

Dangerous Goods by Air Standard Operating Procedure

SMSA EXPRESS

United Arab Emirates

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Important Note:

This is a country specific GUIDE and SMSA complies by the same for conducting its day to day operations. However, the major reference for Dangerous Goods remains to be the IATA Dangerous Goods Regulations Current Edition.

TABLE OF CONTENTS/INDEX

1.0 INTRODUCTION	4
2.0 RESPONSIBILITIES	4
2.1 Shipper	4
2.2 Dangerous Goods Specialist	4
2.3 Handling Agent	4
2.4 Operator	5
3.0 OBJECTIVE	5
4.0 DEFINITION	5
4.1 Other Definitions	5
5.0 CLASSIFICATION	7
6.0 ACCEPTANCE PROCEDURES	11
7.0 HANDLING PROCEDURES	12
8.0 INSPECTION	13
9.0 DOCUMENTATION	14
10.0 LABELLING REQUIREMENTS	15
11.0 PACKAGING	16
12.0 AIRWAYBILL INSTRUCTIONS	18
13.0 MAINTENANCE AND RETENTION OF RECORDS	18
14.0 STORAGE	18
15.0 TRAINING	20
16.0 UAE STATE VARIATIONS	20
17.0 EMERGENCY RESPONSE PROCEDURES	20
17.1 Impact Protection	22
17.2 Transfer of Dangerous Goods	22
17.3 Fire Protection	22
17.4 Emergency Preparedness	23
17.5 Safety Equipment	23
17.6 Ignition sources in Hazardous/Dangerous Goods Area	23

17.7 Lighting	23
17.8 ACCESS	23
17.9 Security	23
17.10 Hazard Identification	23
17.11 Review of Risk Assessments	24
17.12 Records of Risk Assessments	24
17.13 Risk Control Strategies	24
18.0 REPORTING PROCEDURES	24
19.0 COMPANY STATEMENT	27

1.0 INTRODUCTION	<p>Dangerous goods are articles or substances which are capable of posing a hazard to health, safety, property or the environment when transported by air. Most dangerous goods can be safely transported by air if they are in approved quantities and properly packaged and handled. SMSA Express' acceptance of dangerous goods is in accordance with the IATA Dangerous Goods Regulations and all applicable domestic and international rules and regulations.</p>
2.0 RESPONSIBILITIES	<p>A company or individual who exports Dangerous Goods shall ensure that the staff engaged in handling Dangerous Goods have undergone a Dangerous Goods training program.</p>
2.1 Shipper	<p>Before Shipper offers any package or over-pack of Dangerous Goods for transport by air, shipper shall ensure that the dangerous goods are properly classified, contained, packed, marked, labelled and declared in accordance with the IATA Dangerous Goods Regulations.</p> <p>Shipper must always provide an updated manufacturer's MSDS for those dangerous goods they export.</p> <p>Shipper must be able to organize and pack its goods into Packing Groups (PG) which indicate the degree of danger (PG I – great danger, PG II – medium danger, PG III – minor danger).</p>
2.2 Dangerous Goods Specialist	<p>Dangerous Goods Specialist shall be responsible to refuse Dangerous Goods shipments which are not packed, marked and labeled properly. Inspection should include the inner packaging aside from the outer packaging used.</p> <p>Dangerous Goods Specialist shall not accept Dangerous Goods for transport by air until the package, over-pack or freight container containing such goods have been inspected in accordance with the acceptance procedures contained in the IATA Dangerous Goods Regulations.</p> <p>Dangerous Goods Specialist at the warehouse shall check and refuse all shipments belonging to Class I – Explosives & Class 7 – Radioactive Substances.</p> <p>Dangerous Goods Specialist shall not receive any shipment without any MSDS documentation.</p> <p>The handling agent shall ensure that goods coming under the classification of Dangerous Goods are not turned-over to the airline unless they conform to the IATA Dangerous Goods Regulations for carriage by air.</p> <p>Handling Agent shall identify those dangerous goods at the workplace together with any unforeseeable hazards arising from the storage and handling of the product.</p>

2.4 Operator	<p>Handling Agent shall fill-up an acceptance checklist to store information which includes the proper shipping name, class, subsidiary risks, compatibility group, and the quantity and location.</p> <p>Commercial Airline companies which accept and carries Dangerous Goods.</p>
3.0 OBJECTIVE	<p>As a matter of Policy, all references should be taken from the IATA Dangerous Goods Regulations Manual (Current Edition).</p> <p>This document is intended to provide additional guidance in the general principles governing the transport of dangerous goods by air.</p> <p>Below are guidelines on the acceptance, storage and handling of dangerous goods for air transport in order to protect the safety and health of everyone involved in the handling including SMSA Express employees and to prevent damage to property and the environment from the hazards arising from the storage and handling of dangerous goods.</p>
4.0 DEFINITION	<p>DANGEROUS GOODS</p> <p>Dangerous goods are articles or substances which are capable of posing a hazard to health, safety, property or the environment.</p>
4.1 Other Definitions	<p>BUNDING Containment device for liquid storage</p> <p>CABINET Approved internal storage cabinet for a particular Dangerous Goods class</p> <p>CLASS Classification applied to Dangerous Goods</p> <p>COMBUSTIBLE C1 – substance having a flashpoint of >60.5 degrees Celsius and <150 degrees Celsius C2 – substance having a flashpoint of >150 degrees Celsius</p> <p>EPA Environment Protection Authority</p>

Flammable	Substance having a flashpoint of <60.5 degrees Celsius
HAZCHEM	Hazard Code for Dangerous Goods Emergencies.
Keeping	Storage of Dangerous Goods
Label	Dangerous goods Class Label, often called "Class Diamond".
MSDS	<p>A Material Safety Data Sheet (MSDS) is a document which outlines specific health and safety information about the substance.</p> <p>Information includes:</p> <ul style="list-style-type: none"> • Whether the substance is classified as hazardous • Chemical aspects of the substance • First aid advice • Risk controls to prevent injury
PG	Packing Groups I, II or III
PPE	Personal Protective Equipment
UN Number	The four digit number used to identify dangerous goods worldwide.
Dangerous Goods Accident	is an occurrence associated with and related to the transport of dangerous goods by air, which results in fatal or serious injury to a person or major property damage.
Dangerous Goods Incident	is an occurrence other than a dangerous goods accident associated with and related to the transportation of dangerous goods by air, not necessarily occurring on board

	<p>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.</p> <p>CBTA Competency Based Training</p> <p>COVAL Competency Validation</p>
<p>5.0 CLASSIFICATION</p>	<p>IATA DGR 3.0.1.1 Dangerous goods are defined as those goods which meet the criteria of one or more of nine UN hazard classes and, where applicable, to one of three UN Packing Groups according to the provisions of this section. The nine classes relate to the type of hazard whereas the packing groups relate to the applicable sub degree of danger within the Class.</p> <p>Substances (including mixtures and solutions) and articles subject to the provisions of IATA DGR are assigned to one of the classes 1-9 according to the hazard or the most predominant of the hazards they present. Some of these classes are subdivided into divisions. These classes or divisions are as listed below:</p> <p>Class 1: Explosives</p> <p>Division 1.1: substances and articles which have a mass explosion hazard</p> <p>Division 1.2: substances and articles which have a projection hazard but not a mass explosion hazard</p> <p>Division 1.3: substances and articles which have a fire hazard and either a minor blast hazard or a minor projection hazard or both, but not a mass explosion hazard</p> <p>Division 1.4: substances and articles which present no significant hazard</p> <p>Division 1.5: very insensitive substances which have a mass explosion hazard</p> <p>Division 1.6: extremely insensitive articles which do not have a mass explosion hazard.</p> <p>Class 2: Gases</p> <p>Class 2.1: flammable gases</p> <p>Class 2.2: non-flammable, non-toxic gases</p> <p>Class 2.3: toxic gases</p> <p>Class 3: Flammable liquids</p> <p>Class 4: Flammable solids; substances liable to spontaneous combustion; substances which, in contact with water, emit flammable gases</p> <p>Class 4.1: flammable solids, self-reactive substances and desensitized explosives</p>

Class 4.2: substances liable to spontaneous combustion
Class 4.3: substances which, in contact with water, emit flammable gases

Class 5: Oxidizing substances and organic peroxides**Class 5.1:** oxidizing substances**Class 5.2:** organic peroxides**Class 6: Toxic and infectious substances****Class 6.1:** toxic substances**Class 6.2:** infectious substances**Class 7: Radioactive material****Class 8: Corrosive substances****Class 9: Miscellaneous dangerous substances and articles**

SMSA Express will only carry, store or handle Class 2, 3, 4, 5, 6.1, 8 and 9 at its facility:

Class 2 Gases (Flammable, Compressed/Non-Toxic, Poisonous)

Class 3 Flammable Liquids

Class 4 Flammable Solids

Class 5 Oxidizers & Organic Peroxides

Class 6 Toxic Substances

Class 8 Corrosive Substances

Class 9 Miscellaneous Dangerous Goods

Class 1 – Explosives, Class 6.2 Infectious substances and Class 7 - Radioactive Substances will be handled to and from Shipper/Receiver directly to/from Airport.

CLASS 2

Gases are defined by dangerous goods regulations as substances which have a vapour pressure of 300 kPa or greater at 50°C or which are completely gaseous at 20°C at standard atmospheric pressure, and items containing these substances. The class encompasses compressed gases, liquefied gases, dissolved gases, refrigerated liquefied gases, mixtures of one or more gases with one or more vapours of substances of other classes, articles charged with a gas and aerosols.

Sub-Divisions

Division 2.1: Flammable gases

Division 2.2: Non-flammable, non-toxic gases

Division 2.3: Toxic gases

Reason for Regulation

Gases are capable of posing serious hazards due to their flammability, potential as asphyxiants, ability to oxidize and/or their toxicity or corrosiveness to humans.

CLASS 3

Flammable liquids are defined by dangerous goods regulations as liquids, mixtures of liquids or liquids containing solids in solution or suspension which give off a flammable vapour (have a flash point) at temperatures of not more than 60-65°C, liquids offered for transport at temperatures at or above their flash point or substances transported at elevated temperatures in a liquid state and which give off a flammable vapour at a temperature at or below the maximum transport temperature.

Sub-Divisions

There are no subdivisions within Class 3, Flammable Liquids.

Reason for Regulation

Flammable liquids are capable of posing serious hazards due to their volatility, combustibility and potential in causing or propagating severe conflagrations.

CLASS 4

Flammable solids are materials which, under conditions encountered in transport, are readily combustible or may cause or contribute to fire through friction, self-reactive substances which are liable to undergo a strongly exothermic reaction or solid desensitized explosives. Also included are substances which are liable to spontaneous heating under normal transport conditions, or to heating up in contact with air, and are consequently liable to catch fire and substances which emit flammable gases or become spontaneously flammable when in contact with water.

Sub-Divisions

Division 4.1: Flammable solids

Division 4.2: Substances liable to spontaneous combustion

Division 4.3: Substances which, in contact with water, emit flammable gases

Reason for Regulation

Flammable solids are capable of posing serious hazards due to their volatility, combustibility and potential in causing or propagating severe conflagrations.

CLASS 5

Oxidizers are defined by dangerous goods regulations as substances which may cause or contribute to combustion, generally by yielding oxygen as a result of a redox chemical reaction. Organic peroxides are substances which may be considered derivatives of

hydrogen peroxide where one or both hydrogen atoms of the chemical structure have been replaced by organic radicals.

Sub-Divisions

Division 5.1: Oxidizing substances

Division 5.1: Organic peroxides

Reason for Regulation

Oxidizers, although not necessarily combustible in themselves, can yield oxygen and in so doing cause or contribute to the combustion of other materials. Organic peroxides are thermally unstable and may exude heat whilst undergoing exothermic autocatalytic decomposition. Additionally, organic peroxides may be liable to explosive decomposition, burn rapidly, be sensitive to impact or friction, react dangerously with other substances or cause damage to eyes.

CLASS 6

Toxic substances are those which are liable either to cause death or serious injury or to harm human health if swallowed, inhaled or by skin contact. Infectious substances are those which are known or can be reasonably expected to contain pathogens. Dangerous goods regulations define pathogens as microorganisms, such as bacteria, viruses, rickettsia, parasites and fungi, or other agents which can cause disease in humans or animals.

Sub-Divisions

Division 6.1: Toxic substances

Division 6.2: Infectious substances

Reason for Regulation

Toxic and infectious substances can pose significant risks to human and animal health upon contact.

CLASS 8

Corrosives are substances which by chemical action degrade or disintegrate other materials upon contact.

Sub-Divisions

There are no subdivisions within Class 8, Corrosives.

Reason for Regulation

Corrosives cause severe damage when in contact with living tissue or, in the case of leakage, damage or destroy surrounding materials.

	<p>CLASS 9</p> <p>Miscellaneous dangerous goods are substances and articles which during transport present a danger or hazard not covered by other classes. This class encompasses, but is not limited to, environmentally hazardous substances, substances that are transported at elevated temperatures, miscellaneous articles and substances, genetically modified organisms and micro-organisms and (depending on the method of transport) magnetized materials and aviation regulated substances.</p> <p>Sub-Divisions</p> <p>There are no subdivisions within Class 9, Miscellaneous Dangerous Goods.</p> <p>Reason for Regulation</p> <p>Miscellaneous dangerous goods present a wide array of potential hazards to human health and safety, infrastructure and/ or their means of transport.</p>
<p>6.0 ACCEPTANCE PROCEDURES</p>	<p>All Dangerous Goods shipments and accompanying documentation offered for transport including those picked up by SMSA Express couriers must be checked on arrival at the SMSA Facility for compliance with the applicable Regulatory requirements. The appropriate Dangerous Goods Acceptance checklist shall be used.</p> <p>When a Dangerous Goods shipment does not meet the requirements, it shall be refused for Air transport. A copy of the completed Dangerous Goods acceptance checklist outlining the reason(s) for refusal shall be given to the Shipper offering the shipment/consignment when the shipment is returned to the Shipper. If the shipment can be rectified before shipment, the Shipper will be notified of the amendments to the shipment for approval for compliance.</p> <p>Where a shipment which is not declared as Dangerous Goods, and when it is suspected that the contents of that consignment may contain Dangerous Goods, SMSA trained staff shall seek confirmation from the Shipper that the shipment does not contain Dangerous Goods.</p> <p>Acceptance Checklist</p> <p>SMSA dangerous goods trained checking staff will not accept a package or overpack containing dangerous goods unless:</p> <ul style="list-style-type: none"> (a) It is accompanied by two copies of the "Shipper's Declaration for Dangerous Goods"; (b) or the information applicable to the consignment is provided in electronic form; or (c) it is accompanied, where permitted, by alternative documentation.

An **Acceptance Checklist** 9.1.2.1, 9.1.2.2, 9.1.2.3, will be completed for all shipments following the procedures under IATA DGR Chapter 9.1.3, including Table 9.1A (9.1.3.3)

7.0 HANDLING PROCEDURES

Handling Process

Pick-Up of Dangerous Goods shipment from Shipper:

- Shipper calls customer service for booking/pick-up of Dangerous Goods.
- Dispatcher sends pick-up job to the designated dangerous goods trained Courier.
- The designated dangerous goods trained Courier performs pick-up from Shipper premises; he makes sure that shipment is properly packed and complete documentation is attached.
- Only designated dangerous goods trained Couriers are allowed to handle, collect and deliver dangerous goods shipments.
- Dangerous goods trained Courier proceeds to load the Dangerous Goods shipment onto his van and secures it inside the van, separating it from foodstuffs and other incompatible goods if he has any on his van.
- Normally a Dangerous Goods shipment will be collected without other goods in the van.
- Upon arrival at the SMSA Express station, Courier turn-over the Dangerous Goods shipment to the Dangerous Goods specialist.
- The Dangerous Goods specialist temporarily stores it at the Dangerous Goods Area for processing.

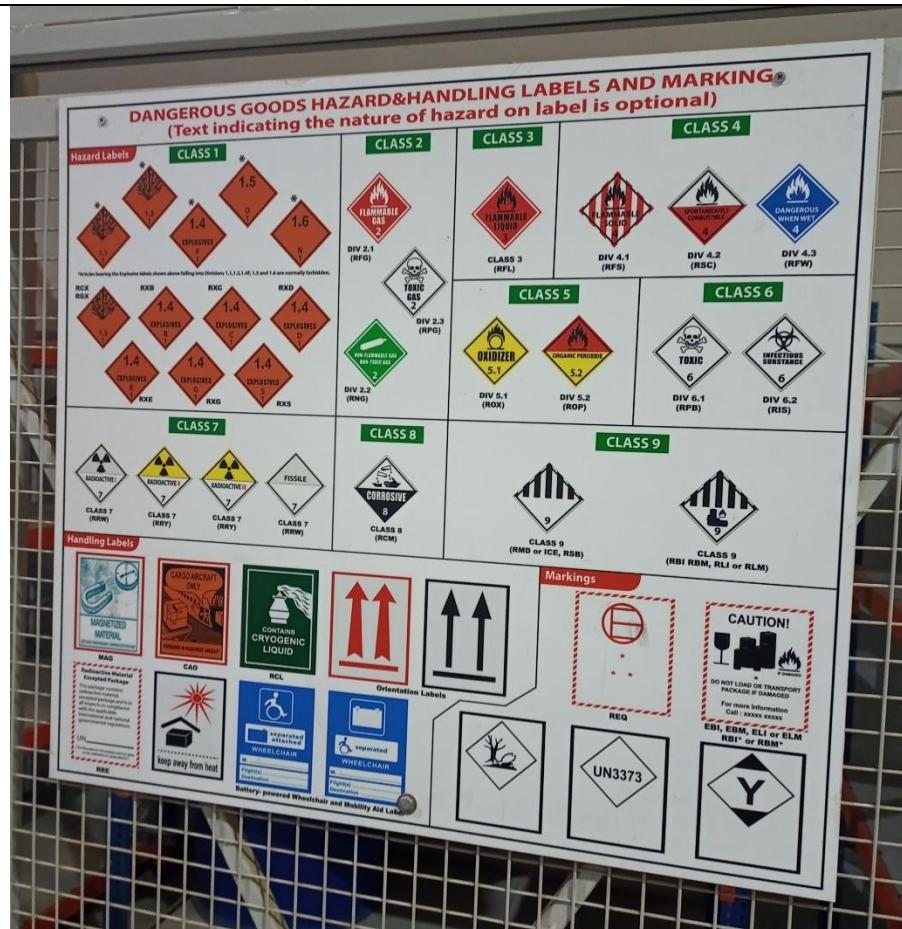
Hazard Label	1 excl. 1.4S	2.1	2.2, 2.3	3	4.1	4.2	4.3	5.1	5.2	8	9 see 9.3.2.1.3
1 excluding 1.4S See 9.3.2.2.5.	x	—	—	—	—	—	—	—	—	—	x
2.1	x	—	—	—	—	—	—	—	—	—	x
2.2, 2.3	x	—	—	—	—	—	—	—	—	—	x
3	x	—	—	—	—	—	x	—	—	—	x
4.1	x	—	—	—	—	—	—	—	—	—	x
4.2	x	—	—	—	—	—	x	—	—	—	—
4.3	x	—	—	—	—	—	—	—	—	x	—
5.1	x	—	—	x	—	x	—	—	—	—	x
5.2	x	—	—	—	—	—	—	—	—	—	x
8	x	—	—	—	—	x	—	—	—	—	—
9 see 9.3.2.1.3	x	x	—	x	x	—	x	—	—	—	—

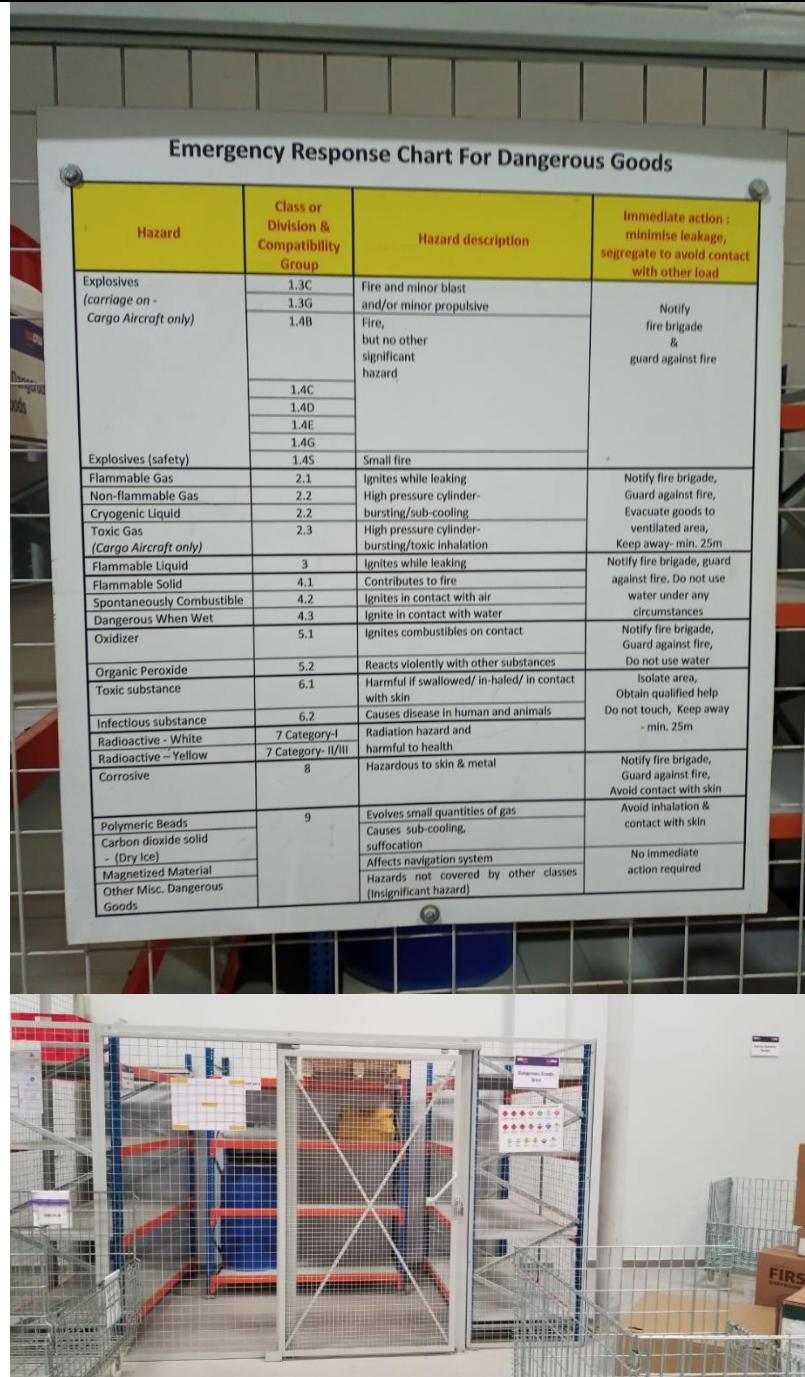
Notes:

1. An "x" at the intersection of a row and a column indicates that packages containing these classes/divisions of dangerous goods must be segregated. A "—" at the intersection of a row and a column indicates that packages containing these classes/divisions of dangerous goods do not require segregation.

2. Divisions 1.4S and Classes 5, 7 and 9 (other than lithium batteries, see 9.3.2.1.3) are not included in Table 9.3.A, as they do not require segregation from other classes of dangerous goods.

8.0 INSPECTION





Transporting from SMSA Express warehouse to the airport for uplift to destination

- After processing the shipment, the Dangerous Goods shipments are inspected and placed into the X-RAY machine prior to taking it to the Airport.
- After X-RAY, the Dangerous Goods shipments are loaded into the vans for transport to the Airport.
- Dangerous Goods shipments are properly placed and strapped inside the van and incompatible shipments/classes are transported on different vans.
- Designated dangerous goods trained Couriers are trained in accordance with Chapter 1.5A of the IATA DGR commensurate with their responsibilities.

As part of its security program for both domestic and international shipments, SMSA Express reserves the right to screen or open and inspect all shipments presented for transportation.

SMSA requires that our Customers provide a complete and accurate description of the goods being shipped. Items that do not have complete descriptions are subject to additional screening. Descriptions that may require more complete information include but are not limited to: consolidation, household goods, chemicals, cylinders, fuels, laboratory testing equipment, medical supplies, pharmaceuticals and personal effects.

The following are examples of dangerous goods that must be declared properly and accurately:

- Oil-based paint and thinners (flammable liquids)
- Industrial solvents
- Insecticides, garden chemicals (fertilizers, poisons)
- Lithium batteries
- Magnetized materials
- Machinery (chain saws, outboard engines containing fuel or that have contained fuel)
- Fuel for camp stoves, lanterns, torches or heating elements
- Automobile batteries
- Infectious substances
- Any compound, liquid or gas that has toxic characteristics
- Bleach
- Flammable adhesives

SMSA Express reserve the right to refuse any shipment that could possibly contain undeclared or improperly prepared Dangerous Goods. Thus, a complete description of the goods being shipped is necessary.

	<p>Dangerous goods must travel using our “SMSA International Economy Service or SIES” &/Or “SMSA Air Cargo” services by its SMSA Freight Division.</p>
<p>9.0 DOCUMENTATION</p>	<p>The Shipper must furnish all the necessary documentation completely and accurately. The shipper must provide SMSA Express a copy of the Material Safety Data Sheet (MSDS)</p> <p>The legal documents involved in the transport of dangerous goods.</p> <ul style="list-style-type: none"> • The Shippers Declaration for Dangerous Goods (DGD) • The Air Waybill (AWB) <p>The correct and accurate completion of the appropriate transport documentation for dangerous goods is an essential requirement for the safe transportation process.</p> <p>Responsibilities</p> <ul style="list-style-type: none"> • The Shipper is responsible for completion of the Shipper's Declaration for Dangerous Goods and the Air Waybill • SMSA Express is responsible to check the accuracy of the AWB and the Shippers Declaration. • SMSA Express will assist the Shippers in completion of the AWB and the Shippers Declaration • SMSA Express may be requested by the Shipper to complete and sign the Shippers Declaration. This will be completed by IATA FIT 4.1 D CBTA dangerous goods trained and certified staff. <p>Shipper's Declaration for Dangerous Goods (DGD) - (DGR: 8.1)</p> <p>For completion of the shipper' declaration form, SMSA checks the IATA DGR: 8.1.5 and 8.1.6.</p> <p>The Shipper's Declaration must be signed and dated by the Shipper or SMSA Express if requested and authorized.</p> <p>The Shippers Declaration form may be printed in black and red on white paper or in red only. The diagonal hatchings printed vertically in the left and right margins must be printed in red.</p> <p>10.0 LABELLING REQUIREMENTS</p> <p>Packages containing dangerous goods must be properly labelled to indicate their content. It is the shipper's responsibility to provide adequate labelling and remove any old labels to avoid confusion. The use of the correct prescribed labels is a mandatory requirement.</p>

Labels must:

- Be securely fixed or printed on the package and must not be obstructed by part of the packaging;
- Be on a background of contrasting colour or must have a dotted or solid line on the boundary;
- Not be folded or so that parts appear on different faces of the package;
- If the package is of such an irregular shape that the label cannot be attached or printed on a surface, it is acceptable to attach the labels to the package by means of a strong tag,
- Package must be large enough to accept all required labels.
- Label with the appropriate labels in accordance with the provisions set forth in the IATA DGR instructions
- Ensure that all markings related to Dangerous Goods shall be made in English in addition to any other language used for such marking
- Put on all packages the address and the 24-hour contact telephone number of a person who has all information of the contents of the package
- SMSA Express can provide labels to the Shipper in the absence of labels
- SMSA Express Dangerous Goods specialist staff must advise the Shipper of the correct labels in accordance with the IATA DGR
- Examples of Dangerous Goods labels are found in IATA DGR Section 7.2

The Shipper must package the shipment according to the IATA DGR. Although the packing is solely the Shipper's responsibility, SMSA Express as the freight forwarder must ensure that the Shipper have used the appropriate packing instructions and packaging, and to do so, SMSA's Dangerous Goods Specialist trained staff are familiar with the applicable packing requirements.

Conditions normal to Air Transport (DGR: 5.0.4)

All dangerous goods packages are subject to the effect of changes in temperature, pressure or by vibration normally occurring in air transport. Therefore, dangerous goods must be packed in packagings that are free of any indication that their integrity has been compromised.

Packaging used to ship Dangerous Goods

The following types of packagings are used to ship dangerous goods;

- UN Specification Packagings : Used for normal quantities
- Limited Quantity Packagings : Used for small quantities
- Other packagings: Used only when packing instructions permits

- Excepted Packagings: Used for very small quantities

UN Specification Packagings

In UN Specification Packaging there are various types of packages.

The most commonly used are:

- Combination
- Single
- Composite
- Intermediate Bulk Containers (IBC)

Limited Quantity Packagings

IATA DGR: 2/7 and 5.0.3.

Some dangerous goods can be safely carried in good combination packaging under the Limited Quantity Provisions of Section 2.7 of the DGR. They must comply with the restrictions found in Section 2.7.

It should be noted that the limited quantity provisions may be used as an acceptable alternative to UN packaging, subject to any State and Operator variations.

Limited quantities must be packaged according to the appropriate limited quantity packaging instruction indicated in Column G of the IATA DGR.

They do not require any specification markings, but must be marked with "LIMITED QUANTITIES" mark.

For different dangerous goods packed in one Limited Quantity "LTD QTY" packaging, the following steps must be followed:

- Check and observe the details of each item according to the List of Dangerous Goods
- The Shipper must ensure that the substances do not react dangerously with each other and check that they do not require segregation according to the DGR: Table 9.3.A.

For each item, refer to each applicable Y-Packing Instruction to ensure that:

- The inner packaging's used must be permitted.
- The maximum quantity limits for the inner packagings have been observed.
- Inner packaging's must meet the criteria of DGR: 6.1.
- Shipper must ensure that the maximum gross weight of any Limited Quantity package does not exceed 30 kg.

Excepted Packaging

In some cases, Shippers may want or need to transport very small quantities of dangerous goods. The IATA DGR Regulations allow some shipments to be excepted from marking,

	<p>labelling and documentation requirements when transported in such small quantities. When the quantities are small enough and the corresponding hazards are minor, IATA allows shippers to use the excepted quantity requirement.</p> <p>Dangerous Goods in Excepted Quantities are very small quantities of certain classes of dangerous goods that are allowed in non-specification packaging without a Shipper's Declaration.</p> <p>When transporting, regulations exempt them from the usual requirements for documentation, hazard labels, and segregation in loading.</p> <p>An alphanumeric code can be found in column "F" of the DGR: 4.2 List of Dangerous Goods (blue pages) for the items which may be carried as "excepted quantities" and then referring to the below table, the shipper can determine whether or not to ship his article or substance under this provision.</p> <p>8.2 Table 2.6.A (Excepted Quantity Code for Table 4.2 - Blue Pages IATA DGR current edition)</p>
<p>12.0 AIRWAYBILL INSTRUCTIONS</p>	<p>Air Waybill (AWB) The rules concerning the completion of the Air Waybills for shipments of dangerous goods are contained in the IATA DGR: 8.2.1 to 8.2.6. The Air Waybill must be completed in the usual manner and must contain in the handling information box the following statement(s) as required:</p> <p>"DANGEROUS GOODS AS PER ATTACHED SHIPPER'S DECLARATION" Or "DANGEROUS GOODS AS PER ATTACHED DGD"; If required, add the words: "CARGO AIRCRAFT ONLY" or "CAO". SMSA's "GCAA Certification number".</p> <p>When an Air Waybill is issued for a shipment containing both dangerous and non-dangerous goods, there must be an indication in the "Handling Information" box of the Air Waybill of the number of packages containing dangerous goods. This should be shown either before or after the statement "Dangerous Goods as per attached Shipper's Declaration".</p>
<p>13.0 MAINTENANCE AND RETENTION OF RECORDS</p>	<p>File system SMSA Express will maintain a manual and electronic filing system.</p>

For each shipment a physical file with a file reference will be opened and the following copy documents will be kept inside the file:

- Commercial Invoice
- Packing List
- Material Safety Data Sheet
- Any Permits
- Any other UAE required documents for Customs purposes
- Copy of Air Waybill
- Copy of Dangerous Goods Declaration
- Copy of UN packaging test report and certificate for UN specification packaging
- Training and assessment record from the most recent assessment .

Electronic copy documents will be maintained on the Company server. All physical and electronic records will be maintained for a period of 36 months.

14.0 STORAGE

Storage within the facility

While on SMSA Express Company property, all Dangerous Goods shipments will be stored in a manner that prevents leakage or spillage, avoid interaction between Dangerous Goods and conforms to the requirements of the various laws regarding health and safety. Dangerous Goods shipments will be positioned so that all Dangerous Goods safety labels are visible.

The Manager of each warehouse or cargo hub facility shall ensure Dangerous Goods in transit are stored separately in an accessible and prominently signed area. Compliance with all governmental and local fire regulations is mandatory.

Separation by Physical Means – SMSA Express has constructed and assigned a Dangerous Goods Area solely for the storage of Dangerous Goods while waiting transit. Dangerous Goods shall not be stored with commodity items and under no circumstances should the packages containing infectious substances be stored with or in close proximity to food items. Dangerous Goods should not contaminate food, food packaging or personal use products.

Segregation of Dangerous Goods – SMSA Dangerous Goods Specialist ensures that dangerous goods cannot interact with goods which are not compatible to cause a dangerous occurrence.

Stability of Dangerous Goods – When storing SMSA Dangerous Goods Specialist ensures that the goods do not inadvertently become unstable, dangerously decompose or change to dangerous goods of a different or greater hazard, or increase the risk associated with the dangerous goods. This will be done by maintaining proportions specified by the Shipper/manufacturer. Dangerous goods are stored at the control temperature nominated by the manufacturer or below the control temperature, as required.

15.0 TRAINING**Training Categories and Training Programs**

The staff involved in the air transport of dangerous goods must follow mandatory training and to be re-qualified every two years. These provisions on dangerous goods training have been in place for many years, and the most upto-date information can be found in the IATA Dangerous Goods Regulations (DGR). In September 2019, the ICAO Dangerous Goods Panel (DGP) undertook the development of new proposed provisions and guidance material under a competency-based approach for dangerous goods training. The objective of competency-based training and assessment (CBTA) is to use the necessary tools to clearly establish the training needs for a specific job function and then ensure that employees acquire the level of knowledge and demonstrate the right skills to perform that function. The adopted revised provisions for dangerous goods training to incorporate a competency-based training and assessment (CBTA) approach will become mandatory for dangerous goods training as of **January 1, 2023**.

In compliance with GCAA Part VI Chapter 2, SMSA Express will provide CBTA Competency Based Training AND Assessment, or appropriate Dangerous Goods training as per the IATA DGR Appendix F , F.3 to staff commensurate with their responsibilities through GCAA approved training programs, at GCAA approved training Companies F.4. SMSA Express may also provide internal training to Couriers commensurate with their responsibilities based on IATA DGR Table 1.5A. GCAA Approved trainers have IATA CBTA 4.1A. 4.1B 4.1C and IATA Professional Skills Certification for Dangerous Goods Trainers.

Recurrent training to be validate within 24 months of previous training. The IATA DGR is printed annually with various amendments and incorporates the changes in the ICAO Technical Instructions. A list of different categories of personnel is included in the DGR along with the aspects of training.

TRAINING RECORDS

SMSA Express will maintain all training records for a minimum period of 36 months.

16.0 UAE State Variations

The UAE "AEG" State Variations are found under Section 2.8.2 of the IATA DGR and are the State Variations of the United Arab Emirates. There are 9 AEG State Variations issued by the UAE that must be met in addition to the IATA DGR for dangerous goods that are being shipped to, from or transiting the UAE.

17.0 EMERGENCY RESPONSE PROCEDURES**EMERGENCY RESPONSE**

Dangerous Goods incident may involve SMSA Express shipments accepted for transport. They may occur in SMSA Express' premises, inside the transporting vehicle or in an Operator's premises. 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 IATA Dangerous Goods Regulations, the Dangerous Goods need to be retained for further investigation (provided it is safe to do so).

A contingency plan for dealing with incidents or accidents pertaining to Dangerous Goods is established as outlined below.

To implement the Contingency Plan, take the following actions:

1. All Incidents – record brief details, including the names of all persons involved.
2. Make an initial assessment of the potential seriousness.
3. If there is fire, leakage or spillage, call the Fire Services, if not already in attendance.
4. Notify the relevant Emergency Response Team and airport authority, if not already in attendance.
5. Clear the immediate area; do not touch or move the container, bags, cartons, etc...
6. Contact the Shipper or Consignee; if not contactable, contact the nearest hospital.
7. Clearing 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.

8. Look at container for details of the contents (name, UN #, etc...), if this is possible without risking injury.
9. Locate shipping documents and use to confirm or establish details; retain for further investigation.
10. If the Fire service is not available or other action is needed, see Subsequent Actions.
11. 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.
12. Ensure Operator is informed of the incident, if not already aware.

Subsequent Actions

1. If container shows emergency actions, deal with incident according to them.
2. If commodity identifiable, seek expert help if there are no emergency actions or if they cannot be followed.
3. Do not use water, cloth or paper to deal with any spillage, unless it is certain that it is safe to do so.
4. 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.
5. Orientate any leaking container so further leakage is prevented.
6. Stop all actions immediately if fumes detected or more serious leakage found on closer inspection; call the Fire service or other specialist assistance.
7. If there are fumes, covering spillage with plastic sheeting can contain them or plastic bags (unless emergency actions identify a possible adverse reaction).
8. Use dry sand to cover a spillage, unless commodity is identified as an acid.
9. 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).
10. Seek expert help in 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.
11. Using rubber gloves to protect the hands, put any container in a plastic bag; avoid breathing in any fumes; tie bag tightly.
12. 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.
13. Place all plastic bags in a further bag and tie tightly.

	<p>14. 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 bags.</p> <p>15. Check the bag(s) at frequent intervals for any adverse reaction.</p> <p>16. Seek expert help to dispose of the commodity, if not being retained.</p>
17.1 Impact Protection	SMSA Express ensures that as far as practicable, any shipment, boxes or containers of dangerous goods are protected against damage from impact resulting from activities in, around or at the premises. Because these goods are isolated from other shipments and placed exclusively on a Dangerous Goods Area, damage resulting from impact is minimized.
17.2 Transfer of Dangerous Goods	<p>SMSA Express ensures that the risks associated with the transfer of dangerous goods are eliminated or minimized having regard to the need to:</p> <ul style="list-style-type: none"> • Avoid spillage or overflow • Minimize static electricity • Minimize vapor generation • Ensure that transfer fittings are compatible with each other; and • Avoid sources of ignition
17.3 Fire Protection	<p>SMSA Express facility, and especially the Dangerous Goods Area is provided with fire protection and fire-fighting equipment which is designed and constructed for the type and quantity of the dangerous goods and the conditions under which they are stored and handled, having regard to the fire-load of dangerous goods, other exposures, other premises and compatibility with other goods.</p> <p>The fire protection and fire-fighting equipment is installed, tested and maintained periodically by maintenance experts.</p> <p>Alternative means of fire protection are provided to ensure that levels of protection are maintained in the event that the fire-fighting equipment are rendered inoperative or bogs down.</p>
17.4 Emergency Preparedness	A Fire and Disaster Emergency Evacuation Plan for the hub facilities has already been developed. It has been implemented, maintained and communicated to persons on the premises who may be affected by or responds to an emergency. Wardens, Fire Marshalls and Marshalls are now appointed to follow the emergency tasks necessary to undertake a successful emergency procedure.
17.5 Safety Equipment	Required and necessary safety equipment like goggles, masks, breathing apparatus, fire blankets, etc... are provided to control an identified risk in relation to the storage and handling of dangerous goods, including personal protective equipment and clean up equipment such as neutralizers, decontaminants or pressure relief valves.

17.6 Ignition Sources in Hazardous/Dangerous Goods Area	Ignition sources near and around the Dangerous Goods Area are eliminated; moreover, the risks arising from the ignition source are controlled.
17.7 Lighting	Sufficient and suitable lighting is provided to enable safe access within and to and from the premises and to ensure that the Dangerous Goods Specialist and Handling Agents working in an area where Dangerous Goods are stored or handled are able to do so safely and comfortably.
17.8 Access	Safe means of access within and to and from the Dangerous Goods Area is provided and maintained. It is ensured that authorized persons have access, at all times while on the premises, to where the decontamination materials and their associated equipment are kept including to where fire fighting equipment are located.
17.9 Security	Security personnel are present 24 hours a day to ensure that unauthorized access and activity on the premises is prevented.
17.10 Hazard Identification	<p>It is essential to identify foreseeable hazards associated with any substance that is classified as a dangerous good in order to enable an assessment of the risk and determine the required controls.</p> <p>Therefore, the Dangerous Goods Specialist must be able to know and give consideration to the following:</p> <ul style="list-style-type: none"> • The chemical and physical properties of the dangerous goods including physical state, viscosity, vapor pressure, chemical energy, particle size, solubility, electrical conductivity, reactivity, combustion products and concentration; and • The chemical and physical reaction between dangerous goods and other substances and articles which could cause a hazard should they come into contact with one another; and • Any manufacturing, transfer and transport processes involving the dangerous goods including the temperatures and pressures to which the goods are subjected, physical processes as separation, mixing, absorption and changes of state and processes involving chemical reaction; and • The structures, plant (including the characteristics of the materials used in the plant), system of work and activities, used in the storage and handling of dangerous goods which could cause a hazard; and • Any activities, systems of work, structures, plant, substances or articles which are not used to store or handle the dangerous goods at the premises, but could interact with the dangerous goods at the premises to cause a hazard;

	<ul style="list-style-type: none"> Any information about the inherent hazardous properties of the dangerous goods, including material safety data sheets for the dangerous goods available; and The type and characteristics of incidents known to be associated with the dangerous goods, including incidents affecting the plant or structures used in the storage and handling of the dangerous goods at the premises.
17.11 Review of Risk Assessments	<p>When a hazard is identified, the Dangerous Goods specialist must ensure that an assessment is made of the risks associated with the hazard.</p> <p>Risk assessments regarding the storage and use of dangerous goods must be reviewed as detailed in the Risk Management Guidelines.</p>
17.12 Records of Risk Assessments	<p>Records will be kept of risk assessments developed in relation to the storage and handling of dangerous goods. Records of results of risk assessments should be recorded by noting in the local manifest inventory if no specific control options are required or not to manage the risks associated.</p>
17.13 Risk Control Strategies	<p>The documented risk assessment should identify control measures to be implemented to minimize the risk to the lowest level as reasonably practical. Risk control must be achieved following the hierarchy of controls. Elimination should be considered as a means to control the risk, the best way of achieving this is to remove the hazard. If it is not possible, the risk must be minimized using one or more of the other control options from the hierarchy.</p>
18.0 REPORTING PROCEDURES	<p>Dangerous Goods incidents and accidents MUST be reported to GCAA through RODGO (Reporting of Dangerous Goods Occurrence) system as described in the within 72 hours of the incident or accident. This will be the initial Report. The below form must be completed and sent to GCAA immediately afterwards. Copy documents to attach where applicable:</p> <ol style="list-style-type: none"> 1) Shippers Declaration for Dangerous Goods 2) Airwaybill 3) Photos <p>Types of incidents:</p> <ol style="list-style-type: none"> 1) Misdeclared 2) Undeclared 3) Spill 4) Fire 5) Theft <p>Dangerous Goods Occurrence Report</p>

(On-Ground or in-flight)

See the Notes on the next page of this form.

*Those boxes where the heading is in italics need only be completed if applicable.*Mark type of occurrence: Accident Incident Other Occurrence

1. Operator:	2. Date of occurrence:	3. Local time of occurrence:
4. Flight date:	5. Flight no.:	
6. Departure airport:	7. Destination airport:	
8. Aircraft type:	9. Aircraft registration:	
10. Location of occurrence:	11. Origin of the goods:	
12. Description of the occurrence, including details of injury, damage, etc. (if necessary continue on the next page)		

13. Proper shipping name (including the technical name):		14. UN/ID no. (when known):	
15. Class/division (when known):	16. Subsidiary risk(s):	17. Packing group	18. Category, (class 7 only)
19. Type of packaging:	20. Packaging specification marking:	21. No. of packages:	22. Quantity (or transport index, if applicable):
23. Reference no. of Air Waybill:			
24. Reference no. of courier pouch, baggage tag, or passenger ticket:			
25. Name and address of shipper, agent, passenger, etc.:			
26. Other relevant information (including suspected cause, any action taken):			
27. Name and title of person making report:	28. Telephone no.:		
29. Company/dept. code, E-mail or Info Mail code:	30. Reporter ref.:		
31. Address:	32. Date/Signature:		

Description of the occurrence (continuation):

Note:

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, a serious injury is an injury which is sustained by a person in an accident and which: (a) requires hospitalization for more than 48 hours, commencing from the time the injury was received; (b) results in a fracture of any bones (except small fractures of fingers, toes, or nose); (c) involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage; (d) involves injury to any internal organ; (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 dangerous goods 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 jeopardizes the aircraft or its occupants is also deemed to constitute a dangerous goods incident.

4. *This form may also be used to report any occasion when undeclared or misdeclared dangerous goods are discovered in cargo or when baggage contains dangerous goods which passengers are not permitted to take on board aircraft.*

5. *An initial report should be dispatched within 72 hours of the occurrence, unless exceptional circumstances prevent this. The initial report may be made by any means but a written report should be sent as soon as possible, even if all the information is not available.*

6. *Completed reports must be sent to the competent authority at dangerousgoods@gcaa.gov.ae*

7. *Copies of all relevant documents should be included with the report.*

8. *Providing it is safe to do so, all dangerous goods, packaging's, documents etc. relating to the occurrence must be retained until after the initial report has been made.*

9. *Requirements and procedures differ from state to state, it is recommended that the local competent authority be contacted in order to clarify the exact procedures to be followed in the event of a dangerous goods incident or accident.*

19.0 COMPANY STATEMENT

SMSA Express Service LLC is a Company that provides Express, Courier, Shipping and Logistics Services to its Customers and adheres to the GCAA Civil Aviation Regulations (CAR's) – Transport of Dangerous Goods by Air, Part VI, Chapter 2, the IATA Dangerous Goods Regulations and all the various stringent Local and International Regulations for the movement of Dangerous Goods.

Name: Andee Ali Shahjehan

Title: BDM, Dangerous Goods



Date: 01 March 2023

Signature:

Company Stamp: