

**2<sup>ND</sup>** EDITION

**AirDispatch**  
Centralised Load Control

# LOADED

ISSUE JANUARY 2019

## SPECIAL FEATURES:

NEW CLC OPENING IN OSTRAVA

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ACCOUNT MANAGERS INTRODUCE  
THEIR AIRLINES

FLYBE IMPLEMENTATION

NEWCOMERS AND THEIR FEEDBACK







## WELCOME TO LOADED,

There is a huge amount going on in Air Dispatch and in this edition, you will hear all about it. This summer everyone has worked hard to maintain the safety and quality of the operation which is something I am incredibly proud of. Our customers frequently mention that we are one of their best suppliers and they wish all their other partners were as good as we are. As you will all know we have opened a new facility in Ostrava, the need to open this facility was driven by the awards of the Flybe and British

Airways contracts. It's great to see the involvement of our teams in sporting and social events I was particularly happy to see how well our inaugural pink day went and to see one of our customers getting involved.

**Thank you to each and every one of you for the effort you put in to make this such a great company**

Nick Yeadon  
CEO

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## SPECIAL FEATURES

### OPENING OF OSTRAVA CLC TOMÁŠ UHLÍŘ, OSR CLC UNIT MANAGER



**I am proud to take this opportunity to share the information about opening of the third CLC in Ostrava with you. I would like to provide you an overall insight into the whole process which was mandatory to be completed to allow us to say that we are finally ready for the live flights handling. As you all know, the beginnings are not easy, but thanks to the great team we have we managed that as smoothest as we could.**

#### INITIAL STAGE

The first thing that should have been decided was the location. Earlier, there were thoughts about different European cities already, but finally Ostrava won because it is situated in the Czech Republic, taking the advantage of the speed how fast office and company itself could have been set up. The approval to go ahead was published by Board of Directors from DXB at the end of July and

we finally went live in September. Ostrava is also relatively close to both existing CLCs. The travel time from PRG is about 3 hours and from WAW about 4 hours by train. The next reason was that there are a lot of young, motivated, ambitious and willing to work people that we can hire.

The next task was to decide the exact office location. There were several options but the best office that suited our needs was Nordica Building, located in the city center, close to two railway stations which is a great advantage for the employees who travel to work by train. This building was completed in 2009, therefore it contains a lot of modern structures and interfaces especially for IT infrastructure. Moreover, the security of this building is on a very high level.

As soon as the office layout was prepared, the construction began. Office consists of operations area, training room, server room and staff kitchen/

lounge room. For now, the operations area is not so huge like in Prague or Warsaw. We have planned just 16 workstations to be in place for the initial stage.

The last crucial task was to hire a respective staff to the both direct and indirect positions. Our HR manager did a very good job by finding many eligible job applicants that we would train as future load controllers. The same we can say for the HR Admin/Office Manager and IT support. Both colleagues have great skills and already proved that they are experts for the areas that they are responsible for.

#### CLC OPENING

The day before the actual opening, I arrived together with Denisa (PRG Office manager) and Dominika (OSR Office manager) to the office to ensure that everything is well prepared for our first group of newcomers.

The funny thing was, that we needed to bring all documents for 15 new employees from PRG, as new printer was not already sufficiently installed. Fortunately, Czech Railways company does not have any baggage allowance limit. This can only happen during the opening of the new office.

For the CLC opening was chosen date of 3rd of September. It was a busy day for us from the early morning as we have been receiving all the office supplies like barrels with water, stationery equipment, coffee maker etc. To make this day unforgettable we have also asked the catering company to serve some food and beverages. Unfortunately, they arrived late, so we needed to encourage them for faster work to have it prepared before the first employees came. Anyway, I must admit that the refreshments were delicious.

As soon as we warmly welcomed our new colleagues, we started with the typical agenda of the first day that you all most probably know.

In the beginning of the second working day also Jiri Krakora (CLC Operations Manager) arrived to say a few words to our new staff. He pointed out our 4 pillars (Safety,

Security, Quality and Standards) and of course he wished them luck, endurance and success during their career in Air Dispatch.

After that standard Initial Weight & Training started. At this point I would like to praise trainers from PRG (Filip, Ondrej, Veronika) and WAW (Mariuzs, Lukasz, Blazej) that were willing to arrive to OSR and deliver proper training to maintain the high quality of work across all CLCs. Thank you very much guys! We would not achieve safe operations without your professionalism and high level of knowledge that you were passing to our newcomers.

Also, our CEO, Nick Yeadon, visited OSR CLC in the beginning of October, to see the progress what we have achieved. He spent some time with OSR load controllers, sharing great mood across the whole office.

#### CURRENT STAGE

At this time, we have 20 load controllers in total that were distributed between 2 airlines – FlyBE and Thomas Cook Airlines Group.

First load sheet from OSR CLC was issued on TCG and it was prepared by

Jakub Rosinky for DE605/15OCT AYT – HAJ. Two days after that the first load sheet for BE was published by Tomas Kanok for BE729/17OCT with routing BHD – LBA. During these days we are handling about 80 flights a day for TCG and 150 flights for BE.

On 1<sup>st</sup> of November the third newcomers group joined our OSR operations and they are attending the Basic W&B training together with trainers from PRG/WAW.

#### FUTURE

We expect that in early 2019 we will expand our OSR office with additional 20 employees. At that time we would have around 50 load controllers ready for new challenges.

Our plan is that the OSR CLC should be as developed as our current stations in PRG and WAW. Of course, this will take some time, but we are heading this way directly as our business grows, which is thanks to perfect work of the whole CLC group and we would like to thank you for all your precise flights handling allowing us to be the leader in centralized load control.





## FLYBE SUCCESSFUL IMPLEMENTATION AT AIR DISPATCH CLC

**MARTIN HŘEBEK**  
**ACCOUNT MANAGER**



As you definitely know, summer season 2018 was quite special for Air Dispatch. Despite the fact it is the rush time for us, we had to face an additional challenge – to implement new customer, FlyBE. A couple of months have passed since then and now we can say we managed this task extraordinary well.

In order to provide you the full picture, let's introduce FlyBE airline first. FlyBE is a British regional carrier. In fact, it is the largest European regional airline with about 8 million passengers a year. After fully implemented, we can expect about 450 flights a day during summer season. For AirDispatch it means second largest customer.

FlyBE operations correspond with the fact it is regional carrier. There are no wide body aircrafts in its fleet as well as no long haul flights. The fleet consist of about 85 aircrafts from which about 55 are Bombardier DHC8-Q400 (Dash) and the rest are Embraers E175 and E195. Average flight time is only around 30 minutes but for example the shortest flight between channel island Jersey and Guernsey takes only 10 minutes... To shortly summarize – all of the above means lot of fun for CLC.

Till summer 2018, Flybe had no experience with CLC environment at all. Their load control was done locally at the stations which used very old system called 'Shares'. As the airline looked for improved performance,

modern approach and also economic efficiency they chose of course AirDispatch CLC.

As I said, FlyBE had no idea how to set up CLC operations. Implementation team of Air Dispatch helped a lot to set up whole CLC process together with some Altea setups. Of course, this meant additional workload for the team but on the other hand also an opportunity to assure the process fits our needs. Whole CLC process was created in order to simplify all load controller's tasks but in the first row to automate as much actions as possible.

Our first flight of FlyBE was handled by PRG CLC on Tuesday 10th July 2018. It was BE4551/10 CWL-BHD

with Embraer E195. How the trim looked you can see on attached picture.

The screenshot illustrates very well what is the most difficult part of FlyBE ops – it is trimming. All a/c types in fleet are quite trim sensitive. Low amount of baggage, lot of noshow passengers on last minute, no ACARS and LMC changes after first edition of final load sheet will get you a nice mix of conditions each load controller loves. Then also add the fact Altea system and whole CLC environment is brand new for most of the ground staff. All together, it means that small aircrafts and short routes do not mean 'simpler' airline. And I am proud for each and every load controller who participated on the cutovers and still managed to achieve 100% OTP. Thanks to you all!

Air Dispatch took the opportunity and from the very start and decided to involve FlyBE operations in shared desk project. What does it mean? Simply that there is absolutely no CLC split applied. The motivation for

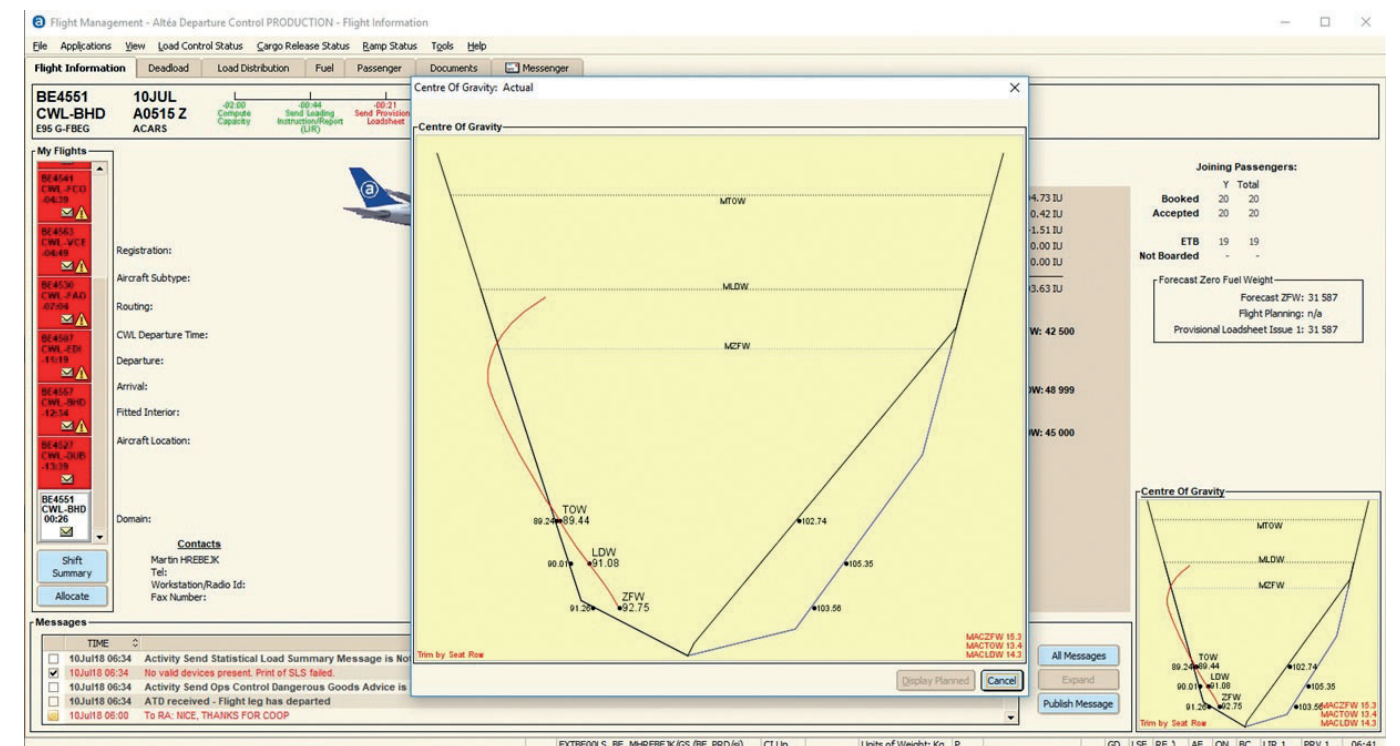
this step was to allow Air Dispatch to make use of its 'manpower' when the operation can be distributed between the offices as per actual needs and staff situation. As everything, this approach has also its disadvantage. Both, PRG and WAW CLC offices, had to cooperate much closer and also monthly and daily planning has to be communicated in quite a detail. For illustration see below FlyBE shift split for NOV18 to see how complicated monthly shift planning for shared airline can be. However, this concept proved itself as successful which brought a lot of changes to whole Air Dispatch CLC operations.

To complicate the implementation even more to ourselves, Air Dispatch decided to open new CLC office in Ostrava, Czech Republic. This mean even more cooperation between the offices, especially with OSR CLC as lot of training takes place there. All OSR load controllers are fresh new. Lack of experience is definitely a disadvantage for them, but they undergo intensive training. Both, PRG and WAW senior load controller came

to Ostrava and helped our new colleagues to learn quickly. As a result, OSR CLC joined FlyBE operations on 17OCT18.

Till the end of October 2018, we have implemented 34 stations so far and handled 18331 flights in total. Yes, we do have some errors and even delays, but in general I am not afraid to say that FlyBE implementation was one of the most successful in Air Dispatch history. All of this thank to FlyBE team in all three CLCs. Thank to you all and keep it up!

For the near future there is still a lot of plans. So far, we have implemented about 80% of stations, so some still to go. Regarding the procedures, we expect some good changes after FlyBE fully implement Altea, which will allow us to further automate and enhance some processes. Most important for us are automatic a/c rego feed to Altea FM or system driven PAX seating / seat blocking. Let's hope all the upcoming changes will help us have easy going shifts with even bigger efficiency.





# THE STAFF LIFE IN AIR DISPATCH

## WARSAW



**EDYTA RUCINSKA**  
HR specialist

On 7<sup>th</sup> of October, our Air Dispatch WAW team took part in „BiegnijWarszawo” run. The atmosphere and the weather were great! Our seven representatives (Joanna Marchewka, Kacper Kirkiewicz, Szymon Karpowicz, Konrad Rewucki, Karol Wójcik, Maciej Grochowski and Przemysław Pomorski) presented themselves very well, some even beat their life records. It was the 4<sup>th</sup> start of our team in this competition and we hope that next year we will gather the team to take part in the run again.

In May and August, we had company breakfasts. The first one was in a healthy version with vegetable snacks but after suggestions of the male part of our employees for the second one we also ordered hot sausages.

**June:** we elected employees’ representatives: Maciej Grochowski, Kamil Kowalski and Konrad Rewucki (photo: election)

**End of June:** summer party during the World Football Championship (with TV in the background).

Endomondo competition was divided into two parts this year. Winners of the June and September competitions received gift vouchers for Decathlon. Congratulations to the winners and thank you all for participating!

On 25<sup>th</sup> of October we celebrated Pink Day – Breast Cancer Awareness Day.





## OSTRAVA



**DOMINIKA BURŠÍKOVÁ**  
Office Manager

Hi everyone, my name is Dominika Buršíková. I am new Office manager and HR administrator for OSR CLC. I have been working for Air Dispatch CLC for two months. To be honest I am so happy to have this opportunity!

I am going to tell you three short stories about OSR CLC.

**Welcome breakfast** took place on 3<sup>rd</sup> of September, as we opened a new third branch of Air Dispatch CLC, it was a significant day for the whole company. We celebrated first day with the Welcome Breakfast together with the first group of load controllers. The catering company prepared fresh orange juice and a lot of different kinds of sandwiches, quiches or sweets. Breakfast was great, and we enjoyed it.

**Pink Day** was a special event in October called "Pinktober", where everything supposed to be in pink color. We were wearing pink clothes, ate pink donuts and

thought pink as well. We cooperated with foundation Mamma HELP and we have contributed money to fight against Breast Cancer. I think it was great work of all team, it is remarkable that OSR CLC was willing to help to other people who really need that!

On the 1<sup>st</sup> of November we celebrated the Eleventh birthday of Air Dispatch, even though we are part of Air Dispatch just for few months. Everyone shared very good mood during the celebration, we were eating delicious cake and chlebičky (typical Czech birthday refreshment) and we were drinking non-alcoholic champagne known as Kids Bubbles. Staff who was on duty continued in this even when everything was already eaten, they played at least some happy music to maintain this special mood for all day. I think we enjoyed that as whole team as much as possible. Everyone is already looking forward to the twelfth birthday celebration of Air Dispatch.



## PRAGUE



**DENISA KOMOROUSOVÁ**  
Office Manager

### Air Dispatch Breakfast

Every quarter of the year We have breakfast at the office for our employees. It is a day that everyone always looks forward to and when employees try to come to the office as early as they can. Breakfast was held in April, August and the last one was at the end of November.

Breakfast is prepared by a catering company, as here in Prague we need a continuous and swift supply of food: we eat really fast. The food is delicious and everyone chooses from the selection/menu. The food comes with good drinks like coffee, tea and all kinds of fresh juices.

### Pink Day

On October 25, 2018 Pink day was held in our office. It was a day when our office turned entirely pink. Employees got dressed in pink clothes and our kitchen was covered in pink donuts, pink candy and a large amount of pink balloons. The idea of the Pink day came from our parent company dnata that organizes this event every year. We did it for the first time this year but will definitely repeat this event again.

We have entered into cooperation with Mamma Help Foundation that helps breast cancer patients and their families and that tries to raise awareness of the importance of preventing this disease. On this pink day We also tried to raise money for this foundation. Prague team collected 2 896 CZK. Good job!

### Endomondo

Endomondo is a sporting challenge that we hold every year. This year Endomondo took place in July and September. Everyone can join this competition. It is just necessary to download the Endomondo app to your phone and you can start counting your kilometres.

Our employees compete in three disciplines, such as cycling, walking and running. Those who had the most kilometres under their belt could win valuable vouchers. Endomondo challenge also takes place in Warsaw office, where there are always more active athletes than we are here in Prague. Hopefully next year we will be able to beat our Polish colleagues.





## PRAGUE



**MICHAL PLOT**  
Station Manager

### Prague summer party

After several years we decided to break our tradition and opted against the traditional beach volleyball in Nove Butovice and instead we headed to the football pitch in Predni Kopanina. Many of us already knew the place as we maybe too often enjoy lunch "U Drahusky". Hence when we got the idea to do the next summer party there it was a clear choice for us and it was very difficult to come up with a different place.

Even though it was end of June and the air temperature was rather cold there were quite a lot of us joining the party (well we almost filled the whole grandstand of the

local football team). We all enjoyed the tasty chicken & pork steaks, salads and grilled camembert for those who were not fond of meat. Beside the delicious meals Drahuska prepared for us a monkey run so we all could stretch ourselves a bit. The monkey run was clearly not sufficient to some and they took advantage of the available pitch and played football just for fun. We could only wish Michal Kovarik wouldn't join the that as well.

Overall the party was a success and we all enjoyed it and we are already looking forward to the next summer. By the way if you have an idea where we could do the summer party next just let us know.



flybe.

## FLY BE CUTOVER SUPPORT

### PRZEMEK POMORSKI WAW CLC UNIT MANAGER



### At the very beginning of the implementation, we have been asked for onsite support during the cutovers.

Martin Hrebejk and Daniel Lenard and I have travelled to various airports to help local handling agents to get to know Altea FM better. We have been to five different airports in August:

- Glasgow
- Newcastle
- Southampton
- Aberdeen
- Dusseldorf

In September, we were asked to assist at three airports:

- Edinburgh
- Belfast
- Manchester

Each of the journeys is different as we might assist during one day only or can be asked to do multiple days in a row. Sometimes we can even do the whole week moving from airport to airport.

As an example, I did the Southampton and Aberdeen cutovers during one week and I flew on seven different routes to get there. At each airport, our activities are quite similar, we do early or late shifts,

it all depends on what we agree with our counterparts from Flybe. Usually the first step is to get a pass, as we need to have an access to the airport facilities. It is an important thing to get and most of the time the passes are organized well in advance by FlyBe representatives and are handed over on arrival. The first hour of the shift is always the same: briefings at the airport operations offices, introductions, meeting dispatchers, giving some advice, tips and tricks and getting to know what the operations look like or used to look like before FM implementation.



# THE PROCESS OF IMPLEMENTING NEW CUSTOMERS THROUGH THE EYES OF THE OPERATIONS MANAGER

## JIŘÍ KRÁKORA CLC OPERATIONS MANAGER



During the briefings, we highlight some things:

- Dispatchers are reminded to always subscribe to messenger in Altea as communication is crucial.
- Full trip info should be provided to CLC, including aircraft registration, crew configuration and pantry code.
- To always explain positive baggage variation in advance if possible.
- Gate staff are instructed to always finalise the acceptance whenever flight is reopened.
- To use simple language in the messages and to keep them short, so that any misunderstandings can be avoided.

Rest of the day it is strict operational support in the office, or we follow flight dispatchers around the airports. We pass information but we also try to gather as much as we can, especially anything that can be valuable for our work that can then be passed to our colleagues in the offices.  
For example:

- How dispatchers work on certain airports, their habits, procedures, and if they are FM proficient.

- Location of their workstations, do they have permanent access to FM? It is important when it comes to communication, sometimes messages from CLC can be read after a while as some of the dispatchers spend most of the time at the aircraft.
- Who we should contact in case any tasks need to be performed by the station.

During one shift, we can cover/help with five or six flights, we follow the dispatcher if needed to the plane site, observe their activities within FM, interfere only when assistance is needed, and explain as much as we can. We encourage them to always seek advice among CLC load controllers if needed, sometimes another person can find a suitable solution just in the nick of time.

Most of the time the airport staff are happy to have us around as our experience and knowledge of the system give them another point of view and helps them to understand the whole process better because we can explain how we work and also what we need and expect from them.



It all starts with business development. Conferences are one of the channels where we meet potential new customers, as well as maintaining contact with our existing ones. Other tools we use are media, whether it's digital or paper. This is where the potential customers hear from us and they want to know more about our services.  
The Implementation process starts usually a couple of months before the operation should go live. Airlines are approaching us to centralize their weight and balance activities and, or implement a DCS system, which allows centralization. Ideally this process would take about half a year, but there are exceptions of course. I remember a couple of examples like these, where the airline was implemented just in a few weeks...Norwegian and Fiji Airways are the examples. Fiji Airways happened very fast, where

we went for an exploration visit and within the 3 day visit we managed to write the whole CLC Process and the cutover plan in the hotel between the meetings, with a go live date for the operation just in 3 weeks after that the visit.

Prior to any implementation we usually visit airlines HQ and main OPS hubs. Department visits are really crucial part of this, because a CLC operation effects all departments within the airline from ground ops to airline's HR Department. We hold brainstorming session with all stakeholders, to begin to understand how the airline operates and we are able to determine what needs to be done in order to successfully implement CLC and, or DCS.

Couple implementation meetings are following the initial one where we

develop cut over strategies, finalizing CLC process etc. We also have our own homework to do as we need to cover resources, office adjustment, explore training needs, IT requirements and others.

The whole process is very exciting, because usually you visit places that you never think off. Being in airline hanger and watching undergoing C check, step to the „heart of the airline“ as Operation Control Centre scene or driving around LAX observing night operation...





## QANTAS AIRLINE AND HOW YOU CAN TRAVEL AS AN ACCOUNT MANAGER

### WOJCIECH KATHAN ACCOUNT MANAGER



#### How would you briefly describe your airline?

In short? "The Flying Kangaroo". Qantas is the flag carrier of Australia and was founded in 1920 and is still operating which makes it the third oldest operating Airline by Years in service. Air Dispatch became part of this history in 2014 when we started to handle QF flights in Warsaw. Ever wondered where the word "Qantas" came from? It's an acronym for the airline's original name: Queensland and Northern Territory Aerial Services Ltd.

#### Is there any difference from the others?

Have a look on the map and you'll see the difference at first sight. Australia's location makes it for every operating airline an unusual route. In Warsaw we are handling the return flights from all over the world. Due to the distance, payload uplift and flight plans the flights are often overweight and the aircrafts operate at their maximum capacity. This requires from the load controllers to be constantly focused on their handled flights and react to any changing circumstances.

Another major difference is the sheer amount of phone calls we receive daily. We're handling only circa 30 flights but receive well over a 100 phone calls every day.

#### What is the news?

I just recently became the Account Manager for Qantas and was immediately thrown in at the deep end. It was agreed that Warsaw will be handling an additional carrier (Network Aviation) which is part of the Qantas Group. This carrier specializes in "fly-in fly-out" operations throughout Western Australia for diverse Mining Corporations. To better prepare the planned cutover our CEO Nick Yeadon and myself were invited to Australia. In Perth we could have a look around the airport

and saw the operations of Network Aviation at their hub. What struck me the most was the difference regarding security regulations. For example, some of their Charter Operations didn't require security screenings of passengers at all. They just show up at the company owned terminal and go through onto the apron. Another thing was the sheer volume of mining flights. Being at the terminal during the morning peak you could have the feeling you're on a construction site as everywhere were people in yellow and orange safety vests, a view, I believe, you won't have at any other airport.

The following day we travelled to Sydney. There I had the chance to see Qantas HQ and the Integrated Operations Center. As we are working with them closely on our day to day operations it was great meeting everyone in person, like the flight dispatch team, who call so often late at night with changes to the EZFW. The day ended at a bar having a friendly chat with our host and two pilots from Network Aviation.

#### What are future plans to improve operations?

I would say it takes a bit longer with Qantas to implement changes but when they are finally agreed upon the process is bulletproof. We came a long way in improving QF operations. For example, the ramp clearance was done over the phone as no one else did use FM besides the load controller. Imagine the loading of an A380 or 747 to be confirmed position by position over the phone, it took forever! Nowadays the loading confirmation is done by the Ramp Agent on his iPad. Just recently the automated LS release was introduced, nothing special on other airlines, for us it's a big deal. At the moment Qantas is working on an automated baggage number feed, so far it looks very promising.



## THOMAS COOK AIRLINE AND HOW YOU CAN TRAVEL AS AN ACCOUNT MANAGER

### PIOTR ADAMSKI ACCOUNT MANAGER



When I was promoted to the position of Account Manager of Thomas Cook Group Airlines in our CLC office in Warsaw, I never thought I will end up travelling across the world. I truly believe that my work has been noticed and rewarded unexpectedly in such a cool way!

A new role in the company's structure have brought new responsibilities along with the new opportunities. My adventure started one day during a regular visit of Thomas Cook Group Airlines representatives in Warsaw. This is when I have learnt that I will get a chance of travelling the world on behalf of the Customer. First thoughts that showed in my mind came not only with an excitement but also with many questions and doubts. I was not entirely sure if I am capable of dealing with a great responsibility of participating and – what is the most important – performing a specified weight and balance system training for the local ground handling agents. My goal was simple – to teach them how to correctly use the Ramp Agent application also, how to work efficiently through all the operations and with all stakeholders and especially with us – the CLC.

Expectations were high and so was my Company's and Customer's support. Being aware that I have friends on both sides made me feel secured and calm about it. By using their knowledge and wide experience

I managed to get myself ready for the job. What does not kill you makes you stronger, they say.

All my doubts and questions were gone after my first trip to Nassau in The Bahamas. It was a milestone for me. I have gained extremely valuable knowledge of how it is going on the other, the apron side. In my opinion, every Load Controller should experience the environment of working on the other side. The number of responsibilities that have to be done in a very short time and not in the same place might be a bit overwhelming. I have learnt a lot of respect and appreciation to Ramp Agents.

I must admit they do their very best to get things done in a timely manner. Sitting at the warm office with a cup of coffee does not reflect the circumstances of the real battlefield – the apron. Out there, there is always not enough time, manpower or required resources. One thing is broken, the other is out of order, we cannot print a boarding pass, the system does not work, there is no Internet connection etc. Airport facilities are not always satisfactory and we are supposed to realize that. The sooner the better. We are the Load Controllers! It is something that we live off – we control and support. You can be proud of yourself if you are able to overcome the obstacles in order to get things right and make the Customer smile. This is what means to be a Ramp Agent in these amazing places I have been to.

I got the chance to travel to different continents and to do the job on behalf of Thomas Cook. I can tell you a secret, you do not just live to work. Business travelling is also a cool occasion to spend time with great people in places that take your breath away. It is nice to know that they can learn something from me as I learn a lot from them. The Airline's representatives are the right people in the right place. It is always such a pleasure to be working with them during the cutover trips. Every time I go back from the cutovers I feel very proud of myself when I am closing the case by using very positive words in the final report.

I am delighted to say that sunny Nassau in The Bahamas, crowded Goa in India, wet and hot Stone Town in Zanzibar (twice!) or frosty Whitehorse in Canada are not only the holiday memories that my workmates accuse me of (playfully, of course). Nobody can take away the experience I have gathered. This helps me to work even better and allows me to pass on my knowledge further. Commitment, hard work, good people and a bit of luck are the best formula for a very successful cutover trip.

Thank you Thomas Cook Group Airlines, thank you Air Dispatch for having me! And now, I beg your pardon but Curaçao is coming!



# DCS – WHAT IS IT?

**SILVIE BENDOVÁ**  
**DCS ADMINISTRATOR**



**DCS - departure control system is a system enabling the management of different areas of airlines and airport operations; these include:**

- **check-in of passengers from different interfaces as local pc, kiosks, web sites, other DCS systems**
- **printing boarding cards, baggage tags, vouchers**
- **communicating with different reservation systems – identify e-tickets, reservation updates, re-bookings**
- **loyalty management**
- **aircraft loading**
- **aircrafts database**
- **staff management – licenses, DGSL certifications**
- **immigration control – interface with immigration system for visa check, APIS information**
- **communication with airport baggage systems**
- **lost baggage tracking**
- **and many more**

First DCSs – for example SITA – where extensions to the reservation systems and check-in functionalities were initiated from reservations. Load control/weight and balance application was developed as a standalone and data from reservation/check-in were transmitted by TTY message from check-in to weight&balance.

There were also new systems developed for check-in and weight&balance, independent on reservations. Data from reservation transmitted as a PNL – passenger name list – and translated into system's format. The disadvantage of this system was that no real-time passenger records were updated in reservation system. Apart from this there was a huge flow of passenger messages between reservation and check-in systems. On the other hand, check-in and weight&balance were connected online. With the growth of the worldwide travel and tourism industry it was not efficient to keep different systems for single airport areas and with e-ticket arrival and real time updates in passenger reservation became absolutely necessary. Airlines started to force system providers to develop a modern DCS and integrate

as much as possible into one system. New generation systems are designed to manage both flight and passenger operations in a user friendly graphical environment. The boom of digital technology enables extensive self-service capabilities for passengers and mobile versions of DCSs for airlines and ground handlers. One of the biggest players amongst new DCS providers is Amadeus whose Altea DCS is our “homey” one. Amadeus Altea DCS exists in different versions based on an airline's or ground handler's requirements. In our CLC we are running airline's version of Altea DCS for example AY or LY, ground handler's Altea for FI and SAS and extended Altea for multiple airline as TCGA group where there are incorporated three airlines – DE, MT and DK. The same is for CX and KA, also SN Altea is the part of LX and OS Altea group.

Altea enables load planning of multiple flights and points of departure from a central or remote location. This allows load control agents to manage multiple airlines, flights, and departure airports simultaneously. But... this needs to be managed by... DCS administrators. What's this all about?

The DCS administrator is responsible for the correct settings – creating and updating aircrafts database and all the rules that apply to these aircrafts. For each aircraft the carrier issues standard IATA documents and the most important for the DCS setting is AHM560 or AHM565 plus WBM – weight and balance manual. According to these documents, aircrafts are entered into the database. Updates of DBM information occur quite often; aircraft are re-weighted, for example after painting, change of the interior or configuration, and so on. Mostly, with every new schedule, the weight of the pantry changes, wardrobes are mounted in or out. At present there is an increasing trend among airlines – the lease of aircraft from other airlines or leasing companies. It increases workload because many new aircrafts have to be loaded into the database, sometimes with cooperation with Amadeus itself. The database maintained by Amadeus is really huge because most of the ground handlers are using common database of aircrafts managed by Ground Handling Data management team – DMT. DMT issues an overview of all created aircrafts and subtypes managed by them every month. Usually it's about

30 up to 40 new subtypes created monthly and about 400 operational updates of DBM data. This database is shared among ground handlers as a view only, where the view is granted by airlines to their ground handlers.

Within Air Dispatch, the DCS administrator is taking care of the DBM aircraft data for Brussels Airlines(SN) and partially for Thomas Cook Group Airlines (TCGA) group. For TCGA group we usually create ACMI leased aircrafts. To obtain approval from ACMI carrier we need to create whole database with all relevant rules and then it is necessary to create a few test loadsheets. This procedure also helps in checking the rules and correct flight creation. Sometimes it's quite a long process and multiple requests for new test loadsheet is not unusual. Other discipline for DCS admins is “rule management”. This is about rule setting in FM to make data correct for specific routes or subtypes – messaging, creating of ULDs, equipment etc. Apart from SN and TCGA, we are helping Flybe and Icelandair (FI). Especially for FI we have created many rules to make load controller's life easier. FI, as ground handling type of Altea, was set up in the basic way. We've

improved it together with account managers to be more pleasant to work with. For all these carriers mentioned above we also maintain domains and staff user ID's in DBM, and for FI also licenses. We are able to create missing flights, training flights or ad-hoc flights if we are asked for. Our knowledge about links between DCS and Inventory helps us to understand what may cause a severed link between CM and FM and we are able to restore link back in many cases.

Last but not least we are participating together with airlines in testing of Altea's enhancements. Altea DCS is still evolving according to customer's need and new enhancements are loaded into testing environment during the whole year.

And just for fun – there are screenshots below from different DCS providers. All screenshots relating to registration page from DBM. What do you think? Is the one with command line a favourite of the DCS admins or do they prefer graphical ones?



## OUR NEWCOMERS AND THEIR PERCEPTIONS OF AIR DISPATCH CLC AS A NEW EMPLOYER.



**SCOTT BIRD**  
LOADCONTROLLER

1. I decided to work for CLC because I enjoy air travel and am extremely interested in the aviation industry, I also enjoy being in and around the airport.
2. I think what surprised me the most about this job is the amount of challenges that I face during one shift. Anything can happen, good and bad.
3. The thing I appreciate most is the tightly knit collective and friendly atmosphere in the office at all times of the day.
4. The company environment is very casual but pleasant. The care of most employees is good, except maybe it would be nice if the people who worked in finance said hello occasionally rather than just staring blankly.
5. At this time I wouldn't suggest any big improvements nor minor ones.

### WE ASKED THEM:

1. What was the main reason why you have decided to work in AD CLC?
2. What surprised you the most about this job?
3. What do you appreciate the most about the company?
4. How do you find the company environment and care of employees?
5. Is there anything that you would suggest to improve?

## PRG



**GABRIELA KAUFMANOVÁ**  
LOADCONTROLLER

1. I was looking for jobs, I knew the industry and some people that already worked here.
2. The out-going atmosphere.
3. The trust and responsibility we are given as LoCos.
4. I love that we get spoiled by HR with breakfasts and other events and that our requests are taken into account during shift planning.
5. Have cereals provided in the kitchen for when I don't have time for breakfast at home! :)



**LUKÁŠ MOSER**  
LOADCONTROLLER

1. The main reason is that I wanted to work in aviation industry and extend my knowledge.
2. I would not say surprise but I found very interesting how complex and interconnected the particular tasks are in processes of load controlling.
3. I appreciate a pleasant and modern working environment.
4. I appreciate a pleasant and modern working environment.
5. Don't know about anything yet.



**LUKÁŠ RAIBR**  
LOADCONTROLLER

1. I wanted to try something different and AD CLC was one of the options that is close to my previous work experience.
2. Our colleagues are really kind and they are trying to give us (newcomers) the most they can.
3. The company has provided us a long training course.
4. In my case, I have no problem with employee care. Company environment is also good.
5. Maybe I would welcome better chairs, we spend a lot of time on them.





**KLÁRA DOLEŽALOVÁ**  
LOADCONTROLLER

1. Well, I've always wanted to work at the airport or at least in aviation and I also wanted a job where I could speak English on daily basis. So when I was looking for a job and I saw this position I knew that it could be something what I would like.
2. Honestly, I had no idea that job like this even existed which is why I was surprised by almost everything. Especially how great responsibility it is and how complex the process of load controlling is. This job is also full of challenges. You never know what to expect when you start your duty.
3. I really appreciate that I can plan my shifts according to my needs and also the career growth opportunities.
4. I have to say that our working environment is above my expectations. It makes me feel good about coming to work because we have such a great team. Lots of us are really good friends even outside of work. I also really appreciate recognition for hard work and transparent and open communication between management and employees.
5. It would be really nice to have some English or other languages courses provided by company since we need it for doing our job every day. It would help us to be even more efficient in communication with stations. And I almost forget- more team building events.



**OLGA TOMILOVA**  
LOADCONTROLLER

1. I've decided to work here because this is an interesting job which offers the opportunity to use English at work and gain more experience in aviation as well as more free time compared to standard 9 to 5 jobs.
2. The thing that surprised me most about the job was the initial and airline trainings which were unexpectedly difficult for me.
3. When I finally got to start working and I saw the actual work environment and I feel that the management is very caring and involved, which gives the employees the feeling of being a part of the common work and common goal and that everyone is appreciated. The colleagues are mostly very open and approachable. (Even though I have a bit of a language barrier, which I thought would be a problem. But it's not!).
4. Positive.
5. It seems a bit hard to plan ahead with the always-changing schedule, so it would be better to know the plan for next month a bit earlier. But I've been too little time in the company to judge so far, it's new for me. Otherwise, all good.

OSR



**LENKA JANDEROVÁ**  
LOADCONTROLLER

1. The main reason why I've decided to work here was my desire to work in the air transport, I was even studying it for 4 years, so when I saw the offer on the internet, I was decided right away.
2. What surprised me the most was attitude from completely everybody. And then all those things you have to do before the aircraft take off, I had no idea about until I started work there.
3. As I said above, the attitude. It's fair, friendly but still professional. And also it's the best one in it's business.
4. The job description and care of employees are the most important things for me. And if I am satisfied with those two, it means the company environment is really good.
5. No. Not for now. And I hope I'll say that even after some time here.



**TEREZIE MOJŽÍŠKOVÁ**  
LOADCONTROLLER

1. I decided to work for AD because I always wanted to work in aviation.
2. The biggest surprise for me was that the atmosphere between employees is very friendly and open. I like the way we treat each other.
3. I really appreciate that we have every day fresh fruit, great team and trainers.
4. I think our company environment is comfortable and suitable for our work and I also appreciate the way how AD takes care of employees.
5. I wouldn't change anything it suits me well for now.



**MARTIN LUKÁŠ**  
LOADCONTROLLER

1. I see big future in aviation and AD CLC was the only one the best way how to get in.
2. Precision and accountability with which work is done.
3. Everyday progress. AD CLC doesn't rest on one's laurels.
4. I can see everyday positive approach towards employees.
5. Thanks o The God nothing.





**PETR VATRAS**  
LOADCONTROLLER

1. It was hard to find any interesting jobs in our region and when I got such an opportunity to work with an aircraft, even from the office, I just had to take the opportunity.
2. I imagined just boring „deciding where to load different stuff“, but soon enough I found out that communication is the real key and it is always nice to solve different situations with people which know how to give nice and clear information.
3. Approach to the employees. I really like that the company understands that sometimes people make mistakes and there is no shame into it. Of course, it works both ways, if I would make a mistake, I would have to take something from it. But of course, Safety First, that is the most important value and we must honour it.
4. I really enjoy the environment and especially my new co-workers. Everybody is very helpful and understanding, not afraid to share their valuable experience. I think it is one of the most important things that if you come to a work which you like, between people you like, you are going to have a really good time.
5. To be completely honest, I would suggest improving myself. I am still new to the AD CLC and I need to solve many different and hard situations to get better. Maybe after some time I will find some suggestions towards the company, but I still have a long way to go.

**WAW**



**MICHAŁ ROBAK**  
LOADCONTROLLER

1. The main reason was the need of changing work environment to more demanding one, corporation life is boring. Apart from that, since I remember I had some kind of contact with airplanes, having a summer house just below approach of Warsaw Airport helped with this a lot.
2. What surprised me the most? Probably how high is the entry barrier for this kind of work, but hey, I never had a chance to work in flying business, so probably it is normal!
3. I appreciate the atmosphere and kindness of other people whenever I need some kind of help! It feels like one big dispatch family.
4. Well, for me it's awesome! A night and day compared to what I experienced before, like come on, the amount of tea variety is mind-blowing.
5. Maybe some cookie machine. Cookies are awesome.



**SZYMON ZAWADA**  
LOADCONTROLLER

1. I have decided to work in AD CLC, because I wanted to make next step in developing myself in the industry. Before I joined our team, I knew that some of my colleagues from previous job work here and they are satisfied with AD CLC as an employer.
2. I am amazed how big Amadeus Altea system is. I didn't know that everything is so connected there and what's more it works perfectly. If we talk straight about our job – that's what surprised me.
3. Atmosphere, people. That's the reason I come to work with a pleasure. Colleagues are very friendly and always ready to help. Personally, I treat this factor as a most important one. That's why I appreciate it the most.
4. Everything is well thought through. I do not feel the lack of anything. Last 6 months that I have been working with AD CLC, I had no situation at issue.
5. Yes. Not operational, but still here is 1 thing that disturbs me a little bit. Please change at least the worse chairs to more ergonomic. We often work for 12 hours and chairs are used 24 hours per day. It is normal that it's getting used and become uncomfortable and what's worse-unhealthy.



**ADAM CYBULSKI**  
LOADCONTROLLER

1. That was in impulse, I needed to change job and environment and I found that this could be a good change.
2. Big responsibility. You have to stay focused on your work, cause your mistake can be very dangerous for hundreds of people. On the other hand, solving some problems and making an airplane to travel safely is a satisfying feeling.
3. People. There are a lot of nice, helpful colleagues, that helps you „survive“ your shift.
4. The environment is very easy going and that is a plus for me. With a very serious job, we would go insane without a bit of relax and humor. Fruits, icecreams, shop coupons – these are nice „features“.
5. Right now, I can't see any obvious things to change or improve. I mean, we could always earn more :).





**JUSTYNA NOWAKOWSKA**  
LOADCONTROLLER

1. Aviation has become my big passion and work in your company it's great opportunity to start my adventure with aviation. In addition, I have the opportunity to meet special people with great experience.
2. The atmosphere prevailing in the company. Everyone is open and very kind. They are happy to share their knowledge and experience.
3. Opportunity to develop, professional and friendly approach, mutual help, pleasant work atmosphere, good organization of work.
4. Talking to colleagues, asking, mutual help. Experience in this matter will come with time. The most important thing is cooperation.
5. I think that everything is fine in the present moment.



**ANDRZEJ WOJTAŚ**  
LOADCONTROLLER

1. I wanted to continue working in the aviation branch, because I am experienced in it, which makes me feel comfortable while doing my duties.
2. I was surprised by a friendly atmosphere in the office and people helping each other, when it is necessary.
3. I appreciate the team cooperation the most of all, because I have never experienced it before in my previous company.
4. The company environment is very friendly. In my opinion the company takes a good care of employees by providing them fresh fruits, good coffee and tea and a private medical care. The important thing is that the company offers other benefits, like multisport card. You can also relax by jumping on the ball.
5. A massage armchair which could help with back problems and higher salary for such a responsible job.

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