



STANDARD OPERATING PROCEDURE_OPS008

Load Supervision & Communication

| Version/Rev | Date | Section | Amendment |
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PURPOSE

This SOP defines the role of DHS staff in supervising aircraft loading by monitoring compliance with the Loading Instruction Report (LIR) and communicating confirmed load data and discrepancies to Load Control for Weight & Balance calculation.

OBJECTIVE

- ensure that the issued LIR is handed to the Baggage Handling Supervisor before loading starts;
- verify that aircraft loading is carried out in accordance with the LIR;
- identify and communicate any discrepancies between planned and actual load;
- provide Load Control with accurate final load information as the basis for loadsheets production.

APPLICATION

Operations department:

- Turnaround Coordinator
- Load Controller

ABBREVIATIONS & DEFINITIONS

LIR = Loading Instruction Report

LDM = Load Message

CPM = Container Pallet Message

OIR = Offloading Instruction Report

NOTOC = Notification to Captain (DGSL)

PIC = Pilot-in-Command

W&B = Weight & Balance

**PROCEDURE STEPS****A. Pre-Loading**

| Step | Action |
|------|--|
| 1. | Ensure that the latest LIR is received from Load Control. |
| 2. | Hand over the LIR to the Baggage Handling Supervisor before loading starts. |
| 3. | The TRC must check all holds containing inbound baggage/cargo have been completely offloaded before any loading commences. |
| 4. | Confirm that loading operations only commence after the LIR has been issued and acknowledged. |

➤ For preparation and content of the LIR, refer to SOP_OPS006.

B. Supervision of Loading

| Step | Action |
|------|---|
| 1. | Monitor the loading process to ensure compliance with the LIR. |
| 2. | Verify: <ul style="list-style-type: none">• load per compartment (including NIL-positions),• special loads / DGSL (as per NOTOC),• restraints and segregation requirements,• return loads or offloads. |
| 3. | Document any load discrepancies: <ul style="list-style-type: none">• Offload• Position Change• Missing• Weight difference• Incorrect Load• Restraints/Technical issues• Not Planned loads |

➤ For detailed procedures on baggage irregularities and reconciliation, refer to SOP_OPS009.

C. Communication with Load Control

| Step | Action |
|------|---|
| 1. | Communicate final confirmed load data to Load Control (W&B office). |
| 2. | Use standardised communication protocol (read-back mandatory, ICAO phonetic alphabet). |
| 3. | Minimum items to be communicated: <ul style="list-style-type: none">• Flight number• Aircraft registration• Flight leg (destination)• LIR edition number• Actual load by compartment incl. NIL-positions• Any discrepancies noted• Confirmation that loading is completed |
| 4. | Wait for Load Control read-back and verify correctness of transmitted data. |

D. Handover to Load Control

| Step | Action |
|------|--------|
|------|--------|



| | |
|----|--|
| 1. | After confirmation, Load Control uses the verified load data to produce the Loadsheet |
| 2. | If Last Minute Changes (LMCs) occur after initial transmission, immediately communicate updates to Load Control. |

SAFETY NOTES

- Loading must never start before the LIR has been handed to the Baggage Handling Supervisor.
- Miscommunication is a critical hazard: **read-back of all load data is mandatory.**
- Discrepancies must be resolved before loadsheets release.

REFERENCE

DHS GOM, Chapter 4.5.1 – Supervision of Aircraft Loading & Unloading

DHS GOM, Chapter 4.5.1.2 Communication

DHS GOM, Chapter 4.5.1.8 Actions after Loading

DHS GOM, Chapter 5.2.2 – Loading Instruction Report (LIR)

DHS GOM, Chapter 5.3 – Weight & Balance Calculation

DHS GOM, Chapter 5.3.1 – General

DHS GOM, Chapter 5.3.2 – LMC

DHS GOM, Chapter 5.3.3 - Information Exchange