



**WORKING PAPER**

**DANGEROUS GOODS PANEL (DGP)**

**TWENTY-SECOND MEETING**

**Montréal, 5 to 16 October 2009**

**Agenda Item 2: Development of recommendations for amendments to the *Technical Instructions for the Safe Transport of Dangerous Goods by Air* (Doc 9284) for incorporation in the 2011-2012 Edition**

**PROVISION OF INFORMATION TO STAFF**

(Presented by G. A. Leach)

**SUMMARY**

This paper proposes extending the requirement for the provision of information to check-in staff and cargo acceptance staff to include cargo reservations staff and passenger reservations staff.

**Action by the DGP:** The DGP is invited to amend Part 7; Chapter 6.1 of the *Technical Instructions for the Safe Transport of Dangerous Goods by Air* (Doc 9284) as presented in the appendix.

**1. INTRODUCTION**

1.1 Part 7;6.1 of the Technical Instructions requires that cargo acceptance staff and passenger check-in staff must be provided with information about general descriptions that are often used for items in cargo or in passengers' baggage that may contain dangerous goods and other indications that dangerous goods may be present in cargo or passenger baggage. They must also be provided with information about those dangerous goods that may be carried by passengers. It is understood that the intent of this requirement is to assist with the detection of hidden dangerous goods in cargo once it has arrived at an airport before it is carried and to assist in ensuring that passengers are only carrying items that they are permitted to carry when they arrive at the airport to check-in for their flight.

1.2 Although the current requirement of Part 7;6.1 is very important since cargo acceptance staff and check-in staff have the best opportunity at the airport to detect undeclared dangerous goods in cargo and items that passengers should not be carrying, it would be preferable to try to prevent the shipper from sending undeclared dangerous goods in the first place and for passengers to be advised of what they can and cannot take with them before they travel to the airport. It is suggested that this could be achieved by ensuring that both cargo and passenger reservations staff receive similar information, since they are often the first point of contact with shippers and passengers. Cargo reservations staff are often given

generic descriptions of the type of goods that are to be shipped and have the opportunity to query whether those goods include dangerous goods, but often need some guidance as to the general descriptions of items that may contain dangerous goods. Similarly, passenger reservations staff often receive enquiries from passengers prior to travel and are best placed to provide advice on what can and cannot be carried. Experience in the United Kingdom is that some operators and their agents already provide some information to such staff, but it is suggested that this should be mandatory.

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**APPENDIX**

**AMENDMENT TO THE TECHNICAL INSTRUCTIONS**

**Part 7**

**OPERATOR'S RESPONSIBILITIES**

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**Chapter 6**

**PROVISIONS TO AID RECOGNITION OF  
UNDECLARED DANGEROUS GOODS**

6.1 With the aim of preventing undeclared dangerous goods from being loaded on an aircraft and of preventing passengers from taking on board those dangerous goods which they are not permitted to have in their baggage (see 8;1.1.2), information about:

- a) general descriptions that are often used for items in cargo or in passengers' baggage which may contain dangerous goods;
- b) other indications that dangerous goods may be present (e.g. labels, markings); and
- c) those dangerous goods which may be carried by passengers in accordance with 8;1.1.2,

must be provided to cargo reservations staff, cargo acceptance staff, ~~and~~ passenger reservations staff and passenger check-in staff as appropriate and must be readily available to such staff. The following is a list of general descriptions and the types of dangerous goods that may be included in any item bearing that description.

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