



IATA-UPU Mail Safety Guidelines

Recommendations to DPOs

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I. Introduction

1. Background

Incidents involving lithium batteries continue to occur in air mail, with many hidden lithium batteries being detected despite being forbidden. This raises very significant safety concerns given that all lithium batteries shipped by themselves (UN3480 & UN3090), are forbidden as cargo on passenger aircraft and that significant volumes of international mail are carried on passenger aircraft. Carriers are also facing additional safety concerns, due to other dangerous goods found in the mail, mixed movement scenarios, as well as other challenges.

That incidents involving lithium batteries occur in air mail is hardly surprising given the vast number that are offered for sale through e-commerce. Lithium batteries have become ubiquitous in society—most people in the world have mobile phones or other personal electronic devices, and these devices are typically powered by lithium batteries.

Adding to this threat is the fact that the capacities of these batteries are continually increasing in order to power ever larger devices, the ratings of these batteries often far exceed the 100Wh demarcation placing them in the fully regulated category. There is also an increasing market demand for low cost batteries that fuels the manufacture of counterfeit and sub-standard lithium batteries. As these are batteries for common consumer goods, shippers are often unaware of the regulatory provisions that apply to the design, manufacture and transport of lithium batteries and the risks posed by sub-standard lithium batteries. As such, it is not surprising that these items are often encountered in the postal supply chain as undeclared dangerous goods.

2. History

In 2011, the Universal Postal Union (UPU) amended the provisions in the UPU Convention to specifically allow for designated postal operators (DPO) to accept portable electronic devices with installed lithium batteries, such as mobile phones, tablets and laptop computers in international mail. The changes to the UPU convention were made so that the DPOs could better serve commercial and individual postal patrons, within the context of the UPU Convention treaty-level mandate to provide affordable, universal, postal services. At the 23rd meeting of the International Civil Aviation Organization (ICAO) Dangerous Goods Panel (DGP/23) in October 2011 the UPU submitted a proposal that the provisions of the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) be revised to incorporate the changes from the UPU Convention to permit lithium batteries contained in equipment to be permitted in international air mail. Following consideration by a joint working group of the DGP and the UPU, it was agreed to permit a DPO to accept lithium batteries contained in equipment in international air mail subject to the DPO being specifically approved by the national aviation authority (NAA) in that country. The acceptance requirements mandate that permissible lithium batteries must be installed in the equipment they power and be limited to two batteries (or four cells) per postal item. The maximum watt-hour rating or lithium metal content is also established by ICAO regulation.

The Technical Instructions effective 1 January 2013 introduced changes that the procedures of DPOs for controlling the introduction of dangerous goods in mail into air transport be subject to review and approval by the NAA of the State where the mail is accepted.

All of these requirements were put in place by the DGP in an effort to improve the safety of mail shipped by air, where it was seen that with the increasing use of post by e-commerce sellers that there was an increased risk of dangerous goods being introduced into international mail, despite the general prohibition of dangerous goods in international mail.

Since these provisions were introduced it is presumed that all DPOs have completed appropriate dangerous goods training for the applicable personnel and their NAA has reviewed and approved the DPO's dangerous goods procedures and training. In addition, 32 of 192 DPOs are listed as being approved to accept lithium batteries contained in equipment. The fact that only 32 DPOs are approved to accept lithium batteries should not be interpreted to mean that the remaining DPOs are not in compliance as many posts have made a business decision to not seek approval to accept lithium batteries, as they choose to not authorize lithium batteries within their operation.

3. Call to action

The IATA Board of Governors (BoG) tasked IATA to enhance safety in the specific area of air mail and develop robust guidelines, endorsed by the UPU, to jointly tackle and improve the processes to prevent the introduction of dangerous goods, specifically lithium batteries, and other prohibited items in the mail.

The desired outcome is not to change the Regulations but to make sure that the Regulations are effectively and correctly enforced, and compliance is maintained.

II. Mail Safety Programs

IATA has for a long time developed and published guidelines for the acceptance and carriage of dangerous goods in the Dangerous Goods Regulations (DGR). The content of the DGR includes all of the content of the ICAO Technical Instructions, which are the legal instrument for the transport of dangerous goods by air, and also includes additional operational requirements developed by IATA member airlines.

The various actors of the air cargo supply chain must, in accordance with their own National Aviation Authority (NAA) requirements, be qualified through completion of dangerous goods training to accept and handle dangerous goods and other prohibited items including lithium batteries.

In the traditional air cargo business, a shipper (consignor) must be trained to properly classify, pack, mark, label and document dangerous goods. Freight forwarder personnel must be trained to identify prohibited items to prevent the introduction of undeclared dangerous goods into the air transport system. Airline personnel and their contracted 3rd party handling agents also must to be trained to identify hidden dangerous goods to prevent the introduction of undeclared dangerous goods into air transport. Personnel must also be trained to verify that declared dangerous goods are packed, marked, labelled and documented in accordance with the DGR.

The UPU has also long provided guidance to DPOs on matters of dangerous goods. Regulations regarding dangerous goods which are restricted in international mail are contained in the UPU Regulations to the Convention:

http://www.upu.int/uploads/tx_sbdownloader/actInThreeVolumesManualOfConventionEn.pdf

Article 19-001 lists the dangerous goods admitted exceptionally:

- Class 7 – Radioactive materials
- Class 6.2 - Infectious substances
- Class 9 – Lithium metal cells and lithium ion batteries contained in equipment

All three classes admitted exceptionally are required to be in compliance with specific limits and packing instructions contained in the ICAO Technical Instructions and UPU manuals. UPU Regulation, Article 19-002, Controlling the introduction of dangerous goods, states that “Each designated operator shall establish procedures and training programs with a view to control the introduction of admissible dangerous goods into its postal services, in compliance with national and international rules and regulations.” The UPU has developed guidance material, in line with the technical instructions, to aid DPOs in their training and awareness efforts to educate employees and mailers. The guidance materials include posters, flyers, and videos developed in partnership with ICAO, IATA, and the WCO.

In the traditional postal supply chain, the shipper (the consignor) is an individual person delivering mail to a post office or a company (i.e. e-tailer) contracting a DPO to pick up and handle its mail. For individual senders, a customs declaration document (UPU Form CN22/CN23) must either be completed electronically or physically by the sender to declare the nature of the goods. The post

office personnel or electronic system should not accept generic descriptions (e.g. gift) that don't allow the identification of the content.

Example of UPU CN 22/23 Forms 1

CUSTOMS DECLARATION CN 23

From: (1) Name: Irene Sánchez (+1) (Business: Tabernar S.A.) (2) Street: Esquina 17, P.O. Box: 28012, City: Madrid, Country: Spain. To: (3) Name: John Smith (Business: Mail Imports) (4) Street: 100 Parkside, City: Stampsville, Country: USA.

Quantity (Q)	Net weight (kg) (W)	Value (V)	HS tariff number (N)	Country of origin (O)
3	1.50	240	621531	HK
5	0.25	60	620711	HK
5	0.2	60	85243	HK
Total gross weight (G)		2.00	360	

Postal charges/Fees (F): AIRSURE FEE GB 39.22+4.00

Value (V): 360

Net value (N): 360

Category of item (C): Sale of goods

Comments (T):

CUSTOMS DECLARATION CN 22

Designated operator: Irene Sánchez

Quantity and detailed description of contents (Q):

Net weight (kg) (W): 2.00

Value (V): 360

HS tariff number (N): 621531

Country of origin (O): HK

Postal charges/Fees (F): AIRSURE FEE GB 39.22+4.00

Office of origin (O):

Date of posting (D): 24/08/2017

Sender's signature (S): Irene Sánchez

The DPO's frontline staff shall be trained to ask questions and raise awareness on the impact of dangerous goods being inserted in the mail. For companies, the contract with the DPO shall include a clause that no dangerous goods shall be inserted in the mail to be transported by air (unless specifically permitted by the DGR and the Technical Instructions). The DPO's sales and Customer Service staff shall be trained to raise awareness and detect any nature of the company's business that could indicate a possible inclusion of dangerous goods in the mail.

The State's NAA is responsible for the oversight of the training programs and procedures in place for DPOs and should also perform audits of the DPO to ensure that dangerous goods training is maintained and the DPO employees are aware of and follow the documented procedures for dangerous goods. The NAA should also investigate in the event of any dangerous goods incident or report of undeclared dangerous goods in mail or recurrences of incidents in particular locations and for particular companies. However, differences in the application of these requirements by NAA's have been observed and also in the application of penalties or actions against sender or companies offering dangerous goods in mail.

Once the mail to be transported by air is accepted at the post office, screening for dangerous goods (e.g. lithium batteries, aerosols, flammable liquids, corrosives, etc.) and for other prohibited items differs from one country to another.

In some countries the DPO will perform its own screening to comply with regulatory requirement to check for the "bomb in the box". The training and security screening programs required for these activities, which may be outsourced to a third party in some instances, must also be approved under the NAA who is responsible to endorse these programs and take action if necessary. There are variances in the scope of screening intended to identify dangerous goods. It is up to each DPO to screen for dangerous goods and other prohibited items. In some countries, screening is limited by national regulations pertaining to right of privacy. Some screen for lithium batteries only, and some also screen for aerosols and other prohibited items.

III. Recommendations

1. Training

All categories of personnel shall receive training commensurate with its function/responsibilities on dangerous goods to ensure noncompliant lithium batteries and other dangerous goods are not accepted to be carried in airmail, in alignment with Table 1-4 of the ICAO Technical Instructions (Table 1.5.A of the DGR).

<u>Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum</u>	<u>Designated Postal Operators</u>		
	<u>A</u>	<u>B</u>	<u>C</u>
<u>General philosophy</u>	x	x	x
<u>Limitations</u>	x	x	x
<u>General requirements for shippers</u>	x		
<u>Classification</u>	x		
<u>List of dangerous goods</u>	x		
<u>Packing requirements</u>	x		
<u>Labelling and marking</u>	x	x	x
<u>Dangerous goods transport document and other relevant documentation</u>	x	x	
<u>Acceptance of the dangerous goods listed in 1:2.3.2</u>	x		
<u>Recognition of undeclared dangerous goods</u>	x	x	x
<u>Storage and loading procedures</u>			x
<u>Provisions for passengers and crew</u>	x	x	x
<u>Emergency procedures</u>	x	x	x

KEY

A — Staff of designated postal operators involved in accepting mail containing dangerous goods
 B — Staff of designated postal operators involved in processing mail (other than dangerous goods)
 C — Staff of designated postal operators involved in the handling, storage and loading of mail

In addition to the requirements above, screening staff must be trained in accordance with the IATA Category 12 training.

As a minimum, personnel should be familiar with following aspects on transport of dangerous goods by air, depending on the category.	Shippers and packers		Freight forwarders			Operators and ground handling agents						Security screeners
	1	2	3	4	5	6	7	8	9	10	11	12
General philosophy	X	X	X	X	X	X	X	X	X	X	X	X
Limitations	X		X	X	X	X	X	X	X	X	X	X
General requirements for shippers	X		X			X						
Classification	X	X	X			X						X
List of dangerous goods	X	X	X			X				X		
General packing requirements	X	X	X			X						
Packing instructions	X	X	X			X						
Labelling and marking	X	X	X	X	X	X	X	X	X	X	X	X
Shipper’s Declaration and other relevant documentation	X		X	X		X	X					
Acceptance procedures						X						
Recognition of undeclared dangerous goods	X	X	X	X	X	X	X	X	X	X	X	X
Storage and loading procedures					X	X		X		X		
Pilots’ notification (NOTOC)						X		X		X		
Provisions for passengers and crew	X	X	X	X	X	X	X	X	X	X	X	X
Emergency procedures	X	X	X	X	X	X	X	X	X	X	X	X

- a. The training must contain clear acceptance procedures that align with the DGR (particularly the hidden dangerous goods section) and explain actions to be taken in case dangerous goods are detected in the mail, this should include the principles detailed in the Alarm Resolution procedures developed by IATA (AHM 350) and the UPU located via the following link: <http://www.upu.int/en/activities/postal-security/reporting-of-detained-mail.html>.
The training shall include procedures to respond to high risk mail and suspicious parcels, and to implement evacuation or sheltering, if appropriate.
- b. E-tailers and other e-commerce parties (inclusive of marketplaces under an e-tailers purview) should participate in joint programs with UPU and IATA to improve awareness of the impact of dangerous goods being inserted in the mail.

2. Safe and Secure Supply Chain

a. **Safety Program**

IATA and the UPU strongly encourage their members to engage with regulators and industry stakeholders to promote the safe & secure supply chain concept which consists in securing cargo and mail upstream in the supply chain and maintaining its integrity until the point of loading onto an aircraft. The increased amount of control over the acceptance process through delivery provides a clear path to origin in the event of a safety incident. Therefore, instituting training, developing procedures, incorporating additional measures over time, and auditing would be natural steps towards a robust worldwide safety environment.

IATA recommends that under the terms of the approvals and contracts granted by relevant authorities and customer organizations, agents shall obtain security certification as Regulated Agents (RA) by the NAA. This includes developing, implementing and maintaining adequate cargo security measures to safeguard cargo and mail against acts of unlawful interference. An RA is an entity who conducts business with an Aircraft Operator and provides Security Controls that are accepted or required by the appropriate authority in respect of Cargo or Mail.

The UPU encourages DPO's to seek and obtain security certification through adherence to the UPU S58 and S59 Security Standards through a structured peer review.

The safe and secure supply chain value proposition enhances national security by preventing acts of unlawful interference, delivering economic benefits for the country (i.e. costs and time savings, job creation, tax revenues, standardization of systems...), and providing operational efficiency due to a potential reduction of customs inspections and investigations costs, transit times, theft and losses, avoidance of breaking down transfer mail and ULDs.

The safety program shall include

- i. Developing, implementing, maintaining and reviewing a safety program detailing the safety measures and procedures required for the postal operator's activities (including those relating to air cargo and mail safety); defining and allocating tasks for the implementation of the safety program and appointing a safety manager responsible for coordinating the implementation of the safety program;

- ii. Making available to relevant business partners an electronic or paper copy of the appropriate parts of the safety program, and other relevant information and guidelines, to enable them to meet the requirements of the National Civil Aviation Safety & Security Program (NCASP); establishing and maintaining LOPs for all safety functions to ensure compliance with the NCASP, including the measures relating to air mail safety (e.g. secure receipt/handover of freight from/to hauliers/cargo and mail terminal operators, maintenance of movement records, application of mail safety controls, safety training and records, verification of chain integrity (including verification of consignment security declaration information), protection of freight and incident reporting, investigation and management;
- iii. Providing the necessary infrastructure, resources and facilities to implement the safety program and conducting quality control activities to ensure deficiencies are rectified;
- iv. Mail safety requirements are integrated into the design and construction of new infrastructure;
- v. Re-evaluating the safety program and relevant procedures following an incident and/or accident and taking the appropriate remedial action and establish emergency procedures for use in managing and responding to safety issues or other emergencies and maintain an appropriate level of mail safety commensurate with the threat.

b. Screening technologies

- i. IATA recommends (Global) Harmonization of screening methodologies, requirements and certification of the screening equipment.
- ii. The airmail industry must be able to screen all types and all sizes of goods, excluding exempt items¹, at parcel level to avoid clusters when screening mail receptacles and with automated equipment to reduce the human factor and be non-intrusive. The equipment should be able to detect dangerous goods, with low false alarm rate that could pose a risk to the safety of the passengers, crew and aircraft, the technology must allow for simple regulatory certification.
- iii. It must be acknowledged that aviation security and safety are often separate authorities but may be the responsibility of the respective NAAs. In support of this responsibility, NAAs should manage compliance programs for mail. Screening of mail early in the supply chain does not prevent or detect tampering and sabotage at vulnerable points closer to air transport. In recognition of incidents involving insider threats within restricted air transport areas, ideally, mail should be screened as close to aircraft loading as possible. This is impractical, and the less effective means of screening mail early in the supply chain is the only viable alternative.

¹ As stated in UPU Standard S59 5.2 Items Exempt from screening: when despatching mail consisting of international postal items up to 500 grams, the DO may despatch it without additional screening if the DO has adhered to the security measures outlines in UPU Standard S58. There may be other applicable international and/or national regulations which may define different thresholds for exemptions. Any exemptions applied should be in agreement with the appropriate national legislation or regulation. UPU member countries may agree to permit exemptions from screening or the use of alternative security measures because of the special nature of some types of mail. Such exemptions should be clearly defined in UPU member countries' NCASP.

3. Safe Operations Landside and Airside

DPOs must understand their early impact on a safe air cargo supply chain. Effort must be put on the training of staff to ensure safety awareness and implementation of safety programs; a particular focus shall be sought to the handling of airmail.

a. Preparation of consignments

Due to the nature of postal consignments where production lines will accept mail until last minute, particular consideration to safe handling must be considered during the acceptance process for the identification of dangerous goods and other prohibited items. Additionally, handling procedures shall be followed to avoid incidents or accidents. Damages or other discrepancies shall be reported according to established reporting protocols and NAA requirements.

b. Unit Load Device (ULD) safety

- i. When airmail is loaded by DPO staff in ULDs, for storing/repositioning/transferring, for delivering to the ramp staff outside of the DPOs facility or for delivering directly at the aircraft for loading, general safety requirements must be considered during their movement.
- ii. DPO staff handling ULDS must be trained to evaluate the serviceability of these ULDs as they are an integral part of an aircraft and, if defective, can cause some serious safety incidents/accidents during handling on the ground or while the aircraft is airborne.
- iii. When airmail is offloaded from ULDs, careful attention must be taken with the storage of empty ULDs. Specific safe areas must be designed to store the ULDs as ULDs cannot be placed on the ground.
- iv. Safety principles must be followed by all stakeholders for the build-up of airmail to be loaded in ULDs and its closing.

c. Acceptance by DPOs

All DPOs must have in place procedures for controlling the introduction of dangerous good in the postal system and into air transport. Even if a DPO chooses not to accept those dangerous goods allowed in the mail, they still must have procedures to prevent undeclared or hidden dangerous goods from entering the mail system. The Technical Instructions require the CAA to assess these procedures in cooperation with the DPO.

Doc 9284 Supplement to the Technical Instructions provides guidance material to States for assessing the DPOs procedures for controlling the introduction of dangerous goods. This guide will help DPOs to respond to the their respective CAAs. The following items were outlined in the guidance material as procedures the DPOs should have in place to control the introduction of dangerous goods into air transport.

DPOs must comply with UPU's guidance for the acceptance:

- a. Nature of goods
- b. Hidden DGs
- c. Contracts with Clauses
- d. Embargoes
- e. Customs restrictions
- f. Kyoto protocol

Methods to inform postal customers of what is admissible in mail at acceptance points (e.g. street post boxes, post offices, agencies, websites)

DPOs should have in place measures to inform the public of mailing regulations. This should include information regarding which dangerous goods are acceptable in mail. This information should be available at all locations where mail is deposited (i.e. Post offices, street/collection boxes, contract postal units). This information should be made available to customers even if a DPO chooses not to accept dangerous goods. There are several different examples provided as attachments to this document. These examples are taken from other posts and should be adapted to the rules and regulations of your particular post and national laws.

Examples:

- Warning posters about dangerous goods allowed in mail at postal facilities (official and contracted offices)
- Customer briefings by postal representatives
- Warning information to customers on DPO websites
- Other types of notices to customers such as mailed warnings, advertisements, etc.

Keep me safe to get me there faster

Did you know that dangerous and prohibited goods cannot be sent in packages travelling through the international mail network?

These include explosives such as fireworks and gunpowder, aerosol spray cans and other compressed gasses, lighter fuels, perfumes, matches and other flammable products, and corrosives such as mercury. Counterfeit and pirated items are also forbidden.

Check before sending.

For more information, visit: www.upu.int/keepmesafe or contact your Post or Customs.

Keep me safe to get me there faster

Your Post is committed to providing quality service and delivering your packages and parcels as expeditiously as possible. But it can only do so with your help.

If you are sending a package abroad, be aware that some items, materials and substances are prohibited from travelling in the international mail stream.

Some products* are considered dangerous and present a safety hazard if travelling on aircraft. That's why international airline rules prohibit their inclusion in postal packages. These include ammunition, lighters, oil paints, perfumes, matches or mercury compounds, for example.

Other products, such as counterfeit or pirated goods, coins and valuable goods and live animals, are also prohibited from being sent through the post.

For more information, visit: www.upu.int/keepmesafe

* Conditions may differ if these items, materials or substances are travelling domestically only, check with your Post.

Dangerous goods prohibited in international mail

- Class 1 Explosives**
 - Fireworks
 - Firecrackers
 - Ammunition
 - Gunpowder
 - Flares
- Class 2 Compressed Gases**
 - Propane tanks
 - Diving tanks
 - Aerosol spray cans
 - Butane gas
 - Fire extinguishers
- Class 3 Flammable Liquids**
 - Lighters
 - Lighter fuels
 - Oil paints, wood varnishes and enamels - solvent based
 - Adhesives
 - Perfumes and aftershave
 - Nail varnish, polish and gel
- Class 4 Flammable Substances**
 - Matches
 - Charcoals
- Class 5 Oxidizing Substances**
 - Pool chemicals
 - Hydrogen Peroxide
 - Bleach
- Class 6 Toxic and Infections Substances**
 - Pesticides
 - Agricultural chemicals
 - Mercury compounds
 - Bacteria
 - Viruses
- Class 7 Radioactive materials**
 - Radioactive wastes
 - Radioactive sources
 - Smoke detectors
- Class 8 Corrosives**
 - Wet batteries
 - Mercury
 - Hydrochloric acid
- Class 9 Miscellaneous Dangerous Goods**
 - Magnetized goods
 - Dry ice
 - Lithium batteries

Lithium batteries

Prohibited items

* The Post can carry some of the substances in these categories in very limited quantities. Check with your Post for details.

Mail items may be returned if content description on the customs form does not make it clear that no dangerous goods are enclosed.

unacceptable	acceptable
Household goods May contain pressurized aerosol cans, flammable paints, or adhesives	Chocolate Candies Shirts Dresses
Sporting goods May contain ammunition or compressed gases	Racket Ball Shoes
Camping goods May contain compressed gas, cooking fuel or matches	Tent Sleeping bags
Diving goods May contain compressed gasses	Wet suits Diving masks Fins Snorkels
Medicine, drugs May contain alcohol or be packed in dry ice	Insulin Antacid tablets
Cosmetics May contain flammable perfume, makeup goods, or nail polish remover	Soap Lip gloss
Automobile components May contain flammable fuel additives, aerosols or compressed gas	Mirror Seat cover
Medical devices May contain blood pressure measurement devices or thermometers that contain mercury	Stethoscopes

The "Have you declared it" posters shall also be displayed at the counters and acceptance points.

documentation which outlines the specific references to dangerous goods and prohibited items. These documents should be updated regularly by the DPO to reflect the current regulations.

Example of contract language:

MAILABILITY AND IMPORTABILITY

All items mailed under this Agreement must conform to the mailability requirements of the designated post operator as detailed in regulations and conform to the importation restrictions of the destination countries. The Mailer is solely responsible for the importation status of the products mailed under this Agreement.

COMPLIANCE

1. The Mailer must comply with all applicable regulations, orders, and demands, and all other applicable laws.
2. All items mailed under this Agreement must conform to the mailability requirements of the DPO and conform to the importation requirements of the destination countries. The Mailer is solely responsible for the importation status of the products mailed under this Agreement.
3. The Mailer must provide any necessary documentation, including data provided in electronic format, in connection with each mailing, in the form and at the time specified by the DPO, Customs Agencies, local civil aviation authority, a destination country foreign government, or other authority. The Mailer further understands that the failure to provide any such required documentation may result in refusal at acceptance, delay in processing, involuntary seizure by authorities, and/or return of mail to sender.
4. The Mailer must comply with any regulation or order promulgated by the DPO, Customs Agencies, civil aviation authorities, a destination country foreign government, or other governmental unit with jurisdiction over mail, to facilitate the Customs processing of its mail, according to any requirements specified by those authorities.
5. This Agreement may be terminated immediately for cause based on the Mailer's failure to comply with all regulations, orders, and demands and all other applicable laws.

Examples of possible compliance measures could include:

- Standard contract language that is included in each business contract.
- Providing informational pamphlets or brochures on dangerous goods to customers on a periodic basis.
- On-going training efforts by the DPO to inform each customer of acceptable or prohibited, dangerous goods in the mail.
- Contractual penalty clauses for account holders who improperly ship dangerous goods.

Procedures for the handling of packages rejected from transport

The DO should have in place written standard operating procedures for handling packages that are rejected from air transport. These procedures may already be incorporated into existing safety and security procedures. For example, a package may contain an item that cannot be transported by air,

but it could be transported by other transport modes. The package would be marked for not for transport by air.

It is important that security and safety procedures are communicated to the employees. The method may vary and can include formal training, team briefing, verbal and written instructions, leaflets, etc. The level of information/instruction required would depend on the risks that may be encountered at your workplace.

Emergency procedures

The DPO should have in place written standard operating procedures for emergency response to incidents and accidents involving declared and undeclared dangerous goods. These procedures may already be incorporated into existing safety and security procedures. For example, a package leaking an unknown substance may be addressed as a hazardous spill.

It is important that security and safety procedures are communicated to the employees. The method may vary and can include formal training, team briefing, verbal and written instructions, leaflets, etc. The level of information/instruction required would depend on the risks that may be encountered at your workplace.

Retention of documents

The DPO should have in place a written policy for the retention of documents relating to dangerous goods. In accordance with the technical instructions any required documentation for the transport of dangerous goods by air at a minimum must be retained for three months after the flight on which the dangerous goods were transported.

d. Ramp operations and handover

In DPO's facilities (landside), if not automated and if DPO staff transport ae required to drive on the air side, staff must be trained on the safe operation of vehicles in order to safely drive airmail to the air side. While driving, DPOs staff must ensure the stability of the loads and have full visibility according to the company's occupational health and safety instructions. When handing over airmail to ramp personnel, a final safety check shall be performed according to company policy. Any incident, accidents and/or damage must be immediately reported according to the emergency and contingency plans in place.

Coordination must be arranged and approved by carrier load control to deliver airmail to the aircraft. DPO staff shall receive training on how to safely drive on the ramp, be aware of danger zones (blast and suction) as well as the movements (and parking areas) of vehicles around the aircraft and how to approach an aircraft in parking position. It is also every DPO staff's responsibility to be aware of Foreign Object Debris (FOD) and to act accordingly in a safe and responsible manner. Any incident, accidents and/or damage must be immediately reported according to the emergency and contingency plans in place.

4. Role of the National Aviation Authority (NAA)

- a. IATA recommends that a strong harmonization and standardization of the oversight programs from the Regulators be implemented to support and jointly collaborate with all stakeholders on the requirements for safety.
- b. The NAA shall develop and enforce audits on a regular basis, compile reports received by airlines and take action when dangerous goods or other prohibited items are discovered in airmail.
- c. UPU must continue to encourage compliance with the minimum required security standards as outlined in UPU Standards S58.S59 through structured peer led reviews as well as compile incident reports received by the postal operators.
- d. In compliance with Annex 6 of ICAO Convention on International Civil Aviation chapter 15: *The State of the operator shall ensure that the operator establishes policy and procedures for that purpose which include the conduct of a specific safety risk assessment on the transport of items in the cargo compartment.*
The term "items" includes mail and this risk assessment shall include the safety of the complete supply chain for items to be transported.
In this framework, IATA recommends full transparency on the safety and security processes in place at DPO's facilities, enabling airlines to perform their risk assessment and comply with ICAO requirements. Aware of the challenge posed to the postal industry, Airlines are willing to help streamline this process by performing their own audits if requested.
- e. Airlines and DPOs are strongly encouraged to closely collaborate with their State's NAA to develop a joint safety program clearly defining the roles and responsibilities of the parties and information/awareness to customers and employees.
- f. Safety campaigns must be rolled-out on a regular basis from the various parties in order to inform customers (e-Tailers) to participate in the joint safety programs and raise awareness of their impact on the air cargo supply chain as safety is everyone's responsibility.
- g. All stakeholders must work together to invest in appropriate screening technologies, not only to guarantee the safety and security of passengers, crew, and aircrafts as well as for the mail to be transported, but also to guarantee the safe development of trade and the facilitation of the goods in cross border commerce.

Reporting and tracking of dangerous goods accidents and incidents to civil aviation authorities and/or other national authorities

The UPU issued letter No. 4293(DOT.PSP)1013 dated 11 February 2013, which provided a process for reporting dangerous goods accidents and incidents to the UPU, which would then be shared with ICAO. The local NAA or other national authority may also have a procedure to report these incidents at the national level.

Reporting of hidden and undeclared dangerous goods to civil aviation authorities

The UPU issued letter No. 4293(DOT.PSP)1013 dated 11 February 2013, which provided a process for reporting discovered hidden and undeclared dangerous goods to the UPU, which would then be shared with ICAO. The local NAA or other national authority may also have a procedure to report the discovery of hidden and undeclared dangerous goods at the national level.

IV. Conclusion

Each DPO should meet with its respective NAA at the earliest opportunity to give the DPO the opportunity to explain the operations and business model of its postal organization.

Both parties can then consider this information when discussing the way forward for dangerous goods training and procedures for preventing the introduction of dangerous goods into mail and air transport to ensure safety is paramount.

A robust relationship should be fostered with the airline, which transport mail for the DPO, and an understanding of how best to work together on ensuring safety on and off the airfield.

It is important to remember that all DPOs, irrespective of whether or not they wish to transport equipment containing lithium batteries or other admissible items outlined in Article 16, should have in place procedures for controlling the introduction of dangerous goods into their postal networks in order keep the mail safe and secure.

Terms and Definitions

Designated Postal Operator (DPO): Any governmental or non-governmental entity officially designated by the member country to operate postal services and to fulfil the related obligations arising out of the UPU Actos of the Union on its territory

Extra territorial Office of Exchange (ETOE): an ETOE is defined as an office or facility operated by or in connection with a designated operator on the territory of another country, and that these offices are established by designated operators for commercial purposes to draw business in markets outside their own national territory. An ETOE is not bound by the Universal Service Obligation (USO), it operates as a business and must comply with the national regulations of the country in which it operates.

Mail: Dispatches of correspondence and other items tendered by, and intended for delivery to, postal services in accordance with the rules of the Universal Postal Union (UPU).

Screening: Examination of mail by technical or other non-intrusive means that is intended to identify and/or detect explosives

References

The following referenced documents are indispensable for the application of this document. For dated references, or references to a version number, only the edition cited applies. For undated references and where there is no reference to a version number, the latest edition of the referenced document (including any amendments) applies.

ICAO Annex 18 - the Safe Transport of Dangerous Goods by Air;

ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) (Doc 9284);

IATA Dangerous Goods Regulations

Link to IATA Standards

UPU Standard S58, Postal security standards – General security measures

UPU Standards S59, Postal security standards – Office of exchange and international airmail security defines minimum requirements for securing operations relating to the transport of international mail.

International Civil Aviation Organization, Annex 17 to the Convention on International Civil Aviation: Security – Safeguarding International Civil Aviation against Acts of Unlawful Interference

NOTE 1 The Convention on International Civil Aviation Annexes 1 to 18 are available at

http://legacy.icao.int/eshop/pub/anx_info/annexes_booklet_en.pdf

International Civil Aviation Organization, Aviation Security Manual (Doc 8973 – Restricted)

NOTE 2 Requests for copies of Doc 8973 should be submitted directly to ICAO's Document Sales Unit (sales@icao.int).

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