

## **Attachment 4**

**Addendum 1 to Group Chairman's Factual Report  
Operational Factors / Human Performance**

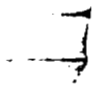
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## Aircraft Loading Training

### 1. Aircraft Loading Training Program

#### A. Policy

- 1) The complexity of aircraft and equipment owned and operated by EMERY WORLDWIDE AIRLINES makes training essential to ensure the airworthiness of the cargo system. The training must be planned and executed toward the end result of full and effective utilization of personnel in providing a quality service that meets the objectives and goals of our Departments and the Company. Therefore, training of all aircraft loading personnel is important to the continuing safe operation of the airline.
- 2) Training constantly exists in the interchange of ideas and information between individuals. It is the responsibility of each supervisor to foster and encourage this exchange of information, even though it is not recorded as formal or on-the-job training.
- 3) The Maintenance Training Section of the Quality Control Department will schedule training sessions when new or not previously utilized equipment is added to EMERY WORLDWIDE AIRLINES. This will include ground support equipment.
- 4) The Training Section will schedule training sessions when new, or not previously utilized procedures, are introduced to EMERY WORLDWIDE AIRLINES personnel.

#### B. Responsibility

- 1) The Manager of Maintenance Training shall conduct training in the following manner:
  - a) Plan, develop and carry out training programs, concerning both new and presently owned and operated aircraft, in order to provide for and attain the goals as set forth in this chapter. To accomplish this, Quality Control shall:
    - (1) Prepare training syllabuses for the aircraft and equipment that will ensure thorough training of personnel in the various aircraft and equipment.
- 2) The Ground Services Department will:
  - a) Maintain training files on personnel within that department.
  - b) Possess the responsibility to ensure all contract agencies receive adequate training for the functions they perform.

- c) Ensure that contract agencies maintain training files on their personnel.

C. Training Format

1) Formal Training

- a) Classroom or structured instruction is considered to be formal training. Such items as Service Letters, video tapes, and self-study lessons are classified as formal training. This format may be used to present information necessary to satisfy or enhance requirements of indoctrination, initial, recurrent and/or special training needs.
- b) Formal training generated, contracted or acquired, will encompass authorized manufacturer data and/or EWA or industry recognized and approved references and materials.

2) On-The-Job (OJT) Training

- a) On-The-Job training includes oral and/or practical demonstration of acquired knowledge. This training format is used to demonstrate performance of a specific task and/or understanding of related procedures.

D. Types of Training

1) The need for training/qualification generally originates from four sources:

- a) Hiring new personnel.
- b) Acquiring new and/or changing existing equipment.
- c) Implementing new procedures or inspection techniques.
- d) Return to or requalifying in a job.

2) To satisfy the needs for training, various types of training are used. Types of training used by EWA include, but are not limited to:

- a) **Indoctrination Training**
- b) **Initial Training**
- c) **Recurrent Training**
- d) **Special Training**
- e) **On-The-Job Training**
- f) **Field Training**

- 3) These types of training consist of varied subject matter, and will be presented in a formal training format.
  - a) Indoctrination Training
    - (1) This training is designed primarily for new employees. Indoctrination training content will cover policy and procedures as stated in the EWA Aircraft Loading Manual.
  - b) Initial Training
    - (1) Initial Training will consist primarily of pallet loading system introduction, cargo restraint requirements, weight and balance control, palletized loading and offloading, marshaling procedures, safety procedures and ground support equipment policy and procedures.
  - c) Recurrent Training
    - (1) This training is used to ensure that deficiencies discovered through collective analysis and/or surveillance are corrected. Additionally, this type of training will be used to review, reinforce and upgrade training given in indoctrination, initial and special types of training. Duration and content of this training is based on needs, requests or requirements. Recurrent training may be presented in either formal training or on-the-job training format, or a combination of both.
    - (2) Service Letters will be used to perform recurrent training based on procedure changes and new equipment updates.
  - d) Special Training
    - (1) Special Training is used to address specific requirements and/or procedures necessary to accomplish authorization or certification in a critical task. EWA has identified the following as critical tasks:
      - (a) Preparation of load planning sheets.
      - (b) ULD inspection.
      - (c) Cargo lock verification.