

## **British Airways World Cargo's ULD demurrage policy in the UK**

As part of its ULD management programme, British Airways World Cargo is introducing a policy to ensure that a sufficient stock of serviceable unit load devices (ULDs) is available in the UK to meet the needs of our customers.

To improve ULD availability, BA World Cargo will levy a daily demurrage charge for every ULD not returned within five days of collection. The charge will be £4.50 for every day (or part thereof).

### **Questions and Answers**

**Q.** When does the charging period start?

**A.** Five days (120 hours) after the ULD is released to the customer, regardless of whether that is empty equipment, or equipment released with freight.

**Q.** When does the charging period end?

**A.** When the ULD is returned to BA World Cargo or our nominated agent (British Airways Regional Cargo or Unitpool Services), regardless of whether the equipment is empty or with freight for onward travel. There is no charge for a ULD returned within five days.

**Q.** Who will be charged if the equipment is used on another airline?

**A.** The customer to whom the equipment was issued will be charged if the ULD is not returned to BA World Cargo or our nominated agent within five days of collection.

**Q.** If I receive imported freight in ULD equipment and know that I am going to need export equipment, can I keep that equipment for re-use without charge?

**A.** Yes, if the equipment is presented to us, or our nominated agent, within five days of collection – if not, then the demurrage charge applies.

**Q.** Can I pass on BA World Cargo ULDs to another company associated with my company without charge?

**A.** Yes, just so long as the equipment is returned to us within five days of collection. If not, then the company to whom the equipment was issued will be charged.

**Q.** What are the charges?

**A.** The charge is £4.50 per ULD per day (or part thereof) after the first five days.

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Q. How will I know how much I have been invoiced?

A. Unitpool Services, our nominated agent, will issue a monthly invoice on behalf of BA World Cargo.

Q. When does this policy start?

A. The policy starts on 1<sup>st</sup> September 2006. During August 2006 BA World Cargo account managers will be highlighting to their customers any demurrage charges that the customer would have incurred as part of the policy.

Q. When can we return equipment?

A. Unitpool Services, our nominated agent, has extended its opening hours at Heathrow. Empty BA ULDs can be delivered or collected between 06:00 and 22:00 daily.

## British Airways World Cargo's policy on ULDs severely damaged whilst in a customer's care

As part of its ULD management programme, British Airways World Cargo is introducing a policy to ensure that a sufficient stock of serviceable unit load devices (ULDs) is available in the UK to meet the needs of our customers.

ULDs are certified aircraft parts and as such are critical component of the safe, efficient and cost-effective transport of baggage and cargo by air. They must be loaded, unloaded and transported with care and maintained to a safe standard.

Damaged ULDs may cause damage to its contents, other ULDs and other equipment (including aircraft) and may harm people who handle them.

From 1 September 2006, customers will be charged for ULDs that have been severely damaged whilst in their care. Unitpool Services, on behalf of BA World Cargo, will administer the charges.

When a ULD has been severely damaged (see examples below) whilst in the care of a customer, and is unsafe to carry freight, the customer will be charged the actual repair cost or, if the equipment is beyond repair, the replacement cost. The replacement cost for a container (AKE, APE etc) is £762/£571 for a pallet (PAG, PMC etc).



See over for Q&As

## Questions & Answers

Q. What is severe damage?

A. Severe damage is defined as damage to equipment that prevents it from being able to load or fly on an aircraft.

Q. ULD equipment often has dents or small holes when we collect it. Will we be charged for this type of damage?

A. No, we will not be charging for dents or small holes, only equipment that is so badly damaged that it would be unsafe to carry freight in.

Q. What other damage, apart from damage to ULDs, is considered severe?

A. The removal of pallet nets prevents equipment from flying and falls within the policy.

Q. What are the charges?

A. The charge will be either the repair cost (if the equipment can be repaired) or the replacement cost in the case of a ULD damaged beyond economic repair.

Q. What are the replacement costs?

A. For containers (AKE, APE etc), the cost is £762 and for pallets (PAG, PMC etc) the cost is £571.

Q. How will I know how much I have been invoiced?

A. Unitpool Services, our nominated agent, will issue a monthly invoice on behalf of BA World Cargo.

Q. When will BA World Cargo start charging?

A. The policy starts on 1 September 2006. During August 2006, customers should ensure they have robust handling processes in place. BA World Cargo account managers will be highlighting to their customers any repair costs that the customer would have incurred under the policy.