

DANGEROUS GOODS PANEL

Dubai, 31 March to 4 April 2003

Agenda Item 2 Development of recommendations for amendments to the Technical : Instructions for incorporation in the 2005/2006 edition

APPLICATION OF TRAINING PROGRAMS

(Presented by J. Abouchaar)

1. BACKGROUND

1.1 At WG/02 two papers were presented that proposed modifications to the content of Table 1-4. Paper WG/02-WP/24 proposed an amendment to the text contained in 'Key 9' to include cargo agents and freight forwarders acceptance staff. This proposal was accepted.

1.2 Paper WG/02-WP/50 proposed an amendment to the text in Key 6 to amend 'cargo' to read 'dangerous goods'. This proposal was not accepted, but did generate a considerable discussion, mainly related to the words 'agent' and 'agencies' and just who, or what, was meant by these agencies. The result of the discussion was that it was suggested that a complete clarification of the categories of staff should be undertaken.

1.3 In looking at the wording contained in the Key under Table 1-4, and also in Part 1;4.1.1, to describe the categories of persons that are required to undertake dangerous goods training it appears that the use of the term 'agent' or 'agencies' is part of the problem. In looking at proposed changes it was therefore decided to concentrate on the task that was being undertaken, rather than who the employer may or may not be.

1.4 'Agent' or 'agencies' are used to describe persons of organisations' in Keys 1, 3, 4, 6 and 8, but they in fact represent very different organisations. Depending on which key is being described they could be employees of specialist organisations preparing shipments; packing, marking, labelling, etc. on behalf of the shipper; ground handling agents taking on one or more of the operator's responsibilities or freight forwarders acting as intermediaries between the shipper and the operator.

1.5 The proposal therefore removes the use of the word agent and agencies, except in the case of Keys 3, 4 & 6 where the term has been expanded as 'ground handling agent'. This term is already used

in Part 7; Introductory Notes, to describe persons or organisations who perform some or all of the responsibilities of an operator in accepting and handling passengers, baggage and cargo.

1.6 In Key 1 the proposal is that rather than the organisation that is described, it is the task that is performed that identifies whether dangerous goods training is required.

1.7 For Key 6 it is proposed to introduce the term 'freight forwarder' to define the organisation employing the staff members concerned. Freight forwarders are widely used in the air cargo industry and act as intermediaries between the shipper and the operator. Increasingly freight forwarders take on many of the responsibilities previously only undertaken by operators such as preparing and loading aircraft containers and pallets. Much of the cargo being transported is now delivered to the airport of departure already packed inside a closed unit load device or on a fully prepared aircraft pallet. The freight forwarder's staff complete all of this work and the operator's staff have no ability to determine whether the contents may or may not contain hidden dangerous goods.

1.8 For this reason it is proposed that staff employed by a freight forwarder who are responsible for the handling, storage and loading of cargo be included into Table 1-4. Currently these employees are not identified and it could be argued that consequently they do not require dangerous goods training. However as these people are involved in the preparation and loading of cargo into unit load devices and therefore may encounter dangerous goods, hidden, mis-declared or mis-sorted, they should have an understanding of the requirements applicable to dangerous goods.

1.9 Coming back to the original proposal in WG/02-WP/50 to amend 'cargo' to read 'dangerous goods'. Given the list of items required in the training syllabus for this group of persons, it is still believed that these are employees of a freight forwarder who would be processing dangerous goods shipments. This should be clearly identified in Key 6 in the same way that Key 3 was changed.

1.10 In reviewing the change to Table 1-4 agreed at WG/02 in WP/24, it is believed that grouping what will now be freight forwarder personnel with those of operators' and ground handling agents' is inappropriate. By definition it is the employer who has the responsibility for formally 'accepting' cargo. While a freight forwarder's employee may 'take' dangerous goods from a customer, it is the operator who must 'accept' this dangerous goods. To avoid any conflict with the use of the term 'accept' it is proposed that the change agreed to in WP/24 be revised and that a new Key 10 be added that would specifically identify freight forwarders' staff responsible for 'processing cargo' and in addition include freight forwarders' staff responsible for storage, handling and loading as per 1.8, above.

1.11 This review has also uncovered some anomalies and omissions in the content of training contained in Table 1-4. The aspects identified in the row 'Limitations' are generally accepted to mean that the information contained in Part 1;2 - Limitations on the carriage of dangerous goods in aircraft, is the material that should be covered. This chapter contains the requirements applicable to such things as, exceptions for dangerous goods of the operator, dangerous goods in air mail and dangerous goods in excepted quantities. All of these would seem to be areas with which staff responsible for the storage, handling and loading of cargo should be familiar, however this element is not currently required. It is therefore proposed that this element be included for column 4.

1.12 It is also widely accepted that one of the key training elements, particularly for those groups of employees who receive a general 'awareness' training on dangerous goods is that they a responsibility for ensuring that hidden dangerous goods are not inadvertently allowed to be transported aboard an aircraft

whether in cargo or passenger baggage. However, 'hidden dangerous goods' as a training element is not identified within Table 1-4. It is therefore proposed that an additional row 'Hidden dangerous goods' be added to the table and that this element should apply to all training programs.

1.13 Finally, dangerous goods training should not only apply to those persons involved in the physical handling or processing of passengers or cargo. Persons employed in passenger and cargo reservation centres should also have an awareness of the dangerous goods regulations, in particular what constitutes dangerous goods, hidden dangerous goods and those items that passengers are permitted to carry. In addition, persons employed in the engineering and maintenance areas of operators or third-party providers may not be directly involved in the shipping process or transport process, but may still handle dangerous goods that are subsequently shipped or may have articles or substances that constitute dangerous goods in tool boxes and be carrying these as part of their checked or carry-on baggage. For this reason it is proposed that a Note be added to Table 1-4 to recommend that dangerous goods training should be provided to these groups.

2. PROPOSAL

2.1 Based on the above it is proposed that Part 1;4.1.1 be modified as shown:

4.1.1 Initial and recurrent dangerous goods training programmes must be established and maintained by or on behalf of:

- a) shippers of dangerous goods, including packers and **persons' or organisations' undertaking the responsibilities of the** shippers' agents;
- b) operators;
- c) **ground handling** agencies which perform, on behalf of the operator, the act of accepting, handling, loading, unloading, transfer or other processing of cargo;
- d) **ground handling** agencies located at an airport which perform, on behalf of the operator, the act of processing passengers;
- e) agencies, not located at an airport, which perform, on behalf of the operator, the act of checking in passengers;
- f) **freight forwarders** ~~agencies other than operators involved in processing cargo;~~ and
- g) agencies engaged in the security screening of passengers and their baggage **and/or cargo.**

KEY

- 1 — Shippers and **persons undertaking the responsibilities of shippers' agents**
- 2 — Packers
- 3 — **Operator's and ground handling agent's personnel accepting** ~~D~~dangerous goods acceptance staff of operators and agencies acting on behalf of operators
- 4 — ~~Staff of~~ **Operator's and ground handling agent's** agencies acting on behalf of operators engaged in the ground **personnel responsible for the** handling, storage and loading of cargo and baggage
- 5 — Passenger-handling staff and security staff who deal with the screening of passengers and their baggage
- 6 — Staff of ~~agencies other than operators~~ **freight forwarders** involved in processing ~~cargo~~ **dangerous goods**
- 7 — Flight crew members and load planners
- 8 — Crew members (other than flight crew members)
- 9 — **Operator's and ground handling agent's personnel accepting** ~~C~~cargo acceptance staff (other than dangerous goods acceptance staff) of operators and agencies acting on behalf of operators
- 10 — **Staff of freight forwarders involved in processing cargo (other than dangerous goods) and staff of freight forwarders involved in the handling, storage and loading of cargo.**

Note 1.— Depending on the responsibilities of the person, the aspects of training to be covered may vary from those shown in the table. For example, it may be more appropriate for a packer to cover the aspects with which a shipper should be familiar; if an operator carries only cargo, those aspects relating to passengers may be omitted from staff and flight crew training

4. PROPOSAL

4.1 That a definition of freight forwarder be added to Part 1;3.1.1 as follows:

Freight forwarder. A person who offers to the public the service of arranging the transport of cargo by air.

5. PROPOSAL

5.1 That an additional note be added to Table 1-4 as follows:

Note 2. - The categories of personnel identified in Table 1-4 is not all encompassing. Personnel employed by or interacting with the aviation industry in areas such as passenger and cargo reservation centres, and engineering and maintenance should be provided with dangerous goods training in accordance with 4.2.

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