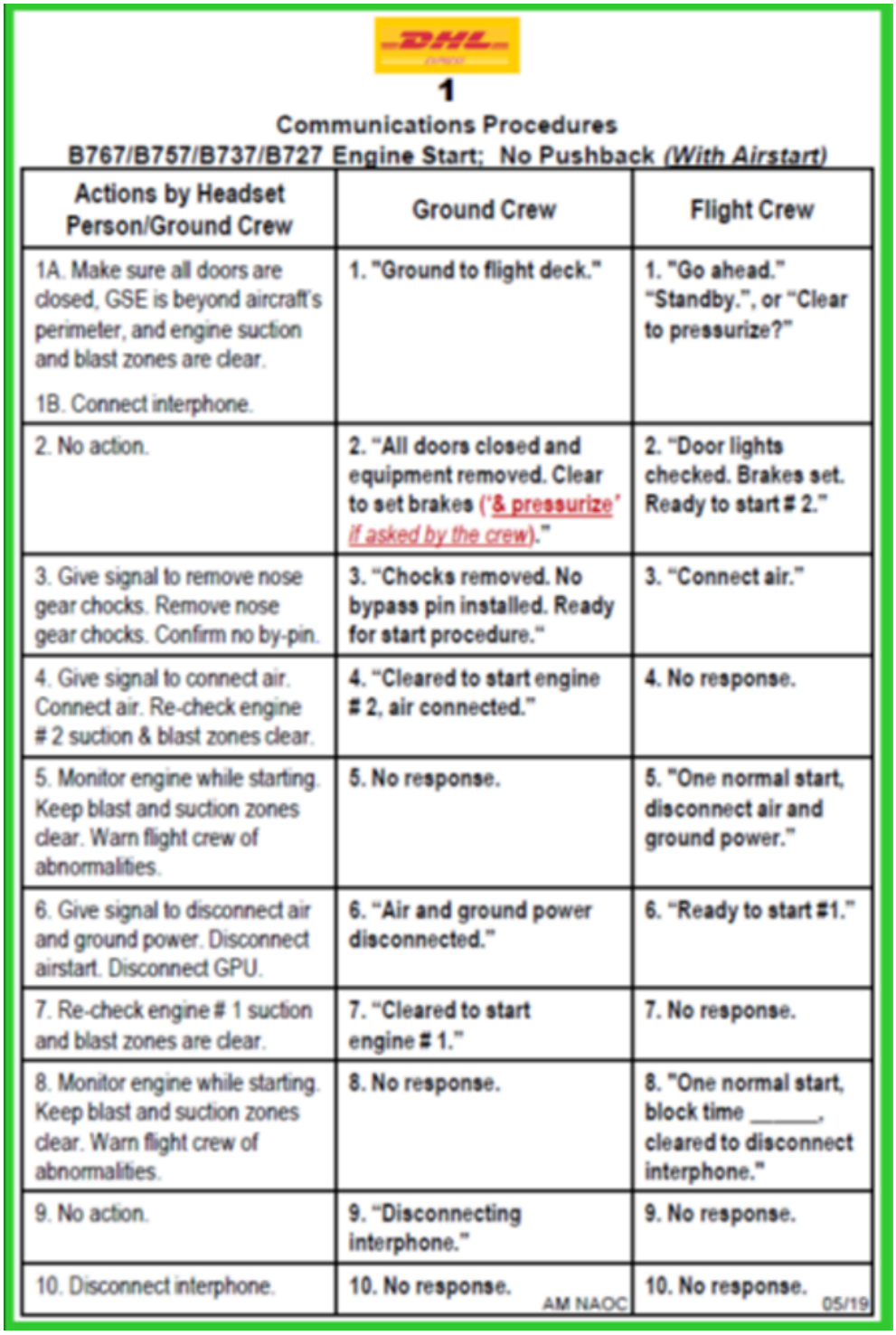
3.11 Communication/Headset Procedures



1

Communications Procedures

B767/B757/B737/B727 Engine Start; No Pushback *(With Airstart)*

Actions by Headset Person/Ground Crew	Ground Crew	Flight Crew
1A. Make sure all doors are closed, GSE is beyond aircraft's perimeter, and engine suction and blast zones are clear. 1B. Connect interphone.	1. "Ground to flight deck."	1. "Go ahead." "Standby.", or "Clear to pressurize?"
2. No action.	2. "All doors closed and equipment removed. Clear to set brakes ('& pressurize' *if asked by the crew*)."	2. "Door lights checked. Brakes set. Ready to start # 2."
3. Give signal to remove nose gear chocks. Remove nose gear chocks. Confirm no by-pin.	3. "Chocks removed. No bypass pin installed. Ready for start procedure."	3. "Connect air."
4. Give signal to connect air. Connect air. Re-check engine # 2 suction & blast zones clear.	4. "Cleared to start engine # 2, air connected."	4. No response.
5. Monitor engine while starting. Keep blast and suction zones clear. Warn flight crew of abnormalities.	5. No response.	5. "One normal start, disconnect air and ground power."
6. Give signal to disconnect air and ground power. Disconnect airstart. Disconnect GPU.	6. "Air and ground power disconnected."	6. "Ready to start #1."
7. Re-check engine # 1 suction and blast zones are clear.	7. "Cleared to start engine # 1."	7. No response.
8. Monitor engine while starting. Keep blast and suction zones clear. Warn flight crew of abnormalities.	8. No response.	8. "One normal start, block time _____, cleared to disconnect interphone."
9. No action.	9. "Disconnecting interphone."	9. No response.
10. Disconnect interphone.	10. No response. AM NAOC	10. No response. 05/19

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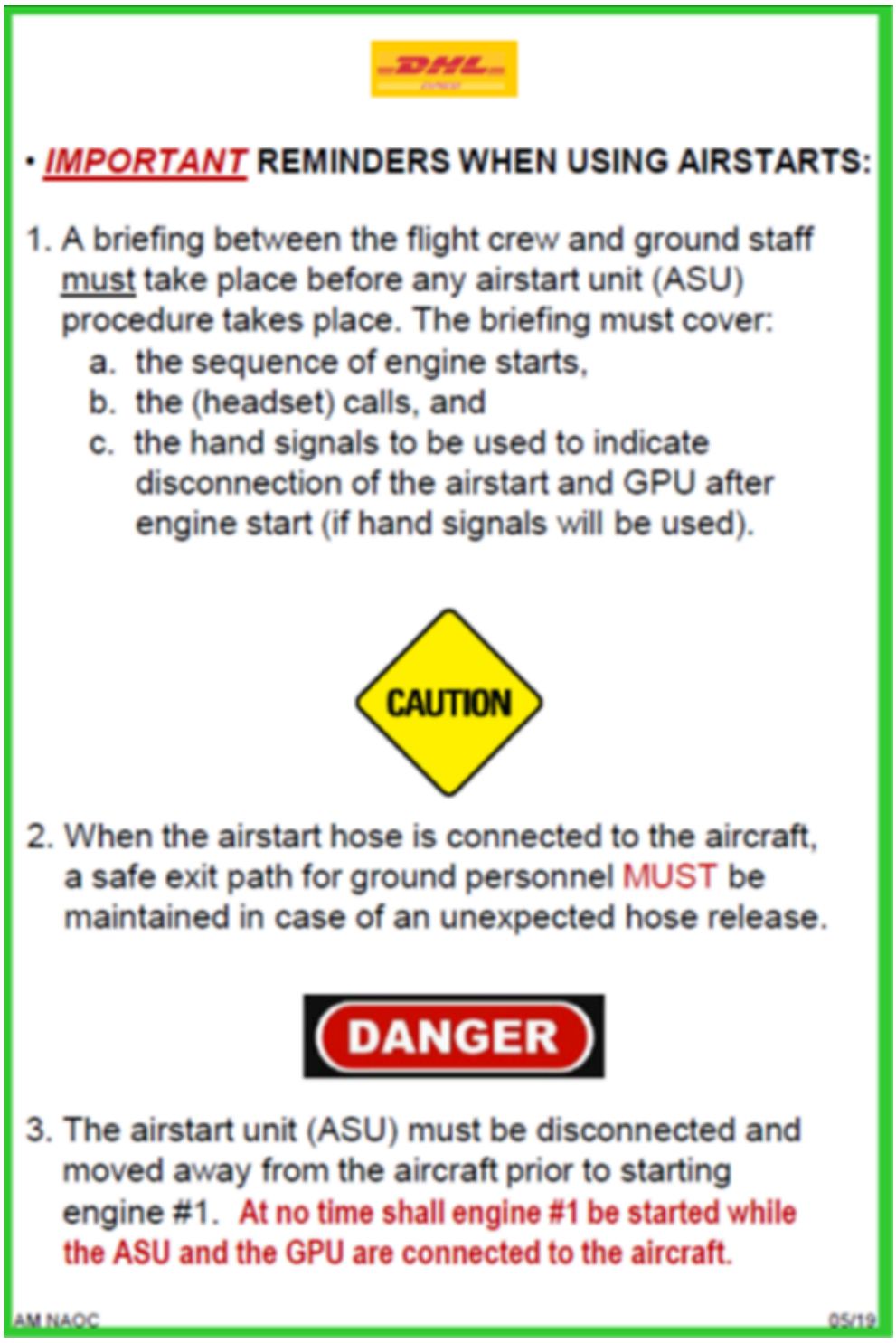

• ***IMPORTANT*** **REMINDERS WHEN USING AIRSTARTS:**

1. A briefing between the flight crew and ground staff must take place before any airstart unit (ASU) procedure takes place. The briefing must cover:
   a. the sequence of engine starts,
   b. the (headset) calls, and
   c. the hand signals to be used to indicate disconnection of the airstart and GPU after engine start (if hand signals will be used).

2. When the airstart hose is connected to the aircraft, a safe exit path for ground personnel MUST be maintained in case of an unexpected hose release.

3. The airstart unit (ASU) must be disconnected and moved away from the aircraft prior to starting engine #1. At no time shall engine #1 be started while the ASU and the GPU are connected to the aircraft.

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2

Communications Procedures
B767/B757/B737/B727 Engine Start; No Pushback (With APU)

Actions by Headset Person/Ground Crew	Ground Crew	Flight Crew
1A. Make sure all doors are closed, GSE is beyond aircraft's perimeter, and the engine suction and blast zones are clear. 1B. Connect interphone.	1. "Ground to flight deck."	1. "Go ahead.", "Standby.", or "Cleared to pressurize?"
2. No action.	2. "All doors closed and equipment removed. Clear to set brakes ('& pressurize' *if asked by the crew*)."	2. "Door lights checked. Brakes set."
3. Give signal to remove nose gear chocks. Remove nose gear chocks. Confirm no bypass pin is installed.	3. "Chocks removed. No bypass pin installed. Ready for start procedure."	3. "Ready to start # ____."
4. Re-check all engines' suction & blast zones are clear.	4. "Cleared to start engine # ____."	4. No response.
5. Monitor engines while starting. Keep blast and suction zones clear. Warn flight crew of abnormalities.	5. No response.	5. "_____ normal starts, block time _____. Cleared to disconnect interphone."
6. No action.	6. "Disconnecting interphone."	6. No response.
7. Disconnect interphone.	7. No response.	7. No response.

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3

Communications Procedures

B767/B757/B737/B727 Engine Start During Pushback (With APU)

Actions by Headset Person/Ground Crew	Ground Crew	Flight Crew
1A. Make sure all doors are closed, GSE is beyond aircraft's perimeter, pushback path is clear, and engine intake and blast zones are clear. 1B. Connect interphone.	1. "Ground to flight deck."	1. "Go ahead.", "Standby.", or "Clear to pressurize?"
2. No action.	2. "All doors closed and equipment removed. Clear to set brakes ('and pressurize' *if asked by the crew*)."	2. "Door lights checked. Brakes set."
3. Give signal to remove nose gear chocks. Remove nose gear chocks. Confirm bypass pin installed and the entire pushback area is clear.	3. "Chocks removed, bypass pin installed. Release brakes. Ready to begin pushback."	3. "Brakes released, cleared to push. Block time ____. Ready to start # ____."
4. Give signal brakes are released. Begin pushback.	4. "Cleared to start engine # ____."	4. No response.
5. Monitor engines while starting. Keep blast and suction zones clear. Warn flight crew of abnormalities.	5. No response.	5. "____ normal start(s)."
6. When pushback is completed, begin next steps.	6. "Pushback complete. Set brakes."	6. "Brakes set."
7. Give signal the brakes are set. Remove towbar and steering bypass pin. Remove GSE from area.	7. "Towbar and bypass pin removed."	7. "Show the pin to the Captain (First Officer). Cleared to disconnect interphone."
8. No action.	8. "Disconnecting interphone."	8. No response.
9. Disconnect interphone. Show pin to Capt. (First Officer).	9. No response.	9. Confirmation from Captain (First Officer)

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4

Communications Procedures
B767/B757/B737/B727 Engine Start After Pushback (With APU)

Actions by Headset Person/Ground Crew	Ground Crew	Flight Crew
1A. Make sure all doors are closed and GSE is beyond aircraft's perimeter. 1B. Connect interphone.	1. "Ground to flight crew."	1. "Go ahead." "Standby.", or "Clear to pressurize?"
2. No action.	2. "All doors closed and equipment removed. Clear to set brakes ('and pressurize' if crew asks)."	2. "Door lights checked. Brakes set."
3. Give signal to remove nose gear chocks. Remove nose gear chocks. Confirm bypass pin installed and the entire pushback area clear.	3. "Chocks removed, bypass pin installed. Release brakes. Ready to begin pushback."	3. "Brakes released, cleared to push, block time ____."
4. Give signal brakes are released. Begin pushback.	4. No response.	4. No response.
5. When pushback is completed, begin next steps.	5. "Pushback complete. Set brakes".	5. "Brakes set, ready to start # ____."
6. Give signal the brakes are set. Remove towbar and steering bypass pin. Make sure engine suction and blast zones are clear.	6. "Towbar and bypass pin removed. Cleared to start # ___."	6. No response.
7. Monitor engines while starting. Keep blast and suction zones clear. Warn flight crew of abnormalities.	7. No response.	7. "____ normal starts. Show the pin to the Captain (First Officer). Cleared to disconnect interphone"
8. No action.	8. "Disconnecting interphone."	8. No response.
9. Disconnect interphone. Show pin to Captain (First Officer).	9. No response.	9. Confirmation from Captain (First Officer).

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CRITICAL SAFETY REMINDERS:



Ensure all FOD is removed before all engine starts and along the aircraft engines' paths.



The headset operator MUST remain alert to the location of the wing walkers and any signals they may display.



All clear

Emergency stop





All personnel must always remain a safe distance from the nose gear, towbar, and pushback tractor. ***NEVER ASSUME!*** Look and adjust often.

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3.12 Placeholder

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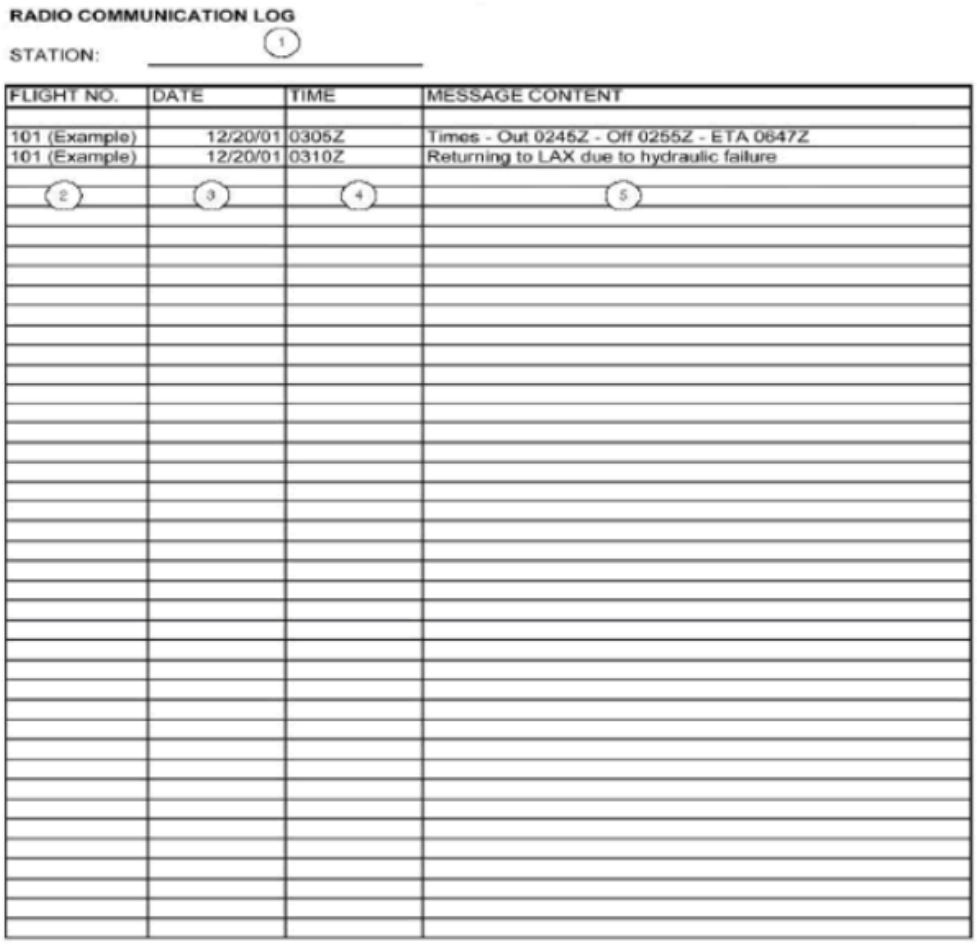
2. Radio Communication Log, Form RC-01

Purpose

a. Form RC-01 (see below) is completed when recording radio .communications between Company aircraft and ground personnel.
b. Use Form RC-01 when radio communications are not electronically recorded.
c. Locally developed radio communication logs are permitted, provided all required information from Form RC-01 is included.



RADIO COMMUNICATION LOG

STATION: (1)

FLIGHT NO.	DATE	TIME	MESSAGE CONTENT
101 (Example)	12/20/01	0305Z	Times - Out 0245Z - Off 0255Z - ETA 0647Z
101 (Example)	12/20/01	0310Z	Returning to LAX due to hydraulic failure
(2)	(3)	(4)	(5)

Figure 1 RC-01

Number	Complete Form by Entering	Responsible
1	Enter the three letter station code	Ground handling personnel
2	Enter the Company flight number	Ground handling personnel
3	Enter the current date	Ground handling personnel
4	Enter the time in local time	Ground handling personnel
5	Enter brief description of the communication	Ground handling personnel

Legend

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4 Load Control

4.1 General

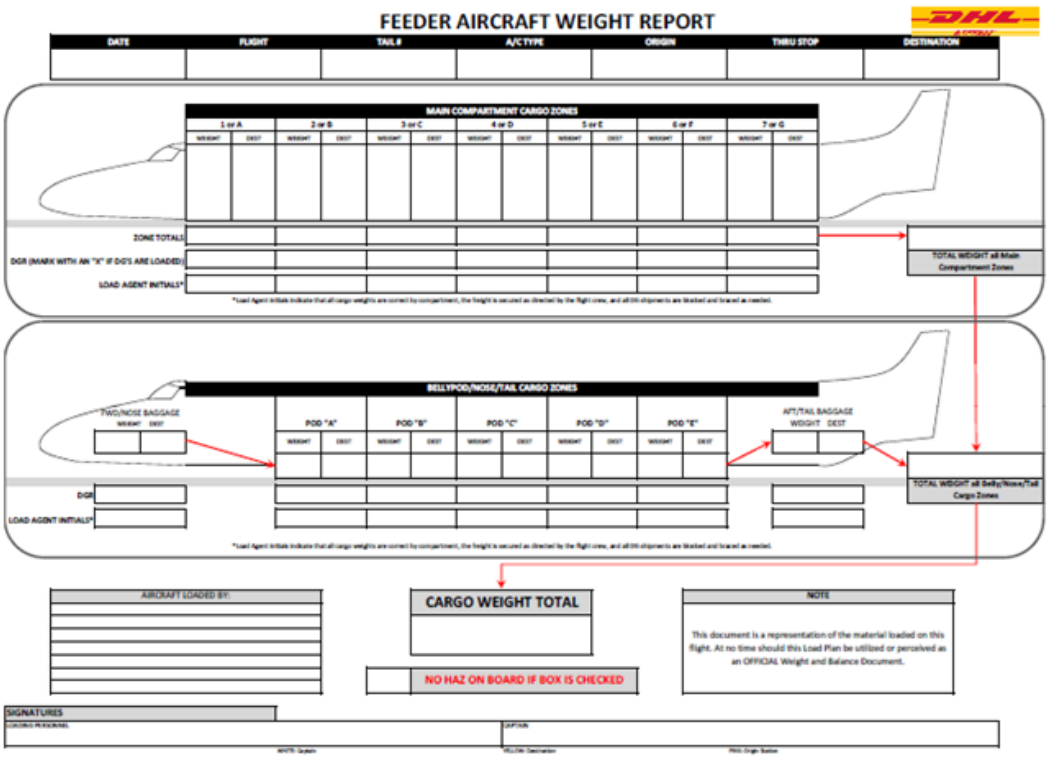
The following procedures shall be followed and applied to all Aircraft which have Weight & Balance completed by DHL certified staff, either locally or centralized, with exceptions as noted.

All forms must be completed fully, signed, and filed.

4.2 Manual Bulk Loaded Loadplans

All bulk loaded aircraft shall be loaded per the direction of the loadmaster/flight crew member(s). All bulk loaded aircraft operating within North America must have zone weights calculated and provided to the loadmaster/flight crew. As such ground crews must be prepared to calculate and provide zone weights using either an accumulator scale or alternate means.

In order to satisfy the document retention requirements, a manual load plan form must be completed for each departing flight. The current load plan form is DHL Feeder Aircraft Weight Report form 615a (seen below).



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4.3 Government Procedures

4.3.1 Staff Safety

Safety shall be a prime requirement in all activities connected with loading and unloading aircraft; the following minimum measures shall be implemented in order to ensure as high a safety standard as possible:

Safety footwear, hearing protection and Hi-visibility clothing must be worn by all ramp staff at all times while working airside. Hi-visibility clothing shall conform, at a minimum, to local requirements or, if none exist, to ANSI Class-2 Level-2.

Appropriate gloves are recommended to be worn. US agencies do not require the wearing of gloves in the airside operation. The wearing of gloves appropriate to the weather conditions is encouraged but not required. Local / Regional Authorities or Local Management may require gloves for certain job functions, and the employee shall be informed in those cases.

4.3.2 US DHL Mandated Drug and Alcohol Program

Each SABLE Load Planner must complete an FAA Approved pre-employment drug screen with negative results from The Medical Review Officer prior to completing Weight and Balance duties.

Each SABLE Load Planner must be entered into the DHL FAA/DOT random drug and alcohol pool and present himself or herself for testing upon notification of a random screening.

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4.3.3 Placeholder

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4.4 Training Standards

4.4.1 Placeholder

4.4.2 Placeholder

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4.7 Reweigh Procedures

1. **Purpose**

This process describes the steps necessary to ensure the proper weights were utilized in the load planning process and resulting Weight and Balance form calculations for contracted Carrier aircraft.

2. **Scope**

This process begins when the FAA, flight crew, or other Company trained personnel requests the reweighing of one or more ULDs (including an entire aircraft) for the purpose of:

- determining an aircraft maintenance issue.
- determining a scale calibration issue.
- determining if the aircraft was loaded incorrectly.
- determining if there was an input error for the load plan.
- determining if incorrect ULD weight was provided.

This process ends when:

- the requested ULDs have been reweighed and the verified information is faxed or emailed to the Company's Weight and Balance Systems Administration.
- a new Load Plan is provided if required.

3. **Responsibility**

- The Manager of Automated Weight and Balance Systems will ensure that all personnel preparing a Load Plan are fully qualified and eligible to produce such a plan.
- All personnel trained by the Company are responsible for ensuring that the aircraft is loaded in accordance with the procedures documented in each contracted carrier's respective training and procedures manual. This includes ensuring that all ground handlers will have a minimum of one management representative responsible for overseeing the loading procedures, including Ramp Load Sheet and Load Plan verification procedures.

4. **Definitions**

- Bulk Freight: Material that has been loaded in the belly compartments without being contained in a Unit Load Device (ULD).
- ULD - Unit Load Device: This is an airworthy container that holds freight being shipped onboard an aircraft.

5. **Records Generated**

- Original Load Plan and Load Sheets from origin station.
- Reweigh Form.
- Recalculated Load Plan and Load Sheet from the Company's Weight and Balance Systems.

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6. **Records Retention and Reporting**

All documents are sent to the DHL Manager of Weight and Balance Systems for retention as part of the Company's comprehensive fix to loading and/or Weight and Balance issues.

- Additional departments inside the Company may receive a copy of the results if necessary.
- If it is determined that there was a weight or loading issue by one of the Company's contract customers, that customer will be provided documentation of the issue for corrective purposes.
- Discrepancies found during reweighs will be reviewed and reported to designees provided by each contract carrier.

7. **Procedures**

1. The FAA, flight crews, contract Carriers, and the Company may request the reweighing of ULDs. The request may be for any number of ULDs, up to and including an entire aircraft.
    - Flight crews must first contact their carrier and he/she will communicate to DHL Network Control Group to contact the affected station to approve the reweigh request.
    - If a flight crew member requests the reweigh, the local agent should inform the member that he/she must have confirmation from their respective airline and the DHL Network Control Group.
2. When a reweigh is completed perform the following steps:
    - The reweigh must be completed or verified by a supervisor certified in the respective Carrier's Ramp Operations Training.
    - Each ULD is to be weighed on the same scale and recorded on the reweigh form.
        - The ULD or cargo dolly is brought to the scale.
        - Once the scale is stabilized, the tare weight for the dolly or transfer pallet is entered into the scale and the resulting net weight recorded.
3. Once the reweigh is completed, record the results on the reweigh form (Ref. **4.8 - Reweigh Form**) and fax to the Company's Weight and Balance Systems Administration at +1.859.817.8900.
    - A copy must also be sent to the DHL Network Control Group.
4. The fax must include the following information:
    - Results of all reweighed units.
    - Scale recalibration/certification date.
    - Agent's name and the company performing the reweigh.
    - Supervisor's name (certified in the respective Carrier's Ramp Operations Training) and signature.
    - Reason reweigh was requested, if known.
    - Location of reweigh.
    - Date/time of reweigh.
    - If it was an FAA requested reweigh, the inspectors name and station information.

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5. Once the reweigh information is received by the Company's Weight and Balance Systems Administration, it will be determined if investigation into weight discrepancies is required. This will include, but is not limited to:

    - An individual ULD weight variance of +/- 100 lbs.
    - Maximum ZFW, TOW, or LW is exceeded.
    - Cumulative Zone total is exceeded.
    - Linear load limitations exceeded.
    - Aircraft Center of Gravity envelope is exceeded.
    - Actual Aircraft Center of Gravity exceeds .5% or more of the original Load Plan.

6. Investigation results, including the root cause of the issue, and any corrective actions taken, will be provided to the carrier by the Weight and Balance Systems Administration.

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4.8 Reweigh Form

Date						
Flight						
UPPER DECK and Containerized Bellies						
ULD ID	Dolly ID#	Dolly Tare	Gross Scale WT	Reweigh Wt	Load Plan WT	Variance
				0		0
				0		0
				0		0

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5 Appendices and Forms

Note: All forms can be found on the Web Manuals application website (available after login).

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5.1 Scale Sheet

ULD WEIGHT SHEET

DATE: | WEIGHT UNIT: LB | AGENT NAME: | PHONE #:
FLIGHT NUMBER:
FLIGHT ORIGIN: | FLIGHT DESTINATION:

ULD INFORMATION

	ULD NUMBER	ORIG	DEST	GROSS WEIGHT	UOM	TARE WEIGHT	NET WEIGHT	VOLUME	PALLET HEIGHT or CONTOUR	FLAGGING	HUID	COMMENTS
1					LB							
2					LB							
3					LB							
4					LB							
5					LB							
6					LB							
7					LB							
8					LB							
9					LB							
10					LB							
11					LB							
12					LB							
13					LB							
14					LB							
15					LB							
16					LB							
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29					LB							
30					LB							
31					LB							
32					LB							
33					LB							
34					LB							
35					LB							
36					LB							
37					LB							
38					LB							
39					LB							
40					LB							
			TOTAL	0	LB		0					

BULK FREIGHT INFORMATION

	IDENTIFIER	ORIG	DEST	GROSS WEIGHT	UOM			VOLUME		FLAGGING	HUID	COMMENTS
1					LB							
2					LB							
3					LB							
4					LB							
5					LB							
			TOTAL	0	LB							

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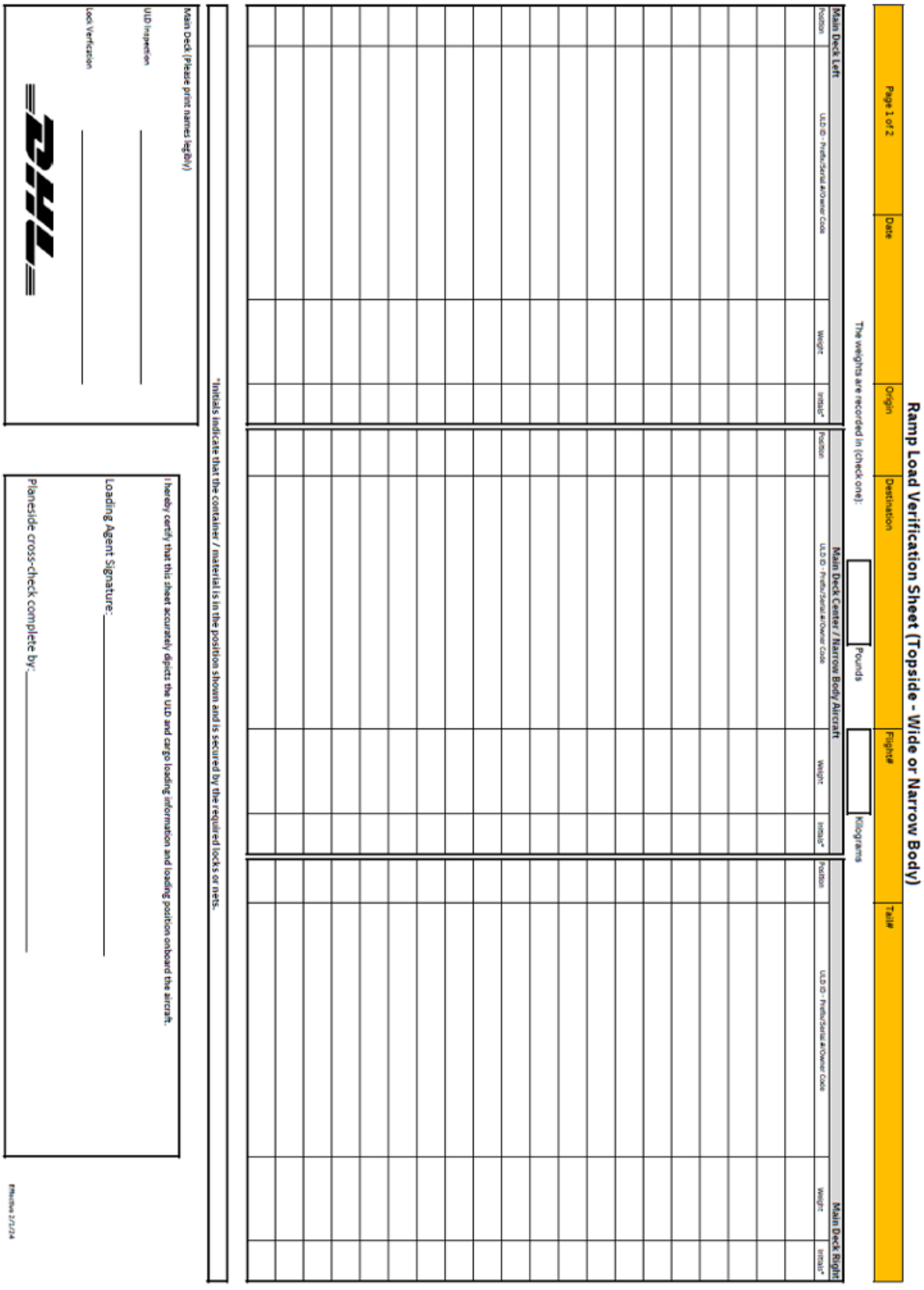
5.2 RVLS



Ramp Load Verification Sheet (Topside - Wide or Narrow Body)

Page 1 of 2 | Date | Origin | Destination | Flight# | Tail#

The weights are recorded in (check one): Pounds Kilograms

Main Deck Left — Position | ULD ID - Prefix/Serial #/Owner Code | Weight | Initials*

Main Deck Center / Narrow Body Aircraft — Position | ULD ID - Prefix/Serial #/Owner Code | Weight | Initials*

Main Deck Right — Position | ULD ID - Prefix/Serial #/Owner Code | Weight | Initials*

*Initials indicate that the container / material is in the position shown and is secured by the required locks or nets.

Main Deck (Please print names legibly)

ULD Inspection _____

Lock Verification _____

I hereby certify that this sheet accurately depicts the ULD and cargo loading information and loading position onboard the aircraft.

Loading Agent Signature: _____

Planeside cross-check complete by: _____

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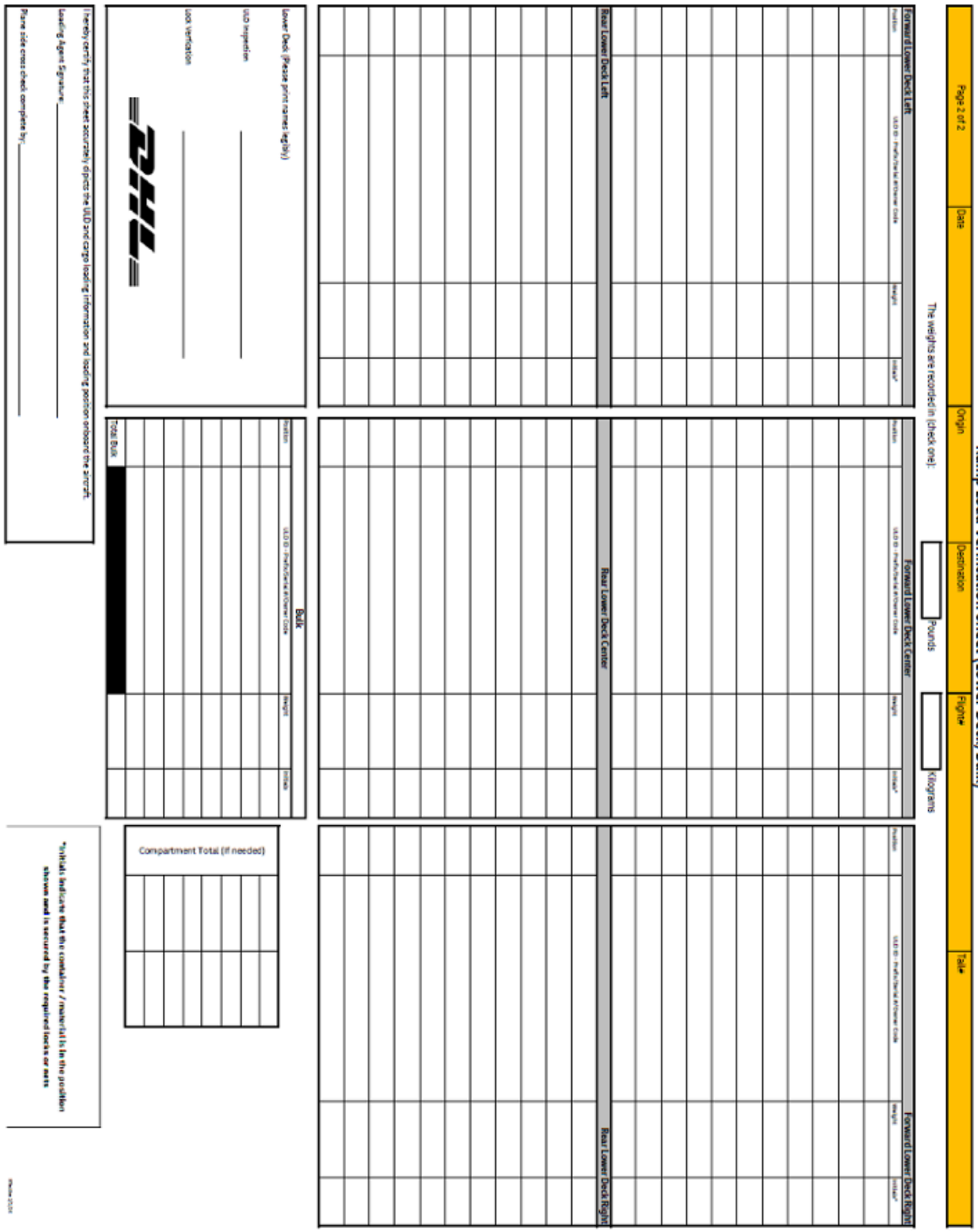

Ramp Load Verification Sheet (Lower Deck/Bulk)

Page 2 of 2 | Date | Origin | Destination | Flight# | Tail#

The weights are recorded in (check one): Pounds Kilograms

Forward Lower Deck Left | Forward Lower Deck Center | Forward Lower Deck Right

Rear Lower Deck Left | Rear Lower Deck Center | Rear Lower Deck Right

Bulk

Total Bulk

Compartment Total (If needed)

Lower Deck (Please print names legibly)

ULD inspection

Lock verification

I hereby certify that this sheet accurately depicts the ULD and cargo loading information and loading position onboard the aircraft.

Loading Agent Signature:

Plane side cross check complete by:

"Initials indicate that the container / material is in the position shown and is secured by the required locks or nets

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5.3 Aircraft Search Checklist

Note: An original version of this form can be found in DHLAGOM **Aircraft Security Report Form**.

AIRCRAFT SECURITY REPORT DHL EXPRESS OPERATIONS
SENSITIVE SECURITY INFORMATION

Complete all applicable portions

DATE _____ **TAIL #** _____ **FLIGHT #** _____ **AIRPORT** _____

Aircraft Searched: Captain (ISC) ☐ Maintenance ☐ Ground Crew (GSC) ☐
(see reverse/page 2)

Flight Crew ID Verification: ISC ☐

Flight crew will verify that each crew member has the appropriate identification and is listed on the flight release prior to boarding the aircraft. Originating flight only, unless crew change – other than at CVG.

Main Deck Employee Screening: GSC ☐ or ISC* ☐ *ISC to check if no GSC

Screen all non-Carrier employees and their accessible property IAW the ASM or FOM. Use metal detector or pat down search for individuals and the physical search of property. Screening must be prior to the individual boarding the aircraft at a point beyond which the screened individual will have contact with the individuals and property which have not been screened. These measures do not apply to personnel who are authorized unescorted access to the Security Identification Display Area (SIDA), aircraft operator employees, individuals designated as the aircraft operator's ground handling agent at locations where it has no employees or only a manager, and individuals directly employed by another aircraft operator that are designated as its ground handling agent.

NAME	EMPLOYEE NUMBER

Jumpseater and Baggage Screening: GSC ☐ or ISC* ☐ *ISC to check if no GSC

Verify that the name and employee ID number on their company ID matches the flight release for each originating jumpseater or jumpseater that leaves the ramp area. Screen all jumpseaters, including pilots that are not operating crew members, their property and baggage IAW the ASM or FOM. Use metal detector or pat down search for individuals and the physical search for property. Screening must be accomplished prior to the individual boarding the aircraft at a point beyond which the screened individual will have contact with the individuals and property which have not been screened.
*(Need not list in section above.) *ISC to check if no GSC*

The security measures as ☑ above and described on the reverse/page 2 have been completed.
Responsible individual(s) full name below Printed or company ID:

Captain (ISC) _____ (Printed or Company ID) **Time:** _____ **Date:** _____

Maintenance _____ (Printed or Company ID) **Time:** _____ **Date:** _____

Ground Crew (GSC) _____ (Printed or Company ID) **Time:** _____ **Date:** _____

IAW 49CFR § 1540.103 – No person may make any fraudulent or intentionally false entry in any record or report that is kept.

WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.

DHL-ASR Form v6.10 Americas Network Airside Revised 2024-08-19
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AIRCRAFT SECURITY REPORT DHL EXPRESS OPERATIONS

SENSITIVE SECURITY INFORMATION

Search aircraft for unauthorized persons, unauthorized weapons, explosives, incendiaries and other destructive devices, items, or substances; items on the Prohibited Items List located in the ASM or FOM; indication of actual tampering with an aircraft; and unauthorized access. Search aircraft prior to boarding any individuals for transport.

Search as follows:

1. For each departing flight prior to the initial flight segment and prior to any segment where the aircraft is put back in service.
2. For all departures from a non-U.S. location to any U.S. location or non-U.S. location.
3. For thru-station departures if the aircraft has been left unattended.

Person Responsible to Check	Areas to Check
Captain (ISC) Search ** Note: ISC must conduct maintenance search and / or GSC search if these persons are not available.*	▪ Flight Deck Search ▪ Closets (other than FAK) ▪ Storage Bins ▪ Trash receptacles ▪ Under seats, life vests, and seat cushions ▪ Seat backs ▪ Other accessible compartments that can be easily opened
Maintenance Search or ISC if no mechanic	Aircraft Exterior/Interior Search ▪ FAKs ▪ All accessible exterior compartments that are reachable from the ground without equipment and that can be easily opened
Ground Crew (GSC), Carrier Loadmaster Search or ISC if no GSC	Aircraft Interior Search other than flight deck * ▪ Closets / Storage bins / Overhead bins if applicable ▪ Trash receptacles ▪ Jumpseats – under seats, life vests, and seat cushions and backs (N/A for PC aircraft) ▪ * Lavatories – to include access panels that can easily be opened (may be on the flight deck) ▪ * Galley - Catering/Supplies (may be on the flight deck) ▪ Empty cargo hold areas (main deck and bellies) prior to loading (cargo loaded at a previous location may stay onboard) ▪ Other accessible compartments that can easily be opened

If any unauthorized persons, unauthorized weapons, explosives, incendiaries and other destructive devices, items or substances are discovered; indication of actual tampering with an aircraft is detected; or any unauthorized access is discovered, then notify the remaining aircraft search members (GSC, ISC, Mechanic) who will then make the following notifications. The GSC will coordinate local law enforcement or emergency response, if required, and notify TSOC at 866-655-7023 and DHL NCG at 1-800-826-4903 or 1-859-817-8794, who will coordinate with the carrier. If there is no GSC, the ISC will coordinate local law enforcement or emergency response and notify the TSOC. The flight crew will notify Flight Control and the Chief Pilot on duty.

This form is approved by the following airlines and applicable to the aircraft they operate. It is approved for use by the individuals who have attended and are current in the GSC course approved by 21Air LLC, ABX Air, AeroLogic, Amerijet International, ATI, ATLAS Air, Cargojet Airways Ltd, DHL Aero Expreso, DHL Air UK, DHL de Guatemala S.A., DHL TransAM, DHL Vensecar, European Air Transport Leipzig GmbH, Kalitta Charters II LLC, MAS Air and Polar Air Cargo. All training must be traceable within the DHL Training Database.

Aircraft Security Sealed: **Captain (ISC)*** ☐ **Maintenance** ☐ **Ground Crew (GSC)** ☐

Retrieve a SEAL(s) and an Aircraft Security Report from the designated area. Record the Seal # on the line below. Leave the Aircraft Security Report on the Captain's seat (Left) and seal the crew entry door after exiting the Aircraft.

Seal Number(s) _____

WARNING: THIS RECORD CONTAINS SENSITIVE SECURITY INFORMATION THAT IS CONTROLLED UNDER 49 C.F.R. PARTS 15 AND 1520. NO PART OF THIS RECORD MAY BE DISCLOSED TO PERSONS WITHOUT A "NEED TO KNOW," AS DEFINED IN 49 C.F.R. PARTS 15 AND 1520, EXCEPT WITH THE WRITTEN PERMISSION OF THE ADMINISTRATOR OF THE TRANSPORTATION SECURITY ADMINISTRATION OR THE SECRETARY OF TRANSPORTATION. UNAUTHORIZED RELEASE MAY RESULT IN CIVIL PENALTIES OR OTHER ACTION. FOR U.S. GOVERNMENT AGENCIES, PUBLIC DISCLOSURE GOVERNED BY 5 U.S.C. 552 AND 49 C.F.R. PARTS 15 AND 1520.

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5.4 Access to Air Carriers Manuals

1. Purpose

To provide a centralized location for accessing the Cargo Handling Manuals of the contracted Air Carrier Partners in the NorAm Network. These links can be utilized as a method of showing regulatory agencies (most often the FAA) that DHL and the 3rd party handling agencies can access the Carrier Manuals if needed.

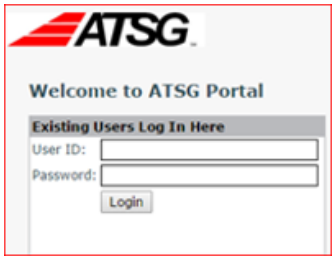
5.4.1 ABX Air (ABX)

Federal Aviation Regulations require the ABX Ground Operations Manual (GOM) to be readily accessible to all affected persons, including DHL and other Contractor employees.

This applies to the following locations:

- DHL Express Locations
- Any other location where persons are performing duties covered in the GOM
- DHL and other Contractor Managers are responsible to ensure the GOM access instructions below are posted prominently and provided to all those who perform duties covered in the GOM.

https://portal.abxair.com/nexuspublic/nxlogin.pgm



User ID: **ABX Training** (not case sensitive)

Password: **abxairgt** (case sensitive)

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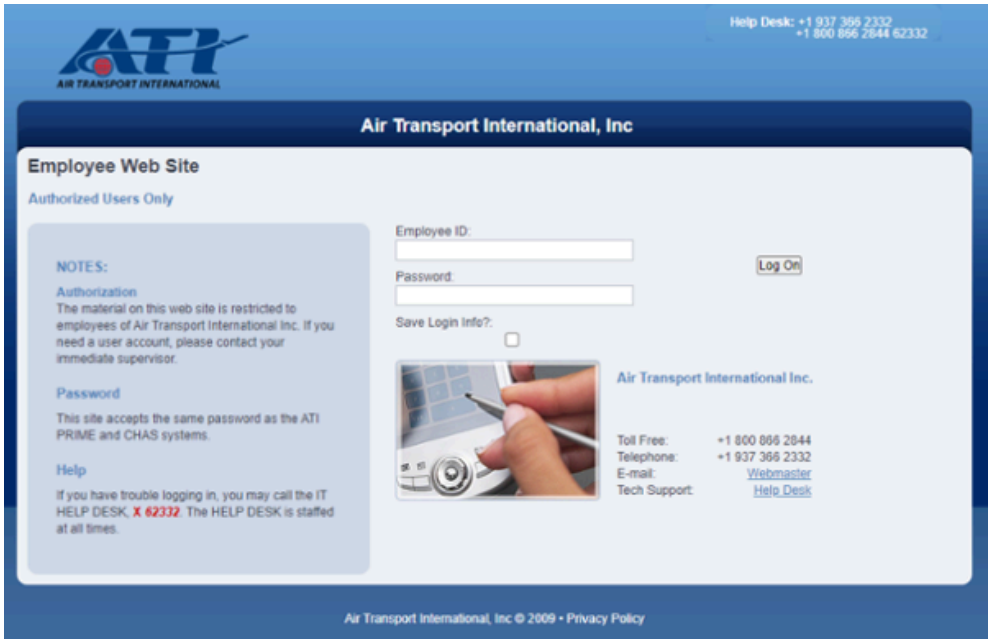
5.5 Air Transport International (ATI)

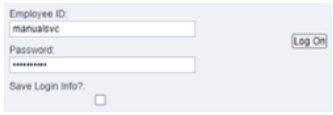
DHL and Contracted Ground Personnel requiring access to Air Transport International manuals should visit the link below:

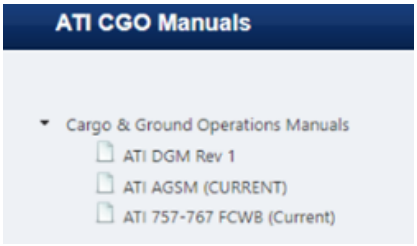
http://www.airtransport.cc/ATIemployee/

The below will be displayed in the browser:



Employee ID:
Manualsvc
Password:
At!manual5





To open a manual, click on the appropriate link.

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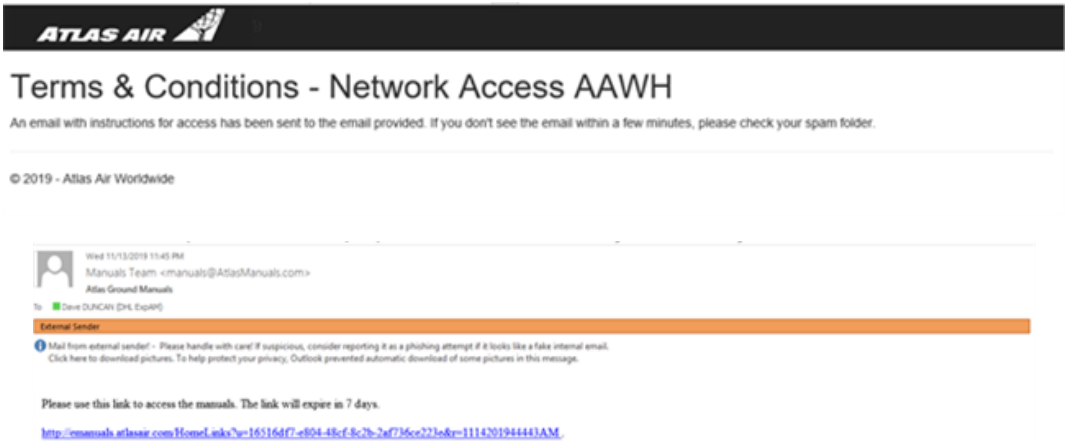
5.5.1 Atlas Air Worldwide & Polar Air Cargo (GTI/PAC)

DHL and Contracted Ground Personnel requiring access to ATLAS AIR Worldwide, Polar Air Cargo Worldwide manuals should visit the link below:

http://emanuals.atlasair.com/



After aligning the photo, press Submit Query button. The banner below will be displayed:



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5.5.3 Kalitta Air (CKS)

Comply365 Quick Start Guide

Kalitta Air Operations Manuals are available to DHL Personnel needing the information thru a system called Comply365. In order to access the manuals, please take the following steps:

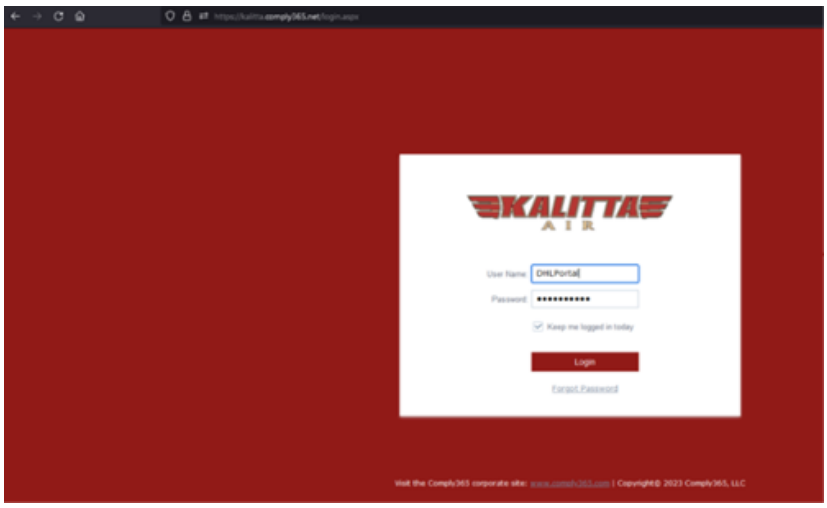
1. Access the Kalitta Comply365 website at:

   https://kalitta.comply365.net/login.aspx

2. Enter the generic DHL login credentials:

   User Name: DHLPortal

   Password: D8LM_nuals



3. Press the login button and you are taken to the home page:



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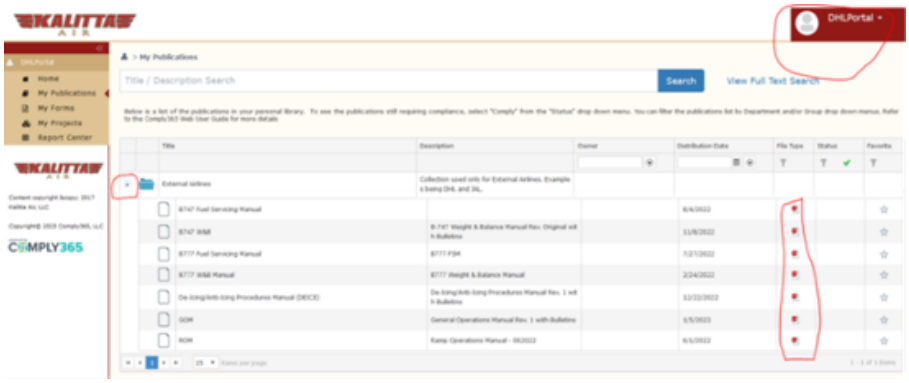
4. Select My Publications from the left-side menu:



Use the small arrow to the far left next to the blue folder icon to expand the selection if it is not already.

Select the PDF icon to the right to open the manual you wish to view.

To logoff, select the arrow next to DHLPortal at the top right and select Logout.

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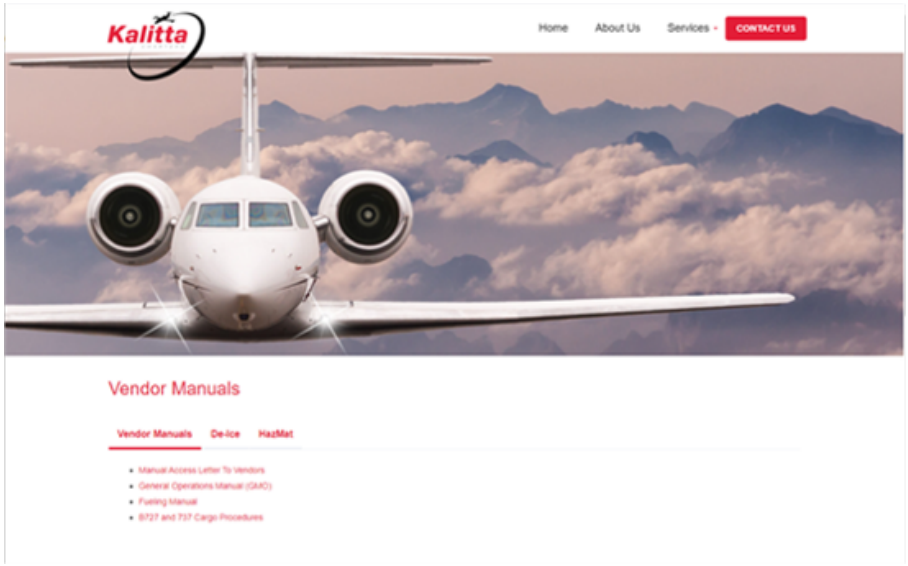
5.5.4 Kalitta Charters II LLC (KFS)

DHL and Contracted Ground Personnel requiring access to Kalitta Charters II manuals should visit the link below:

https://www.kalittacharters.com/manuals

Displayed in Browser:



At the login screen (Case Sensitive):

Username: K2Manuals

Password: Charters2

The following documents are available:

KII Deice Manual

KII Fueling Manual

KII GOM Chapter 4 – Ground Handling Manual

KII GOM Chapter 5 – Cargo Buildup & Acceptance Procedures

KII GOM Chapter 6 – B-737 Cargo Loading

KII GOM Chapter 7 – DC-9 Cargo Loading

KII GOM Chapter 8 – B-727 Cargo Loading

KII Hazmat Manual – Will-Carry Manual

All manuals are protected by Copyright Laws of the United States

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5.5.5 Amerijet M6/AMJ

DHL and Contracted Ground Personnel requiring access to AMERIJET manuals should visit the link below:

Http://manuals.amerijet.com

Displayed in Browser:



Log In Information:

Username: amjcargo

Password: amerijet

All manuals are protected by Copyright Laws of the United States

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6 Dangerous Goods Variations

6.1 Introduction

In accordance with FAA operating specification, DHL Express air operators are Dangerous Goods “Will Carry” air operators.

This document provides the variation information from the DHL Global SOP for the Americas Region regarding dangerous goods prepared and accepted for air transport. Dangerous Goods can pose significant safety risks when not properly prepared or handled. This chapter will clarify the responsibilities of DHL and service partners in following all established regulations for the safe movement of Hazardous Materials or Dangerous Goods by air and ground, by DHL.

- **Americas Regional Dangerous Goods Hotline**

  dangerousgoods@dhl.com

  P: +1-866-817-3794 (Toll Free)

  P: +1-859-817-8866 (Direct)

Personnel who perform duties involving dangerous goods carriage by air must first receive training in accordance with DHL Global SOP. Refer to the training matrix in the DHL Dangerous Goods Reference Guide (Chapter 4 – Dangerous Goods Training) for a listing of the required dangerous goods training. It is the responsibility of Managers, Supervisors and each person to ensure they are properly trained before performance of such duties for DHL.

Preparation procedures for aircraft loading of dangerous goods must be in accordance with international / national / local legislation, DHL Dangerous Goods Policy and Procedures and DHL AGOM **7. Dangerous Goods and Exceptions Handling**, with references.

Information on the transport of dangerous goods by air may also be found on the DHL Express (USA) Inc. Dangerous Goods Administration website at:

- **https://mynet.dpdhl.com/de/web/express-global/orgprofile/-/display/20150311195039066652_en**

6.2 General

The regulatory sources governing the transportation of dangerous goods are:

- Code of Federal Regulations, Title 14, Part 121
- Code of Federal Regulations, Title 49, Parts 100-185
- International Civil Aviation Organization (ICAO) Technical Instructions For The Safe Transportation of Dangerous Goods By Air

Note:

International Air Transport Association (IATA) regulations comply in all respects with the ICAO Technical Instructions. IATA has no legal authority in the United States. DHL Express will only accept shipments prepared for air transport in accordance to the air carriers approved programs.

The shipment must fully comply with the appropriate regulation and successfully pass both our inspection process and company policies to be accepted for air transport.

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6.3 Federal Register

All government transactions are published daily in the Federal Register. This includes amendments, revisions, and proposed rules for the 50 titles of the Code of Federal Regulations. Any significant change will be communicated to all by means of revisions to this manual or circulation of Operations Bulletins.

6.4 Code of Federal Regulations, Title 49 (49FCR), Title 14 (14 CFR)

49 CFR is the United States federal regulation regarding the transportation of dangerous goods in any mode of transport. 14CFR contains the U.S. Federal Aviation Regulations for air carriers and operators. Each station must have immediate access to e-CFR (Electronic Code of Federal Regulations) at:

https://www.ecfr.gov/cgi-bin/text-**idx**?
SID=d63b0c9a453f75e4fd3003d0bfbd131e&mc=true&**tpl**=/**ecfrbrowse**/Title49/49tab_02.tpl

6.5 Transport Canada

Transport Canada is the Canadian authority responsible for transportation policies and programs promoting safe, secure, efficient and environmentally responsible transportation. The regulations can be accessed via the following link:

http://www.tc.gc.ca/eng/tdg/clear-**tofc**-211.htm

6.6 Official Mexican Standards

The Official Mexican Standards (Normas Oficiales Mexicanas or NOMs) augment the Mexican Regulation for the Land Transport of Hazardous Materials and Wastes. The Mexican Secretariat for Communications and Transport (SCT) is responsible for publishing and maintaining the NOMs. The SCT publishes the standards for transportation within Mexico. The Mexico regulations can be accessed via the following link from the USA Pipeline and Hazardous Materials Safety Administration (PHMSA) website:

https://www.phmsa.dot.gov/international-program/mexican-standards-and-guidance#Official Mexican Standards as Published in the Diario Oficial de la Federacion

Official Standards in Spanish may be downloaded from:

http://www.economia-noms.gob.mx/noms/inicio.do

6.7 International Civil Aviation Organization (ICAO)

The International Civil Aviation Organization publishes Technical Instructions for the Safe Transport of Dangerous Goods by Air. This regulation is kept on file at the CVG Hub.

The Dangerous Goods Regulations, 49 CFR section 171.22 provide a shipper with the legal authority for using ICAO to prepare dangerous goods air shipments. Inspectors may use the IATA Dangerous Goods Regulations to inspect shipments which have been prepared to meet ICAO requirements.

6.8 International Air Transport Association

IATA publishes the Dangerous Goods Regulations. This is the airline industry standard for shipments of Dangerous Goods which is derived from the ICAO Technical Instructions. Each station must have an updated version of the Dangerous Goods Regulations.

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6.9 Providing Information to Customers

Dangerous goods personnel may counsel customers on DHL dangerous goods shipping procedures. Dangerous goods must be offered in accordance with Federal and International Regulations. Violations may result in civil or criminal penalties. Each station that accepts dangerous goods for air transportation from customers is required by 49CFR Section 175.26 to post the Dangerous Goods Notice, Form 1148 (see Figure 1) in an area visible to customers.

Comply with the following:

- Provide the shipper options for compliance based upon the regulations
- Avoid classifying their product. Refer them to the product manufacturer.
- Paperwork is the shipper's responsibility.

Technical Assistance

Technical assistance is available to personnel and customers regarding the shipment of dangerous goods. The following avenues are available to provide guidance on policies and procedures:

- DHL International Dangerous Goods (IDG) Hotline **dangerousgoods@dhl.com**

  P: +1-866-817-3794 (Toll Free)

  P: +1-859-817-8866 (Direct)

  The DHL IDG Hotline is staffed to support DHL employees and customers, regarding DHL network flights. This includes assistance within the Americas region for the following:

- Emergency spill response and reporting
- Restricted Commodities Tracking System (RCTS) and Incident Reporting (RCIR)
- Dangerous Goods regulations
- Customer account and review approval
- Disposal of damaged shipments

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7 Dangerous Goods Facilities Requirements

Any location that receives shipments and images the accompanying paperwork must have a Dangerous Goods Inspection area. All locations that meet this criteria are required to maintain the standards listed in Office and Warehouse Requirements.

Note: Many of these items can be ordered through DHL Procurement (GeT for DHL personnel)

7.1 Office Requirements

1. Dangerous Goods Manuals

The following documents are additional requirements to the documents stated in the Dangerous Goods Global SOP and required to be accessible at each location:

- **Access to e-49CFR**
- **Access to DHLAGOM Manual**
- **Access to appropriate air carrier manuals**
- **Emergency Response Guidebook**

The IATA Dangerous Goods manuals are distributed annually by the Americas Region Restricted Commodities Group. For newly opened DHL Service centers, please contact the IDG Hotline for a copy of the current IATA manual and to be added to the distribution list.

2. Customer Notification of Dangerous Goods Regulations

Each station shall display a notice of the requirements applicable to dangerous goods aboard aircraft and the penalties for failure to comply with these regulations (see Figure 1). Each notice must be legible and prominently displayed so that it can be seen by customers offering dangerous goods and contain the language prescribed by 49 CFR, Section 175.26. Form 1148 Dangerous Goods Notice is available through DHL procurement (GeT) for this purpose.



Figure 1 – Dangerous Goods Notice

3. Warehouse

Reference the DHL Dangerous Goods Global SOP Document for warehouse posting and spill kit requirements **Here**.

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7.2 Accepted Dangerous Goods Filing Requirements

Each station that is tendered and receives dangerous goods shipments directly from the shipper must establish a Two Year Dangerous Goods (DG) Accepted file. Any DG shipment originating from, transiting through, or with a final destination of the United States or Canada must maintain at least one color copy of the Dangerous Goods Declaration (DGD) and applicable Inspection checklists for this two year period.

Enter the date that the DG shipment was accepted in the bottom margin (white space) of the DGD (Reference IATA State Variations USG-13). Do not enter this date for rejected shipments. This date signifies shipment acceptance into the DHL network. See Rejected Dangerous Goods Filing Requirements for additional information.

All DGD and completed checklists must be imaged with additional paperwork for remote retrieval.

Do not keep Notice to Captain (NOTOC) Forms in the Two Year DG file. These should have their own filing system and be maintained for 90 days plus the current month.

7.3 Rejected Dangerous Goods Filing Requirements

Each station that is tendered and receives dangerous goods shipments directly from the shipper must establish a Rejected Dangerous Goods (DG) file. Any DG shipment originating from, transiting through, or with a final destination of the United States or Canada failing inspection must maintain at least one color copy of the Dangerous Goods Declaration (DGD) and applicable Inspection checklists indicating the reason for rejection for a period of one year.

An additional, new file must be created to re-inspect any DG shipment once corrected by the shipper. This file includes a new/revised copy of the DGD and a new DG Inspection checklist. Revisions to the rejected Inspection checklist is not permissible.

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8 Additional Dangerous Goods Requirements

8.1 Hazardous Indications on Non-Haz Shipments

Dangerous goods indications inadvertently left on non-haz packages also pose potential problems in transportation. Some customers may reuse a hazmat package to send non-haz items. All persons must be aware of partially marked, labeled, or prepared package whether or not the package contains hazmat. Representing a package that does not contain dangerous goods with dangerous goods markings, labels, or otherwise is forbidden by 49 CFR 171.2 (k).

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9 Dangerous Goods Emergencies and Accidents

9.1 Emergency Response Guides

Emergency Response Guidebook

The Emergency Response Guidebook (see Figure 2) is a reference that lists dangerous goods by either UN number or proper shipping name and lists the appropriate hazards and responses for the material. It contains information on immediate hazards to health, risks of fire or explosion, precautions to be taken by ground responders in the event of an accident or incident, methods for handling fires, methods for handling spills or leaks, and preliminary first aid measures. (49 CFR 172.602)

NOTE: The Emergency Response Guidebook is applicable for four years past the date listed on the front of the guidebook (i.e. 2024-2028)

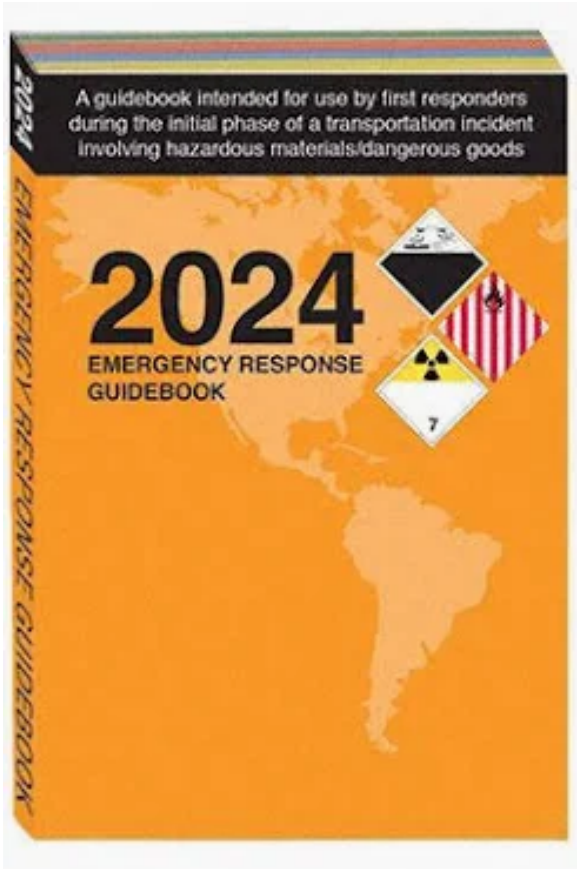

Figure 2 – Emergency Response Guidebook

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10 Training Variations

10.1 Training Event and Roster Requirements

Training Event Management

- For all DHL and third-party personnel performing Airside functions, a People Record must be created in Q-Pulse.
- All approved Airside Training Courses that are conducted must be entered into Q-Pulse as a Training Event.
- All DHL and third-party personnel attending an approved Airside Training Course must be entered into the appropriate Training Event as an attendee in Q-Pulse.
- An Americas Network Airside and RCG Training Roster must be created for each Training Course and uploaded to the Training Event in Q-Pulse. The Roster must include the course name with version number, location the training was held at, completion date, facilitators name with ID number and signature, student name, student employee number, station the students is assigned to, company name, student signature and exam score.
    - For training completed in My Talent World (MTW), e.g., Dangerous Goods Awareness (DGAW), a report must be exported from MTW and uploaded to the Q-Pulse Training Event to serve as a “roster.”
- On the first business day of the month, the Americas Airside & RCG Training Report must be printed, reviewed by local management, signed by local management posted in a location visible to all employees. This is to ensure that no DHL or third-party employees are performing Airside functions that they are not trained and certified to perform.

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10.2 Approved Airside Training Courses

Global Airside & Standards provides a range of comprehensive training courses that combine classroom-based learning, practical demonstrations, and on-the-job training (OJT). These courses are essential for various roles within airside operations and are detailed in the **8.3 - Training Matrix**.
Courses which fall under the remit of Global Airside are shown in column A in the table below.

Only DHL, CAA and/or Air Carrier approved training modules are valid training for persons working in and around the DHL Network aircraft environment. As such, CAA, and/or Air Carrier approved training modules are acceptable for use when DHL produced training is non-existent. Any certified Airside Trainer, Sr. Airside Trainer or Examining Trainer retains the right to require additional theoretical or practical training if additional training is deemed necessary after the completion of the minimum requirements.

A) Global Training Courses	B) Americas Regional Approved Courses
• Mass & Balance (including OJT) • Mass & Balance Revalidation • Airside Supervision (including OJT) • Airside Supervision Revalidation • ULD Build-up Advanced • CIS ULD Build-up (including OJT) • Airside Induction and Awareness (aka Ramp Safety Awareness) Supplemental training modules • Airside Induction and Awareness (aka Ramp Safety Awareness) • Supplemental training modules: • SMS (Safety Management System) • Human Factors	• Airside Introduction Training (AIT) – see **10.3 - Airside Introduction Training (AIT)** • Airside Operators Course (AOC) – see **10.5 - Aircraft Operators Course (AOC)** • SABLE Load Planning / Weight and Balance (SWB & SWB7) – see **10.7 - SABLE Load Planning / Weight & Balance (SWB)** • Ramp Load Verification Training (RLVP) – see **10.8 - Ramp Load Verification Procedures (RLVP)** • Aircraft Pushback Training (ACP) – see **10.9 - Aircraft Pushback Training (ACP)**

10.3 Airside Introduction Training (AIT)

A qualified facilitator must follow these materials step-by-step. Failure to follow these instructions accurately could result in stations assigning persons, whom they believe to be trained but who are in fact unqualified, to perform airside or aircraft functions in violation of DHL, Air Carrier, or FAA policy. If you have any questions, contact the Network Air Operations & Compliance department before proceeding.

Persons who complete this training and also maintain the respective prerequisites are identified as *Ramp Loaders* as defined in **8.3.1 - Role/Function Categories**. Ramp Loaders may assist in: loading and unloading aircraft, operating aircraft nets and locks, opening and closing bulk and belly doors, and operating non-motorized GSE.

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10.4 AIT Overview

Airside Introduction Training: (AIT)

Applicability: This training is the base introductory module for all airside ground operations within the Americas Region. All direct, indirect, and 3rd party employees assigned with functions as defined in **8.3.1 - Role/Function Categories** within the DHL airside environment are required to complete this course prior to performing assigned functions in the DHL airside environment. Successful completion of AIT requires attending the entire training session and achieving a passing score on the written exam.

Co-requisites:

- Current certification in DHL CIS Dangerous Goods Awareness or IATA DG8 equivalent.
- Current certification in CIS ULD Build Up* or other DHL approved ULD build up course.

*Not applicable for persons acting as shuttle truck/line haul drivers only.

Facilitators: All Supervisors and/or Managers current in Airside Operators Course (AOC) along with the applicable co-requisites will be certified to facilitate this training. Additional certification for trainers can be obtained through Americas Network Airside.

Format: This course consists of a theoretical (classroom) session and a practical (hands on / OJT) session. Both the theoretical and practical sessions must be led by a qualified AIT facilitator.

Note: Any AIT Facilitator retains the right to require additional theoretical or practical training if additional training is deemed necessary after the completion of the minimum requirements.

Examination: This course includes a written format exam where a minimum passing score shall be 80%. Those students scoring 80% or higher must review missed questions with the facilitator to ensure student comprehension. Students scoring less than 80% must complete the course in its entirety and pass the written exam before becoming qualified for this role.

Revalidation: Revalidation period of 24 months shall extend from the month of the last training. AIT revalidation training is not required IF the ramp agent is currently trained on both AIT and AOC (Airside Operators Course) AND the agent retains their AOC certification. (All AIT and AOC co-requisites must also be maintained.)

AIT Topics:

- DHL Safety Program
- Airside Overview
- Aircraft Orientation
- Ground Operations Awareness
- Ground Support Equipment
- ULD and Package Handling
- Bulk Loaded Aircraft and Belly Compartments
- Containerized Cargo Compartments

Schedule: AIT theoretical session is planned for a total duration of 3.0 hours of classroom time.

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10.5 Aircraft Operators Course (AOC)

A qualified facilitator must follow these materials step-by-step. Failure to follow these instructions accurately could result in stations assigning persons, whom they believe to be trained but who are in fact unqualified, to perform airside or aircraft functions in violation of DHL, Air Carrier, or CAA policy. If you have any questions, contact the Americas Network Airside department before proceeding.

Persons who complete this training and also maintain the respective co-requisites are identified as Ramp Agents as defined in **8.3.1 - Role/Function Categories**.

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10.6 AOC Overview

Aircraft Operators Training (AOC)

Applicability: This training is the advanced module for all Airside ground operations within the Americas region. All direct, indirect, and 3rd party employees assigned with functions as defined in **8.3.1 - Role/Function Categories** within the DHL airside environment are required to complete this course prior to working in the DHL airside environment. Successful completion of AOC requires attending the entire training session and achieving a passing score on the written exam.

Co-requisites:

- Current certification in Airside Introduction Training (AIT).
- Current certification in CIS DG Load, DHL DG Loader or IATA DG8 equivalent.
- Current certification in CIS ULD Build Up or other DHL approved ULD build up course*.

*Not applicable for persons acting as shuttle truck/line haul drivers only. Persons must not participate in ULD or shipment level handling.

Facilitators: Authorized personnel who hold a current Airside or Sr. Airside training certification and are certified to facilitate this training. Certification for trainers must be obtained through Americas Network Airside.

Format: This course consists of a theoretical (classroom) session and a practical (hands on) session. Both the theoretical and practical sessions must be led by a qualified Airside or Sr. Airside certified trainer.

Note: Any Airside or Sr. Airside Trainer retains the right to require additional theoretical or practical training if additional training is deemed necessary after the completion of the minimum requirements.

Examination: This course includes a written format exam where a minimum passing score shall be 80%. Those students scoring 80% or higher must review missed questions with the facilitator to ensure student comprehension. Students scoring less than 80% must complete the course in its entirety and pass the written exam before becoming qualified for this role.

Revalidation: Revalidation period of 24 months shall extend from the month of the last training.

AOC Topics:

- DHL Safety Program
- Airside Overview
- Ground Operations Awareness
- Ground Support Equipment
- Marshalling & wing walking
- Arrival Procedures
- Unloading and Loading Aircraft
- Departure Procedures

Schedule: AOC theoretical session is planned for a total duration of 4.0 hours of classroom time.

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10.7 SABLE Load Planning / Weight & Balance (SWB)

A qualified facilitator must follow these materials step-by-step. Failure to follow these instructions accurately could result in stations assigning persons, whom they believe to be trained but who are in fact unqualified, to perform aircraft weight & balance functions in violation of DHL, Air Carrier, or CAA policy. If you have any questions, contact the Americas Network Airside department before proceeding.

Persons who complete this training and also maintain the respective co-requisites are identified as Load Controllers as defined in **8.3.1 - Role/Function Categories**. Load Controllers may perform SABLE W&B functions and produce Load Manifest, Load Sheet, Load Plans, Weight and Balance documents, and NOTOCs for DHL network aircraft movements.

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10.7.1 SWB Overview

SABLE Load Planning / Weight and Balance (SWB)

Applicability: This training is the module for Utilization of SABLE for calculation of the Load Manifest / Load Sheet / Weight and Balance and Load Plans within the Americas region. Only DHL employees or Air Carrier Partner employees may receive this training. Only trained individuals who meet the co-requisites below can receive SWB training. Successful completion of SWB requires attending the entire training session, achieving a passing score on the written exam, and completing all applicable practical training requirements.

Pre-requisites:

- Good understanding and comprehension of English language
- Previous aircraft operations or ramp experience / familiarization
- CAA Drug and Alcohol Test (Only required where applicable)

Co-requisites:

- Current certification in CIS DG Loadplanner, DHL DG Loadplanning or IATA DG10 equivalent.
- Current certification in CIS ULD Build Up or other DHL approved ULD build up course.

Facilitators: Only Individuals who have received SWB certification, have a minimum of three to five years SABLE experience, and have received Americas Network Airside approval to facilitate SWB are certified to facilitate SWB. Certification for trainers will be at the discretion of Americas Network Airside.

Format: This course consists of a theoretical (classroom) session and a practical (hands on) session. Both the theoretical and practical sessions must be led by a qualified SWB facilitator.

Note: Any SWB Facilitator retains the right to require additional theoretical or practical training if additional training is deemed necessary after the completion of the minimum requirements.

Examination: This course includes a written format exam where a minimum passing score shall be 80%. Those students scoring 80% or higher must review missed questions with the facilitator to ensure student comprehension. Students scoring less than 80% must complete the course in its entirety and pass the written exam before becoming qualified for this role.

Revalidation: Revalidation period of 24 months shall extend from the month of the last training.

SWB Topics:

- Introduction
- History of W&B Systems at DHL
- Why we provide the training
- Safety and Safety policy / programs
- Safety Management Systems (SMS)
- SABLE navigation
- Aircraft type specific modules

Schedule: SWB theoretical session is planned for a total duration of 5.0 hours of classroom time. SWB practical session is planned for a total duration of 5 Loadsheet productions using the applicable aircraft types.

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10.7.2 SWB B747/B777 Overview

SABLE Load Planning / Weight and Balance B747/B777 (SWB7)

Applicability: This training is the supplemental module for utilization of SABLE for calculation of the Load Manifest / Load Sheet / Weight and Balance and Load Plans for all B747 & B777 aircraft. Only DHL employees or Air Carrier Partner employees may receive this training. Only trained individuals who meet the co-requisites below can receive SWB7 training. Successful completion of SWB7 requires attending the entire training session, achieving a passing score on the written exam, and completing all applicable practical training requirements.

Pre-requisites:

- CAA Drug and Alcohol Test (Only required where applicable)
- SABLE Load Planning / Weight and Balance (SWB)

Co-requisites:

- Current certification in CIS DG Loadplanner, DHL DG Loadplanning or IATA DG10 equivalent.
- Current certification in CIS ULD Build Up or other DHL approved ULD build up course

Facilitators: Only Individuals who have received SWB certification, have a minimum of three to five years SABLE experience, and have received ANA approval to facilitate SWB7 are certified to facilitate SWB7. Certification for trainers will be at the discretion of the Americas Network Airside.

Format: This course consists of a theoretical (classroom) session and a practical (hands on) session. Both the theoretical and practical sessions must be led by a qualified SWB facilitator.

Note: Any SWB or SWB7 DGT or Facilitator retains the right to require additional theoretical or practical training if additional training is deemed necessary after the completion of the minimum requirements.

Examination: This course includes a written format exam where a minimum passing score shall be 80%. Those students scoring 80% or higher must review missed questions with the facilitator to ensure student comprehension. Students scoring less than 80% must complete the course in its entirety and pass the written exam before becoming qualified for this role.

Revalidation: Revalidation period of 24 months shall extend from the month of the last training.

SWB7 Topics:

- Introduction
- B747F
- B747-8F
- B777F

Schedule: SWB7 theoretical session is planned for a total duration of 3.0 hours of classroom time. SWB7 practical session is planned for a total duration of 4 Loadsheet productions using the applicable aircraft types.

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10.8 Ramp Load Verification Procedures (RLVP)

A qualified facilitator must follow these materials step-by-step. Failure to follow these instructions accurately could result in stations assigning persons, whom they believe to be trained but who are in fact unqualified, to perform aircraft load verification functions in violation of DHL, Air Carrier, or FAA policy. If you have any questions, contact the Network Air Operations & Compliance department before proceeding.

Persons who complete this training and also maintain the respective co-requisites are identified as *Load Agents* as defined in **8.3.1 - Role/Function Categories**. Load Agents may perform ramp load verification functions and documents for DHL network aircraft movements.

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10.8.1 Ramp Load Verification Procedure Training (RLVP):

Applicability: This training is the module for aircraft load verification operations within the Americas region. All direct, indirect, or 3rd party employees assigned verification functions within the DHL airside environment are required to complete this course prior to working in the DHL airside environment. Successful completion of RLVP requires attending the entire training session and achieving a passing score on the written exam.

Co-requisites:

- Current certification in CIS DG Loadplanner, DHL DG Loadplanning or IATA DG10 equivalent.
- Current certification in CIS ULD Build Up or other DHL approved ULD build up course.

Pre-requisites:

- Current certification in Airside Introduction Training (AIT).
- Current certification in Airside Operators Course (AOC)

* This co-requisite may be excused by Americas Network Airside only.

Facilitators: Authorized personnel who hold a current Airside or Sr Airside Trainer certification and are certified to facilitate this training. Certification for trainers must be obtained through Americas Network Airside.

Format: This course consists of a theoretical (classroom) session and a practical (hands on) session. Both the theoretical and practical sessions must be led by a qualified Airside or Sr Airside Trainer

Note: Any Airside or Sr Airside Trainer retains the right to require additional theoretical or practical training if additional training is deemed necessary after the completion of the minimum requirements.

Examination: This course includes a written format exam where a minimum passing score shall be 80%. Those students scoring 80% or higher must review missed questions with the facilitator to ensure student comprehension. Students scoring less than 80% must complete the course in its entirety and pass the written exam before becoming qualified for this role.

Revalidation: Revalidation period of 24 months shall extend from the month of the last training.

RLVP Topics:

- Personal & Corporate Safety Program
- Ramp Load Verification Process Overview
- Key Personnel
- ULD Serviceability
- SABLE Load Plan
- Ramp Load Verification Sheet (RLVS)
- Verification Processes
- Paperwork Filing Requirements
- Dangerous Goods

Schedule: RLVP theoretical session is planned for a total duration of 4.0 hours of classroom time. RLVP practical session is planned for a total duration of 5 aircraft departures.

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10.9 Aircraft Pushback Training (ACP)

A qualified facilitator must follow these materials step-by-step. Failure to follow these instructions accurately could result in stations assigning persons, whom they believe to be trained but who are in fact unqualified, to perform aircraft pushback or towing functions in violation of DHL, Air Carrier, or CAA policy. If you have any questions, contact the Americas Network Airside department before proceeding.

Persons who complete this training and maintain the respective co-requisites are identified as Ramp Agents defined in **8.3.1 - Role/Function Categories**. Ramp Agent may perform aircraft pushback and towing procedures for DHL Network aircraft movements.

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10.9.1 Aircraft Pushback & Towing Training (ACP)

Aircraft Pushback & Towing Training (ACP)

Applicability: This training is the module for aircraft pushback and towing operations within the Americas region. All direct, indirect, or 3rd party employees assigned aircraft pushback or towing functions using a DHL owned asset within the DHL airside environment are required to complete this course prior to working in the DHL airside environment. Successful completion of ACP requires attending the entire training session, achieving a passing score on the written exam, and completing 5 successful aircraft pushes.

Co-requisites:

- Current certification in CIS DG Load, DHL DG Loader or IATA DG8 equivalent.
- Current certification in CIS ULD Build Up or other DHL approved ULD build up course.

Pre-requisites:

- Current certification in Airside Introduction Training (AIT).
- Current certification in Airside Operators Course (AOC).

Facilitators: Authorized personnel who hold a current Airside or Sr Airside Trainer certification and are certified to facilitate this training. Certification for trainers must be obtained through Americas Network Airside.

Format: This course consists of a theoretical (classroom) session and a practical (hands on) session. Both the theoretical and practical sessions must be led by a qualified ACP Airside or Sr Airside Trainer.

Note: Any ACP Airside or Sr Airside Trainer retains the right to require additional theoretical or practical training if additional training is deemed necessary after the completion of the minimum requirements.

Examination: This course includes a written format exam where a minimum passing score shall be 80%. Those students scoring 80% or higher must review missed questions with the facilitator to ensure student comprehension. Students scoring less than 80% must complete the course in its entirety and pass the written exam before becoming qualified for this role.

Revalidation: There is no revalidation required with this training.

ACP Topics:

- Introduction to Pushback
- Pushback Procedures
- Towing Differences
- Communication

Schedule: ACP theoretical session is planned for a total duration of 1.0 hours of classroom time. ACP practical session is planned for a total duration of 5 aircraft pushback or tows.

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10.10 Maintaining Trainer Certification

All Americas Region Airside, Sr. airside and Examining Trainers must be recertified annually in the courses they are certified to train.

10.11 Annual Trainer Certification Session

All Americas Airside, Sr. Airside and examining Trainers shall attend an annual Trainer Re-certification Session held by Americas Network Airside Training. These sessions will follow the process outlined in **8.6.4 - Annual Review**.

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