

# Civil Aviation Authority, Bangladesh



## ***INSPECTION PROCEDURES FOR DANGEROUS GOODS INSPECTORS***

### ***GUIDANCE MANUAL***

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## CHAPTER 1

### GENERAL

#### 1.1 Introduction

As required by Annex 18 to the Chicago Convention "The Safe Transport of Dangerous Goods" and the Technical Instructions (Doc 9284 AN/905) of ICAO, each Contracting State shall establish inspection, surveillance and enforcement procedures with a view to achieving compliance with its dangerous goods regulations.

The policies, procedures and guidelines presented in this manual are designed to help the implementation of the Air Transport of Dangerous Goods inspection program and to promote uniform understanding for Inspectors. The following guidance is offered to assist primarily in the inspection of operators and handling agents, shippers and freight forwarders.

The manual outlines the procedures the Dangerous Goods Inspector should follow in conducting his/her duties.

#### 1.2 Manual Scheme

Care has been taken ensuring that the pages of this manual are easy to read and that information is easy to locate. The Table of Contents provides easy reference to the overall content. The Chapters provide detailed information about the various items listed in the Table of Contents. Finally, the Appendices provide supporting material to the Chapter such as lists, charts and schedules.

#### 1.3 Definitions

All definitions contained in Annex 18 "The Safe Transport of Dangerous Goods" and the "Technical Instructions for the Safe Transport of Dangerous Goods by Air" (ICAO TIs) shall apply for this manual.

In addition the following definitions are for the use of this manual only.

**"Additional Documents"** includes a copy of the Airway bill when one is required, a copy of the check list used by the air operator in the acceptance of dangerous goods, a copy of the form used to give written notification to the pilot-in-command, and the packaging certificate for some radioactive material packaging.

**"Audit"** means an in depth inspection of an air operator's operation to verify conformance with CAAB regulations.

**"Compliance"** means the state of conforming to specified requirements of CAAB regulation.

**"Inspection"** means an examination of a specific item, function, and procedure, component or part of the company's operation either routinely or for specific reason to verify compliance with regulations.

**"Investigation"** means systematic search for and documentation of facts relevant to an occurrence or suspected violation, from which a decision to take appropriate action can be made.

**"Procedure"** means a series of steps followed in a regular order (When, Where, How, What and by Whom a task shall be completed).

#### 1.4 Acronyms

**"AUTHORITY"** means Civil Aviation Authority, Bangladesh.

**"ERAP"** means Emergency Response Assistance Plan.

**"FDG"** use in Appendixes means finding.

**"IAEA"** means the International Atomic Energy Agency.

**"IATA"** means International Air Transport Association

**"ICAO TIs"** means the current edition of the International Civil Aviation Organization Technical Instruction for the Safe Transport of Dangerous Goods by Air.

**"MSDS"** means Material Safety Data Sheet.

**"Technical Instruction or TI "** means the "ICAO TIs" duly adopted by CAA, Bangladesh

**"UN"** means United Nations

## **CHAPTER 2**

### **LEGISLATION**

#### **2.1 International Regulation**

##### **International Civil Aviation Organization, Annex 18**

Annex 18 to the Chicago Convention was developed as a response to a demand by Contracting States for an internationally agreed upon set of provisions addressing the transport of dangerous goods by air. These provisions are based upon the Recommendations of the United Nations Committee of Experts on the Transport of Dangerous Goods and the Regulations for the Safe Transport of Radioactive Material of the International Atomic Energy Agency. All amendments to Annex 18 are approved by the Council following a recommendation from the Dangerous Goods Panel of the Air Navigation Commission and consultation with States.

##### **Technical Instructions**

The International Civil Aviation Organization *Technical Instructions for the Safe transport of Dangerous Goods by Air* contain the detailed technical material needed to support the broad provisions of Annex 18 providing a fully comprehensive set of international regulations. The ICAO TIs are amended by the Council, following a recommendation from the Dangerous Goods Panel of the Air Navigation Commission. The Standard and Recommended Practices are contained in the Annex 18 and the Technical Instructions contain all the detailed instructions for the safe transport of dangerous goods by air. They are published biennially.

##### **Supplement to the Technical Instructions**

The *Supplement to the Technical Instructions for the Safe Transport of Dangerous Goods by Air* provides information that is primarily of interest to States. Certain dangerous goods, which are normally forbidden (identified in Table 3-1 of the TIs by Special Provision A-1, A-2 or A-109), may be specifically authorized for air transport by approval of appropriate national authority. The *Supplement* to the TIs provides information to State for the processing of approvals or exemptions.

#### **2.2 National Regulations**

Contents of Annex 18 and the Technical Instructions for the Safe Transport of Dangerous Goods by Air are included directly and by reference in national regulations respectively. To this effect TIs has been duly accepted by Chairman CAAB.

### **2.3 Reference Manual**

Whilst this procedures manual only makes reference to the Technical Instructions, in order to carry out some of the inspections identified, it may be necessary to use the reference manual most commonly used by the operators, which is the International Air Transport Association's Dangerous Goods Regulations (IATA Regulations). The IATA Regulations must reflect as a minimum all the ICAO Technical Instructions provisions.



## **CHAPTER 3**

### **DANGEROUS GOODS INSPECTOR'S QUALIFICATION AND TRAINING**

#### **3.1 Introduction**

The inspector must be trained in every aspect of his / her duties as a technical inspector and regulatory officer. As each shipment of dangerous goods may represent a threat to life, health, property or the environment, this manual has outlined procedures and regulations attempt to minimize the danger during such transportation.

This chapter sets out, as example, the training qualifications required by inspection personnel employed as an inspector. In order to acquire adequate skill, Inspectors are required to undergo several training courses and lessons.

#### **3.2 Training courses recommended:**

- ICAO Technical Instructions course
- Audit procedures training course
- Communication skills
- Basic Aviation Enforcement course
- Safe working procedures
- Structured On the job training

To ensure Full Competency as a Designated Inspector, the Inspector should also successfully complete the courses listed below within a period of time deemed appropriate.

- IATA Dangerous Goods Regulations Course
- Investigation Procedures Course
- Dangerous Goods Sampling Course

and suitable specialised courses such as:

- Radioactive Materials course
- Radiation protection and Instrumentation course
- Infectious Substances course.

#### **3.3 On-the-Job Training (OJT)**

An OJT Syllabus and Checklist, based on competency profiles, has been developed for each position.

The on the Job Training Checklist is attached as APPENDIX "A"

**3.4 Recurrent/ Refresher Course:**

Recurrent training must be provided within 24 months of previous training to ensure knowledge is current.

**3.5 Inspector Conduct**

At all times, Inspectors must act in such a manner that speaks well of the Authority and its Inspectors. Each person, company official or company shall be dealt with in an equitable manner. Advice and guidance when frequently sought must be readily given in such a manner that public safety is not compromised.

**3.6 Inspector duties and responsibilities:**

Dangerous Goods Inspector shall:

- Carry out the functions assigned to him by the Director(FSR) in accordance with Part XVIII A of CAR-84.
- Assist the Director (FSR) in carrying out the Dangerous Goods inspection/audit/surveillance.
- Report to Director (FSR) for assignment of duties, as and when required, and carry out inspection/audit/surveillance as per the schedule decided by him.
- The inspection/audit/surveillance reports shall be submitted by the Dangerous Goods Inspectors to Director (FSR).

## **CHAPTER 4**

### **DANGEROUS GOODS AUDITS AND INSPECTIONS**

#### **4.1 Introduction**

For the purposes of this manual and to align with the terminology used in ICAO Annex 18 "The Safe Transport of Dangerous Goods", "inspections" should be regarded as synonymous with "audits".

#### **4.2 Purposes**

The aim of the inspection is to assess the suitability of the organisation and procedures established by the operator and of the facilities provided for the handling of dangerous goods, taking into account the nature and scale of the operation. If the operator uses a handling agent, the liaison between them needs to be checked to confirm that each party knows what is expected of them by the counterpart.

The establishment of inspection procedures will ensure that dangerous goods are transported safely without placing an aircraft or its occupants at risk.

There are numbers of aspects related to the transport of dangerous goods by air to verify during an inspection. The inspection needs to confirm that the operator has sufficient resources for the intended operation and has identified those individuals who have specific responsibilities and has made them aware of their responsibilities. It will ensure that reference manuals are up-to-date and available to staff who will need to use them. The manner of handling and storing dangerous goods in airport premises is checked to ensure there are no practices which could lead to accidental damage of packages or put staff at risk; and the method of loading and stowage on aircraft is checked to ensure that they are carried out according to the requirements.

#### **4.3 Inspection Procedures**

Inspections are carried out at cargo facilities, on the ramp, in passenger terminals and, occasionally at other places such as security check-points, shippers, freight forwarders, packaging manufacturers, at a frequency commensurate with the scale and nature of the operation. In addition, audits of procedures include visiting operator's or handling agent's premises, as appropriate.

#### **4.4 Summary of Inspection Procedures**

Each inspection listed below has been explained in a separated chapter of this manual and an inspection checklist has been annexed:

**A) Initial inspection:**

- Operator application to transport dangerous goods in normal or special circumstances
- Operations manual and other staff instructions
- Training programs approvals

The purpose of an initial inspection is to verify that the operator meet the requirements of the ICAO Technical Instructions before transporting dangerous goods.

**B) Periodic inspections:**

- Operations manual and other staff instructions inspection
- Training programs inspection
- Staff training inspection
- Consignment inspection (package and documents) at cargo facilities
- Ramp inspection (loading and stowage)
- Passenger information inspection (warning notices)
- In-depth audits.

The periodic inspections are to verify that the operator keeps the information in the reference manuals up to date and that the manner of handling and storing dangerous goods in airport premises and the method of loading and stowage on aircraft are carried out according to the requirements. The types of inspections for operators/handling agents may vary from in-depth audits to consignment checks and ramp inspections; inspections at airports include checks for notices for passengers.

**4.5 How to plan an inspection**

Before an inspection is started, all information concerning the operator's procedures shall be inspected by CAAB.

**Pre-Inspection:**

Examine all relevant operator information such as:

- Operator Company file
- Certification file
- Company Manuals
- Occurrence report
- Previous inspection records
- State Approvals
- Referral materials
- Any other relevant carrier/company information available

### Site Inspection:

When an inspection is scheduled, adequate notice will be given to advise the operator/handling agent and arrangements made for access to relevant areas. In some circumstances the inspection may be made in the form of surveillance without giving prior notice.

On arrival the CAAB inspector will:

- Introduce self to company representative (it is recommended to provide a business card)
- State purpose of inspection and request name of appropriate person to contact
- Explain to appropriate person in charge reason for inspection and general inspection process
- Ensure safety equipment meets carrier/company requirements
- Arrange for accompaniment of person in charge

### **4.6 Results of inspections**

The results of a dangerous goods inspection will be recorded so as to produce a record of what was seen and noted at the time. The record will be sufficiently comprehensive to identify any deficiencies, since these will need to be identified in a request to the operator to take action to remedy them. The request to the operator should include a time scale for taking remedial action.

If during an inspection an Inspector discovers a violation, his response will be determined by various factors, which will warrant different courses of action.

### **4.7 Frequency of inspections**

Inspectors of CAAB will follow the guidelines provided in the manual "Manual of Procedures for Operations Inspection, Certification and Continued Surveillance", produced by CAAB ensuring that all significant aspects of the operator's procedures and practices are inspected at least once every twelve-month period. Consequently, CAAB will consider inspecting all aspects related to dangerous goods of an operator engaged in the carriage of dangerous goods as cargo on an annual basis, as a minimum. Operators choosing not to transport dangerous goods as cargo will be inspected at a less frequent rate.

## **CHAPTER 5**

### **INITIAL INSPECTION PROCEDURES**

#### **5.1 Initial Inspection**

An operator must demonstrate before transporting dangerous goods that procedures are in place to handle, offer for transport or transport dangerous goods, that arrangements have been made with the handling agent(s) (if applicable), that the Operations manual or other staff instructions contain the required information and that training has been approved and given to the appropriate staff.

The initial inspection will include:

- Inspection of the Operator application to transport Dangerous Goods in normal or special circumstances
- Operations manual and other staff instructions inspection
- Training programs approvals inspection

#### **5.2 Inspection of the Operator's application for an authorization to transport Dangerous Goods in normal or special circumstances**

The supervision of the transport of dangerous goods by air can be achieved by granting authorization, approvals and exemptions for the transport of dangerous goods in normal and specialized circumstances.

The aims of granting authorization, approvals and exemptions are to exercise control over the transport of dangerous goods and to aid enforcement activities.

Authorization for the transport of dangerous goods in normal circumstances will be granted by CAAB to the operators. (ie: those goods which the Technical Instructions do not indicate as forbidden for transport on passenger aircraft or both passenger and cargo aircraft). CAAB will grant authorization once the operator has demonstrated that procedures are in place to handle dangerous goods, that arrangements have been made with the handling agent(s) (if applicable), that the Operations Manual or other staff instructions contain the required information and that training has been given to the appropriate staff.

Approvals or exemptions may be granted by the Chairman for the transport of certain dangerous goods which are normally forbidden on passenger aircraft and/or cargo aircraft. Those dangerous goods are identified in Table 3-1 of the T/Is by Special Provision A1, A-2 or A- 109.

The operator will inform the Chairman of his intention before starting transport action of dangerous goods by air, by sending an application for an authorization to transport Dangerous Goods in normal circumstances.

This application should contain:

- General information on procedures of the operator,
- Content of the Dangerous Goods Operations Manual, (see section 5.2) and
- Content of the Dangerous Goods Training Programs for each category of personnel (see section 5.3).

An example of all information required from the operator is attached in:

APPENDIX "B-1" "Application for an Authorization to Transport Dangerous Goods in normal circumstances"

APPENDIX "B-2" "Content of Dangerous Goods Operations Manual"

APPENDIX "B-3" "Application for Approval of Dangerous Goods Training Programs"

### Exemptions

The Technical Instructions make a distinction between exemption and approval and define them as follows:

**EXEMPTION:** An authorization issued by The Chairman providing relief from the provisions of the Instructions as per Rule 336(2)

**APPROVAL:** An authorization issued by the Chairman for:  
(a) transport of those entries in the dangerous goods list which are forbidden on passenger aircraft and/or cargo aircraft and to which Special Provision A1, A2 or A109 has been assigned; or  
(b) other purposes as specified in the Instructions

Part XVIII A of CAR-84 shall be applicable to all international operations of civil aircraft. In case of extreme urgency or when other forms of transport are inappropriate or full compliance with the prescribed requirements is contrary to the public interest, the Chairman may grant exemptions as applicable, provided that in such cases every effort shall be made to achieve an overall level of safety in transport which is equivalent of the level to safety provided by Part XVIII A of CAR-84. For the State of Over flight, if none of the criteria for granting an exemption are relevant, an exemption may be granted based solely on whether it is believed that an equivalent level of safety in air transport has been achieved.

The applicant will need to demonstrate that an "equivalent level of safety" can be achieved and the approval or exemption must contain whatever conditions are necessary to ensure that level of safety, in addition to any conditions which the Technical Instructions identifies as being required on any approval or exemption. Any conditions on other approvals or exemptions granted by other States concerned in the flight will be reflected in the approval or exemption granted, in order to avoid conflicting requirements. The approvals or exemptions will usually valid for short

periods, for a single flight or short series of flights, although if the need arises they may be granted for longer periods of time.

The Technical Instructions contains a system of granting approvals for the carriage of some dangerous goods which are forbidden in normal circumstances on either passenger aircraft or both passenger and cargo aircraft. This system permits these goods on aircraft with an approval granted by the State of Origin. The approval can only be granted if the method of packing and the quantity per package is in accordance with that set down in the Technical Instructions or the Supplement to the Technical Instructions and these conditions need to be stated on the document of approval which is issued. These approvals will usually remain valid for short periods, for a single flight or short series of flights, although if the need arises they may be granted for longer periods of time.

Example of an Application for approval or exemptions to transport dangerous goods in special circumstances is attached as:

APPENDIX "C"      "Application for Approval or Exemption to Transport Dangerous Goods in special circumstances"

After an approval or exemption has been granted, circumstances may arise when all or some of the conditions on it are no longer valid and a variation may be needed; this will vary that part of the original approval or exemption which has changed. Only if some time has elapsed since the original approval, etc, was granted or there is a major difference between what was originally requested and what is sought at the time is a complete reissue of it to be considered.

### **5.3 Operations manual and other staff instructions inspection**

As required by Part VI of CAR-84, each air operator shall provide procedure and information, in the Operations Manual as will enable the flight crew to carry out its responsibilities. The CAAB adopted Technical Instructions require the Operations Manual or other manuals to contain certain information when the operator intends to transport dangerous goods. In addition to this information, the Operations Manual needs to contain sufficient guidance material and instructions to enable all those concerned (both ground staff and flight and cabin crew) to meet their responsibilities.



The Operations Manual inspection aims to confirm the information provided by the operator is adequate, complete and up-to-date; also that any handling agent has copies of the relevant parts of the manual or other instructions concerning the operator's policy and procedures.

When an operator does not intend to transport dangerous goods, the Operations Manual is still to be checked at any appropriate times to ensure it contains information about the policy of the operator in regard to dangerous goods, the policy for the transport of COMAT (company material, spare parts) and instructions about the carriage of passengers with dangerous goods.

An initial inspection of the Operations Manual and other staff instructions must be made by CAAB before an operator starts to transport dangerous goods. Following the initial inspection of the Operations Manual, periodic inspections are to be made if there are some modifications to the operations or regulation.

An example of a checklist to verify the Operations Manual is attached as APPENDIX "D" "Dangerous goods Operations Manual inspection checklist"

## **5.4 Training programs Inspection**

### 5.4.1 Training programs approvals

The operator's initial and recurrent dangerous goods training programs for all staff be reviewed and approved by the Chairman, CAAB. The TI sets out the minimum training requirements, required by the various categories of employees involved in the handling, offering or transporting of dangerous goods as it relates to their assigned duties. The inspection is to confirm that training meets the requirements of the Technical Instructions.

Depending on the size of the operator and the responsibilities of his staff, there may be several different training programs, since the areas covered by the training and the depth to which they are covered will depend on the responsibilities of the persons concerned. Even if the operator does not transport dangerous goods there is still a need for training programs for both operational and ground staff involved in dealing with passengers and their baggage. The dangerous goods training for such staff may be included with the training in, for example, safety and emergency procedures. The content of the training program will vary according to the responsibilities of his staff.

The initial inspection leading to the grant of the training programs approvals can be carried out as an office activity (i.e., does not need to be carried out in the premises of the operator).

To approve the operator's training programs, the inspector must verify the training curricula. Operator's staff must receive training in the requirements commensurate with

their responsibilities. A checklist is prepared and attached to help the inspector in the process of review and approve the operator's training programs. An example of a checklist to approve a training program is attached as:

APPENDIX "E-1" "Dangerous Goods Training Programs Approval checklist"

APPENDIX "E-2" "Content of Dangerous Goods Training Programs checklist"

#### 5.4.2 Training courses

It is also important to verify that the training has been given to the appropriate staff and covers all aspects depending on the responsibilities of the operator's staff. To evaluate the delivery of the training program the inspector should attend the course. An example of a report to evaluate a training course delivery is attached as:

APPENDIX "F- I" "Dangerous Goods Training Courses Delivery - Inspection Report"

APPENDIX "F-2" "Dangerous Goods Training Course Delivery - Evaluating Report"

#### 5.4.3 Approval Letter

Following the initial inspection of the training programs, the inspector will grant an approval if the training programs meet the requirements of Technical Instructions. An example of a Training programs approval letter is attached as:

APPENDIX "G" "Dangerous Goods Training Programs Approval Letter"

#### 5.4.4 Register of approvals

The Dangerous goods training programs approvals should be recorded and a register should contain the following information

- 1- Name of the operator
- 2- Address of the operator
- 3- Date of the issuance, renewal or cancellation of the approval
- 4- Type of program (Category of personnel involved)
- 5- Registration number

An example of a Register of approvals for dangerous goods training programs is attached as APPENDIX "H" "Register of Approvals for Dangerous Goods Training Programs"

#### 5.4.5 Expiry of Approval

Training programs approval is issued by the Chairman and is valid from date of issuance until such time as there is operational change affecting the dangerous goods operation within the operator, regulatory amendment or such date specified by the Chairman.

## **CHAPTER 6**

### **PERIODIC INSPECTION PROCEDURES**

#### **6.1 Periodic Inspections**

The periodic inspections are to assess the adequacy of the procedures established by the operator, to verify that the operator keeps the information in the reference manuals up to date, to check that consignments of dangerous goods meet the requirements, the manner of handling and storing dangerous goods in airport premises and the method of loading and stowage on aircraft are carried out according to the requirements.

#### **6.2 Operations Manual and other Staff Instructions Inspection**

The aim of the periodic inspection of the operations manual and other staff instructions is to confirm the adequacy of the information provided to the staff. It also confirms that any handling agent has copies of the relevant parts of the manual or other instructions concerning the operator's policy and procedures.

#### **6.3 Training Programs Inspection**

Following the initial inspection of the training programs, periodic inspections are to be made of a selection of the actual training courses being given to establish that the training is in accordance with the objectives and syllabus/curriculum.

#### **6.4 Staff Training Inspection**

A staff training inspection is to confirm that all relevant staff of the operator or handling agent have been trained, that the training has been to the required standard and given within the required periods.

The inspection will check on the training of all those involved, by asking a selection of them about the recurrence of their training and of what, in general, it consisted. All those involved covers everyone from the flight and cabin crew (where relevant) to the ground handling staff. Checks are also to be made of training records to confirm that they show sufficient details to establish what training has been given to an individual, when it was given and when refresher training will be required.

Examples of checklists as follows are attached to verify the Staff training

APPENDIX "I"      Certificate of training inspection checklist  
APPENDIX "J"      Training record inspection checklist

## **6.5 Consignment Inspection at Cargo Facilities (Packages and Documents)**

The aim of checking consignments of dangerous goods is to determine that, as far as can be ascertained from an external check, the packages and their associated documents comply with the requirements; it also aims to determine, as far as possible, that associated documentation (e.g. air waybill, dangerous goods transport document, acceptance check list, written notification to commander) meets all applicable requirements. A consignment inspection consists of a package inspection and a documents inspection. Consignment inspections are carried out, also to determine whether or not the operators/handling agent's procedures are being followed. Inspections are carried out in the operator's or handling agent's premises and after the dangerous goods have been accepted for transport or whilst they are still in the care of the operator or handling agent.

Both export and import consignments are to be inspected but with the emphasis on export consignments since, if a consignment is found which does not comply with the requirements, action can be taken to prevent it from being loaded on an aircraft and investigation made into how it was offered for transport and accepted in the state in which it has been found. Import consignments are also to be checked, since although they have been carried by air, the finding of evidence of non-compliance with the requirements needs to be reported to the State where the goods were originally loaded on an aircraft.

If a consignment inspection is part of an in-depth inspection, check there are procedures in place that are suitable for handling dangerous goods, given the nature and scale of the operation; including recurrence of training, acceptance procedures, notices at cargo acceptance points, loading procedures and provision of information (manuals, NOTOC, emergency response guidance).

When an inspection is scheduled, adequate notice should be given to advise the operator handling agent and arrangements made for access to relevant areas. In some circumstances the inspection may be made without giving prior notice. However, this may not always be practicable or desirable. If arrival is unannounced, the most senior operational person on duty should be contacted and informed of the inspection. It should be confirmed which consignments are available for inspection and, if necessary, a final decision made on what will be checked.

An example of a consignment inspection checklist is attached as APPENDIX "K".

### *6.5.1 Package Inspection*

A package inspection looks at the external appearance of all the packages of dangerous goods currently held by the operator or handling agent, irrespective of whether they are due for transport or have been transported, providing they are still in the operator's or handling agent's custody.

The inspection will check that the marking and labelling requirements have been met, that the type of packaging used is permitted and of the correct specification, for radioactive material

packages the radiation level and that the packages are, or would appear to have been, in a fit state for transport. Package of dangerous goods should only be opened in exceptional circumstances and then only with extreme caution. If a package is to be opened, the potential hazard from the contents needs to be taken into account and care exercised. Any package opened during an inspection must, before being forwarded to the consignee, be restored to its original condition by qualified persons. During the course of their duties, Security Staff may be considering opening packages consigned as cargo. However, packages of dangerous goods should be opened in exceptional circumstances with the assistance of specialist qualified persons.

#### 6.5.2 Documents inspection

A document inspection is to determine, as far as possible, that a dangerous goods consignment meets all applicable requirements. Information is contained in several documents and to carry out a thorough check it is necessary to cross refer from one document to another.

Where the operator or handling agent has packages of dangerous goods in his premises, the associated documents are to be checked. Where there are no packages available, a document check only is made.

The method is to look at the documents for every consignment that was carried during a specific period.

For export consignments, the documents that need to be inspected are:

- (a) The Air Waybill;
- (b) The Dangerous Goods Transport Document (Shippers Declaration);
- (c) The Acceptance Check List;
- (d) The Notification to Captain/Commander (NOTOC);
- (e) Other documents relating to a consignment that may assist in assessing it.

The purpose of inspecting the Air Waybill, Dangerous Goods Transport Document and other documents relating to a consignment is to ensure that they have been completed correctly and that, as far as can be ascertained, the correct classification and method of packing was used.

The Acceptance check list is inspected to establish that the operator or handling agent uses a form or other system which allows for completion by the acceptance clerk, either

manually or mechanically, and that consignments of dangerous goods were accepted in accordance with the requirements or that any errors were correctly identified.

The Notification to Captain/Commander (NOTOC) is checked to establish that all the required information was given, that the form was correctly signed and that the loading stowage requirements were met.

### *6.5.3 Inspection of general cargo for suspected undeclared dangerous goods*

There is an increasing tendency for undeclared dangerous goods to be consigned as general cargo. There are safety implications with this practice, since it results, among other things, in the commander not being aware of all the potential hazards that may be present on an aircraft.

Inspections of general cargo are made in association with consignment checks at cargo acceptance facilities. Inspections of general cargo are helpful to know what is transported and undeclared dangerous goods can be discovered during those inspections.

The method of carrying out an inspection is to examine carefully all the general cargo or a representative sample of it, or to examine the documentation available such as air waybill or invoice. When inspecting a package, concentrate on looking for hazard labels, UN packaging specification markings and other markings and labels that are required to be used when consigning declared dangerous goods or which relate to identification of substances hazardous to health; documents in pouches attached to packages should be checked for any that identify the hazards of the contents. Should anything be found which appears to be suspicious, the relevant transport documents (such as an invoice or air waybill) should be checked for any additional indications which suggest the goods are dangerous goods or conversely that they are not. If it cannot be ascertained with certainty whether or not the goods are dangerous goods, the operator or handling agent should be asked to retain the goods and the shipper should be contacted and asked for a copy of the Material Safety Data Sheet (MSDS). In the absence of any other evidence to the contrary, the information on the MSDS should be believed.

#### Follow-up action

If suspected undeclared dangerous goods are found it will be considered that a dangerous goods incident has occurred.

## **6.6 Ramp Inspection (loading and stowage)**

Ramp inspections take place on or adjacent to an aircraft and, sometimes, also in a warehouse/freight shed prior to loading, with the aim of checking that the operator has prepared for loading and loaded the aircraft according to the principles of the Technical Instructions, that the training for the crew (both flight and cabin crew, if appropriate), that all required manuals/staff instructions, etc, are on board and up-to-date and that any

necessary approvals/exemptions are being carried and the conditions on them have been complied with.

A ramp inspection is likely to be concerned primarily with confirming that loading and stowage of dangerous goods meets the requirements of the Technical Instructions.

#### *Loading and Stowage*

An inspection on loading and stowage includes ensuring that dangerous goods are adequately secured to prevent movement, that any radioactive material has been stowed so the required

segregation distances can be maintained; that in a cargo aircraft dangerous goods are only on the main deck and accessible, as far as required by the Technical Instructions; and that toxic or infectious substances are not in close proximity to animals or foodstuffs.

#### *Training*

An inspection on training for flight crew and cabin crew consists of talking to the crew or a representative selection of them and asking for details of their last training, when it was and who carried it out. Their names should be recorded and the operator, subsequently, asked to send details of their training records. The training inspection should also confirm that both flight and cabin crew understand what actions to take in the event of emergencies whilst the aircraft is in flight, as required by the Technical Instructions.

#### *Manuals and Staff Instructions*

An inspection on the manuals and staff instructions consists of looking in the aircraft library to see if there is a copy of the Operations Manual; there should also be a copy of the CAAB document on Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods or similar information in another form. The inspection should confirm that there are instructions for actions in emergencies, including notification to Air Traffic Services, as set down in the Technical Instructions.

If a major non compliance is suspected and it is believed that the safety of the aircraft will be at risk if it is allowed to make the flight, dangerous goods should be unloaded from the aircraft, or detention of the aircraft should be considered.

An example of a Ramp inspection checklist is attached as APPENDIX "L".

### **6.7 Passenger Information Inspection (warning notices)**

The Technical Instructions requires that the operator (or his handling agent) provide information for passengers about the types of dangerous goods forbidden from transporting aboard aircraft. This information must consist of notices, warning passengers of the prohibition on dangerous goods in baggage, to be prominently displayed and in

sufficient number so that passengers see them during their normal progression through departure procedures.

The aim of inspecting information provided for passengers is to ascertain that operators (or their agents) are providing such information.

The method of inspecting notices is to check those areas in terminals where the operator (or his handling agent) issues tickets, checks in passengers and assembles them to board an aircraft. The inspection should confirm that notices are at the required places (check-in desks, ticket sales desks and operator maintained aircraft boarding areas). Notices should be conspicuous and in sufficient number so as to be seen by passengers during their normal progression through the check in procedures through to departure.

The method of inspecting warning material in or with tickets is to ask to look at passenger's tickets. Passengers must be assured that the inspection concerns operator's responsibilities and in no way directly involves them.

An example of Passenger information checklist is attached as APPENDIX "M".

### **6.8 In-depth audits**

Advance arrangements should be made with the operator/handling agent in order that the necessary staff and documents can be made available. A blank copy of the audit form to be used should be sent to the company to be audited.

The object of an audit is to determine whether an operator or handling agent has procedures/instructions etc. in place to ensure the Operators Responsibilities of the Technical Instructions are met.

Ensure that checklists for all areas of the audit are fully completed and identify any findings or observations. Checklists for Operation manual inspection, staff training inspection, consignment inspection, ramp inspection and passenger information inspection should be used in addition of the In-depth audit checklist. In the case of an operator, if the procedures are found to be seriously deficient, it may be necessary to consider revocation of the company's dangerous goods Authorization, or the company's Dangerous Goods Training Program Approval. If follow-up action concerns shipper/Freight agent, etc, ensure details are recorded.

#### **Debriefing**

Prior to debriefing summarize non-compliances found during inspection. The person(s) dealt with should be fully debriefed, identifying the areas (if any) which are in need of attention. The time period for rectification of findings should be agreed. The original of the form should be given to the responsible person and the copy retained by the Dangerous Goods Inspector.



An example of an In-depth audit checklist is attached as APPENDIX "N"

## **6.9 Other places inspection**

### *6.9.1 Shippers Inspection*

Before a person offers any package or overpack of dangerous goods for transport by air, that person shall ensure that the dangerous goods are not forbidden for transport by air and are properly classified, packed, marked, labelled and accompanied by a properly executed dangerous goods transport document as specified in Part XVIII of CAR-84.

The frequent shippers are often discovered during the consignment inspections or audits at the operator's or handling agent's premises.

The aim of inspecting frequent shippers is to determine whether the shipper has procedure in place to meet the shipper's responsibilities of the Technical Instructions. A shipper's inspection is carried out to ensure that dangerous goods are properly classified, packaged, marked and labelled, the dangerous goods transport document is properly completed and declaration signed and the persons involved in the preparation of the shipments have received training enable them to carry out their responsibilities.

When an inspection is scheduled, adequate notice should be given to the shipper and arrangements made to meet the person responsible of the shipping.

The checklists prepared as example for the Staff training inspection and consignment inspection (package and documents) can be used for the shipper's inspection. (APPENDICES "I", "J", "K")

### *6.9.2 Security check-in desks inspection*

When doing passenger information inspection it is also important to verify the procedure of the security check-in desks employees.

The aim of inspecting security check-in desk is to prevent passengers from taking on board dangerous goods not permitted. A security check-in desk inspection is carried out to ensure that employees have received appropriate training enable them to carry out their responsibilities and the procedures concerning the provisions for dangerous goods transported by passenger or crew are followed.

## **6.10 On site action / Initial action findings**

At any time during an inspection or check it might become apparent that there are deficiencies with differing levels of potential seriousness. A deficiency is an error or an

omission and covers different type from the trivial to the serious, no matter who is the perpetrator.

The cause of the deficiencies should be established. Deficiencies may be such as: simple administrative errors in paperwork, incorrect preparation of a consignment for transport, finding of undeclared dangerous goods, lack of training for flight crew, or an incorrect procedure. A decision should be taken, based on the cause of the deficiencies, as to what is the appropriate action given the circumstances. Other factors should also be considered before taking appropriate action such as previous recorded history of non-compliance and the nature and the reoccurrence of the non-compliance.

If it is considered the deficiencies should be followed-up, the likely organisation(s) responsible should be identified. There must be some evidence (eg documents, photographs) which can be shown to the potential offender(s), demonstrating the error.

Very simple deficiencies (e.g. incorrect spellings) may not require any action. For operator/handling agent deficiencies, ensure inspection checklists are fully completed with all necessary details.

Non compliance with legal requirements or the procedures of the operator/handling agent should be identified as a finding against the details on checklists. Deficiencies which are not in contravention of legal requirements or are minor errors in procedures can be annotated on the forms as observations.

### **6.11 Preparation of report and record keeping**

A report should be produced no longer than 20 days after an inspection. Before commencing the report, all information, documents, etc, should be reviewed to ensure there are no loose-ends or outstanding action. Confirm that all deficiencies have been identified and recorded on the inspections checklists, as appropriate; confirm action taken or intended to be taken.

If there are deficiencies, confirm the decision taken during the inspection as to whether or not an incident may have occurred.

If there has been an incident, ensure action is taken as required. Collect all documents, etc, which are relevant to the report. Include in the narrative any deficiencies found which are considered to be errors by other than the operator/handling agent. If taking action on an incident, also include brief details. Attach all documents to report. See chapter 8 for detailed information.

For operators/handling agents, produce a letter to confirm the findings and observations. Send the letter to the responsible person in the organisation inspected. For shippers and others, write a letter to the potential offender seeking an explanation; this will usually

preclude the possibility of formal investigation due to prejudicial action. Alternatively, if all that is needed is to provide advice, this can be done without seeking an explanation. A letter must not assign blame and may offer advice or help for the future.

Ensure all outstanding follow-up action has been identified.

## **6.12 Follow-up**

Follow-up action is to ensure that all outstanding matters on inspection reports are pursued to a conclusion. Inspection and audit reports will identify when follow-up action is required; it covers sending letters to seek action to deal with deficiencies encountered during an inspection, ensuring satisfactory responses are received.

### Processing of Responses

As responses are received to letters, they are reviewed by the relevant inspector or in their absence, by another inspector. They are considered against the report/correspondence for completeness and satisfactoriness of reply. If the response is deemed to deal completely with the outstanding matter, the inspector indicates the matter is to be closed.

### Non-Satisfactory Responses

If the response is not considered complete or satisfactory, the inspector decides what further action to take, such as writing again to seek a further response.

### Closing an Outstanding Matter without Resolution

It is possible that an addressee may choose not to respond to a letter no matter how often a reply is requested. In such circumstances the inspector is to decide when it ceases to be productive to keep open an outstanding matter and close it.

### Record Keeping

Letters and responses concerning findings and observations are placed on the relevant file for the operator/handling agent.

## CHAPTER 7

### SAFE WORKING PRACTICES

#### 7.1 General

Dangerous goods inspections and investigations of potential incidents, of necessity, often take place in areas, or involve the taking of samples, where personal injury could occur unless suitable precautions are taken.

#### 7.2 Protective Clothing and Equipment

When transporting out inspections or investigations, various items of protective clothing and equipment should be worn. These items include shoes or boots with protective toecaps, high visibility reflective tabards and jackets, reflective waterproof trousers, gloves, goggles, dust masks, hearing protectors and overalls. These items must be used whenever appropriate according to the potential risk of the activity being undertaken.

#### 7.3 Risk Assessment

The level of risk involved in the inspection or investigation to be undertaken must be assessed before that activity commences and should be reviewed at appropriate intervals during the activity in case the level of risk has changed. The level of risk will be affected by the precautions taken and vice versa. The DGI must assess the risk and take the appropriate precautions to ensure that the risk is kept as low as reasonably practical. It may be that despite the precautions taken, it will be decided that the activity should not be undertaken in the first place, or that it should stop if it has already commenced.

#### 7.4 Warehouse Safety

Normally, handling agents or operators provide health and safety information when visitors first arrive at their premises. In any event, and particularly if such information has not been provided, it should be determined whether there is any unusual activity taking place in the warehouse prior to entering it which may require particular attention (such as construction work). Whenever working in a warehouse, shoes or boots with protective toecaps and high visibility reflective clothing (either the tabard or jacket) must be worn. Many warehouses have specific walkways that should be used but even so, a careful watch must be kept to ensure that manoeuvring vehicles, particularly fork-lift trucks, are avoided. Other hazards that should be borne in mind are wet or slippery floors and trip hazards.

Most warehouses use racking to store freight and often packages that need to be inspected are stored under a shelf providing low headroom. Care must therefore be taken when inspecting packages and it is often advisable to ask for the packages concerned to be taken out of the racking system first.

Hands should be washed thoroughly as soon as possible after working in a warehouse, whether or not protective gloves have been worn.

### **7.5 Ramp Safety**

When on the ramp, shoes or boots with protective toecaps and high visibility reflective clothing (either the tabard or jacket) must be worn. Care must be taken to keep well clear of aircraft engines, propellers and rotor blades and a watch must be kept to avoid manoeuvring aircraft, vehicles and baggage/freight trolleys. Ear protection should be worn whenever near aircraft with engines or APUs running.

When working on board an aircraft on the ground, exit and cargo doors are often left open and care must be taken to avoid falling out. On freighter aircraft, the hold floors normally contain roller systems and again, care must be taken to avoid slipping.

### **7.6 Handling Packages**

Dangerous goods packages have to be closely checked during an inspection; this often means they have to be moved. Before attempting to move a package that may be heavy or awkward due to its size, shape or the contents' weight distribution, the risk of injury should be assessed and consideration should be given to asking for assistance rather than move it alone. If the decision is made to move or lift the package alone then this must be carried out with care, with the back straight and as vertical as possible and by bending the knees. Care should also be taken to ensure that the correct orientation of the package is maintained at all times. Before handling a damaged package, the DGI must assess whether it is safe to do so and what precautions should be taken.

### **7.7 Radioactive Materials**

All dangerous goods have an inherent risk to health, safety or property, but correct packaging means this risk is obviated for transport providing the package remains intact. The same is not necessarily true for radioactive materials; many of them emit ionising radiation through the packaging. To reduce the dose of radiation received as low as possible, time spent close to the packages and handling them must be kept to the minimum. When not working directly with the packages, as much distance as is reasonably practical must be maintained from those packages.

If it is suspected that a package of radioactive materials does not meet all the requirements, in no circumstances should it be opened or tampered with; access to the package concerned must be restricted and advice must be sought from the Atomic Energy Commission of Bangladesh for radioactive materials.

### **7.8 Opening Packages**

With the exception of radioactive materials, if it is suspected that a package does not comply with the requirements the decision may be taken to open it. In taking this decision, the hazard of the contents, the location of the package and whether there is an adequate supply of fresh air should be considered. Protective equipment appropriate to the assessed risk must be worn. Before opening a package it may be possible to get some idea of the contents by having it x-rayed.

### **7.9 Taking Samples**

It may be necessary to take samples of dangerous goods or goods suspected of being dangerous. Where possible, the complete receptacle should be taken, to avoid the need to open it. However, if a sample needs to be taken from a receptacle, this should only be considered if the hazard can be correctly identified. The quantity of sample taken must be sufficient for analysis to be undertaken. Care must be taken to ensure there are as few persons as possible in the vicinity and that they do not touch or otherwise come into contact with the sample.

### **7.10 Contaminated Clothing and Equipment**

Any contaminated item of clothing must be removed with care to avoid contact with the contamination. Arrangements must be made to dispose of them as quickly as possible, using expert assistance depending upon the type of substance that causes the contamination.

An example of a contingency plan for dealing with dangerous goods incidents is attached in Appendix "P".

## **CHAPTER 8**

### **DANGEROUS GOODS ACCIDENTS AND INCIDENTS**

#### **8.1 Introduction**

Civil Aviation Authority, Bangladesh has established the following procedures for reporting, investigating and compiling information concerning dangerous goods accident and incident which may occur on the territory of Bangladesh and which involve the transport of dangerous goods originating in or destined for another State:

- Dangerous Goods accidents and incidents shall be recorded and investigated to establish their cause in order to discover, among other things, if the requirements of the Technical Instructions are inadequate or there has been a violation of them.
- It is also recommended that Bangladesh participate in cooperative efforts with other States concerning violations of dangerous goods regulations with the aims of eliminating such violations.

#### **8.2 Reporting of Dangerous Goods Accidents and Incidents**

As required by the TI, "An operator must report dangerous goods accidents or incidents to CAAB indicating the State where the accident or incident occurred in accordance with the reporting requirements of those appropriate authorities". A suspected violation of the requirements (undeclared or misdeclared dangerous goods) must also be reported to the CAAB, or the State in which this occurred.

When a report is received of a dangerous goods accident or incident it must be checked as quickly as possible to confirm that all relevant details have been reported. If any details are missing, the reporter is to be asked to supply them as soon as they are available. A review will be undertaken of all information currently available in order to establish what action needs to be taken. If it is decided that no action needs to be taken or action is not possible, the record is annotated to show this. The review will aim to establish whether or not the incident is regarded as serious (ie: there is evidence of non-compliance with the Technical Instructions such that there was a potentially unsafe situation) or not serious (e.g.: misunderstanding of the requirements but not resulting in a potentially unsafe situation).

The aims of investigating a dangerous goods accident and incident are to establish its potential seriousness and determine the cause so that action can be taken to prevent a recurrence. Also, any other State from which, or through which, the dangerous goods traveled needs to be notified quickly of all relevant details, particularly if it seems likely that persons in that State may have been exposed to the dangerous goods.

To aid the reporting of dangerous goods accidents and incidents by operators, a recommended form for reporting is included.

An example of a "Dangerous Goods Occurrence Report" is attached as APPENDIX "0"

### **8.3 Investigating of Dangerous Goods Accidents and Incidents**

As required by Part XVIII A of CAR-84, with the aim of preventing the recurrence of dangerous goods accidents and incidents, CAAB shall establish procedures for investigating and compiling information concerning such accidents and incidents which occur on its territory and which involve the transport of dangerous goods originating in or destined for another State.

#### **8.3.1 Dangerous Goods Accident**

A dangerous goods accident is a very serious occurrence and may involve air accident investigators. If there has been a dangerous goods accident any request for information or assistance from other organisations must be dealt with immediately. Any request from another State for details about the dangerous goods on board an aircraft involved in an accident in that State must also be dealt with immediately.

The State in which a dangerous goods accident occurs involving goods originating in or destined for another State must institute an investigation into the circumstances of the accident.

If it becomes known or is suspected that dangerous goods were a causative factor in an aircraft accident, any dangerous goods investigation will need to be co-ordinated with the air accident investigation.

There is information on the recording and investigation of dangerous goods accidents in the Supplement to the Technical Instructions, Part S-7;4.

#### **8.3.2 Dangerous Goods Incident**

The State in which a dangerous goods incident occurs involving goods originating in or destined for another State must transport out an investigation into the circumstances of the incident such as is considered appropriate to its seriousness.

Preliminary enquiries will be made to establish what has happened, who is involved and what evidence is available. The enquiries will identify if the incident warrants investigation by professional investigators with the aim of securing evidence for prosecution. If professional investigation is not justified or not possible (eg: all evidence needed is not available), a detailed investigation has still to be carried out. This has to be



thorough, to confirm the cause and identify the organisations or individuals responsible for the incident.

When making preliminary enquiries it has to be determined whether the dangerous goods in their current state are a danger to persons. If they are, arrangements must be made to make them safe

or dispose of them as quickly as possible, using expert assistance. If an investigation is to be made of the dangerous goods, it is essential that personal safety be taken into account, since many dangerous goods have the potential to cause permanent injury. Protective clothing must be worn, including gloves and goggles. Although it is important to confirm identification of the dangerous goods, this should not be done if in order to do so there is a risk of personal injury.

An example of a "Contingency plan for dealing with Dangerous Goods Incidents" is attached in APPENDIX "P"

Contingency plan for dealing with Dangerous Goods Incidents:

On completion of an investigation into a serious incident, a report will be produced outlining the details of the incident, the findings of the investigation and recommended action. The report will be reviewed to determine what further action has to be taken. If the investigation shows that the requirements of the Technical instructions were inadequate or to prevent the recurrence of similar incidents, a report of the incident must be forwarded to ICAO and to the other States concerned. For import consignments, a copy of the report must be sent to the State of Origin and any other State involved. For export consignments, if the report has evidence of wrongdoing such that penalty action is justified against those responsible, this must be initiated.

Example of an "Investigation Report" is attached as APPENDIX "Q"

#### **8.4 Recording of Dangerous Goods Accidents and Incidents**

A record is to be maintained of all reported dangerous goods accidents and incidents. The aim is for the record to be kept in such a way that all relevant details are included for each accident and incident, so as to provide a permanent record of all reportable accidents and incidents, to allow for a review to establish the cause, to facilitate reporting to other involved States and to allow analysis to establish weaknesses in the requirements or trends. The record can be used also to establish if a particular shipper, operator, agent, etc, is causing an excessive number of problems.

Details of an accident or incident are to be entered into the record as soon as possible, even if initially few details are known; it is to be up-dated as additional information becomes available. The record will indicate when all action on an accident or incident is complete and a review made at regular intervals to identify any outstanding action. Past

records are not destroyed but may be archived, providing they can be retrieved if the need arises.

Example of "Dangerous goods Accidents and Incidents Record" is attached as APPENDIX "R"

### **8.5 Cooperation between States in the investigation of DG Accidents and Incidents**

Bangladesh should participate in cooperative efforts with other States concerning violations of dangerous goods regulations, with the aim of eliminating such violations. It is envisaged that

Cooperative efforts include coordination of investigations and enforcement action, exchanging information and joint inspections.

#### The Aims of Cooperation between States

CAAB is to cooperate in the investigation of occurrences in order to establish what has happened, take remedial action if required and deal with any violator. CAAB needs to show that they are in joint control of dealing with the response to the occurrence so that a suspected violator cannot try to exploit any situation where one enforcing agency takes a different or more lenient view of an investigation than the other. Cooperation between States is needed to ensure all the relevant information about an occurrence is identified, so that correct decisions can be made as to the measures needed to deal with it and prevent any recurrence. Cooperation is also needed to ensure that where a violator is identified, it is possible to take penalty action no matter in which State the violator is situated.

#### Liaison and Cooperation between States

Wherever possible, CAAB will liaise and cooperate with other States on a regular basis, so that the members of the enforcing agencies know the persons to contact in the event of an occurrence and who they would be dealing with in any investigation.

If there has been no contact with a State and it is necessary to report an occurrence to them, contact details for the aviation agencies throughout the world can be asked to:

Secretary, Dangerous Goods Panel  
International Civil Aviation organization  
999 University Street  
Montreal, Quebec  
Canada, H3C 5H7  
TELEX: 05-24513  
E-MAIL: krooney@icao.int

## **CHAPTER 9**

### **PASSENGER PUBLIC AWARENESS PROGRAMME**

#### **9.1 Introduction**

As desired by Chairman, CAAB will warn passengers as to the types of dangerous goods they are prohibited or restricted from transporting aboard an aircraft.

In addition to the mandatory information that must be promulgated by operators, State should encourage all agencies involved in air transport to assist in raising the level of public awareness of the risks of dangerous goods in air transport.

#### **9.2 Awareness Plan Achievement**

A Dangerous Goods Awareness Plan should be designed to increase public knowledge in the safe transport of dangerous goods.

Providing information on Dangerous Goods awareness to the travelling public may be achieved through the assistance of all agencies involved in air transportation.

#### **9.3 Avenues of Communication**

The following communication avenues may be availed to raise the level of public awareness of the risks of dangerous goods in air transportation.

- Travel agents
- Tour operators
- Airport authorities
- Air operators,
- Sports Associations
- Outdoors Association
- Publication in newspapers
- Magazines
- Trade publications
- Newsletters
- Websites
- Exhibits at trade shows
- Conferences.

#### **9.4 Passenger Public Awareness Devices**

The following devices may be used to convey easy to understand information to the public regarding restrictions or prohibitions associated with the transport of dangerous goods in passenger transport-on and checked baggage or on the person:

- Posters
- Brochures
- Display Box
- Electronic media
- Handouts
- Websites
- Information articles
- Advisory Circular.

#### **9.5 Availability of Materials for Passenger Public Awareness Program**

The Technical Instructions Supplement, Part S-8 illustrates some examples of materials that may be used for a passenger public awareness programme.

The artwork for each of the examples showed is available by contacting:

- ICAO Dangerous Goods Panel Secretary  
e-mail: krooney@icao.int

or by writing to :

- Chief Dangerous Goods Standards  
Transport Canada building  
4<sup>th</sup> Floor. Tower C, Place de Ville  
330 Sparks Street  
Ottawa, Ontario  
Canada K1 A 0N8

Some websites addresses pertaining to passenger awareness information are also available from ICAO Dangerous Goods Panel Secretary.

**CHAPTER 10****SOURCE OF ADDITIONAL INFORMATION****10.1 Introduction**

CAAB will participate in cooperative efforts with other Authorities of contracting states concerning the transport of dangerous goods with the aim of eliminating violations of the regulations. Cooperative efforts could include joint inspections, technical liaisons, exchange of information and joint meetings and conferences.

CAAB will exchange information that include safety alerts, bulletins or advisory, incident reports, and educational/outreach materials suitable for public dissemination.

**10.2 Cooperation**

Wherever possible, CAAB will liaise and cooperate with other Authorities so that the members know the persons to contact in the event of an occurrence and who they would be dealing with in any investigation or simply exchange information.

A list of Other Authorities who could have an impact on the transport of dangerous goods should be kept up-to-date. These Authorities could be a source of additional information.

An example of a "List of Other Authorities" is attached as APPENDIX "S"

## **CHAPTER 11**

### **INFORMATION TO BE PROVIDED IN THE DANGEROUS GOODS MANUAL BY AN OPERATOR**

#### **1. General**

The operator's Dangerous Goods Manual must detail the proper procedures for dealing with the carriage of dangerous goods on board the operator's aircraft. The nature of the operation and the operator's policy on what classes or quantities of dangerous goods will be accepted for carriage will dictate the type of information and/or the level of detail that needs to be published for the information of employees.

This document provides an outline of the information required in the manual.

#### **2. Contents of the Manual**

##### **2.1 Reference to Requirements**

- Listing of the applicable CAAB legislation covering consignment and carriage of dangerous goods
- Listing of the applicable technical documents relating to dangerous goods matters and their location
- Emphasis on the need to comply with the Company policy and procedures detailed in the manual.

##### **2.2 Company Policy and Procedures**

###### **2.2.1 Company policy**

- Dangerous goods which may not be carried
- Dangerous goods of the Operator
- Dangerous goods which may be carried on special operations (eg SAR, air ambulance, tactical law enforcement, incendiary dropping etc)
- Operator variations
- Existing CAAB permissions, approvals or exemptions relating to dangerous goods
- Employees authorized to accept dangerous goods on behalf of the operator (this may be expressed by name or position title). Where the responsibility is contracted to an agent, a reference to that agent should be made.

###### **2.2.2 Procedures for accepting and storing cargo (including dangerous goods)**

- Methods to aid the identification of hidden and/or mis-declared dangerous goods
  - Common mis-declared items
  - Requirements for consignor of cargo to make a signed statement of contents of cargo
  - Acceptance procedures and rejection processes

### 2.2.3 **Documentation**

- Checklists
- NOTOCs
- Freight manifests
- Retention of documentation

### 2.2.4 **Segregation, storage and handling**

- Aircraft loading and unloading procedures, including measures to ensure that “Cargo Aircraft Only” packages of dangerous goods are not loaded onto passenger aircraft

### 2.2.5 **Responsibilities**

- For keeping the dangerous goods manual amended and up to date
- For acquiring and distributing reference materials and documentation (eg, IATA DGRs, checklists etc)
- For ensuring that employees maintain currency in DG training and that records are up to date
- For ensuring that agents and other deemed employees are trained, maintain currency in training and that records are up to date.

## 2.3 **Dangerous Goods Carried by Passengers and Crew**

- Dangerous goods which passengers are permitted to carry on board, on their person, and in their checked-in baggage

**This must include the procedures and responsibilities for obtaining and granting operator approval for those items that may only be carried with the approval of the operator.**

- Provision of information to passengers at passenger check-in points, ticketing areas, baggage collection areas etc
- Disposal of dangerous goods confiscated on the aircraft, on the ground or in flight.

## 2.4 Company Aircraft Type-specific Instructions

- Dangerous goods of the operator that may be carried
- Aircraft hold diagrams location and numbering system
- Stowage locations and quantities for radioactive substances (transport index limits), dry ice and magnetized material
  - Segregation requirements
  - Operator-specific requirements considering the nature of the hazard presented by certain classes of dangerous goods and the specific aircraft configuration (eg, not storing corrosives next to emergency oxygen bottles or primary control cables)
- In-flight emergency response information
- Potential hazards associated with each class
  - Emergency action in the event of fire, spills or leakages
  - First aid
- Responsibilities of pilot-in-command to report to ATC details of dangerous goods carried in the event of an in-flight emergency.

## 2.5 Procedures for Reporting Dangerous Goods Incidents

- Definition of a dangerous goods incident
  - Initial action
  - Follow-up action
  - Responsibility of employees to report.

## 2.6 Company Dangerous Goods Training Policy

- The training requirement
- Who is to be trained to what level and how often
- Approved training organization(s)
- Operator-specific material to be covered by employees who attend a generic external course
- Recording of training qualifications.



**2.7 Information to Pilot-in-Command (Notification to Captain [NOTOC])**

- Responsibilities of load planners
- Method of providing the written advice to pilot in command of DG on board the aircraft
- Responsibilities of the pilot-in-command to acknowledge advice
- Method of providing emergency response information to the pilot in command
- Instructions to pilot in command to report to ATS details of dangerous goods carried, in the event of an in-flight emergency.

**2.8 Emergency Procedures**

- Actions to be taken by employees in the event of an incident such as a spillage or leakage, on the ground or in-flight.
- Actions to be taken by the Pilot-In-Command in the event of in flight emergency.
- Actions to be taken by the operator in the event of an aircraft accident or a serious incident where dangerous goods carried as cargo.

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## CHAPTER 12

### Procedure of granting authorization to uplift dangerous goods

1. As per Rule 304B no operator shall engage in the carriage of dangerous goods unless it has been certified by the Chairman to carry the dangerous goods. The aims of granting authorization, approvals and exemptions are to **exercise control** over the transport of dangerous goods and to **aid enforcement activities**.
2. An operator willing to transport dangerous goods must demonstrate before transporting dangerous goods that:
  - **Procedures are in place** to handle, offer for transport or transport dangerous goods,
  - **Arrangements** have been made with the handling agent(s) (if applicable),
  - **Operations manual** or other staff instructions contain the required information and
  - **Training** has been approved and given to the appropriate staff.
3. An Operator planning to transport Dangerous Goods under normal circumstances should submit an application containing:
  - General information on the identity and contact information of the operator;
  - Content of the Dangerous Goods Operation's Manual; and
  - Content of the Dangerous Goods Training Programs for each category of personnel.
4. Examples of all information required from the operator are as follow:
  - APPENDIX "B-1" - "Application for an Authorization to Transport Dangerous Goods in normal circumstances"
  - APPENDIX "B-2" - "Content of Dangerous Goods Operations Manual"
  - APPENDIX "B-3" - "Application for Approval of Dangerous Goods Training Programs"

**ON-THE-JOB TRAINING  
CHECKLIST**

<b>Dangerous Goods Inspector – OJT Check List</b>			
<b>SECTION NUMBER</b>	<b>SECTION NAME</b>	<b>TRAINER</b>	<b>DATE &amp; SIGNATURE</b>
1-	<b><u>DANGEROUS GOODS PROGRAM – INTRODUCTION</u></b>		
	<b>ORGANIZATION</b> A- International B- National		
	<b>DANGEROUS GOODS MEMBER:</b>  ➤ Role  ➤ General Responsibilities  ➤ Interfacing with other Inspectors/other Division, Branches,  ➤ Training Plan (Dangerous Goods Inspector's Procedures Guidance Manual)  ➤ Priorities and Mandate		
2-	<b><u>REGULATION DOCUMENTS</u></b>		
	<b><u>International Regulatory Documents:</u></b> ➤ Annex 18 The Safe Transport of Dangerous Goods by Air  ➤ International Civil Aviation Organization Technical Instructions for the Safe Transport of Dangerous Goods by Air.  ➤ Supplement to Technical Instructions for the Safe Transport of Dangerous Goods by Air.  ➤ Emergency Response Guidance for Aircraft Incidents involving Dangerous Goods.  <b><u>National Regulatory Documents:</u></b>		

<b>Dangerous Goods Inspector – OJT Check List</b>			
<b>SECTION NUMBER</b>	<b>SECTION NAME</b>	<b>TRAINER</b>	<b>DATE &amp; SIGNATURE</b>
3-	<b><u>INSPECTIONS UNDER SUPERVISION</u></b>		
	<ul style="list-style-type: none"> <li>• Application to transport DG</li> <li>• Operation's Manual</li> <li>• Approval of training program</li> <li>• Delivery of training course</li> <li>• Consignment</li> <li>• Ramp</li> <li>• Passenger information (warning notices)</li> <li>• In-depth audit</li> <li>• Preparation of report</li> <li>• Follow-up</li> </ul>		
4-	<b><u>SAFE WORKING PRACTICES</u></b>		
	<p><b>EQUIPMENT</b></p> <p>➤ <i>Protective clothing:</i></p> <ul style="list-style-type: none"> <li>• Shoes or boots with protective toecaps</li> <li>• Gloves</li> <li>• Overalls</li> <li>• High visibility reflective tabards and jackets.</li> </ul> <p>➤ <i>Protective equipment:</i></p> <ul style="list-style-type: none"> <li>• Goggles</li> <li>• Dust masks</li> <li>• Hearing protectors</li> </ul> <p><b>WORKING PRACTICES</b></p> <ul style="list-style-type: none"> <li>• Warehouse safety</li> <li>• Ramp safety</li> <li>• Handling Packages</li> <li>• Radioactive materials</li> <li>• Opening Packages</li> <li>• Taking samples</li> <li>• Contaminated clothing and equipment</li> </ul>		

APPENDIX "B-1"

**APPLICATION FOR AN AUTHORIZATION TO CARRY DANGEROUS GOODS IN NORMAL CIRCUMSTANCE**

- 1. *The form once completed should be returned to the [Authority].*
- 2. *Failure to complete this form in full may result in a delay in processing the application.*
- 3. *The issuing of this form does not in itself constitute an authorization to carry dangerous goods.*
- 4. *Throughout this form the term "operator" refers specifically to that so identified in question 1.2.*

**1. GENERAL**

1.1 Is this application for: INITIAL AUTHORIZATION / RENEWAL

1.2 Full legal name of the operator:

1.3 Operating/Trading Name (if different from above):

1.4 Name of the person within the operator with overall responsibility for the transport of dangerous goods by air:

1.5 Address for the person in 1.4:

1.6 Contact numbers for the person in 1.4:

(a) telephone number:

(b) facsimile number:

.....

.....

(c) telex number /SITA code:

(d) e-mail address:

.....

.....

**CONTENT OF DANGEROUS GOODS OPERATIONS MANUAL**

**Operator's Name:**

The information provided to the employees in the Operations Manual complies with the requirements of the Technical Instructions Chapter 4 of Part 7.

<b>Information provided to the employees</b>	<b>Operations Manual or other manual (specify)</b>	<b>Section of manual</b>
The operator intends to transport dangerous goods. Yes or No.		
<b>If no</b> The manual contains information about the policy of the operator. Policy on COMAT (TI Part 1;.2.2).		
<b>If yes</b> The manual provides instructions as to the action to be taken in the event of emergencies involving dangerous goods.		
The manual provides instructions on loading restrictions of the operator (if applicable).		
The manual provides details of the location and the numbering system of cargo compartments.		
The manual specifies the maximum total sum of transport indexes of radioactive material permitted in each compartment.		
The information provided in the manual is sufficient to enable flight crew to carry out their responsibilities.		
The information to the ground employees is kept in the operations manual or in other manuals.		
The information is sufficient to enable ground employees to carry out their responsibilities.		
There is a list of all locations where this manual is kept.		
The information provided in this operation's manual is adequate, complete and up-to-date.		

**Declaration and Signature**

**The information given in this application form is correct to the best of my knowledge and belief.**

Signed: \_\_\_\_\_

Name:

Position in the operator: \_\_\_\_\_

Date:

**APPENDIX "B-3"**

**APPLICATION FOR DANGEROUS GOODS TRAINING PROGRAMS APPROVAL**

The attached Dangerous Goods Training Program was prepared according to the requirements of Chapter 4 of Part 1 of ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air.

Operator's name: \_\_\_\_\_

Type of Training program: (Specify Category of personnel): \_\_\_\_\_

**Yes or No**

All pages are identified \_\_\_\_\_, dated \_\_\_\_\_, numbered \_\_\_\_\_.

The test to verify understanding is attached to the training program \_\_\_\_\_.

Reference manuals mentioned:

Operations manual \_\_\_\_\_,

ICAO Emergency Response Guidance \_\_\_\_\_.

Other manual (specify) \_\_\_\_\_.

**Category of personnel:**

1	Shippers and persons undertaking responsibilities of shippers	7	Operator's and ground handling agent's staff accepting cargo (other than DG)
2	Packers	8	Operator's and ground handling agent's staff responsible for handling, storage and loading of cargo and baggage
3	Staff of freight forwarders involved in processing DG	9	Passenger – handling staff
4	Staff of freight forwarders involved in processing cargo (other than DG)	10	Flight crew members and load planners
5	Staff of freight forwarders involved in the handling , storage and loading of cargo	11	Crew members (other than flight crew members)
6	Operator's and ground handling agent's staff accepting DG	12	Security staff who deal with the screening of passengers and their baggage and cargo

**CONTENT OF TRAINING PROGGAMS APPLICABLE TO PERSONNEL INVOLVED IN / AS:**

Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum	1	2	3	4	5	6	7	8	9	10	11	12	Training program reference (page or section)
<b>General Philosophy</b>													
General applicability(1;1)	X	X	X	X	X	X	X	X	X	X	X	X	
Definition of Dangerous Goods (1;3.1)	X	X	X	X	X	X	X	X	X	X	X	X	
State and Operator Variations (Attachments 3;1 and 2)	X	X	X	X	X	X	X	X	X	X	X	X	
Unit of Measurements (1;3.2)	X	X	X	X	X	X	X	X	X	X	X	X	
<b>Limitation of Dangerous Goods on Aircraft</b>													
Dangerous goods Forbidden for Transport by Air under any circumstances (1;2.1)	X	X	X	X		X	X		X	X	X	X	
Exceptions for Dangerous Goods of the Operator (1;2.2)	X		X	X	X	X	X	X	X	X	X	X	
Dangerous Goods in Excepted Quantities (1;2.4)	X	X	X	X	X	X	X	X	X	X	X	X	
Dangerous Goods in Limited Quantities (1;2.5)	X	X	X	X	X	X	X	X	X	X	X	X	
<b>General Requirements for shippers</b>													
General (5;1.1)	X		X	X		X							
Additional general requirements for infectious substances (5;1.2)	X		X	X		X							

1	Shippers and persons undertaking responsibilities of shippers	7	Operator's and ground handling agent's staff accepting cargo (other than DG)											
2	Packers	8	Operator's and ground handling agent's staff responsible for handling, storage and loading of cargo and baggage											
3	Staff of freight forwarders involved in processing DG	9	Passenger – handling staff											
4	Staff of freight forwarders involved in processing cargo (other than DG)	10	Flight crew members and load planners											
5	Staff of freight forwarders involved in the handling , storage and loading of cargo	11	Crew members (other than flight crew members)											
6	Operator's and ground handling agent's staff accepting DG	12	Security staff who deal with the screening of passengers and their baggage and cargo											
<b>Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>Training program reference (page or section)</b>
<b>General Requirements for shippers (continued)</b>														
General provision for Class 7 (5;1.3)		X		X	X		X							
Information to employees (5;1.4)		X		X	X		X							
Training (5;1.6)		X		X	X		X							
Salvage packaging (5;1.6)		X		X	X		X							
Empty packaging (5;1.7)		X		X	X		X							
Mixed packing(5;1.8)		X		X	X		X							
<b>Classification</b>														
Classes and divisions (Introductory Chapter 2;2.1)		X	X	X			X							
Complete List of Classes, divisions and definitions(2;1 to 2;9)		X	X	X			X							
Packing Groups (Introductory Chapter 2;2.4)		X	X	X			X							
UN Numbers and Proper shipping name (Introductory Chapter 3 and 3;1.2)		X	X	X			X							
Classification of Substances and Articles with Multiple Hazards (Introductory Chapter 2;2.5, 2;2.7, 4;4.1 and Table 2-1)		X	X	X			X							
Transport of samples (Introductory Chapter 5)		X	X	X			X							
<b>List of Dangerous Goods</b>														
Arrangement of the Dangerous Goods List (3;2.1 and Table 3-1)		X	X	X			X				X			
Method of using the Dangerous Goods List for articles or substances specifically listed by name (3;1.1.2)		X	X	X			X				X			
Mixtures and solution containing one or more dangerous Substances (3;1.3)		X	X	X			X				X			
Forbidden dangerous goods entries in the Dangerous Goods List(3;2.1.1 and Note 1)		X	X	X			X				X			
Special provision entries in the Dangerous Goods List (3;3 and Table 3 - 2)		X	X	X			X				X			
Quality Limitations for types of aircraft (3;2.1)		X	X	X			X				X			
Dangerous goods in limited quantities (3;4)		X	X	X			X				X			
<b>Packing requirements</b>														
General packing requirements (4;1 and 4;2)		X	X	X			X				X			



1	Shippers and persons undertaking responsibilities of shippers	7	Operator's and ground handling agent's staff accepting cargo (other than DG)											
2	Packers	8	Operator's and ground handling agent's staff responsible for handling, storage and loading of cargo and baggage											
3	Staff of freight forwarders involved in processing DG	9	Passenger – handling staff											
4	Staff of freight forwarders involved in processing cargo (other than DG)	10	Flight crew members and load planners											
5	Staff of freight forwarders involved in the handling , storage and loading of cargo	11	Crew members (other than flight crew members)											
6	Operator's and ground handling agent's staff accepting DG	12	Security staff who deal with the screening of passengers and their baggage and cargo											
<b>Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>Training program reference (page or section)</b>
<b>Packing Requirements (continued)</b>														
Types of packaging (1;3.1, 2;7.2, 7.7 and 7.9)		X	X	X			X							
Marking of packaging other than inner packaging (4;2.4, 5;2.4 and 6;2)		X	X	X			X							
Different substances packed together (4;1.1.7 and 4;1.1.8)		X	X	X			X							
Over packs (1;3.1 and 5;1.1)		X	X	X			X							
Packing Instructions (4;3 to 4;11)		X	X	X			X							
Use of the packing instructions in conjunction with the Dangerous Goods List (4;2.1 and 4;3)		X	X	X			X							
<b>Labelling and marking</b>														
Package markings (5;2) [IATA 1.3.2.3, 7.1]		X	X	X	X	X	X	X	X	X	X	X	X	
Labelling (5;3)		X	X	X	X	X	X	X	X	X	X	X	X	
Over packs (5;1.1 and 5;2.4.9)		X	X	X	X	X	X	X	X	X	X	X	X	
Handling Labels (5;3.4.2)		X	X	X	X	X	X	X	X	X	X	X	X	
<b>Dangerous Goods transport document and other relevant documentation</b>														
Dangerous goods transport document (5;4.1)		X		X	X		X	X						
Signature of the Shipper (5;4.1.6)		X		X	X		X	X						
Infectious substances (5;4.2)		X		X	X		X	X						
Air Waybill information (5;4.3)		X		X	X		X	X						
Additional documentation for other than radioactive material (5;4.4)		X		X	X		X	X						
<b>Acceptances procedures</b>														
General inspection requirements before acceptance (7;1.1.1)							X							
Inspection for documentation, retention of document, marking, labelling, no leakage and integrity is not compromised (7;1.1.2)							X							
Special Responsibilities – Infectious Substances (7;1.2)							X							
Acceptance Checklist (7;1.3)							X							
Cargo Acceptance procedures (7;1.4)							X							
Undeliverable consignments of radioactive material (7;1.5)							X							

1	Shippers and persons undertaking responsibilities of shippers	7	Operator's and ground handling agent's staff accepting cargo (other than DG)											
2	Packers	8	Operator's and ground handling agent's staff responsible for handling, storage and loading of cargo and baggage											
3	Staff of freight forwarders involved in processing DG	9	Passenger – handling staff											
4	Staff of freight forwarders involved in processing cargo (other than DG)	10	Flight crew members and load planners											
5	Staff of freight forwarders involved in the handling , storage and loading of cargo	11	Crew members (other than flight crew members)											
6	Operator's and ground handling agent's staff accepting DG	12	Security staff who deal with the screening of passengers and their baggage and cargo											
<b>Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>Training program reference (page or section)</b>
<b>Recognition of undeclared dangerous goods</b>														
Provision to aid recognition of undeclared dangerous goods (7;6)		X	X	X	X	X	X	X	X	X	X	X	X	
<b>Storage and loading procedures</b>														
Loading restrictions on the flight deck and on passenger aircraft (7;2.1)						X	X		X		X			
Loading of incompatible dangerous goods and segregation (7;2.2 and Table 7-1)						X	X		X		X			
Loading of packages containing liquid dangerous goods (7;2.3)						X	X		X		X			
Loading and securing of dangerous goods (7;2.4)						X	X		X		X			
Damaged Packages of dangerous goods (7;2.5)						X	X		X		X			
Replacement of labels (7;2.6)						X	X		X		X			
Identification of unit load devices containing dangerous goods (7;2.7)						X	X		X		X			
Stowage of (toxic) and infectious substances (7;2.8)						X	X		X		X			
Handling and Loading of Radioactive Material (7;2.9)						X	X		X		X			
Loading of magnetized materials (7;2.10)						X	X		X		X			
Loading of dry ice (7;2.11)						X	X		X		X			
Loading of expandable polystyrene beads (7;2.12)						X	X		X		X			
Handling of self-reactive substances and organic peroxides (7;2.13)						X	X		X		X			
Inspection for damage or leakage (7;3.1)						X	X		X		X			
Damaged or leaking packages of radioactive material contaminated packaging (7;3.2)						X	X		X		X			
<b>Pilot's notification</b>														
Information to Pilot-in-Command (7;4.1)									X		X			
Information to Pilot-in-Command in case of In-Flight Emergency (7;4.3)									X		X			
Information to Operator in case of an Aircraft Accident or Incident (When dangerous goods are on board) (7;4.6)									X		X			

1	Shippers and persons undertaking responsibilities of shippers	7	Operator's and ground handling agent's staff accepting cargo (other than DG)											
2	Packers	8	Operator's and ground handling agent's staff responsible for handling, storage and loading of cargo and baggage											
3	Staff of freight forwarders involved in processing DG	9	Passenger – handling staff											
4	Staff of freight forwarders involved in processing cargo (other than DG)	10	Flight crew members and load planners											
5	Staff of freight forwarders involved in the handling , storage and loading of cargo	11	Crew members (other than flight crew members)											
6	Operator's and ground handling agent's staff accepting DG	12	Security staff who deal with the screening of passengers and their baggage and cargo											
<b>Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>Training program reference (page or section)</b>
<b>Provisions for passengers and crew</b>														
Information to passengers (7;5.1)		X	X	X	X	X	X	X	X	X	X	X	X	
Passenger check-in procedures (7;5.2)		X	X	X	X	X	X	X	X	X	X	X	X	
List of general descriptions to aid recognition of undeclared dangerous goods (7;6)		X	X	X	X	X	X	X	X	X	X	X	X	
Dangerous goods carried by passengers or crew (8;1.1)		X	X	X	X	X	X	X	X	X	X	X	X	
<b>Emergency procedures</b>														
Definition of dangerous goods accident and incident (1;3.1)		X	X	X	X	X	X	X	X	X	X	X	X	
Reporting of dangerous goods accidents and incidents (7;4.4)		X	X	X	X	X	X	X	X	X	X	X	X	
Reporting of undeclared or misdeclared dangerous goods (7;4.5)		X	X	X	X	X	X	X	X	X	X	X	X	
Emergency response information (7;4.8)		X	X	X	X	X	X	X	X	X	X	X	X	

## APPENDIX "C"

**APPLICATION FOR APPROVAL OR EXEMPTION TO CARRY  
DANGEROUS GOODS IN SPECIAL CIRCUMSTANCES**

*Note – This form applies to requests to carry dangerous goods where they do not comply with the normal requirements of the Technical Instructions. If there is insufficient space to list all items, they can be listed on a separate sheet. Application should be made at least 10 days before the date of the flight on which the dangerous goods are to be carried and should be submitted to the [Authority].*

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**1. APPLICANT DETAILS**

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_  
Company: \_\_\_\_\_ Fax: \_\_\_\_\_

**2. OPERATIONAL DETAILS**

Operator: \_\_\_\_\_ Date of Flight: \_\_\_\_\_  
Airport of departure: \_\_\_\_\_ Flight No: \_\_\_\_\_  
Airport of destination: \_\_\_\_\_ AWB No: \_\_\_\_\_  
Shipper: \_\_\_\_\_ Consignee: \_\_\_\_\_

**3. DETAILS OF THE DANGEROUS GOODS**

Proper shipping name:

UN No:	Class/Division and Compatibility Group:	Packing Instruction No:
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Net quantity (total):	Gross weight (total):	Number of packages:
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Additional Information:

APPENDIX "D"

**OPERATIONS MANUAL  
CHECKLIST**

As required by Technical Instructions Part 7;4.2, the operator must provide in the operations manual or other appropriate manual information.

<b>Information provide in Operations manual or other appropriate manual</b>	<b>Yes/ No / N/A or Incomplete</b>	<b>Section of manual</b>
Does the operator intend to transport dangerous goods?		
<b>If no</b> Does the operations manual contain information about the policy of the operator? Policy on COMAT (TI Part1;2.2.2).		
<b>If yes</b> Does the manual provide instructions as to the action to be taken in the event of emergencies involving dangerous goods?		
Does the manual provide details of the location and the numbering system of cargo compartments?		
Is there a maximum total sum of transport indexes of radioactive material permitted in each compartment?		
Is there sufficient information to enable flight crew to carry out their responsibilities?		
Is the information to the ground employees kept in the operations manual or in other manuals?		
Is there sufficient information to enable ground employees to carry out their responsibilities?		
Is there a list of all locations where this manual is kept?		
Is the information provided in this operations manual adequate, complete and up-to-date?		

**REPORT COMPILED BY:**

Signed ..... Date:  
DANGEROUS GOODS INSPECTOR

APENDIX "E-1"

**DANGEROUS GOODS TRAINING PROGRAMS APPROVAL CHECKLIST**

**Operator:**

*Intended area of program:*

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Check list E-1 and E-2 should be used together and are to assist in determining that a training program covers all relevant areas. It identifies the main areas which should be covered and to which groups of staff they relate.

<b>Program type: Category of personnel:</b>		
Initial	Recurrent	Both
Classroom Delivery	Home Study	Computer Based Study
Is there a previous training program approved?	Is the training program dated?	
Are all the pages of the program identified, dated and numbered?	Will the training program be used with ICAO or IATA?	
What manuals are mentioned as reference? Operations Manual ICAO Emergency Response Guidance Other		
Is the time required for the training mentioned?	Is there a test with the program?	
Are the answers and marking details with the program?	Is the passing grade mentioned?	
Is there a revision #?		
Submitted by:		Reviewed by:
Approved:	Rejected:	Pending:
<b>COMMENTS</b>		

Approved by:  
Approval #:

Date:

**APPENDIX "E-2"  
(5 PAGES)**

**CONTENT OF TRAINING PROGRAMS  
CHECKLIST**

**Category of personnel:**

1	Shippers and persons undertaking responsibilities of shippers	7	Operator's and ground handling agent's staff accepting cargo (other than DG)
2	Packers	8	Operator's and ground handling agent's staff responsible for handling, storage and loading of cargo and baggage
3	Staff of freight forwarders involved in processing DG	9	Passenger – handling staff
4	Staff of freight forwarders involved in processing cargo (other than DG)	10	Flight crew members and load planners
5	Staff of freight forwarders involved in the handling , storage and loading of cargo	11	Crew members (other than flight crew members)
6	Operator's and ground handling agent's staff accepting DG	12	Security staff who deal with the screening of passengers and their baggage and cargo

**CONTENT OF TRAINING PROGGAMS APPLICABLE TO PERSONNEL INVOLVED IN / AS:**

Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum	1	2	3	4	5	6	7	8	9	10	11	12	Training program reference (page or section)
<b>General Philosophy</b>													
General applicability (1;1)	X	X	X	X	X	X	X	X	X	X	X	X	
Definition of Dangerous Goods (1;3.1)	X	X	X	X	X	X	X	X	X	X	X	X	
State and Operator Variations (Attachments 3;1 and 2)	X	X	X	X	X	X	X	X	X	X	X	X	
Unit of Measurements (1;3.2)	X	X	X	X	X	X	X	X	X	X	X	X	
Limitation of Dangerous Goods on Aircraft													
Dangerous goods Forbidden for Transport by Air under any circumstances (1;2.1)	X	X	X	X		X	X		X	X	X	X	
Exceptions for Dangerous Goods of the Operator (1;2.2)	X		X	X	X	X	X	X	X	X	X	X	
Dangerous Goods in Excepted Quantities (1;2.4)	X	X	X	X	X	X	X	X	X	X	X	X	
Dangerous Goods in Limited Quantities (1;2.5)	X	X	X	X	X	X	X	X	X	X	X	X	
<b>General Requirements for shippers</b>													
General (5;1.1)	X		X	X		X							
Additional general requirements for infectious substances (5;1.2)	X		X	X		X							

1	Shippers and persons undertaking responsibilities of shippers	7	Operator's and ground handling agent's staff accepting cargo (other than DG)											
2	Packers	8	Operator's and ground handling agent's staff responsible for handling, storage and loading of cargo and baggage											
3	Staff of freight forwarders involved in processing DG	9	Passenger – handling staff											
4	Staff of freight forwarders involved in processing cargo (other than DG)	10	Flight crew members and load planners											
5	Staff of freight forwarders involved in the handling , storage and loading of cargo	11	Crew members (other than flight crew members)											
6	Operator's and ground handling agent's staff accepting DG	12	Security staff who deal with the screening of passengers and their baggage and cargo											
<b>Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>Training program reference (page or section)</b>
<b>General Requirements for shippers (continued)</b>														
General provision for Class 7 (5;1.3)		X		X	X		X							
Information to employees (5;1.4)		X		X	X		X							
Training (5;1.6)		X		X	X		X							
Salvage packaging (5;1.6)		X		X	X		X							
Empty packaging (5;1.7)		X		X	X		X							
Mixed packing (5;1.8)		X		X	X		X							
<b>Classification</b>														
Classes and divisions (Introductory Chapter 2;2.1)		X	X	X			X							
Complete List of Classes, divisions and definitions (2;1 to 2;9)		X	X	X			X							
Packing Groups (Introductory Chapter 2;2.4)		X	X	X			X							
UN Numbers and Proper shipping name (Introductory Chapter 3 and 3;1.2)		X	X	X			X							
Classification of Substances and Articles with Multiple Hazards (Introductory Chapter 2;2.5, 2;2.7, 4;4.1 and Table 2-1)		X	X	X			X							
Transport of samples (Introductory Chapter 5)		X	X	X			X							
<b>List of Dangerous Goods</b>														
Arrangement of the Dangerous Goods List (3;2.1 and Table 3-1)		X	X	X			X				X			
Method of using the Dangerous Goods List for articles or substances specifically listed by name (3;1.1.2)		X	X	X			X				X			
Mixtures and solution containing one or more Dangerous Goods List (3;2.1.1 and Note 1)		X	X	X			X				X			
Special provision entries in the Dangerous Goods List (3;3 and Table 3 - 2)		X	X	X			X				X			
Quantity Limitations for types of aircraft (3;2.1)		X	X	X			X				X			
Dangerous goods in limited quantities (3;4)		X	X	X			X				X			
<b>Packing requirements</b>														
General packing requirements (4;1 and 4;2)		X		X	X		X				X			



1	Shippers and persons undertaking responsibilities of shippers	7	Operator's and ground handling agent's staff accepting cargo (other than DG)											
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3	Staff of freight forwarders involved in processing DG	9	Passenger – handling staff											
4	Staff of freight forwarders involved in processing cargo (other than DG)	10	Flight crew members and load planners											
5	Staff of freight forwarders involved in the handling , storage and loading of cargo	11	Crew members (other than flight crew members)											
6	Operator's and ground handling agent's staff accepting DG	12	Security staff who deal with the screening of passengers and their baggage and cargo											
<b>Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>Training program reference (page or section)</b>
<b>Packing Requirements (continued)</b>														
Types of packaging (1;3.1, 2;7.2, 7.7 and 7.9)		X	X	X			X							
Marking of packaging other than inner packaging (4;2.4, 5;2.4 and 6;2)		X	X	X			X							
Different substances packed together (4;1.1.7 and 4;1.1.8)		X	X	X			X							
Over packs (1;3.1 and 5;1.1)		X	X	X			X							
Packing Instructions (4;3 to 4;11)		X	X	X			X							
Use of the packing instructions in conjunction with the Dangerous Goods List (4;2.1 and 4;3)		X	X	X			X							
<b>Labelling and marking</b>														
Package markings (5;2) [IATA 1.3.2.3, 7.1]		X	X	X	X	X	X	X	X	X	X	X	X	
Labelling (5;3)		X	X	X	X	X	X	X	X	X	X	X	X	
Over packs (5;1.1 and 5;3.4.9)		X	X	X	X	X	X	X	X	X	X	X	X	
Handling Labels (5;3.4.2)		X	X	X	X	X	X	X	X	X	X	X	X	
<b>Dangerous Goods transport document and other relevant documentation</b>														
Dangerous goods transport document (5;4.1)		X		X	X		X	X						
Signature of the Shipper (5;4.1.6)		X		X	X		X	X						
Infectious substances (5;4.2)		X		X	X		X	X						
Air Waybill information (5;4.3)		X		X	X		X	X						
Additional documentation for other than radioactive material (5;4.4)		X		X	X		X	X						
<b>Acceptances procedures</b>														
General inspection requirements before acceptance (7;1.1.1)							X							
Inspection for documentation, retention of document, marking, labelling, no leakage and integrity is not compromised (7;1.1.2)							X							
Special Responsibilities – Infectious Substances (7;1.2)							X							
Acceptance Checklist (7;1.3)							X							
Cargo Acceptance procedures (7;1.4)							X							
Undeliverable consignments of radioactive material (7;1.5)							X							

1	Shippers and persons undertaking responsibilities of shippers	7	Operator's and ground handling agent's staff accepting cargo (other than DG)											
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3	Staff of freight forwarders involved in processing DG	9	Passenger – handling staff											
4	Staff of freight forwarders involved in processing cargo (other than DG)	10	Flight crew members and load planners											
5	Staff of freight forwarders involved in the handling , storage and loading of cargo	11	Crew members (other than flight crew members)											
6	Operator's and ground handling agent's staff accepting DG	12	Security staff who deal with the screening of passengers and their baggage and cargo											
<b>Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>Training program reference (page or section)</b>
<b>Recognition of undeclared dangerous goods</b>														
Provision to aid recognition of undeclared dangerous goods (7;6)		X	X	X	X	X	X	X	X	X	X	X	X	
<b>Storage and loading procedures</b>														
Loading restrictions on the flight deck and on passenger aircraft (7;2.1)						X	X		X		X			
Loading of incompatible dangerous goods and segregation (7;2.2 and Table 7-1)						X	X		X		X			
Loading of packages containing liquid dangerous goods (7;2.3)						X	X		X		X			
Loading and securing of dangerous goods (7;2.4)						X	X		X		X			
Damage Packages of dangerous goods (7;2.5)						X	X		X		X			
Replacement of labels (7;2.6)						X	X		X		X			
Identification of unit load devices containing dangerous goods (7;2.7)						X	X		X		X			
Stowage of (toxic) and infectious substances (7;2.8)						X	X		X		X			
Handling and Loading of Radioactive Material (7;2.9)						X	X		X		X			
Loading of magnetized materials (7;2.10)						X	X		X		X			
Loading of dry ice (7;2.11)						X	X		X		X			
Loading of expandable polystyrene beads (7;2.12)						X	X		X		X			
Handling of self-reactive substances and organic peroxides (7;2.13)						X	X		X		X			
Inspection for damage or leakage (7;3.1)						X	X		X		X			
Damaged or leaking packages of radioactive material contaminated packaging (7;3.2)						X	X		X		X			
<b>Pilot's notification</b>														
Information to Pilot-in-Command (7;4.1)								X	X		X			
Information by Pilot-in-Command in case of In-Flight Emergency (7;4.3)								X	X		X			
Information by Operator in case of an Aircraft Accident or Incident (When dangerous goods are on board) (7;4.6)								X	X		X			

1	Shippers and persons undertaking responsibilities of shippers	7	Operator's and ground handling agent's staff accepting cargo (other than DG)											
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5	Staff of freight forwarders involved in the handling , storage and loading of cargo	11	Crew members (other than flight crew members)											
6	Operator's and ground handling agent's staff accepting DG	12	Security staff who deal with the screening of passengers and their baggage and cargo											
<b>Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>Training program reference (page or section)</b>
<b>Provisions for passengers and crew</b>														
Information to passengers (7;5.1)		X	X	X	X	X	X	X	X	X	X	X	X	
Passenger check-in procedures (7;5.2)		X	X	X	X	X	X	X	X	X	X	X	X	
List of general descriptions to aid recognition of undeclared dangerous goods (7;6)		X	X	X	X	X	X	X	X	X	X	X	X	
Dangerous goods carried by passengers or crew (8;1.1)		X	X	X	X	X	X	X	X	X	X	X	X	
<b>Emergency procedures</b>														
Definition of dangerous goods accident and incident (1;3.1)		X	X	X	X	X	X	X	X	X	X	X	X	
Reporting of dangerous goods accidents and incidents (7;4.4)		X	X	X	X	X	X	X	X	X	X	X	X	
Reporting of undeclared or misdeclared dangerous goods (7;4.5)		X	X	X	X	X	X	X	X	X	X	X	X	
Emergency response information (7;4.8)		X	X	X	X	X	X	X	X	X	X	X	X	

APPENDIX "F-1"

(Note – the length of the report will vary depending on the information in each section)

**DANGEROUS GOODS TRAINING COURSE DELIVERY – INSPECTION REPORT**

*Name of organization :*

\_\_\_\_\_

*Category of personnel:*

\_\_\_\_\_

*Date of inspection:*

\_\_\_\_\_

*Instructor(s)*

\_\_\_\_\_

**INSPECTION**

**COMMENTS ON COURSE CONTENT**

**COMMENTS ON THE EXAMINATION**

Does the course meet the objectives and the syllabus or curriculum: YES / NO

Can the training programme be approved: YES / NO

**REPORT COMPILED BY:**

Signed ..... Date:

**DANGEROUS GOODS INSPECTOR**

**DANGEROUS GOODS TRAINING COURSE DELIVERY – EVALUATING REPORT**

*Name of organization :*

\_\_\_\_\_

*Category of personnel:*

\_\_\_\_\_

*Date of inspection:*

\_\_\_\_\_

*Instructor(s)*

\_\_\_\_\_

**ALLOCATION OF MARKS ON A SCALE 0-5**

<b>POINTS</b>	<b>EXPLANATION</b>
5 = EXCELLENT	Outstanding, meet all requirements and delivered in an exceptional manner
4 = GOOD	Above average, message clearly delivered, drawing interest and participation of trainees.
3 = AVERAGE	Message delivered and understandable. Objectives met.
2 = BELOW AVERAGE	Message delivered but somewhat difficult to understand. Objectives barely met.
1 = NOT UP STANDARD	Message incomplete or difficult to understand. Objectives not met.
0 = OMITTED	Not addressed

<b>Evaluation Criteria</b>	<b>Remarks</b>	<b>Points</b>
<b>Introduction</b>		
1- Stimulating		
2- Effective linking to title		
3- Importance of lesson stressed		
4- Objective / Scope of lesson given		
<b>TOTAL (20)</b>		
<b>Lesson content</b>		
1- Content relevant to objective/scope		
2- Content in logical order		
3- Content sufficient to cover		

objective/scope		
4- Demonstration / explanations given		
5- Class participation evoked		

Evaluation Criteria	Remarks	Points
<b>Introduction</b>		
6- Subject clarification provided where necessary		
7- Students given practice / exercise		
<b>SUB-TOTAL (35)</b>		
<b>Instructional Techniques</b>		
1 - Effective use of voice		
2 - Effective use of questions to students		
3 - Effective eye - contact		
4 - Effective use of body language		
5 - Effective movement around the class		
6 – Logical explanation given		
7 – Enthusiasm during presentation		
8 – Effective handling of questions from students		
<b>SUB TOTAL (40)</b>		
<b>Use of teaching aid</b>		
1 – Effective use of aids		
2 – Quality of aids		
<b>SUB TOTAL (10)</b>		
<b>Conclusion</b>		
1 – Summary of important facts		
2 – Summary in line with objective		
<b>SUB TOTAL (10)</b>		
<b>GRAND TOTAL (100)</b>		

<b>Positive remarks:</b>
<b>Critical remarks:</b>
<b>Recommendations:</b>

Does the course meet the objectives and the syllabus or curriculum?      **YES / NO**

**REPORT COMPILED BY:**

Signed: ..... Date: **DANGEROUS GOODS INSPECTOR**

APPENDIX "G"

**TRAINING PROGRAMS APPROVAL LETTER** (in accordance with ICAO Technical Instructions PART 1; 4.1.2)

Air Operator Name  
Address

Attention:

Subject: - -Approval of Operator's Dangerous Goods Training Program- (specify approval number)

The Transport of Dangerous Goods Training Program prepared by (specify air operator) and submitted for initial and recurrent training of (specify category of personnel), has been evaluated pursuant to the requirements of Chapter 4, of Part I of the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air, being part of National Regulation ( reference ... ). It has been determined that the submitted program meets all the requirements of the ICAO TIs.

In accordance with (National legislation in reference to ICAO Technical Instructions Part 1;4.1.2) the [State authority] hereby approves operator ("the operator's name") dangerous goods training programs.

"Technical Instructions " means the latest effective edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284-AN/905), including the Supplement and any Addendum, approved and published by decision of the Council of the International Civil Aviation Organization.

This Approval shall have effect from the date hereof until varied, suspended or revoked.

Issued at: ..... Signature:  
.....

Date: ..... Name:  
.....

Title: .....



## APPENDIX "H"

**REGISTER OF DANGEROUS GOODS TRAINING PROGRAMS APPROVALS**

Type of program: Category of personnel involved			
1	Shippers and persons undertaking responsibilities of shippers	7	Operator's and ground handling agent's staff accepting cargo (other than DG)
2	Packers	8	Operator's and ground handling agent's staff responsible for handling, storage and loading of cargo and baggage
3	Staff of freight forwarders involved in processing DG	9	Passenger – handling staff
4	Staff of freight forwarders involved in processing cargo (other than DG)	10	Flight crew members and load planners
5	Staff of freight forwarders involved in the handling , storage and loading of cargo	11	Crew members (other than flight crew members)
6	Operator's and ground handling agent's staff accepting DG	12	Security staff who deal with the screening of passengers and their baggage and cargo

Date of (I) issuance, (R) renewal or (C) cancellation of approval	Registration number	Operator's Name	Address of Operator	Type of program (Category of personnel involved)

APPENDIX "I"

**CERTIFICATES OF TRAINING  
INSPECTION CHECKLIST**

<b>Name of organization:</b>	
<b>Location:</b>	
<b>Date(s) of Inspection:</b>	

Name of employee	Category of personnel	Date of training	Confirmation that a test has been completed satisfactorily

Category of personnel:

1	Shippers and persons undertaking responsibilities of shippers	7	Operator's and ground handling agent's staff accepting cargo (other than DG)
2	Packers	8	Operator's and ground handling agent's staff responsible for handling, storage and loading of cargo and baggage
3	Staff of freight forwarders involved in processing DG	9	Passenger – handling staff
4	Staff of freight forwarders involved in processing cargo (other than DG)	10	Flight crew members and load planners
5	Staff of freight forwarders involved in the handling, storage and loading of cargo	11	Crew members (other than flight crew members)
6	Operator's and ground handling agent's staff accepting DG	12	Security staff who deal with the screening of passengers and their baggage and cargo

**REPORT COMPILED BY:**

Signed ..... Date:  
**DANGEROUS GOODS INSPECTOR**

**APPENDIX "J"**

**RECORD OF TRAINING  
INSPECTION CHECKLIST**

<b>Name of organization:</b>	
<b>Location:</b>	
<b>Date(s) of Inspection:</b>	

Is the record of training made available upon request? Y / N

<b>Does the record of training included:</b>	<b>Y / N – COMMENTS</b>
Name of the employee	
The most recent training completion date	
Recurrent training within 24 months of previous training	
A description, copy or reference to training materials used to meet the requirements	
Name and address of the organization providing the training	
A copy of the certification showing that a test has been completed satisfactorily	
Copy of record of training attached	

**REPORT COMPILED BY:**

Signed ..... Date:

**DANGEROUS GOODS INSPECTOR**

**CONSIGNMENT AT CARGO FACILITIES  
INSPECTION CHECKLIST**

**Operator / Handling Agent:**

\_\_\_\_\_

**Location of Inspection:**

\_\_\_\_\_

**Inspector:**

\_\_\_\_\_

**Date of Inspection:**

\_\_\_\_\_

**Person(s) Met:**

\_\_\_\_\_

<b>DANGEROUS GOODS CONSIGNMENT INSPECITON –CHECK LIST</b>				
		<b>OK</b>	<b>NA</b>	<b>FDG</b>
<b>1</b>	<b>PACKAGE / OVERPACKS</b>			
<b>1.1</b>	<b>MARKINGS</b>			
1.1.1	Proper Shipping Name including technical name (if app.) and UN No.			
1.1.2	Name and address of shipper and consignee			
1.1.3	Package specification markings:			
	- correct code for type			
	- correct packing group for contents (X, Y OR Z)			
	- correct gross mass (combination packs)			
	- legitimacy of markings, if can be checked			
1.1.4	Explosives – net quantity and gross mass			
1.1.5	Refrigerated liquefied gases – indication of:			
	- upright position			
	- "keep upright"			
	- "Do not drop – handle with care"			
1.1.6	Dry Ice / Carbon Dioxide Solid – net mass			
1.1.7	"limited quantity" if applicable			
1.1.8	"Diagnostic Specimen" if Instruction 650 used (if applicable)			
1.1.9	<b>Radioactive materials Markings:</b>			
	- Industrial type: TYPE IP – 1, TYPE IP-2, or TYPE IP-3			
	- Industrial package Type 2, Type 3 or Type A: (VRI CODE ) of the country			
	- Type A, Type B(U), Type B(M), or Type C			
	- Type B(U), Type B(M) and Type C packages – design identifier/trefoil symbol			
	- packages >50 kg gross mass, if applicable			
1.1.10	<b>Over pack</b>			
	-Markings of packages clearly visible or reproduced on outside			
	-For UN specification markings or Type A, B or C, statement: "Inner packages comply with prescribed specifications"			

1.2	<b>LABELLING</b>			
1.2.1	Hazard label(s):			
	- appropriate to contents			
	-correct specification			
1.2.2	Indication of primary/subsidiary risk			
1.2.3	"Cargo Aircraft Only" label, if required			
1.2.4	Package orientation label x 2, if required			
<b>DANGEROUS GOODS CONSIGNMENT INSPECITON – CHECK LIST</b>				<b>Page 2</b>
		<b>OK</b>	<b>NA</b>	<b>FDG</b>
1.2.5	'Cryogenic Liquid" labels if required			
1.2.6	For magnetized Material, handling label if required			
1.2.7	<b>Radioactive materials labelling:</b>			
	- Transport Index (for Cat II & III only)			
	- contents and activity			
	- two labels on opposite side			
	- fissile material label (CSI) for other than excepted, if applicable			
1.3	<b>Condition</b>			
1.3.1	Package appears to be in good condition			
<b>2</b>	<b>DOCUMENTS</b>			
<b>2.1</b>	<b>DANGEROUS GOODS TRANSPORT DOCUMENT</b>			
2.1.1	- Numbered if more than one page			
2.1.2	Name and address of shipper			
2.1.3	Name and address of consignee			
2.1.4	Statement of "Passenger & CAO" or "CAO"			
2.1.5	Correct order for:			
	A - UN/ID no.			
	B - proper shipping name			
	C - class / division			
	D – packing group			
2.1.6	Sequence of description of Dangerous Goods			
	ABCD OR BCAD (From January 2005, sequence BCAD is deleted)			
2.1.7	Additional information			
	- subsidiary risks (if applicable)			
	- number of packages			
	- net quantity / gross mass for each package			
	- packing instruction number			
	- special provision reference (if applicable)			
	- "over pack used" (if applicable)			
	- "limited quantity" (if applicable)			
	- 'salvage package' (if applicable)			
2.1.8	Infectious substance – contact name & tel no.			
2.1.9	Packages of mixed dangerous goods:			
	- "Q" value shown and does not exceed 1.0			
	- segregation requirements met			
	- self reactive subs. Division 4.1, indication that the package must be protected from direct sunlight and heat (if applicable)			
2.1.10	- Declaration that the goods are properly packaged, marked and labelled and in accordance with the applicable regulations			
	- declaration must be signed and dated by the shipper			

2.1.11	<b>Radioactive materials:</b>			
	- "Radioactive materials" if not part of name			
	- name or symbol of radionuclide(s)			
	- description of physical or chemical form or special form if not part of name			
	- total activity for LSA –II, LSA – III, SCO – I and SCO – II			
	- category of package(s) or over pack(s)			
	- transport index(es) (Cat II & III only)			
	- package dimensions (Cat II & III only)			

<b>DANGEROUS GOODS CONSIGNMENT INSPECITON – CHECK LIST</b>		<b>Page 3</b>		
	-certificate nos (eg: special form, Type B package design)			
	- Supplementary requirements for loading, stowage, carriage, or a statement that no such requirements are necessary.			
	- Emergency arrangements appropriate to the consignment.			
<b>2.2</b>	<b>AIR WAYBILL (if used)</b>			
2.2.1	Statement concerning the attached document "shipper's declaration"			
2.2.2	"Cargo Aircraft Only" (if applicable)			
2.2.3	Statement for "Excepted packages of radioactive materials"			
<b>2.3</b>	<b>EXEMPTIONS / SPECIAL APPROVALS</b>			
2.3.1	Copy of document attached (exemptions of approval) (if applicable)			
2.3.2	Conditions complied with			
<b>3.</b>	<b>ACCEPTANCE CHECK LIST</b>			
3.1	Use of check list and accurate completion			
<b>4</b>	<b>NOTOC/NOTIFICATION TO CAPTAIN</b>			
4.1	Use of a NOTOC			
4.2	Information for each item:			
	- AWB no.			
	- proper shipping name and UN/ID no.			
	- class / division, subsidiary risks and Compatibility group for Class I			
	- packing group and number of packages			
	- net quantity / gross mass (if applicable)			
	- loading location on aircraft			
	- indication "Cargo Aircraft Only" if applicable			
	- point of unloading			
	- category & transport index – radioactive materials			
	- if applicable indication of a State exemption			
4.3	- confirmation no damaged /leaking packages, from person responsible for loading			
<b>5</b>	<b>TRAINING (use next page for note)</b>			
5.1	Adequate number of trained staff on duty			
5.2	Acceptance staff received in depth training			
5.3	Training given to ground handling staff			
5.4	Recent training within 24 months			
<b>6</b>	<b>NOTICES AT CARGO ACCEPTANCE AREA</b>			
6.1	Displayed			
6.2	In sufficient number			

<b>7</b>	<b>INFORMATION</b>			
7.1	Operations Manual has suitable entry			
7.2	Holding copies of:			
	- IATA DGRs / Technical Instructions			
	- ICAO ERG (or similar) – on aircraft			
	- all appropriate legislation			
	- all relevant approvals, exemptions, etc.			

**DANGEROUS GOODS CONSIGNMENT INSPECITON – CHECK LIST**

**OBSERVATIONS AND ACTION**

***Information on training:***

<b>Employees Names</b>	<b>Date of last training</b>
Cargo Acceptance staff	
Handling staff	

**REPORT COMPILED BY:**

Signed ..... Date:

**DANGEROUS GOODS INSPECTOR**

**RAMP INSPECTION CHECKSLIST**

**Operator / Handling Agent:**

\_\_\_\_\_

**Location of Inspection:**

\_\_\_\_\_

**Inspector:**

\_\_\_\_\_

**Date of Inspection:**

\_\_\_\_\_

**Person(s) Met:**

\_\_\_\_\_

<b>DANGEROUS GOODS RAMP INSPECITON – CHECK LIST</b>		<b>Page 1</b>		
<b>1.</b>	<b>PACKAGE CONDITION</b>			
1.1	Package appears to be in good condition No damage – No leaking			
<b>2.</b>	<b>NOTOC/NOTIFICATION TO CAPTAIN</b>			
2.1	Use of a NOTOC			
2.2	Information for each item:			
	- AWB no.			
	- proper shipping name and UN/ID no			
	- class / division, subsidiary risks and Compatibility group for Class I			
	- packing group and number of packages			
	- net quantity / gross mass (if applicable)			
	- loading location on aircraft			
	- indication "Cargo Aircraft Only" if applicable			
	- point of unloading			
	- category & transport index – radioactive materials			
	- if applicable indication of a State exemption			
	- Confirmation no damaged / leaking packages, from person responsible for loading.			
2.3	Indication from the pilot-in-command that the information has been received.			
<b>3.</b>	<b>LOADING AND SECURING</b>			
<b>3.1</b>	<b>All Aircraft</b>			
3.1.1	Correct loading of liquids			
3.1.2	Goods segregated and secured as required			
3.1.3	Poisons & infectious substance segregated from animals / foodstuffs			
3.1.4	Radioactive materials:			
	- segregation requirements met			
	- correct loading of liquids			
	- goods secured against movement			



	- hazard labels visible or tag used			
	- if tag used: red hatching on both side, dimension 148 X 210 mm			
3.1.6	Check loading position conforms to NOTOC			

<b>DANGEROUS GOODS RAMP INSPECITON –CHECK LIST</b>		<b>Page 2</b>		
		<b>OK</b>	<b>NA</b>	<b>FDG</b>
<b>3.2</b>	<b>Passenger and Combi Aircraft</b>			
3.2.1	No "Cargo Aircraft Only" loaded			
3.2.2	Aircraft without main deck "Class B" holds: - no dangerous goods in main deck hold			
<b>3.3</b>	<b>Cargo Aircraft</b>			
3.3.1	Accessibility requirements met for cargo aircraft only dangerous goods			
<b>4.</b>	<b>TRAINING (Use next page for Notes)</b>			
4.1	Adequate number of trained staff on duty			
4.2	Recent training within 24 months			
4.3	Training given to flight crew & cabin crew			
4.4	Training given to ground handling staff			
<b>5.</b>	<b>EXEMPTION / SPECIAL APPROVALS</b>			
5.1	Conditions complied with			
<b>6.</b>	<b>INFORMATION</b>			
6.1	Operations Manual has suitable entry			
6.2	Holding on board aircraft copies of:			
	- Operations manual			
	- ICAO ERG (or similar)			
	- all appropriate legislation			
	- all relevant approvals, exemptions, etc			

**DANGEROUS GOODS CONSIGNMENT INSPECTION – CHECK LIST**

**OBSERVATIONS AND ACTION**

*Information on training:*

<b>Employees Names</b>	<b>Date of last training</b>
Flight crew:	
Cabin crew	
Handling staff	

**REPORT COMPILED BY:**

Signed ..... Date:  
**DANGEROUS GOODS INSPECTOR**

APPENDIX "M"

PASSENGER TERMINAL NOTICES INSPECTION CHECKLIST

<b>Airport:</b>		<b>Terminal</b>			
<b>Date of inspection:</b>		<b>Inspector's Name:</b>			
	<b>Desk numbers / Gate numbers / Ticket sales desk</b>	<b>Handling Agent or Operator (when self operated)</b>	<b>* Operator(s) (only when identified by flight or as check-in)</b>	<b>* In use at time ( or X)</b>	<b>Notes / Comments on prominence and sufficiency</b>
1					
2					
3					
4					
5					
6					
7					
8					
9					

{\* - show operator only if " " applicable and the handling agent is checking in passengers for that operator; otherwise leave operator blank)

All notices sufficient and prominent, no further action.	Signed:	Date:
Not all notices sufficient and prominent, further action required:		
<i>Action Required:</i>		
	Signed:	Date:

**AUDIT CHECKLIST**

**Name of organization:**

\_\_\_\_\_

**Location of Inspection:**

\_\_\_\_\_

**Date of Inspection:**

\_\_\_\_\_

	Item	Reference	Result
	<b>PRE – INSPECTION</b>		
1 -	Identify any outstanding Audit Findings respecting the last audit.	N/A	
2 -	Determine the current type of operator service and identify any changes since the last audit.	N/A	
3 -	Review prior company records to establish compliance history	N/A	
4 -	Review dangerous occurrence reports, where applicable	N/A	
5 -	Determine if the company currently has any exemptions	N/A	
6 -	Review manual and determine if there has been any amendments to the dangerous goods operations manual/other manuals.	ICAO 7;4.2	OK {    FDG {    NA {
7 -	Determine if the company has an approval for the transport of dangerous goods on main deck cargo compartments of passenger aircraft	ICAO 7;2.1	OK {    FDG {    NA {
8 -	Determine if the company has an approved dangerous goods training program.	ICAO 1;4.1	OK {    FDG {    NA {
9 -	Determine if the training program reflects all regulatory or operational amendments.	ICAO 1;4.2	OK {    FDG {    NA {

Various lower level managers are generally delegated, by senior management, the responsibility of managing the systems for ensuring that the operators dangerous goods manual is appropriately distributed, is current and kept up to date, that training records are maintained and various dangerous goods transport documents are retained. The following checklist is applicable to all levels of management who hold those responsibilities.

Ref	Item	Reference	Result (Notes)
	<b>SITE – INSPECTION</b>		
<b>1 -</b>	<b>ADMINISTRATION</b>		
	Determine if internal audits on the Dangerous Goods Manual, DG Training, DG Acceptance / Handling / Loading Processes and DG Document Control are conducted.		
	Determine who has the authority to amend and issue the Dangerous Goods Manual, the system for distribution and control of the manual and the system for keeping the manual up to date: <ul style="list-style-type: none"> <li>➤ Responsibility / Authority (Who)</li> <li>➤ Date of amendment (When)</li> <li>➤ Distribution process (How)</li> </ul>		
1-1	Does the company's dangerous goods training program match State approved program?	ICAO 1;4.2	OK {    FDG {    NA {
	Determine who conducts that dangerous goods training and the system for ensuring that those courses and instructors are appropriately authorised / qualified: <ul style="list-style-type: none"> <li>➤ System for assessing and approving internal dangerous goods training providers</li> <li>➤ System for assessing and approving external dangerous goods training providers</li> </ul>		
1-2	Determine that the recurrent training takes place within 24 months of previous training.	ICAO 1;4.2.3	OK {    FDG {    NA {
1-3	Determine that the company maintains a record of training for trained employees.	ICAO 1;4.2	OK {    FDG {    NA {
	Determine who is responsible for maintaining the dangerous goods training records and the system used for maintaining those records: <ul style="list-style-type: none"> <li>➤ System for the training of staff relating to dangerous goods</li> <li>➤ System for maintaining currency of staff relating to dangerous goods</li> </ul> System for maintaining dangerous goods training records.		
1-4	Determine that the maintenance staffs are aware of requirements in respect of replacements or unserviceable items.	ICAO 1;2.2	OK {    FDG {    NA {

**ACCEPTANCE, HANDLING , STORAGE AND LOADING OF DANGEROUS GOODS**

The operator must have procedures in place to ensure that dangerous goods are accepted, handled, temporary stored (segregation and consideration to goods who need to be stored away from certain environmental condition (heat, light or water) and loaded on aircraft as per the requirements.

"THE CONSIGNMENT AT CARGO FACILITIES INSPECTION CHECKLIST" and the "RAMP INSPECTION CHECKLIST" should be used in addition to this checklist.

Ref	Item	Reference	Result (Notes)
	<b>SITE- INSPECTION</b>		
<b>2 -</b>	<b>ACCEPTANCE OF DANGEROUS GOODS</b>		
2-1	Determine who accepted the dangerous goods cargo and general cargo for the operator.		
2-2	Determine if the Operations Manual is available to acceptance staff as required.	ICAO 7;4.2	OK {    FDG {    NA {
2-3	Determine if the company's acceptance procedures are in compliance with the regulations. Adequacy and use of acceptance checklist, accessibility of DG documents.	ICAO 7;1	OK {    FDG {    NA {
2-4	Determine if the Pilot Notification System procedures are in compliance with the appropriate regulations. Verify correct completion (including signature / some other indication) and accessibility.	ICAO 7;4.1	OK {    FDG {    NA {
2-5	Determine if at least one copy of appropriate documents to the transport is retained for a minimum period of three months.	ICAO 7;4.10	OK {    FDG {    NA {
2-6	Determine if the documents are retained for a minimum of three months.	ICAO 7;4.10	OK {    FDG {    NA {
2-7	Determine if the operator's acceptance staff are adequately trained to assist them to identify and detect dangerous goods presented as general car.	ICAO 7;1.4	OK {    FDG {    NA {
2-8	Determine the capability of the operator to replace lost or stolen safety marks.	ICAO 7;2.6	OK {    FDG {    NA {
2-9	Determine provision of information is provided at cargo acceptance areas.	ICAO 7;4.7	OK {    FDG {    NA {

Ref	Item	Reference	Result (Notes)
	<b>SITE – INSPECTION</b>		
<b>3 -</b>	<b>STORAGE, HANDLING AND LOADING OF DANGEROUS GOODS</b>		
3-1	Verify the company's storage procedures are in compliance with the regulations. Verify packages are handled correctly and segregation between packages respected.	ICAO 7;2	OK {    FDG {    NA {
3-2	Determine that operator has procedure to ensure inspection for leaking or damage before and after loading.	ICAO 7;3	OK {    FDG {    NA {
3-3	Determine that operator has procedures for removal of damaged or leaking packages from aircraft.	ICAO 7;3.2 7;3.3	OK {    FDG {    NA {
3-4	Determine that pilots have been supplied with appropriate written or printed information regarding dangerous goods to be carried as cargo,	ICAO 7;4.1	OK {    FDG {    NA {
3-5	Determine that the notification to the pilot (NOTOC) includes signed confirmation of no evidence of any damage to or leakage from the package.	ICAO 7;4.1	OK {    FDG {    NA {
3-6	Determine that the pilot indicates on one copy or in some other way that the information was received.	ICAO 7;4.1	OK {    FDG {    NA {
3-7	Determine if the operator provided the pilot in command with the "Emergency Response Guidance" or a similar document concerning dangerous goods on board.	ICAO 7;4.8	OK {    FDG {    NA {
3-8	Determine that the company has procedures for loading and stowing a wheelchair for a passenger. (including notification to the pilot in command)	ICAO 8;1.1.2j	OK {    FDG {    NA {
3-9	Determine if the operator's employees including those agencies employed to act on the operators behalf are adequately trained.	ICAO 7;4.9	OK {    FDG {    NA {

### PASSENGER INFORMATION

Except as otherwise provided in Technical Instructions Part 8;1.1.2, dangerous goods must not be transported by passengers or crew members.

Passengers and crew are permitted to transport certain dangerous goods either in checked baggage or carry on baggage. Some of these permitted items require the express approval of the operator. In order to do this, safely check-in staff must be provided with the appropriate training and material at the check-in counter to be able to identify those items.

"PASSENGER TERMINAL NOTICES INSPECTION CHECKLIST" should be used in addition to this section.

Ref	Item	Reference	Result (Notes)
	<b>SITE – INSPECTION</b>		
<b>4 -</b>	<b>PASSENGER CHECK-IN</b>		
4-1	Determine if there is a documented policy or process concerning dangerous goods carried by passengers or crew.	ICAO 8;1	OK {    FDG {    NA {
4-2	Determine that the company is in compliance with the requirements for provision of information passengers and crew. Verify notices in place and information provided with passenger ticket or in another manner.	ICAO 7;5.1.2	OK {    FDG {    NA {
4-3	Determine that passenger check-in procedures are in compliance with the regulation.	ICAO 7;5.2	OK {    FDG {    NA {
4-4	Determine if the operator's employees including those agencies employed to act on the operator's behalf are adequately trained.	ICAO 7;5.2.1	OK {    FDG {    NA {

**REPORTING OF INCIDENT, ACCIDENT OR UNDECLARED DANGEROUS GOODS**

It is important to remember that dangerous goods incident is not incidents until the product in question has been formally accepted for uplift by the airline operator. However, once formally accepted there are a number of aspects that must be addressed by the operator.

Ref	Item	Reference	Result (Notes)
	<b>SITE – INSPECTION</b>		
<b>5 -</b>	<b>REPORTING OF DANGEROUS GOODS</b>		
5-1	Verify the company has the proper dangerous occurrence procedures in place, in case of an aircraft accident or incident.	ICAO 7;4.6	OK {    FDG {    NA {
5-2	Determine if a reporting system exists to report DG accidents and incidents to the State of operator and the State where accident or incident occurred.	ICAO 7;4.4	OK {    FDG {    NA {
5-3	Determine if a reporting system exists to identify undeclared or misdeclared dangerous goods. Arrangements between operator / handling agents and operator / security staff to ensure reporting to the State.	ICAO 7;4.5	OK {    FDG {    NA {
5-4	Determine that pilots have been supplied with appropriate information concerning his responsibility to inform appropriate air traffic services in case of in-	ICAO 7;4.3	OK {    FDG {    NA {



	flight emergency.		
5-5	Determine that pilots have been supplied with appropriate information regarding emergency response.	ICAO 7;4.8	OK {    FDG {    NA {

**DEFFICIENCIES:**

Ref #	Details of Non-Conformity (continued from above table)

**ADDITIONAL OBSERVATION**

Ref #	Description

**REPORT COMPILED BY:**

Signed ..... Date:  
**DANGEROUS GOODS INSPECTOR**

**DANGEROUS GOODS OCCURRENCE REPORT**

DGOR No:
----------

*See the Notes on the reverse of this form. Those boxes where the heading is in italics need only be completed if applicable.*

1. Operator:		2. Date of occurrence:		3. <i>Local time of occurrence:</i>	
4. <i>Flight date:</i>		5. Flight no:			
6. <i>Departure airport:</i>		7. Destination airport			
8. <i>Aircraft type:</i>		9. Aircraft registration:			
10. <b>Location of occurrence:</b>			11. <b>Origin of the goods:</b>		
12. <b>Description of the occurrence, including details of injury, damage, etc (if necessary continue on the reverse of this form):</b>					
13. <b>Proper shipping name (including the technical name):</b>				14. <b>UN/ID no (when known):</b>	
15. <b>Class/division (when known):</b>	16. <i>Subsidiary risk(s):</i>	17. <i>Packing group</i>	18. <i>Category, (class 7 only)</i>		
19. <i>Type of packaging:</i>	20. <i>Packaging specification marking:</i>	21. <i>No of packages:</i>	22. <i>Quantity (or transport index, if applicable):</i>		
23. <i>Reference no of Air Waybill:</i>					
24. <i>Reference no of courier pouch, baggage tag, or passenger ticket:</i>					
25. <b>Name and address of shipper, agent, passenger, etc:</b>					
26. <b>Other relevant information (including suspected cause, any action taken):</b>					
27. <b>Name and title of person making report.:</b>				28. <b>Telephone no:</b>	
29. <b>Company:</b>				30. <i>Reporters ref:</i>	
31. <b>Address:</b>				32. <b>Signature:</b>	
				33. <b>Date:</b>	

<b>Description of the occurrence (continuation):</b>
--

**NOTES**

1. Any type of dangerous goods occurrence must be reported, irrespective of whether the dangerous goods are contained in cargo, mail or baggage.
2. A dangerous goods accident is an occurrence associated with and related to the transport of dangerous goods which results in fatal or serious injury to a person or major property damage. For this purpose serious injury is an injury which is sustained by a person in an accident and which: (a) requires hospitalisation for more than 48 hours, commencing within 7 days from the date the injury was received; or (b) results in a fracture of any bones (except simple fractures of fingers, toes or nose); or (c) involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage; or (d) involves injury to any internal organ; or (e) involves second or third degree burns, or any burns affecting more than 5% of the body surface; or (f) involves verified exposure to infectious substances or injurious radiation. A dangerous goods accident may also be an aircraft accident; in which case the normal procedure for reporting of air accidents must be followed.
3. A dangerous goods incident is an occurrence, other than a dangerous goods accident, associated with and related to the transport of dangerous goods, not necessarily occurring on board an aircraft, which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardises the aircraft or its occupants is also deemed to constitute a dangerous goods incident.
4. This form should also be used to report any occasion when undeclared or misdeclared dangerous goods are discovered in cargo, mail or unaccompanied baggage or when accompanied baggage contains dangerous goods which passengers or crew are not permitted to take on aircraft.
5. An initial report, which may be made by any means, must be despatched within 72 hours of the occurrence, to the Authority of the State (a) of the operator; and (b) in which the incident occurred, unless exceptional circumstances prevent this. This occurrence report form, duly completed, must be sent as soon as possible, even if all the information is not available.
6. Copies of all relevant documents and any photographs should be attached to this report.
7. **Providing it is safe to do so, all dangerous goods, packaging, documents, etc, relating to the occurrence must be retained until after the initial report has been sent to the Dangerous Goods State Authority and they have indicated whether or not these should continue to be retained.**

## APENDIX "P"

(4 pages)

**Contingency plan for dealing with Dangerous Goods Incidents**

On site of a dangerous goods incident, there may be a need to contact some specialists. Complete the list of experts below:

<b>Contacts</b>	<b>Name of Experts or Contacts personnel</b>	<b>Telephone numbers</b>
Airport authority		
Air Traffic Services (ATS)		
Airport fire service		
Hospital		
Expert to dispose of the commodity		
Emergency Response teams		
Health Authority (for Division 6.1 and 6.2)		
Radioactive Material Protection (for Class 7)		
Explosives Bureau of Experts (for class 1)		
Police		
Customs Authority		
Postal Authority		
Food and drug		
Major Shippers		
Major Manufactures		

- Dangerous goods incidents may involve cargo or passengers' baggage
- They may occur in a freight shed, a passenger terminal or on the apron
- They may also occur on an aircraft, such as when a package is damaged through misloading
- They may involve a fire, major spillage, leakage or finding undeclared dangerous goods
- The Contingency Plan need not be implemented for undeclared dangerous goods where the package is intact and there are no signs of leakage, although they still need to be identified
- If it is suspected there has been non-compliance with the Technical Instructions, the dangerous goods need to be retained for further investigation (provided it is safe to do so)
- To implement the Contingency Plan, take the following actions:

#### All incidents

- record brief details, including the names of all persons involved
- make an initial assessment of the potential seriousness
- if there is fire, leakage or spillage, call the airport fire service, if not already in attendance
- notify the relevant airport authority, if not already in attendance

#### Any incident involving a suspected infectious substance

- clear the immediate area; do not touch or move the container, bag, etc
- contact the shipper or consignee; if not contactable, contact the nearest hospital

#### Cargo related incidents - minor leakage or spillage

- clear the immediate area; do not touch or move the dangerous goods or any container; do not attempt to clean-up a spillage or leakage; avoid breathing in fumes
- call the airport fire service if not already in attendance
- look at container for details of the contents (name, UN no., etc), if this is possible without risking injury
- locate shipping documents and use to confirm or establish detail; retain for further investigation
- if the airport fire service is not available or other action needed see Subsequent Actions
- ensure container and contents placed in a safe location (if this is considered safe to do so and possible) if further investigation needed; ensure full and accurate details recorded
- ensure operator notified of incident, if not already aware

#### Cargo related incidents - minor leakage (eg: wetting of part of the outer packaging)

- keep persons away from immediate vicinity; avoid breathing in fumes
- consider if calling airport fire service if considered justified
- look at container for details of the contents (name, UN no., etc) locate shipping documents and use to confirm or establish details; retain for further investigation
- if airport fire service not called and other action needed see Subsequent Actions
- if airport fire service deal with the incident, ensure container and contents are placed in a safe location (if safe to do so and possible) if further investigation needed; ensure full and accurate details recorded
- ensure operator notified of incident, if relevant

#### Passenger related incidents

- keep persons away from immediate vicinity; avoid breathing in fumes
- ask passenger to identify item or potential hazard
- consider if calling airport fire service is justified
- if airport fire service is not called and other action needed see Subsequent Actions. If airport fire service deal with the incident, ensure container and contents are placed in a safe location (if safe to do so and possible) if further investigation needed; ensure full and accurate details recorded

#### Subsequent Actions

- if container shows emergency actions, deal with incident according to them
- if commodity identifiable, seek expert help if there are no emergency actions or if they cannot be followed
- do not use water, cloth or paper to deal with any spillage, unless it is certain that it is safe to do so
- if commodity not immediately identifiable but container safe to handle (little evidence of leakage, no fumes), remove to well-ventilated place, use rubber gloves to protect hands and check for labels or markings on outer container; open if there are inner containers and check again for labels or markings
- orientate any leaking container so further leakage is prevented
- Stop all actions immediately if fumes detected or more serious leakage found on closer inspection; call the airport fire service or other specialist assistance
- if there are fumes, they can be contained by covering spillage with plastic sheeting or plastic bags (unless emergency actions identify possible adverse reaction) but be aware this may lead to a build-up of fumes under the covering; remain at a safe distance
- a spillage can be contained by surrounding with dry sand to prevent spread (unless emergency actions identify a possible adverse reaction)
- use dry sand to cover a spillage, unless commodity is identified as an acid
- use sodium bicarbonate to cover a spillage of acid, but be aware this may result in bubbling and evolution of carbon dioxide (but there will be no other reaction)
- seek expert help for cleaning up the scene; if help not immediately available and it is desired to remove containers, spillage, etc, assess whether or not it is safe to continue

- using rubber gloves to protect the hands, put any container in a plastic bag; avoid breathing in any fumes; tie bag tightly
- using rubber gloves and plastic based tools or rigid plastic material, pick-up contaminated sand/sodium bicarbonate and place in another plastic bag; tie bag tightly
- place all plastic bags in a further bag and tie tightly
- place the bag(s) in a secure, well ventilated location well away from any occupied area; if in the open air ensure moisture, rain, etc, cannot come into contact with the plastic bag(s)
- check the bag(s) at frequent intervals for any adverse reaction
- seek expert help to dispose of the commodity, if not being retained.

**APPENDIX "Q"**  
(2 pages)

**DANGEROUS GOODS INVESTIGATION REPORT**

<b>Time and Date incident:</b>	<b>Report number:</b>	
<b>Place of occurrence:</b>	<b>Type of Report</b>	
	Violation observed	
	Accident	
	Incident	
	Other	
<b>Name and address of shipper:</b>	<b>Documents attached:</b>	
	Air waybill	
	Shipper's declaration	
	Acceptance check list	
	Notification to captain	
<b>Name and address of consignee:</b>	Photographs	
	Analysis report	
	Witness statement	
	Police report	
	Other	
<b>Name and address of operator:</b>	<b>Additional Information:</b>	
	Airport of departure:	
	Airport of destination:	
	Aircraft registration:	
	Flight No:	

**Dangerous Goods involved:**

UN/ ID no.	Proper shipping name	Class/ Division	Sub risk	Number and type of packages	Packing instruction and packing group



**Chronological report of occurrence:**

**Violation to the regulation:**

**Action taken by Inspector:**

**REPORT COMPILED BY:**

Signed ..... Date:

**DANGEROUS GOODS INSPECTOR**

APPENDIX "R"

DANGEROUS GOODS ACCIDENTS AND INCIDENTS RECORD

<b>File # and Report #</b>	<b>Date</b>	<b>Person involved</b>	<b>Dangerous goods involved</b>	<b>Shipper</b>	<b>Consignee</b>	<b>Operator/handling agent</b>	<b>Violation</b>	<b>Remarks</b>	<b>Closure date, Inspector</b>

**APPENDIX "S"**

**LIST OF OTHER AUTHORITIES**  
(Source of additional information)

<b>Contacts</b>	<b>Name of Experts or Contacts personnel</b>	<b>Telephone numbers</b>
Customs Authority		
Postal Authority		
Explosives Bureau of Experts (for Class 1)		
Radioactive Material Protection (for Class 7)		
Health Authority (for Division 6.1 and 6.2)		
Food and drug Authorities		
Airport authority		
Police Authority		
Air Traffic Service (ATS)		
Airport fire service		
<b>OTHER SOURCES</b>		
Major shippers		
Major Manufacturers		