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Europe Regional Variations

Revision: 1
Date: 03 April 2024

0 Collaborative Decision Making Airports (A-CDM)

1 Cargo Handling Variations

2 Aircraft Ground Handling Variations

3 Quarterly Airside Self-Assessment

4 Accident and Incident Reporting

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Page	Date	Comment
15	03 April 2024	Removal of Load Verification Process from Regional Variations. This is now a Global process when a paper Load Plan is used. *(Important)*

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0 Collaborative Decision Making Airports (A-CDM)

The target of CDM (Collaborative Decision Making) Airports is to improve the operational efficiency of all airport operators by reducing delays, increasing the predictability of events during the progress of a flight and optimizing the utilization of resources. This aim is to be achieved via real time information sharing between airport operators, aircraft operators, ground handlers and air traffic control. As a standard the appropriate DHL 03rd Party Handling agent (in case of self-handling the respective NCG) at the airport is responsible to keep the local CDM System up to date and give a most accurate offblock time (TOBT) as possible. In case DHL has an NCG department at the location which is staffed continuously during the aircraft handling the DHL entity should coordinate the A-CDM System updates.

To guarantee a smooth operation out of an A-CDM Airport in case of delays, the TOBT (Target Off-Block Time) shall be aligned with the MVT ED, so that the responsible Flight Dispatch can adjust the flight plan to the TOBT.

If delays are triggered stepwise by MVT ED's (e.g. 10:00, than 10:10, than 10:25) , the delay steps shall be always bigger than 5 min to assure that delays are accepted in other systems. The Handling Agent and DHL need to agree during the setup process who will contact the responsible Flight Dispatch if the delay is less than 10 min to ensure that Dispatch can catch up in case the dispatcher is busy with other issues.

Currently following airports are active CDM Airports: ARN, BCN, BRU, CPH, DUS, FRA, HEL, LGW, LHR, LIS, MAD, MXP, MUC, CDG, OSL, FCO, STR, SXF, VCE, ZRH.

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1 Cargo Handling Variations

1.1 Dangerous Goods – Belly Loading

Due to European Operator restrictions, the loading of Dangerous Goods in loose loaded bellies and bulk compartments of containerized aircraft is not permitted, with the exception of:

- Section II labelled Lithium batteries in or with equipment as well as those not required to show any label,
- Dry Ice (ICE),
- Biological substances, Category B (RDS) and
- Dangerous Goods in Excepted Quantities (REQ)

This variation is applicable to any European operator even when operating outside the region.

Note: It is currently not permitted to load any LIBA in the loose loaded bulk compartment (compartment 5) on Aerologic (BOX) B777F aircraft. This note will be updated when this situation changes.

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2 Aircraft Ground Handling Variations

2.1 Aircraft Security

1. Prevention of un-authorised access

Under the terms of Aviation Security document EC300/2008 and associated implementation regulation 2015/1998 regardless of where an aircraft is parked at an airport it must be protected against unauthorised access. All staff working on the ramp, both DHL and handling agents, have a duty to ensure that no unauthorised persons have access to aircraft. Any unknown persons, persons not actively involved in the operation or anyone acting suspiciously must be promptly challenged to determine their identity and purpose. Any persons without proper identification or acting in a suspicious manner must be reported to local security forces or the police immediately.

2. Unattended Aircraft

Under the terms of Aviation Security document EC300/2008 and associated implementation regulation 2015/1998, and as part of the DHL Express security process, an aircraft becomes unattended when it is left behind by crew and ground personnel, including maintenance and fuelling due to non performance of any work duties. Thus shall be protected in the following manner.

Aircraft parked in a Critical Part of a Security Restricted Area shall have

- All aircraft doors must be closed when not in use and access stairs withdrawn or retracted as appropriate to a distance of 2 meters

Aircraft parked in a Non Critical Part of a Security Restricted Area will be placed under video surveillance sufficient to immediately detect unauthorised access. If surveillance methods are not available, tamper evident seals shall be applied in the following manner:

- All seals must be controlled by the local security responsible DHL or third party handling agent. Seals must be kept under secure conditions to prevent misuse
- The seal numbers used must be recorded, either in a log or on a database, by the local DHL entity or 3rd party handling agent to enable a number check to be carried out prior to entry to the aircraft
- If entry is made to a sealed aircraft prior to normal operations e.g. for maintenance, the aircraft must be released and the seal number recorded
- Old seals must be removed
- Seals can be obtained from Network Airside Europe

2.1 Aircraft sealing B757 & B767

- Cabin Door L1 outside
- Cabin Door R1 inside (B757-200SF only)
- E&E Access Door
- Aft. Cargo Door 2 (Bulk Belly) (B757-200SF and B767-300 only)
- Fwd Equipment Access Door
- 2x Air Conditioning Bay Access Doors
- GPU Hatch (not mandatory, however still recommended)

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2.2 **Aircraft sealing A300**

- Cabin Door L1 outside (or inside if R1 door is used as the entrance door)
- Cabin Door R1 inside (or outside if L1 door is used as the entrance door)
- Avionics Compartment Access Door (121BL)
- Air Conditioning Control Access (134AR)
- Air Conditioning Control Access (136AR)
- GPU Hatch (not mandatory, however still recommended)

2.3 **Aircraft sealing A330**

- Passenger Door 1L Outside
- Passenger Door 1R Inside
- Avionics Compartment Access Door

2.4 **3rd Party Operated Aircraft**

Sealing of third-party operated aircraft may be requested locally by the operator. Aircraft sealing shall be carried out as instructed by the operator.

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3. **Aircraft Security Check**

Under the terms of EU REGULATION 2015/1998, all aircraft must be security checked before departure. It is a low-intensity visual inspection of the aircraft interior. The aircraft security check shall be conducted prior to loading, and sterility shall be maintained until and throughout the cargo loading and pre-departure process.

If applicable before entry to the aircraft, check all entry point seals are intact and that the numbers correspond to those recorded.

The Aircraft Security Check shall include, but not limited to the following areas;

- Lower-deck holds and belly compartments
- Main-deck Cargo Compartments
- Galley area
- Courier seats and stowage
- Foyer areas
- Lavatories
- Rubbish bags

Responsibility for checking of the various areas shall be split as follows:

Crew or Operator representative

- Galley area
- Courier seats and stowage
- Foyer areas
- Lavatories
- Rubbish bags

DHL or Operator Representative

- Lower-deck holds and belly compartments
- Main-deck Cargo Compartments
- Rubbish bags

When all areas have been checked, the appropriate block and the load-sheet / load-plan or relevant security form will be signed and a copy may be required to be given to the flight crew. In addition, a signed copy must be held on station with the aircraft documentation file.

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4. **Aircraft Security Search**

Under the terms of Aviation Security document EC300/2008 and associated implementation regulation 2015/1988, as part of the DHL Express security process, an aircraft security search must also be conducted when;

- Any entry point security seal has been broken or tampered with
- The entry point security seal numbers do not match those recorded
- There is any reason to believe the aircraft may have been tampered with
- A specific threat has been received
- Local security procedures requirements. This can include such activities as: aircraft being taken into a Security Restricted Area or flight having been taken out for the purpose of maintenance, external washing etc.

Local security and the maintenance department of the airline concerned must be advised, and they will dictate the actions to be taken.

Aircraft search sheets are available in each cockpit, at each station, for download on I-Share and in the appendix to this manual.

The searches shall be conducted by qualified personnel only. For training requirements, please contact Global Airside Department or the respective airline directly. Searches shall be conducted in accordance with the search instructions applicable to the aircraft type.

In addition to the aircraft security search in case of signs of manipulation, an aircraft security search shall be conducted when;

- An aircraft arriving into, or departing from, a part other than a critical part at any time before departure
- An aircraft that was accessible in a part other than a critical part and is then moved into a critical part at any time before departure
- An aircraft arriving into a critical part from a third country not listed at any time after passenger disembarkation and/or unloading of the hold.
- An aircraft arriving from a Member State where it was in transit after having arrived from a third country not listed

If applicable before entry to the aircraft, check all entry point seals are intact and that the numbers correspond to those recorded.

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The Aircraft Security Search must include:

- Overhead bins, cupboards and storage compartments, including crew storage areas
- Toilet compartments
- Galley areas (for A300-600 & B757-200SF only)
- Seat pockets
- Areas under seats, between seats and between the seat and the wall
- Flight deck, if left unattended
- Aircraft hold
- Items contained within the hold
- Aircraft service panels and service hatches
- Wheel wells
- Between 5% and 10% of lifejacket pouches

Responsibility for checking of the various areas shall be split as follows:

Crew or authorized person

- Cockpit
    - Complete floor area
    - Seats, seat pockets, areas under seats
    - Lifejackets pouches (3)
    - Stowage bins
- Galley area
    - Seats, seat pockets, areas under seats
    - Lifejackets pouches
    - Stowage area
    - Trash bags / Trash Can
    - Overhead Panel
- Toilet
    - Storages
- Exterior
    - Wheel wells
    - Service panels
    - Engines

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DHL/Handling Agent or authorized person

- Lower-deck holds and belly compartments
- Main-deck Cargo Compartments

The following information on the aircraft security search of a departing flight shall be recorded and kept at a point not on the aircraft for duration of the flight or for 24 hours, whichever is longer:

- Flight number
- Destination
- Origin of the previous flight
- An indication whether or not an aircraft security search was completed and document the station from which the aircraft arrived

Where an aircraft security search was performed, the aircraft security search sheet must be completely filled out and signed. Afterwards one copy will remain with the crew, stored in the flight folder and one copy must be held at the station.

Note:

The example given in section 6 SABLE Load-Sheet, illustrates where to record if a security search has been carried out (see YES or NO), and where to record the origin of the previous flight. For Leipzig HUB an exemption to this process had been granted by the German CAA and the recording is done electronically by local DHL security personnel.

For aircraft not flying on a SABLE Load-sheet, other means of recording and filing this information shall be employed, e.g. record previous station under “Remarks” on the Security Search check-list (see 5. Security Search A300/B757).

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5. **Security Search A300/B757**

Note: An original version of this document can be found in Q-Pulse as *EUR Aircraft Security Search (A300 / B757).*

Aircraft Security Search according to CIR (EU) No 2015/1998

Flight No. _____ A/C reg. _____ Station _____ Date _____

Handling Agent or Authorized Person

Aircraft Hold

☐ Main Cargo Deck

☐ Bellies

I certify that the search has been conducted and no suspicious article identified.

Handling Agent or Authorized Person *in block letters* _____ Signature _____ Time (lt) _____

Crew or Authorized Person

Cockpit

☐ Complete Floor Area
☐ Seats, Seat Pockets, Areas under Seats
☐ Lifejackets Pouches (3)
☐ Stowage Bins

Galley Area *(if applicable)*

☐ Seats, Seat Pockets, Areas under Seats
☐ Lifejackets Pouches *(if applicable)*
☐ Stowage Area
☐ Trash Bags / Trash Can
☐ Overhead Panel

Exterior

☐ Service panels
☐ Wheel wells
☐ Engines

Toilet

☐ Storages

I certify that the search has been conducted and accept the part of the handling agent or authorized person. No suspicious article identified.

Flight Crew or Authorized Person *in block letters* _____ Signature _____ Time (lt) _____

Flight Crew or Authorized Person *in block letters* _____ Signature _____ Time (lt) _____

Remarks

Page 'white': Flightfolder
Page 'yellow': Handling Agent or Authorized Person

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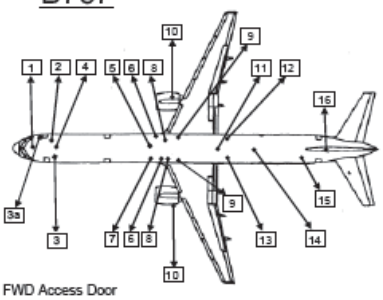
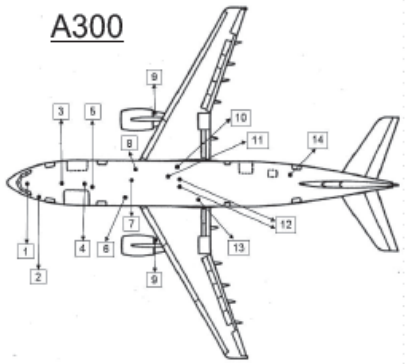
Aircraft Security Search according to CIR (EU) No 2015/1998

B757



1 FWD Access Door
2 Ground Electrical Power Receptacle
3 Potable Water Service Door
3a Lavatory Service Door *(if applicable)*
4 E/E Access Door
5 Air Condition Access Panel
6 Ram Air Access Panel RH/LH
7 WaterDrain Mast
8 Pneumatic Access Panel RH/LH
9 Fuel Drain RH/ LH
10 Engines LH/RH
11 Lavatory Access Panel
12 Electric Service Door
13 Hydraulic Bay
14 Potable Water Access
15 Aft Body Access Door
16 APU Access Door

A300



1 Avionics Compartment Access Door (121BL)
2 FWD Lavatory Service (121DL)
3 Ground Electrical Power Receptacle (121EL)
4 Air Conditioning Control Access (134AR)
5 Air Extraction System (135AL)
6 Ground Service Cond. Air Con. (135BL)
7 Air Conditioning Control Access (136AR)
8 Potable Water Service (136BR)
9 Engine
10 Refuel/Defuel Panel (144DR)
11 Ground Air Cond. and Air Starting (144BR)
12 Landing Gear Ground Opening (148BR)
13 Green Hydraulic System (147AL)
14 AFT Lavatory Service (172AR) *(if applicable)*

Aircraft Security Search Instructions

1) A search shall be conducted when:

a) Aircraft parked in a third country or in a non critical part of an airport - Search before departure
b) Departing from a third country and arriving within an EU member state - Search after arrival, when cargo was unloaded, except when in transit.
or
c) Any entry point security seal has been broken or tampered with.
d) The entry point security seal numbers do not match those recorded.
e) There is any reason to believe the aircraft may have been tampered with, by indication of disturbed, open, removed panels or ground servicing equipment.
f) A specific threat has been received.
g) Local security procedures require.

2) Before conducting a search in cases 1c to 1g, contact the appropriate airline operations department and advise them why a search is required.

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3) Perform the external part of aircraft security search (according to the layout above) with a torch, beginning on the right hand side of the aircraft.

- Check that the aircraft security seals have not been tampered, if applied locally and de-seal the aircraft;
- If aircraft security seals have not been applied, proceed with the external search;
- Opening of accessible aircraft service panels/compartments should not be considered for aircraft safety;
- Check the nose gear wheel well area for any suspicious item;
- Check the accessible service panels/compartments along the fuselage for signs of intrusion;
- Check engines air intake and exhaust area for any suspicious item;
- Check main landing gears for any suspicious items;
- Check wheel well for signs of intrusion;
- If no suspicious item or sign of intrusion is found, the external part of the aircraft security search is completed.

4) When external aircraft security search completed perform the internal part of the aircraft security search:

- Check that the aircraft security seals have not been tampered, if applied locally and de-seal the aircraft;
- If aircraft security seals have not been applied, proceed with the internal search;
- If no suspicious item or irregularity is found, the internal part of the aircraft security search is completed;
- Check, if necessary, that staff around the aircraft displays a valid airport badge clearly visible.

Note 1: In case of suspicious item or irregularity, inform the security supervisor, mark the location, do not touch the suspicious item, and evacuate the immediate area.
Note 2: Opening of aircraft service panels/compartments and wheel well doors only to be performed with the assistance of maintenance or the flight crew.
Note 3: If a suspicious item or sign of intrusion has been noticed, proceed with the in depth aircraft security search following the "aeroplane security search checklist" in accordance with the aircraft security documentation booklet stored at the aircraft document folder.
The procedure is only to be initiated with the prior consent of the flight crew or the airline operations department and requires the presence of local police forces.
Note 4: Be aware that other service providers may be present around the aircraft and do not put your safety in danger!

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Note: An original version of this document can be found in Web Manuals under ***Aircraft Security Search***.

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6. **SABLE Load-sheet (Example Only)**

DHL Aviation B757-200SF LOADSHEET (Rel. 2.18.0) Loadsheet Printout NR: 1

PROD. TIME: 15:11

FROM/TO	FLIGHT	A/C REG	ACM	DATE	TIME
BRU/EMA	GD333	GBMRA	0	14- -2014	11:11

Data Rev. Date: 19- -2000

ALL WEIGHTS IN KG

UPPERDECK

	A	B	C	D	E	F	G	H	J	K	L	M	N	P	R
	0	0	0	1500	0	0	0	0	0	1800	0	0	0	2000	0
IDX	0.00	0.00	0.00	-2.71	0.00	0.00	0.00	0.00	0.00	2.09	0.00	0.00	0.00	6.28	0.00

LOWERDECK

	21	22	31	32	33
	0	0	0	0	0
IDX	0.00	0.00	0.00	0.00	0.00

		WGT KG	INDEX
DRY OPERATING WGT		54716	13.90
BALLAST		0	0.00
ACM		0	0.00
TOTAL TRAFFIC LOAD		5300	5.66
ZERO FUEL WEIGHT	(Max: 83497)	60016	19.56
TAXI FUEL		300	-0.10
TAKE OFF FUEL		14700	3.24
TAKE OFF WEIGHT	(Op. Max: 93592)	74716	22.81
TRIP FUEL		3600	0.88
LANDING WEIGHT	(Max: 89992)	71116	21.93
ALLOWED PAYLOAD		24176	

CAPTAIN: Q

CAPTAINS INFO BEFORE LMC

IMBALANCE 0.0%
NOTOC NO

I CERTIFY THAT THIS A/C IS LOADED IN ACCORDANCE WITH THE CURRENT LOADING INSTRUCTIONS.
CARGO SCREENING MEETS DHL GLOBAL SECURITY STANDARDS.
ALL CARGO IS TENDERED TO THE OPERATOR BY APPROVED ICAO/EU REGULATED AGENT OR NATIONALLY EQUIVALANT REGIME.
AIRCRAFT SEARCH CONDUCTED YES/NO
NAME OF PREVIOUS STATION __/__/__

ACTUAL WEIGHT USED FOR CARGO

BALANCE CONDITIONS

		FWD		AFT
ZFW MAC	22.3 %	10		38
TOW MAC	26.4 %	10		38
LDG MAC	25.4 %	10		38
STABTRIM	1° & 5°		15°& 20°	
	3.43		3.11	

UNDERLOAD BEFORE LMC: 18876 KG

LOAD SUPERVISOR: _____ (PRINT NAME)

_____ (SIGNATURE)

CPT ACCEPTANCE : _____ (SIGNATURE)

LAST MINUTE CHANGES

DEST	SPEC	CL/CPT	WGT

LOADSHEET CHECKED AND APPROVED BY: Graeme Dewdney (BRU)

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7. **Ground Handling Team Availability at Aircraft Stand**

Arrival of Aircraft

Prior to arrival of the aircraft, all ramp team members assigned to the flight must assemble five (5) minutes prior to ATA and be ready to commence ground handling activities.

Departure of Aircraft

The full loading team shall be available until the aircraft is off-block and pushed back, they should also wait until be begins to move under its own power.

Note: The arrival and departure procedures are applicable to all European Operators, even when operating outside of the European Region.

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2.2 European Air Transport

1. **Departments involved in COMAT handling:**

- Ground Operations Department (forwarding/ receiving of COMAT)
- Technical Department (forwarding/ receiving of COMAT)
- Aviation Security Department
- Quality Department

2. **COMAT handling**

COMAT shipments onboard EAT owned or operated aircraft will be handled according to the following guidelines:

2.1 **Requirements**

- COMAT shipments must comply with regulatory/ security requirements
- COMAT on aircraft must comply with IATA Dangerous Goods Regulation, current edition
- Material planed to be shipped as COMAT but identified as Dangerous Good must be processed according the IATA DGR regulations and then forwarded to DHL Dangerous Goods Department for further handling/ loading
- COMAT shipments of EAT Maintenance Department (i.e. AOG shipments), including above mentioned, *are only allowed if the shipping is compliant to regulations and the handling is performed by DHL entity (if possible for the entity). In cases where DHL can't support such handling, the local Maintenance Service Provider will inform EAT Maintenance Department for further handling by EAT Logistics Department (AOG Desk).*
- EAT COMAT handling is subject of internal processes and procedures

2.2 **Communications**

- COMAT Shipments must be properly communicated between airline counterparts at origin/ destination to ensure that the shipment will be announced, expected, documented, loaded and received
- Respective DHL Network Airside contact shall be informed about any COMAT shipment to ensure proper processing of information, documentation and shipment

2.3 **Location onboard Aircraft**

- COMAT shipments will be carried as bulk load in lower-deck cargo compartments
- EAT Technical/ Ground Ops personnel will deliver to and collect from aircraft
- If required, shipments from EAT Technical Department will be handled by EAT Stores and processed as regular shipment according to DHLAGOM via DHL Warehouse/ Ramp/ Loading routine

2.4 **Documentation**

COMAT shipments shall to be accompanied by

- EAT COMAT Manifest
- EAT COMAT Label

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3. **Transport of Batteries under Special Provision A88/A99 (EAT Only)**

Dangerous goods shipments under IATA special provision A88/A99 will **only** be accepted by advance arrangements and approval by the DHL Regional Restricted

Commodities Group and European Air Transport Leipzig GmbH (EAT).

The request for transport is required to be submitted to Global Restricted Commodities Group at least 7 working days prior planned transport and must contain the following information:

- AWB copy (shippers name, AWB number, gross weight, origin, destination)

- Shipper's Declaration for Dangerous Goods

- Copy of the authority approvals for state of origin and other approvals as applicable

- Complete planned routing including any transit stations

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2.3 Periods of Aircraft Ground Handling Inactivity

If any given aircraft is to be left unattended by the ground handling team for a period of 15minutes or greater, all exterior aircraft doors shall be closed. If a member of the operating crew or company representative is present at the aircraft, a check shall be made that closure of the doors will not impact their duties. Special focus shall be on the main deck cargo door and cabin door as there is a chance of water ingress.

Note: On certain aircraft, some doors are required to be operated by either a member of the flight crew, a representative of the operator or specially trained / qualified ground staff. Check DHLAGOM Aircraft Technical Specifications documents to see if special instructions apply. Furthermore, it is also the Ramp Supervisors duty to ensure that especially the cabin door and main cargo door are closed or that the flight crew or operator representative shall be requested to close the main cargo door, including checking that doors are closed.

2.4 Aircraft Ballast Provisions

Each Aviation Gateway in Europe is required to have a minimum of 1600 kg of ballast stored and available to use in order to operate empty ferry flights.

This ballast can be anything that can be loaded safely onto an aircraft. The ballast used shall be in good condition and shall not under any circumstances pose a risk of spillage, damage to the aircraft or to become FOD.

The total weight and position of the ballast must be reflected on the Load Sheet & LDM.

The ballast must be off-loaded at destination and where possible returned to origin in coordination with EU ULD Control.

2.5 FAK & Ballast – Process Description and Responsibilities

In many occasions Fly Away Kits (FAK) and/or Ballast are not taken into account and documented during the Load Planning and Messaging, resulting in an increased number of Load Errors in our Network.

When the Fly Away Kit (FAK) is part of the DOW of the aircraft, it must not to be entered in Sable. Please check the Aircraft Technical Specifications documents in DHLAGOM.

In case the FAK is not a part of the DOW, it's standard weight (as documented in DHLAGOM Aircraft Technical Specifications documents) needs to be entered in Sable.

If Ballast needs to be loaded to trim the aircraft or Ballast stays on the aircraft for the next rotation, the weight needs to be entered in Sable as additional weight and needs to be flagged as such. The ballast generally needs to be returned to ORG and/or the airline on first opportunity if feasible, otherwise store for later uplift.

Process description and responsibilities

It is the NCG / Load Controller`s responsibility to verify and to enter the respective standard FAK or Ballast weights into Sable:

1. Check DHLAGOM whether the FAK weight is part of the DOW or not. With the majority of our B737 Airlines, the FAK is not a part of the DOW, thus its standard weight needs to be trimmed.
2. Verify from the inbound flight`s LDM whether there was FAK or Ballast loaded and compare against data pulled from DHLAGOM documentation.

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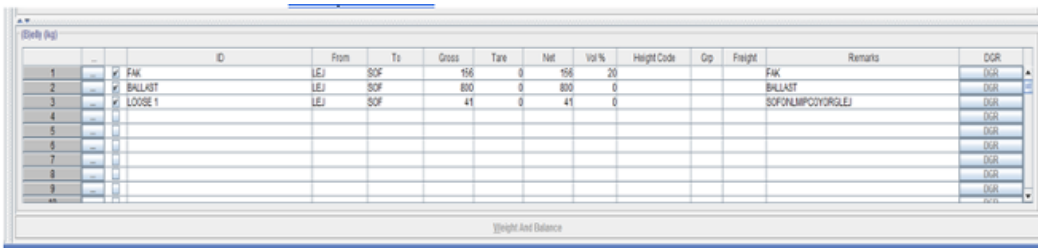
3. Check if there was a communication from the Carrier as some Carriers are sending daily information related to the FAK and/or ballast loaded or removed from their aircrafts by e-mail . If communicated weights differ from standard DHLAGOM weights, use the provided weight, otherwise use the standard!
4. Verify with the Ramp Team whether FAK or Ballast is physically loaded on the aircraft to confirm inbound LDM data and perform a double safety check to avoid errors. If physical load does not match inbound LDM and/or Load sheet, an occurrence report must be raised in order to investigate.
5. Enter each load (FAK, BAL, DHL Shipment flagging, if applicable) in a separate line in Sable (see screenshot 1 below) to ensure visibility for the Ramp Team on the Load Plan and documentation on the LV Sheet.
6. In case FAK and/or Ballast and/or DHL shipments are planned & loaded into **the same** compartment (e.g. belly 4 / A3 / 5.1 etc.), the details must be mentioned separately in the **SI line** of the outbound LDM with their weights (screenshot 2 below).

   This is to ensure visibility for the next station when they perform step 2 of this process due to the inability of NMIV to show multiple items in the same belly. This well-known problem is raised and accepted by IT to be resolved in the future.

7. When the local setup in a station is to transfer loads via the NMIV offload module to the outbound flight, specific care must be taken to split the single line entry (screenshot 2 yellow marking) back into the multiple shipment loads again in sable to ensure step 5.

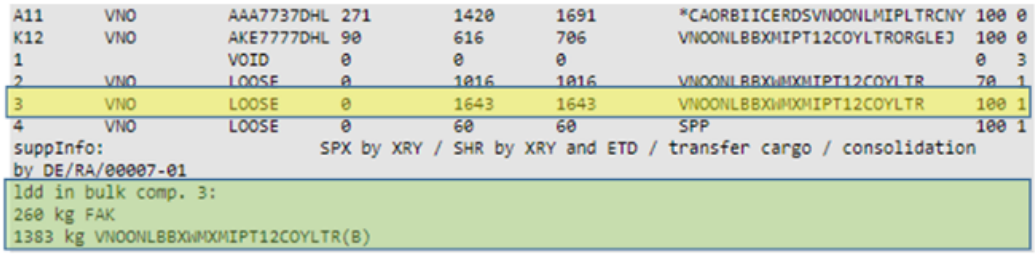
Screenshots

1. Example of the correct Sable entry when three (or more) products are loaded in the same bulk compartment



		ID	From	To	Gross	Tare	Net	Vol %	Height Code	Grp	Freight	Remarks	DGR
1	...	FAK	LEJ	SOF	156	0	156	20				FAK	
2	...	BALLAST	LEJ	SOF	800	0	800	0				BALLAST	
3	...	LOOSE 1	LEJ	SOF	41	0	41	0				SOFONLMIPCOYORGLEJ	
4	...												
5	...												
6	...												
7	...												
8	...												
9	...												

2. The below example from NMIV shows the combined “loose” load/weight of 1643 kg in bulk compartment 3. However, as can be seen in the SI line, this is a combination of 1383 kg of core freight and 260 kg of FAK. The LDM must show compartment contents in order of priority so the core freight flagging is entered rather than only “FAK”.



```
A11     VNO     AAA7737DHL 271      1420     1691     *CAORBIICERDSVNOONLMIPLTRCNY 100 0
K12     VNO     AKE7777DHL 90       616      706      VNOONLBBXMIPT12COYLTRORGLEJ  100 0
1               VOID       0        0        0                                     0   3
2       VNO     LOOSE      0        1016     1016     VNOONLBBXWMXMIPT12COYLTR     70  1
3       VNO     LOOSE      0        1643     1643     VNOONLBBXWMXMIPT12COYLTR     100 1
4       VNO     LOOSE      0        60       60       SPP                          100 1
suppInfo:                  SPX by XRY / SHR by XRY and ETD / transfer cargo / consolidation
by DE/RA/00007-01
ldd in bulk comp. 3:
260 kg FAK
1383 kg VNOONLBBXWMXMIPT12COYLTR(B)
```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3 Quarterly Airside Self-Assessment

1. **Objective and Scope**

As part of an effective Quality Management System, Hubs and Gateways shall undertake mandatory Airside self-assessments in order to maintain and improve high standards. As a minimum, one self-assessment shall be conducted by every station each quarter.

The assessment scope covers compliance with regulatory requirements as well as DHLs procedures and standards (DHLAGOM). The self-assessment shall be used to identify any significant operational, safety and security issues.

The following areas are included in the scope of the self-assessment:

1. Safety
2. Ground Handling
3. Security
4. GSE Operations
5. Aircraft Loading / Unloading
6. Warehouse (Build-up of ULDs)
7. Fueling / Deicing
8. Pushback
9. Network Control
10. Administration / Training

2. **Conduct and Implementation**

The self-assessment shall be performed by the GTW / HUB Manager or his/her delegate; and shall be used to close all identified non-conformities. With the self-assessment, the local management has the opportunity to increase their overview of local operations as well as to assess their level of conformity with regulations and standards. The GTW / HUB Manager or his/her delegate shall oversee the implementation of required follow-up actions resulting from self- assessments.

The self-assessment shall be undertaken before the end of the second month of each quarter (February, May, August and November), and shall be conducted during either a full aircraft turn-around or a combined AM/ PM shift. The documentation related to the quarterly assessments shall be kept on file by the local GTW / HUB Manager.

A Copy of the completed document shall be sent to the regional airside manager / representative as well as to Network Airside Europe for verification.

The self-assessment check list can be retrieved at:

de-lej-europe-airside@dhl.com

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4 Accident and Incident Reporting

All aircraft damage reported in the IQSMS system for BCS or D0 flights shall be submitted to IATAs Incident Data Exchange (IDX) in accordance with the reporting requirements detailed by IATA.

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