

1.4.3 Provision of Information to Passengers

1.4.3.1 Operators must inform passengers about dangerous goods that passengers are forbidden to carry aboard an aircraft. The notification system must be described in their operations manual and/or other appropriate manuals. The notification system must ensure that where the ticket purchase and/or boarding pass issuance can be completed by a passenger without the involvement of another person, the system must include an acknowledgement by the passenger that they have been presented with the information. The information must be provided to passengers:

- (a) at the point of ticket purchase or, if this is not practical, made available in another manner to passengers prior to boarding pass issuance; and
- (b) at boarding pass issuance, or when no boarding pass is issued, prior to boarding the aircraft.

Note:

The information may be provided in text or pictorial form, electronically, or verbally, as described in the operator's manuals.

1.4.3.2 An operator or the operator's handling agent and the airport operator must ensure that information on the types of dangerous goods which are forbidden for carriage aboard an aircraft is communicated effectively to passengers. This information must be presented:

- (a) at each of the places at an airport:
 - where tickets are issued;
 - boarding passes are issued;
 - passenger baggage is dropped off; and
 - in aircraft boarding areas.
- (b) any other location where:
 1. passengers are issued boarding passes; and
 2. checked baggage is accepted.
- (c) should be prominently displayed in sufficient numbers in baggage claim areas.

1.4.3.2.1 This information must include visual examples of dangerous goods forbidden from carriage aboard an aircraft.

1.4.3.3 An operator, of passenger aircraft, should have information on those dangerous goods which may be carried by passengers in accordance with 2.3.2 to 2.3.5 available prior to the boarding pass issuance process on their web sites or other sources of information.

1.4.3.4 Any organization or enterprise other than an operator (such as a travel agent) involved in the air transport of passengers, should provide passengers with information about the types of dangerous goods which they are forbidden from carrying aboard an aircraft. This information should consist as a minimum of notices at those locations where there is an interface with the passengers.

1.4.4 Passenger Check-in Procedures

1.4.4.1 Operators' check-in staff must be adequately trained to assist them to identify and detect dangerous goods carried by passengers other than as permitted in Subsection 2.3.

1.4.4.2 Many innocuous-looking items may contain dangerous goods and a list of general descriptions which, experience has shown, are often applied to such items is shown in Subsection 2.2. Check-in staff should therefore seek confirmation from any passenger where there are suspicions that an item of baggage may contain dangerous goods that are not permitted.

1.4.5 Provision of Information at Cargo Acceptance Areas

An operator or the operator's handling agent must ensure that sufficient notices, prominently displayed, are provided at visible location(s) at cargo acceptance points, giving information about the transport of dangerous goods to alert shippers/agents about any dangerous goods that may be contained in their cargo consignment(s). These notices must include visual examples of dangerous goods, including batteries.

1.5 Training Requirements

STATE VARIATIONS: AEG-02, CAG-11, GBG-07, HKG-01, NLG-06, VEG-05

1.5.1 Dangerous Goods Training Programs

1.5.1.1 Establishment and Maintenance

Note:

A training program includes elements such as design methodology, assessment, initial and recurrent training, instructor qualifications and competencies, training records and evaluation of the effectiveness of training.

1.5.1.1.1 The employer of personnel that perform functions aimed at ensuring that dangerous goods are transported in accordance with these Regulations must establish and maintain a dangerous goods training program.

Notes:

1. An approach to ensuring personnel are competent to perform any function for which they are responsible is provided in "DANGEROUS GOODS TRAINING PROGRAMS GUIDELINES - COMPETENCY-BASED TRAINING APPROACH", which is available on: www.iata.org/dangerousgoods
2. Security personnel who are involved with the screening of passengers and crew and their baggage and cargo or mail are required to be trained irrespective of whether the operator on which passenger or cargo is to be transported carries dangerous goods as cargo.

1.5.1.1.2 All operators must establish a dangerous goods training program regardless of whether or not they are approved to transport dangerous goods as cargo.

1.5.1.1.3 Training courses may be developed and delivered by or for the employer.

1.5.1.2 Objective of Dangerous Goods Training

1.5.1.2.1 The employer must ensure that personnel are competent to perform any function for which they are responsible prior to performing any of these functions. This must be achieved through training and assessment commensurate with the functions for which they are responsible. Such training must include:

- (a) general familiarization training—personnel must be trained to be familiar with the general provisions;
- (b) function specific training—personnel must be trained to competently perform the function for which they are responsible; and
- (c) safety training—personnel must be trained on how to recognise the hazards presented by dangerous goods, on the safe handling of dangerous goods and on emergency response procedures.

Note:

General information on the provisions for dangerous goods carried by passengers and crew (see 2.3) should be included in training courses, as appropriate.

1.5.1.2.2 Personnel who have received training but who are assigned to new functions must be assessed to determine their competence in respect of their new function. If competency is not demonstrated, appropriate additional training must be provided.

1.5.1.3 Recurrent Training and Assessment

Personnel must receive recurrent training and assessment within 24 months of previous training and assessment to ensure that competency has been maintained. However, if recurrent training and assessment is completed within the final three months of validity of the previous training and assessment, the period of validity extends from the month on which the recurrent training and assessment was completed until 24 months from the expiry month of that previous training and assessment. For example, a person attends an initial course finishing on 14 April 2019; their training validity therefore expires 30 April 2021. They may attend recurrent training any time between 1 February and 30 April 2021 and their next recurrent training date will remain 30 April 2023. If, however they complete recurrent training in January 2021, then as this is more than 3 months prior to the end of April then their training expiry date becomes 31 January 2023.

1.5.1.4 Training and Assessment Records

STATE VARIATIONS: CAG-11, VEG-05

1.5.1.4.1 The employer must maintain a record of training and assessment for personnel.

1.5.1.4.2 The record of training and assessment must be maintained, which must include:

- the individual's name;
- the most recent training and assessment completion month;
- a description, copy or reference to training and assessment materials used to meet the training and assessment requirements;
- the name and address of the organization providing the training and assessment; and
- evidence which shows that personnel have been assessed as competent to perform any function for which they are responsible.

1.5.1.4.3 Training and assessment records must be retained by the employer for a minimum period of 36 months from the most recent training and assessment completion month and must be made available upon request to the employee or appropriate national authority.

1.5.2 Review and Approval of Training Programs

1.5.2.1 Dangerous goods training programs for operators' must be approved by the appropriate authority of the State of the operator in accordance with the provisions of ICAO Annex 6—Operation of Aircraft.

1.5.2.2 Dangerous goods training programs required for entities other than operators and designated postal operators should be approved as determined by the appropriate national authority.

Notes:

1. See 1.5.4.2 for approval of training programs for designated postal operators.
2. See 1.5.5 for information on detailed dangerous goods training course content developed by IATA that address well-defined job functions.

1.5.3 Instructor Qualifications and Competencies

☐ STATE VARIATION: PLG-05

1.5.3.1 Unless otherwise provided for by the appropriate national authority, instructors of initial and recurrent dangerous goods training programs must demonstrate or be assessed as competent in instruction and the function(s) that they will instruct prior to delivering such a dangerous goods training program.

Note:

"Competence in instruction" can come from a variety of methods. A list of instructional techniques is found in the IATA Dangerous Goods Regulations Instructors Toolkit. See <https://www.iata.org/en/publications/store/dgr-training-books/>

1.5.3.2 Instructors delivering initial and recurrent dangerous goods training programs must deliver such a course at least every 24 months, or in the absence of this attend recurrent training.

1.5.3.3 Organisations must ensure that the instructor receives updates to the Regulations and training material on an annual basis with the issuance of each edition of the DGR or as the Regulations are modified. Instructors must receive and understand updates to dangerous goods information and be made familiar with those changes by training or other means on an annual basis or as the Regulations are modified.

1.5.4 Designated Postal Operators Training Programs

1.5.4.1 Staff of designated postal operators must be trained commensurate with their responsibilities. The subject matter to which their various categories of staff should be familiar with is indicated in Table 1.5.A.

1.5.4.2 Dangerous goods training programs of designated postal operators must be subjected to review and approval by the civil aviation authority of the State where the mail was accepted by the designated postal operator.

TABLE 1.5.A
Minimum Requirements for Training Curricula for Designated Postal Operators (1.5.1.2)

Aspects of transport of dangerous goods by air with which they should be familiar, as a minimum	Designated Postal Operators		
	Category		
	a	b	c
General philosophy	X	X	X
Limitations	X	X	X
General requirements for shippers	X		
Classification	X		
List of dangerous goods	X		
General packing requirements	X		
Packing instructions	X		
Labelling and marking	X	X	X
Shipper's Declaration and other relevant documentation	X	X	
Acceptance of the dangerous goods listed in 2.4	X		
Recognition of undeclared dangerous goods	X	X	X
Storage and loading procedures			X
Provisions for passengers and crew	X	X	X
Emergency procedures	X	X	X

CATEGORY

- (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

1.5.5 IATA Dangerous Goods Training Workbooks

IATA has developed a series of training workbooks that correspond to well-defined job functions that share similar competencies:

- Workbook 1—Shippers; Packers; Personnel Accepting/Processing Dangerous Goods
- Workbook 2—Flight Crew; Load Planners; Flight Dispatchers
- Workbook 3—Cabin Crew; Passenger Handling Personnel; Security Screening Personnel
- Workbook 4—Ramp and Warehouse Personnel
- Workbook 5—General Cargo Acceptance Personnel

For more information see:

<https://www.iata.org/en/publications/store/dgr-training-books/>

1.6 Adequate Instruction for Shipping Section II Lithium Batteries

1.6.1 Section II of the lithium battery packing instructions, PI 966, PI 967, PI 969 and PI 970, include a requirement that “Any person preparing or offering cells or batteries for transport must receive adequate instruction on these requirements commensurate with the functions for which they are responsible”. The packing instructions however do not define or describe what is considered as “adequate instruction”.

1.6.2 At a minimum, an employer should consider the following as being adequate instruction:

- Classification of lithium batteries being shipped.
- Documentation of procedures applied to lithium batteries being shipped.
- Written work instructions or other documentation, including automated controls.
- Review and understanding of documented procedures as applicable to the job function.
- Instruction records including date(s) for all employees.
- Refresher instructions provided at a minimum every two years or as the documented instructions are revised or regulations are changed.
- Reverse logistics, including transport mode and applicable prohibitions.

1.7 Dangerous Goods Security

△ STATE VARIATIONS: PLG-07, USG-17

1.7.0 General

1.7.0.1 This subsection addresses the security responsibilities of operators, shippers and others involved in the transport of dangerous goods aboard aircraft. It should be noted that ICAO Annex 17—Security provides comprehensive requirements for implementation of security measures by States to prevent unlawful interference with civil aviation or when such interference has been

committed. In addition, the ICAO *Security Manual for Safeguarding Civil Aviation against Acts of Unlawful Interference (Doc 8973 - Restricted)* provides procedures and guidance on aspects of aviation security and is intended to assist States in the implementation of their respective national civil aviation security programs. The current edition of the IATA Security Manual contains guidance material directed at industry entities such as operators and airports. The requirements in this subsection are intended to supplement the requirements of Annex 17 and to implement measures to be taken to minimize theft or misuse of dangerous goods that may endanger persons or property. The provisions of this subsection do not supersede the requirements of Annex 17 and mandatory elements of the associated documents.

1.7.0.2 In addition to the security provisions of these Regulations, appropriate national authorities may implement further security provisions for reasons other than safety of dangerous goods during transport. In order to not impede international and multimodal transport by different explosives security marks, it is recommended that such marks be formatted consistent with an internationally harmonized standard (e.g. European Union Commission Directive 2008/43/EC).

1.7.1 General Security Provisions

1.7.1.1 All persons engaged in the transport of dangerous goods should consider security requirements for the dangerous goods commensurate with their responsibilities.

1.7.1.2 Dangerous goods should only be offered to operators that have been appropriately identified.

1.7.1.3 The provisions of this subsection do not apply to:

- (a) UN 2908 and UN 2909 excepted packages;
- (b) UN 2910 and UN 2911 excepted packages with an activity level not exceeding the A₂ value; and
- (c) UN 2912 LSA-I and UN 2913 SCO-I.

1.7.2 Dangerous Goods Security Training

1.7.2.1 The training specified in Subsection 1.5 should include elements of security awareness.

1.7.2.2 Security awareness training should address the nature of security risks, recognition of security risks, methods to address and reduce such risks and actions to be taken in the event of a security breach. It should include awareness of security plans (if appropriate) commensurate with the responsibilities of individuals and their role in implementing security plans.

Note:

Persons who have received security training in accordance with the requirements of a National Security Plan or other security requirements that fulfil the elements of 1.7.2.2 need not receive additional training.

1.7.2.3 Such training should be provided or verified upon employment in a position involving dangerous goods transport. Recurrent training should take place