



Transport
Canada

Transports
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COMMERCIAL AND BUSINESS AVIATION

DANGEROUS GOODS

INSPECTOR'S MANUAL

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C&BA Dangerous Goods Inspectors Manual

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CHAPTER 1

GENERAL

- Introduction
- Definitions
- Acronyms

Introduction

The policies, procedures and guidelines presented in the Commercial and Business Aviation (C&BA) Dangerous Goods Inspector's Manual are designed to promote the Inspector's uniform understanding and implementation of the Commercial and Business Aviation Transportation of Dangerous Goods Program.

The manual

- Provides a description of the organizational and legislative umbrella under which the Inspector works,
- Defines the necessary prerequisites for obtaining and maintaining Inspector credentials,
- Outlines the procedures the Inspector should follow in conducting his/her daily activities, and
- Clarifies the mechanism by which Inspector performance is evaluated and enhanced.

To facilitate the use of the manual care was taken to ensure that the pages are easy to read and that information is easy to locate. The Table of Contents provides easy reference to the overall content. The Chapters provide detailed information about the various items listed in the Table of Contents. Finally, the Annexes provide supporting material to the Chapter such as lists, charts or schedules.

This document is designed to be easily amended. It is the responsibility of all members of the Program to make sure it accurately reflects the legislative and technological reality of the Program.

Definitions

All Transportation of Dangerous Goods Act, 1992 (TDGA), Transportation of Dangerous Goods Regulations (TDGR) and International Civil Aviation Organization Technical Instructions (ICAO TI's) definitions apply. Where a word or term is not defined by regulation see the dictionary definition.

Accidental Release » an unplanned or accidental discharge, emission, explosion, out-gassing of dangerous goods, or any component or compound evolving from dangerous goods; or emission of ionizing radiation that exceeds a level established under the Nuclear Safety Act.

“Additional Documents” includes a copy of the Air Waybill when one is required, a copy of the check list used by the air operator in the acceptance of dangerous goods, a copy of the form used to give written notification to the pilot-in-command, and the packaging certificate for radioisotope packaging.

“Audit” means an in depth review of an air operator’s operation to verify conformance with current regulatory standards.

“Compliance” means the state of conforming to specified requirements of a regulation or standard.

“Department” means the Department of Transport or Transport Canada.

Hazardous Occurrence: accident or other occurrence arising in the course of or in connection with the employee's work that has caused or is likely to cause injury to that employee or to any other person (Canadian Occupational Safety and Health Regulations, Part XV).

“Inspection” means an examination of a specific item, function, and procedure, component or part of the company’s operation either routinely or for specific reason to verify compliance with regulations.

“Inspector” means a Commercial and Business Aviation Dangerous Goods Inspector.

See: Annex H for work description

“Investigation”: Systematic search for and documentation of facts relevant to an occurrence or suspected violation, from which a decision to take appropriate action can be made.

“Investigation and prosecutions” includes all communications, package inspection, document inspection, evidence collection and analysis, court preparation and court appearances.

“Minister” Minister of Transport.

“Procedure” means a series of steps followed in a regular order (When, Where, How, What and by Whom a task shall be completed).

“Program” means the Commercial and Business Aviation Transportation of Dangerous Goods Program.

“Risk Management” means risk management techniques applied to the Program as instructed in the Introduction to Risk Management Course.

“Superintendent” means the Regional Commercial and Business Aviation Dangerous Goods Superintendent.

Acronyms

“**AA**” means the Aeronautics Act.

“**AQTA**” means Association québécoise des transporteurs aériens

“**ARASS**” means the Aviation Regulation Activity Standards System.

“**ATAC**” means Air Transport Association of Canada

“**ATIP**” means Access to Information and Privacy.

“**CANUTEC**” means Canadian Transport Emergency Centre of the Department of Transport.

“**CBAACs**” means Commercial and Business Aviation Advisory Circulars.

“**CARs**” means the Canadian Aviation Regulations.

“**CARAC**” means the Civil Aviation Regulatory Advisory Committee

“**CNSC**” means the Canadian Nuclear Safety Commission

“**COSHR**” means the Canadian Occupational Safety and Health Regulations.

“**DOJ**” means the Department of Justice.

“**ERAP**” means Emergency Response Assistance Plan.

“**FAA**” means the Federal Aviation Administration of the United States.

“**HC**” means Health Canada

“**HAC**” means the Helicopter Association of Canada

“**HMAC**” means the Hazardous Materials Advisory Council.

“**IAEA**” means the International Atomic Energy Agency.

“**ICAO TI's**” means the current edition of the International Civil Aviation Organization Technical Instruction for the Safe Transport of Dangerous Goods by Air.

“**MSDS**” means Material Safety Data Sheet.

“**OHSA**” means the Occupational Health and Safety Agency of Health Canada.

“**RCMP**” means the Royal Canadian Mounted Police

“**TDGA**” means the Transportation of Dangerous Goods Act, 1992.

“**TDGR**” means the Transportation of Dangerous Goods Regulations.

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CHAPTER 2

POLICY AND ADMINISTRATION

- Introduction
- Flight 2005 - Our Raison d'Être
- Program Priorities
- Civil Aviation Directives
- Commercial & Business Aviation Advisory Circulars (CBAAC)
- Dangerous Goods Advisory Notices
- Conflict of Interest
- Inspector Conduct
- Inspector Liability
- C&BA Inspector Dangerous Goods - Credentials
- Renewal of Credentials
- Loss or Theft of Credentials

Introduction

The C&BA Dangerous Goods Program is subject to a variety of departmental policies and administrative procedures. First and foremost of these is Transport Canada's Mission Statement "to develop and administer policies, regulations and services for the best possible transportation system" which is in turn supported by Flight 2005 of the Aviation Directorate.

Flight 2005 - Our raison d'être

We are here for aviation safety.

Our values

We uphold the values of:

- Professionalism, by being competent, conscientious and impartial, and by adhering to high standards of conduct.
- Service, by responding to stakeholders while being sensitive to the needs of the public.
- Respect, by treating colleagues and stakeholders with fairness, honesty and trust.
- Teamwork, by working together with colleagues in different disciplines and stakeholders to achieve common aims.

Operating Principles

- Promoting a shared commitment to enhancing aviation safety in Canada and internationally
- Using risk management techniques and policies in decision-making and applying them consistently
- Recognizing and strengthening professional qualifications, skills and knowledge
- Delegating authority to responsible persons and organizations where appropriate
- Maintaining open communications and sharing information with each other, the aviation community and the public
- Consulting early and throughout the rule-making process.
- Applying regulations and policies fairly, consistently and with clear accountability
- Creating an environment that fosters continuous improvement within the Aviation Program and the aviation community

Evolving Directions

- Aviation Safety Data – Adopting a data-driven approach in developing strategies to enhance safety
- Resource Allocation – Using a risk-based approach to resource allocation for regulatory activities
- Partnerships – Emphasizing the consultative approach with the aviation community to promote and establish a pervasive safety cultures
- Safety Management – Implementing safety management systems in aviation organizations
- Human and Organizational Factors – Taking account of human and organizational factors in safety management practices
- Communication – Proactively communicating with targeted audiences on aviation safety

Key Results

Our measures of success in contributing to Transport Canada's Vision of having the world's safest transportation system are:

- Continued Improvement on the High Level of Aviation Safety in Canada
- A High Level of Public Confidence in our Civil Aviation Program

Program Priorities

Program priorities for the C&BA Dangerous Goods Program are based on: one, legislative mandate, two, the Memorandum of Agreement Between the Civil Aviation Directorate and the Transportation of Dangerous Goods Directorate (Annex A) and three, the national and regional program priorities promulgated through the Director, C&BA.

Program priorities assist the Regional Managers C&BA and Superintendents in preparing the human resource requirements, audit and inspection schedules, training forecasts and salary and non-salary budget requirements.

Civil Aviation Directive

It is Civil Aviation policy to ensure that employees occupying positions with delegation of authority are qualified and competent by providing them with the training required to exercise their delegated authority.

Commercial and Business Aviation Advisory Circulars (CBAAC)

CBAAC's are published by the Director, C&BA to provide air operators with information on operational matters. The Director General, Civil Aviation or any Division of the C&BA Branch can use CBAAC's as a tool to announce, inform, and/or clarify policies and procedures. The circular is sent to all commercial air operators unless a small specific mailing is chosen. To read existing CBAAC's refer to the following web address:

<http://www.tc.gc.ca/aviation/commerce/ADVISORY/Acacsu-e.htm>.

Dangerous Goods Advisory Notices (TP13773)

Dangerous Goods Advisory Notices are published by the Chief, Dangerous Goods Standards to provide those in the aviation dangerous goods industry with information on regulatory changes to clarify policies and procedures and to increase awareness (See sample of a Dangerous Goods Advisory Notice – TP13773 Annex B).

Conflict of Interest

Inspectors must be aware of the potential for perceived conflict of interest. Each Inspector is responsible for taking necessary action consistent with the following documents to prevent real, potential or apparent conflict of interest in the discharge of their duties. If an Inspector has any doubt as to whether or not a conflict exists he/she shall consult with their immediate supervisor.

Reference:

- a) Conflict of Interest and Post-Employment Code for the Public Service,
- b) Personnel Manual (TP 116) Section 4-1

Inspector Conduct

At all times, Inspectors must act in such a manner that speaks well of the Department and its Inspectors. Each person, company official or company shall be dealt with in an equitable manner. Advice and guidance are frequently sought and must be readily given in such a manner that public safety and the Department are not compromised.

Inspector Liability

C&BA Dangerous Goods Inspectors are liable under the Crown Liability and Proceedings Act. It is likely that any action damages would name both the Crown and the individual servant as defendants. TCCA Inspectors are both servants of the Crown and representatives of the Minister of Transport.

Inspectors who are following policies established by TCCA are afforded some liability protection – refer to Crown Liability and Protection Pamphlet (TP11825).

C&BA Inspector Dangerous Goods - Credentials**C&BA Inspector's Official Credential Certificate**

Dangerous Goods Inspectors are designated as C&BA Inspectors with powers, duties and functions conferred on them by the Minister in accordance with the *Aeronautics Act (AA)*, and the Canadian Aviation Regulations (CARs). Schedule H-16 (See Annex C) sets out the delegation to conduct inspections and inquiries, and to approve the Dangerous Goods Chapter of an air operators Operations Manual as a Civil Aviation Inspector under various sections of the AA, and the CARs. It should be noted however, that when an Inspector identifies a non-compliance with respect to the preceding legislation that the Inspector should notify the Regional Manager, C&BA through their Superintendent. However, if what is noted presents an immediate threat to safety then they should take whatever action is necessary to ensure safety.

C&BA Inspector Credential Card (Form 26-0237)

Inspectors are issued with a C&BA Inspector Credential Card (Form 26-0237) by the appropriate Regional Manager, C&BA or the Director, C&BA, Headquarters. This card permits its holder to have access to and to inspect and examine all parts of the premises, aircraft and equipment used in a commercial air service, including aircraft when in flight whether on schedule or non-scheduled commercial flights.

TDG Inspector Certificate

Dangerous Goods Inspectors are designated as Transportation of Dangerous Goods Inspectors under the *TDGA, 1992* and are furnished with a Certificate of Designation pursuant to Section 10 of the Act. An Inspector's credentials set out the purposes, classes of dangerous goods, means of transport and places for which the Inspector is designated to inspect.

Transport Canada Identification Card

Inspectors are also issued with a Transport Canada Identification Card by the appropriate regional or headquarters authority. It is the primary means of identification and access to Transport Canada premises.

Canada Airport Airside Pass

Inspectors are issued a Canada Airport Airside Pass which permits them access to restricted areas within an airport and must be displayed at all times.

Airport passes should clearly identify the Inspector as a "Dangerous Goods Inspector". All airport passes are issued in conjunction with the Inspector's security clearance.

Renewal of Credentials

Inspectors should be cognizant of the expiry dates of their various credentials and designations. Renewal procedures should be implemented approximately six months before the expiry dates.

Loss or Theft of Credentials

The loss or theft of any Inspector Credential or Identification Card shall be immediately reported to:

TDG Inspector Certificate

Contact: (613) 991-1518,

C&BA Inspector Credential Card

Immediately advise the Regional Manager, C&BA.

Transport Canada Identification Card

Immediately advise the Regional Manager, C&BA.

Canada Airport Airside Pass

Immediately advise the Regional Manager, C&BA.

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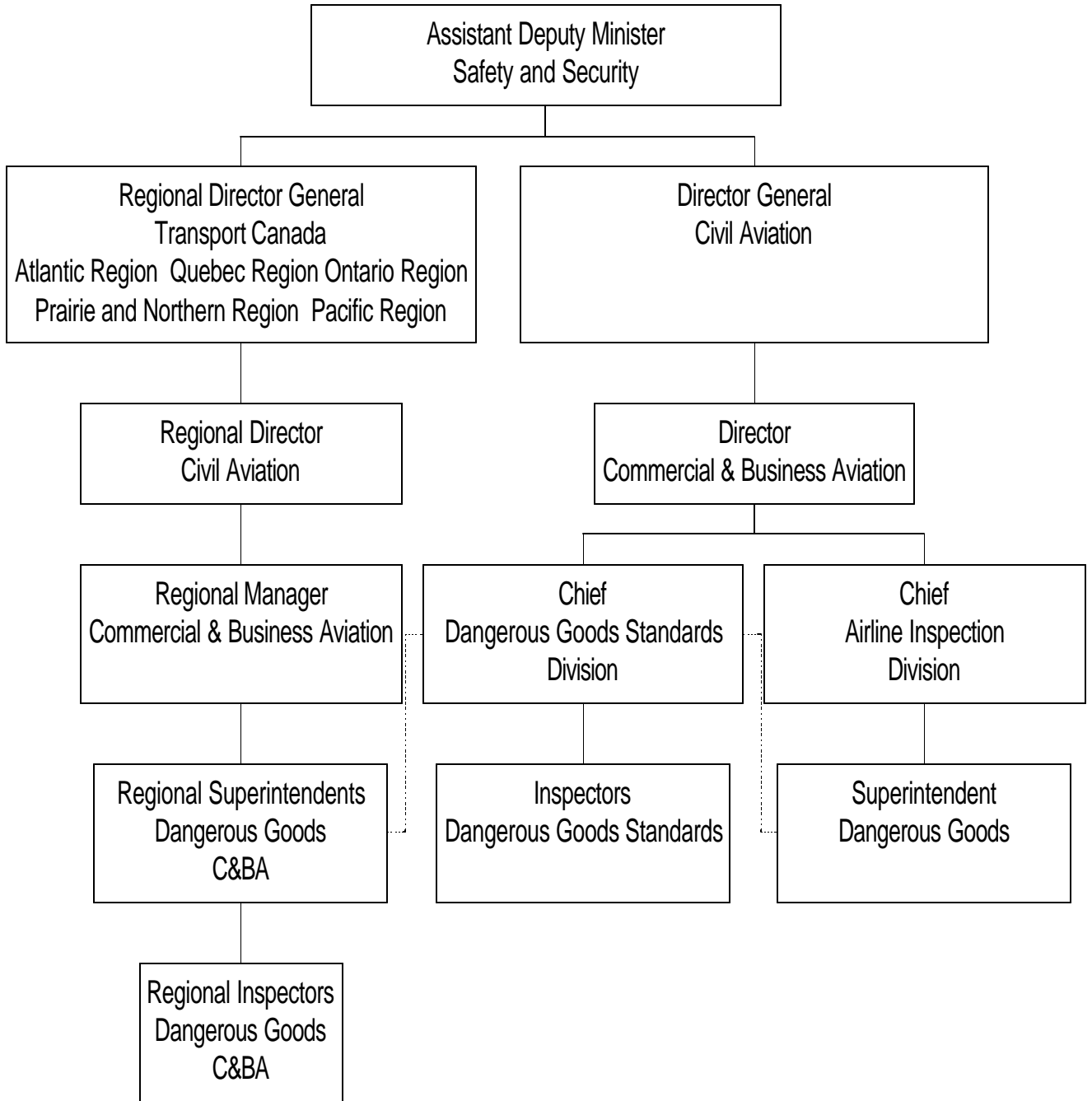
CHAPTER 3

ORGANIZATION

- Introduction
- Line and Functional Management
- Civil Aviation Roles and Responsibilities
- Transportation of Dangerous Goods Directorate Roles and Responsibilities
- The Federal Aviation Administration (U.S.A.)

Introduction

The organizational structure designed to implement and maintain the C&BA Dangerous Goods Program is as follows:



_____ Operational Relationship
 - - - - - Functional Relationship

Line and Functional Management

Transport Canada, Civil Aviation implements line/functional relationships within and between Headquarters and the Regions.

Line authority gives the right to direct that certain activities be conducted to achieve the aim of the organization.

Functional authority is the delegated right of a Functional Head/Specialist to develop policies, standards and guidelines which specify how certain activities will be conducted.

Civil Aviation Roles and Responsibilities

Chief, Dangerous Goods Standards (ADC-3041)

Client-Service Results

With delegated authority on behalf of the Minister of Transport, develops and implements policies, procedures, regulations and guidelines to promote safe operating practices within the aviation industry to provide for the safe transportation of passengers and goods in the commercial and corporate aviation sectors and instil public confidence in the safety of air transportation.

Key Results:

- Provides leadership and regulatory technical advice and guidance to headquarters and regional staff and officials of other government departments (OGDs), provincial, international and municipal officials, leaders of business, labour, community associations and public as well as those having care management and control of dangerous goods involved in an accident/incident and first responders to an incident/accident involving dangerous goods.
- Provides functional direction regarding the administration and enforcement of the Transportation of Dangerous Goods Act, 1992 in order to promote public safety when dangerous goods are transported by air.
- Represents Canada as one of fifteen members of the international ICAO Dangerous Goods Panel of Experts, which is responsible for the development, and maintenance of international regulations governing the transportation of dangerous goods by air.
- Acts as the "Appropriate National Authority", as defined by ICAO for the granting of authorizations under the ICAO Technical Instructions for the Safe Transportation of Dangerous Goods by Air.
- Manages the Civil Aviation program related to the issuance of Dangerous Goods Permits of Equivalent Level of Safety for the air transportation of dangerous goods, development and implementation of air related regulations pursuant to the Transportation of Dangerous Goods Act, 1992, the Civil Aviation Transportation of Dangerous Goods Public Awareness Program, the Regional Civil Aviation Transportation of Dangerous Goods Quality Assurance Program and the Training Program for all Civil Aviation Transportation of Dangerous Goods Inspectors.
- Manages the Dangerous Goods Standards Section.
- Chairs national and inter-jurisdictional study groups and working committees concerned with the transportation of dangerous goods by air. (Annex D)

Inspector, Dangerous Goods Standards, Aviation (AAA-10168)

Client-service results

Promotion of the safe handling, offering for transport and transporting of dangerous goods by air in Canada as prescribed in the Transportation of Dangerous Goods Act and the Aeronautics Act for the safety of the public, property and the environment.

Key Activities

- Plans, develops and implements the Transport Canada Aviation Dangerous Goods Permits of Equivalent Level of Safety Application review program.
- Plans, develops and implements the Transportation of Dangerous Goods Training Approval Program for Air Operators.
- Contributes to the development and amendments of a variety of policies, regulations, standards, guidelines and strategies (i.e. Transportation of Dangerous Goods Act 1992 and Regulations, ICAO Technical instructions).
- Plans, develops and implements a multi-year transportation of dangerous goods aviation public awareness program.
- Represents Civil Aviation Dangerous Goods Standards on national and international working groups.
- Evaluates compliance with the Transportation of Dangerous Goods Regulations ICAO Technical Instructions and recommends approval of applications for overflights and technical stops of foreign air operators carrying dangerous goods cargo.
- Develops and administers a computerized national Transport Canada (TC) NACIS II Aviation Dangerous Goods Data Base.
- Participates in Civil Aviation Quality Assurance Reviews, National Audits and Regional inspections/audits.
- Provides technical advice and guidance to government, industry and the public (Annex E).

Superintendent, Dangerous Goods, Airline Inspections (AAA-9953)

Client-Service Results

Supervise the regulatory program delivery, audit, inspection and investigation and enforcement those persons handling, offering for transport or transporting with respect to the regional aviation Transportation of Dangerous Goods and Civil Aviation programs.

Key Activities

- Monitors and controls the regulatory inspection, audit, investigation and enforcement of suspected and/or reported infractions of the Transportation of Dangerous Goods Act (TDGA) and the Aeronautics Act (AA), and acts as audit manager and/or team leader for regional and national audits.
- Enforces compliance with Transportation of Dangerous Goods Regulations (TDGRs) and Canadian Aviation Regulations (CARs) through the exercise of Ministerial delegations of authority.
- Plans and manages the investigation of dangerous goods occurrences, initiates prosecution action and serves as an expert witness before judicial and/or quasi-judicial proceedings.
- Evaluates and approves certain air operators documents (e.g. operations and training manuals) pertaining to the transportation of dangerous goods.
- Responds to public enquiries and conducts internal/external investigations on contentious and sensitive compliance and/or public complaint issues.
- Evaluates and synthesizes technical proposals for program, legislative or

- regulatory reform, and provides regulatory interpretation and advice to private industry, interest groups, aviation professionals and the general public.
- Represents the Department at meetings/committees/events with air operators, regional, national international agencies, professional associations and the public (Annex F).

Regional Superintendents, C&BA Dangerous Goods (TCLC023)

Client-Service Results

Supervision of staff in regulatory program delivery, audit, inspection and investigation and enforcement of those persons handling, offering for transport or transporting with respect to thereto the regional Aviation Transportation of Dangerous Goods and Civil Aviation programs.

Key Activities

- Monitors and controls the regulatory inspection, audit, investigation and enforcement of suspected and/or reported infractions of the Transportation of Dangerous Goods Act (TDGA) and the Aeronautics Act (AA), and acts as audit manager and/or team leader for regional and national audits.
- Enforces compliance with Transportation of Dangerous Goods Regulations (TDGR's) and Canadian Aviation Regulations (CARs) through the exercise of Ministerial delegations of authority.
- Plans and manages the investigation of dangerous goods occurrences, initiates prosecution action and serves as an expert witness before judicial and/or quasi-judicial proceedings.
- Evaluates and approves certain air operators documents (e.g. operations and training manuals) pertaining to the transportation of dangerous goods.
- Responds to public enquiries and conducts internal/external investigations on contentious and sensitive compliance and/or public complaint issues.
- Evaluates and synthesizes technical proposals for program, legislative or regulatory reform, and provides regulatory interpretation and advice to private industry, interest groups, aviation professionals and the general public.
- Represents the Department at meetings/committees/events with air operators, regional, national international agencies, professional associations and the public (Annex G).

Regional Inspectors, C&BA Dangerous Goods (TCLC016)

Client Service Results

Safety compliance inspection, audit and investigation and enforcement of those persons handling, offering for transport or transporting with respect to the regional Aviation Transportation of Dangerous Goods and Civil Aviation programs.

Key Activities

- Audits, inspects and investigates and recommends enforcement action in suspected and/or reported infractions of the Transportation of Dangerous Goods Act (TDGA) and the Aeronautics Act (AA), and acts as audit manager and/or team leader for regional and national audits.
- Enforces compliance with Transportation of Dangerous Goods Regulations (TDGR's) and International Civil Aviation Organization Technical Instructions For the Safe Transport of Dangerous Goods by Air (ICAO TI's), Canadian Aviation Regulations (CARs) through the exercise of Ministerial delegations of authority.

- Conducts investigations of dangerous goods occurrences, interrogates suspects, interviews witnesses, prepares reports of findings, and conducts follow-up evaluations.
- Initiates prosecution action and serves as an expert witness before judicial and/or quasi-judicial proceedings.
- Evaluates and recommends approval of certain Air Operators documents (e.g. operations manuals and training manuals/programs) pertaining to transportation of dangerous goods.
- Conducts internal/external investigations on contentious and sensitive compliance and/or public complaint issues.
- Provides regulatory interpretation and advice to regulatory authorities (federal, provincial private industry, interest groups, aviation professionals and the general public.
- Participates in the development of national operational safety regulations and standards.
- Represents the Department at meetings and committees with air operators, and regional, national, international enforcement agencies and professional associations (Annex H).

TDG Directorate Roles and Responsibilities

The [Regulatory Affairs Branch](#) is responsible for the administration, development and amendment of the federal *TDGA, 1992 & TDGR*.

Branch personnel represent Canada on international organizations responsible for establishing uniform international requirements for classification, labelling and marking of means of containment, transport documentation and safety marks for vehicles carrying dangerous goods. These organizations include the [United Nations Committee of Experts on the Transport of Dangerous Goods](#), [Association of American Railroads \(AAR\) Tank car Committee](#). The Chief, Dangerous Goods Standards, Civil Aviation Directorate invites an expert from the Branch to attend [International Civil Aviation Organization \(ICAO\) Dangerous Goods Panel](#).

The Branch has initiated the development of standards for all types of means of containment used in the transportation of dangerous goods. The Branch also issues permits when exceptions to the regulations are warranted.

The [Research, Evaluation and Systems Branch](#) makes recommendations and implements decisions and directives to minimize the adverse effects of accidental losses to people, property and the environment associated with the transportation of dangerous goods. The Branch applies risk management techniques in a regulatory framework targeted toward a highly diverse and competitive sector of the Canadian transportation system. These techniques reduce the uncertainty surrounding the potential for accident-related losses by estimating the likelihood and severity of losses, and by taking action to reduce the probability and severity of these losses.

Two divisions of the Branch carry out their mandate by advising senior management on risk policy. They work with other branches within the Directorate to define and clarify issues of concerns; conduct and manage research and development activities (including the Directorate's web site); and adapt risk control techniques within risk management to changing conditions ensuring safety is increased in a cost-effective manner. A third division advises on suitable support for management information systems.

The [Compliance and Response Branch](#), with the assistance of five [regional offices](#) across Canada, ensures that consignors, federal operators and consignees are complying with the regulations through a national inspection, investigation and enforcement program. The regional offices also provide an information and advisory service to industry and the public.

Remedial Measures Specialists within the Branch review industry emergency response assistance plans registered with the Directorate and conduct investigation on the use of the plans to ensure these can be activated to respond effectively to dangerous goods transportation accidents.

The Branch is responsible for the development of training programs for all federal and some provincial Inspectors. The Branch provides general education and awareness programs for industry and the public and manages the explosives vehicle certificate program on behalf of the Explosives Branch of [Natural Resources Canada](#).

[CANUTEC \(Canadian Transport Emergency Centre\)](#) provides a 24-hour-a-day bilingual emergency advisory and regulatory information service. CANUTEC's experienced professional chemists assist emergency responders in the event of a dangerous goods accident. The **2000 North American Emergency Response Guide** was developed jointly by CANUTEC, the [U.S. Department of Transportation](#), and the Secretariat of Communications and Transportation of Mexico. The Guide is an initial reference source of information on the hazards of the chemicals and recommended responses to accidents involving dangerous goods. It is intended to be used to determine immediate and general on-site response to an accident involving specific dangerous goods.

The Federal Aviation Administration of the United States

The Federal Aviation Administration (FAA) is the element of the U.S. government with primary responsibility for the safety of civil aviation. The FAA's major functions include:

- Regulating civil aviation to promote safety and fulfill the requirements of national defence;
- Encouraging and developing civil aeronautics, including new aviation technology;
- Developing and operating a common system of air traffic control and navigation for both civil and military aircraft;
- Research and development with respect to the National Airspace System and civil aeronautics;
- Developing and implementing programs to control aircraft noise and other environmental effects of civil aviation; and
- Regulating U.S. commercial space transportation.

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CHAPTER 4

INSPECTOR QUALIFICATIONS AND TRAINING

- Introduction
- Designation Courses
- Full Competency Courses
- On-the-Job Training

Introduction

Each shipment of dangerous goods may represent to some degree a threat to life, health, property or the environment. Specific standards, procedures and regulations attempt to minimize the danger during transport.

The Inspectors as administrator and enforcer of the C&BA Dangerous Goods Program, must be trained in every aspect of his/her duties as a technical Inspector and regulatory officer. This chapter sets out the minimum training qualifications required by inspection personnel employed as an Inspector.

Designation Courses

In accordance with Civil Aviation Directive No. 7 successful completion of the following courses is required prior to being designated as an Inspector under the TDGA, 1992.

- a) TDGA, 1992 and Regulations Course for Inspectors;
- b) ICAO TI's Instruction Course (FAA or TDG Directorate Source)'
- c) Basic Training for delegated officers;
- d) Basic Aviation Enforcement Course;
- e) Introduction to Risk Management;
- f) Communication Skills;
- g) Specialty Course;
- h) Audit Procedures; and
- i) Structured On-The-Job-Training.

	DESIGNATION COURSES	DURATION NUMBER OF DAYS	FREQUENCY	COST
A	Inspector Training, Transportation of Dangerous Goods (TDG Directorate)	5	ONCE	\$0.00
B	ICAO Technical Instruction Course (FAA or TDG Directorate Source)	8 (see Note 1)	ONCE	approximately \$1,493.00 US
C	Delegated Officers Initial Training (in development)	6.5	ONCE	\$0.00
D	Basic Aviation Enforcement Course	5	ONCE	\$0.00
E	Introduction to Risk Management	3	ONCE	\$0.00
F	Communication Skills	3	ONCE	\$0.00
G	C&BA Specialty Course	4	ONCE	\$0.00
H	Audit Procedures	3	ONCE	\$0.00
I	Structured On-The-Job Training (Annex I)			\$0.00

Full Competency Courses

To ensure Full Competency as a Designated Inspector, the Inspector must also successfully complete the Course list below within a period of time deemed appropriate by the Regional Superintendent.

	FULL COMPETENCY COURSES	DURATION NUMBER OF DAYS	FREQUENCY	COST
C	TDG Aviation Inspector Recurrency Training (C&BA Dangerous Goods Standards)	5	EVERY 2 YEARS	\$0.00
D	IATA Dangerous Goods Regulations Course	4	ONCE	APPROX. \$475.00
E	Handling, Packaging and Transporting Radiopharmaceuticals Course (HMAC source)	3	ONCE	APPROX. \$695.00US
F	Occupational Health and Safety Course (Includes WHMIS Training)	1	Once	\$0.00
H	Investigation Procedures Course (Consulting and Audit Canada, RCMP or other recognized law enforcement training)	See Note2		
I	Introduction to radiation protection and instrumentation, Canadian Nuclear Safety Commission	3	Once	\$0.00
J	Dangerous Goods Sampling Course (Env. Cdn)	TBD	TBD	TBD

Notes:

1. FAA Course Title: Air Transportation of Dangerous Goods for International Students, 72102.
2. Investigation Training
 - Employees without investigation/prosecution background
 - o Mandatory Level 1, 2 and 3 Consulting and Audit Canada Investigators Course, or equivalent and On the Job Training.
 - Employees with investigation/prosecution background
 - o Mandatory Level 3 Consulting and Audit Canada Investigators Course, or equivalent and On the Job Training

Equivalent course includes investigation training within a law enforcement organization.

On-the-Job Training (OJT)

It is Civil Aviation Policy to ensure that employees occupying positions with delegation of authority are qualified and competent by providing them with the training required to perform their duties.

In keeping with Civil Aviation Policy, an OJT Syllabus and Checklist, based on competency profiles, has been developed for each position.

(See Annex I – On the Job Training Checklist)

The control and assignment of OJT tasks to each new Inspector is recognized as residing with the Regional C&BA Superintendent Dangerous Goods.

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CHAPTER 5**OCCUPATIONAL SAFETY AND HEALTH**

- Introduction
- Employer's responsibilities
- Employee's responsibilities
- Personal Equipment or Detection Devices
- Identification of Specialist
- Scope of Inspector Activities
- Activity 1 – Inspecting or investigating dangerous goods located in distribution or intermediate storage/transfer facilities
- Activity 2 – During an inspection or investigation opening means of containment for inspection, sampling dangerous goods
- Activity 3 – Attending dangerous goods accident sites in order to evaluate compliance of dangerous goods involved in accident
- Activity 4 – Conducting inspections on aircraft
- Activity 5 – Responding to leaks detected during inspection
- Medical Evaluation and Monitoring
- Record of Exposure

Introduction

The Civil Aviation Directorate, Transport Canada believes that it is essential to ensure the health and safety of its employees. The Canada Labour Code, (CLC) Part II, establishes the regulatory requirements under which this is done.

Treasury Board (TB) Occupational Health and Safety (OHS) Policies and Directives, as negotiated at the National Joint Council, comply with the CLC, Part II and set the OHS framework for the Federal Government workplaces and work activities. Transport Canada OHS Policy, and the content of this Chapter meet the TB Policies and Directives.

By the very nature of the job an Inspector must do, there are certain aspects of the employees' environment that Transport Canada cannot control. To ensure the maximum level of Safety in these situations the following policy has been established.

Employer’s Responsibility

To protect the health and safety of every employee at work.

To investigate, record and report in the prescribed manner all accident, occupational disease or hazardous occurrences.

To encourage employee participation.

To provide protective and/or hazard detection equipment wherever appropriate and to train the employee on the use and maintenance of that equipment.

To ensure the employee receives information, instruction, training and supervision necessary to ensure the employee’s health and safety at work.

To ensure that the employee is made aware of every known or foreseeable health and safety hazard in the areas where the employee will work.

To ensure that the employee is aware of their right to refuse to work when they believe that their health or safety is threatened.

To establish an exposure/contamination monitoring program.

Employee’s Responsibility

Use any safety materials, equipment, devices and clothing that are intended for their protection that are either provided or that are prescribed under the Canadian Occupational Health and Safety Regulations or the TB Policies and Guidelines.

To never knowingly expose themselves to conditions threatening their health and safety unless they are using the appropriate safety/protective equipment issued to them by Transport Canada.

To follow, as a minimum, TP385 and the industry’s health and safety policies and procedures while conducting an inspection, audit or investigation.

To follow Refusal to Work Procedures immediately upon identifying, a condition that is hazardous to their health or safety.

To report accident, occupational disease or other hazardous occurrences to, the employee Supervisor.

To consult with the supervisor when confronted with an accident, occupational disease or hazardous occurrence before taking action or advising on the taking of action.

In the absence of appropriate protective clothing/detection devices, to avoid exposing themselves to hazardous conditions.

To refuse to enter an inspection site where Protective Clothing/Detection Devices are required beyond the scope of TP385 activities. Inform your Supervisor.

To report any exposures to a hazardous substance to their Supervisor immediately and initiate medical follow-up as per the June 1998 Occupational Health Assessment Guide, Occupational Health and Safety Agency.

Inspectors shall tie loose clothing and long hair, and remove dangling accessories, rings or other jewellery that might become entangled with a machine, moving part of a machine, or come in contact with energized electrical equipment.

Personal Equipment or Detection Devices

Inspectors, while conducting inspections or investigations, may be exposed to hazards such as: presence of dangerous goods and radiation, moving objects, equipment or equipment parts, electrical wire or extension cords, protruding edges, sharp objects, reduced visibility zones, stairs, wet environment, cluttered areas, manipulation of packages, working in a cold or hot natural or industrial environment, direct sunlight, noise and vibration, falling objects, poor lighting, adverse weather conditions, static electricity, or dusty environment. Probability and frequency at which Inspectors may be exposed to those hazards vary depending on activity.

Personal Protective Equipment

As such, Inspectors shall be provided with the following basic protective equipment:

Personal Protective Equipment	Regulations	TB Allowances	Standard
Protective Footwear	Canadian Occupational Safety and Health Regulations (COSHR), Part XII, 12.5	12.2 Personal Protective Equipment and clothing Directive: \$44.31 (PST & GST inclusive)	CSA Standard Z195-M92, as amended from time to time ¹
Work Coveralls (appropriate for weather conditions)	COSHR, Part XII, 12.9		
Eye Protection (including UV protection where required)	COSHR, Part XII, 12.6	1.7.3: Basic safety glasses may be provided. 1.7.2: Prescription Safety lenses are not provided except in situations where eye protection is required, and (a) the nature of the work is such that the protective prescription lenses are installed in specialized protective frames such as goggles which are not normally worn off the job, or (b) it is impractical to wear protection over glasses because of distortion.	CSA Standard Z94.3-92, Industrial Eye and Face Protectors, as amended from time to time ² . ANSI Z87.1-89 (UV protection) ²
Hearing Protection	COSHR, Part VII, 7.7		CSA Standard Z94.2-M1984, Hearing Protectors (as amended from time to time)
Vinyl Rainsuits	COSHR, Part XII, 12.9(c)		
Reflective Vest	COSHR, Part XII, 12.13		
Disposable gloves (Latex gloves or suitable alternative)	COSHR, Part XII, 12.9 (c)	Routine handling of Dangerous Goods outer packaging.	

1. Grade 1 shoe or boot marked with a green equilateral triangle permanently attached to the right shoe or boot and marked with the manufacturer, the CSA symbol and an indication of the period of manufacturing. The shoe or boot must be made of leather fabric and additionally equipped with a sole shock protection. Depending on the workplace and environmental factors the shoe or boot may provide electrical shock protection (Rectangular patch sewn, embossed or otherwise permanently attached to the outside of the right shoe or boot marked with the greek letter omega “Ω” and the CSA logo.), slip resistant sole or insulated for winter conditions.
2. Class 1B Safety glasses recommended in the standard for type of work with the National recognized agency shall be identified, and the box marked Z87.

Detection Devices

Inspectors shall have available to them at their place of work:

- Radiation Survey Meter such as:
 - Eberline Model E-140GM Survey Meter
 - Ludlum Model 2401-EC or 2401-EW

Inspector Kit

Each Inspector shall have available to them:

- A copy of regulatory text: TDGR, ICAO TI's, Supplement to the ICAO TI's, the Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods Regulations (hard copy or CD version),
- A spark free camera (digital),
- Copies of appropriate inspection forms required,
- Copy of the Inspector's Manual (hard copy or CD),
- appropriate computer equipment as required by current program delivery,
- Prescribed personal protective equipment, as appropriate,
- CSA Approved spark free flashlight (CLC, Part II 125 (t)), and
- A Cellular phone

Identification of Specialist

Specialist assistance is available to assist Inspectors in calibrating devices, identifying hazards on site, assisting in sample taking or testing or assisting in air sampling or testing. (See Annex J).

Scope of Inspector Activities

The following list of Activities have been identified as those in which an Inspector must be particularly aware of their safety.

Activities

Activity 1

Inspecting or investigating dangerous goods located in distribution or intermediate storage/transfer facilities.

Activity 2

During an inspection or investigation opening means of containment for inspection, sampling of dangerous goods

Activity 3

Attending dangerous goods accident sites in order to evaluate compliance of dangerous goods involved in an accident.

Activity 4
Conducting inspections on aircraft.

Activity 5
Responding to leaks detected during inspection.

N.B. Inspection activities may have site-specific safety requirements additional to that specified in TP385. As a minimum, always follow Company's safety policy and procedures.

Activity 1

Inspecting or investigating dangerous goods located in distribution or intermediate storage/transfer facilities.

1. Verify Inspection Kit includes all required personal protective equipment and detection devices.
2. During company introductory briefing inquire about specific OHS requirements for site and the availability of Emergency response equipment such as Eye Wash and Shower facilities, if applicable.
3. Don protective clothing and have appropriate detection device.
4. Be alert for potential hazards.
5. Verify location of Emergency Response Equipment such as eye wash and shower facilities.

Activity 2

During an inspection or investigation opening means of containment for inspection, sampling dangerous goods.

Inspectors could have direct contact with inner packaging thus increasing risk of exposure to dangerous goods. In no case should an Inspector open a single packaging or an inner packaging of a combination packaging to sample dangerous goods unless trained to do so or under the direction of the Regional Superintendent. Severe hazards may be encountered with misdeclared and undeclared dangerous goods. If not trained request assistance from a Sampling and Testing Specialist (Annex J).

1. Don protective clothing and have appropriate detection device.
2. Be alert for potential hazards.
3. Assess the situation, reviewing documentation and integrity of the dangerous goods outer packaging.
4. If trained to take samples, proceed to opening of the means of containment and follow Annex K.
5. If not trained to take a sample, contact a sampling specialist (Annex J) or proceed under the direction of the Regional Superintendent.

Activity 3

Attending dangerous goods accident sites in order to evaluate compliance of dangerous goods involved in an accident.

Inspectors are not emergency responders but they may attend as an Specialty Measure Expert at the direction of the on-site Commander and direction of the Regional Superintendent. They assist in the on-site Commander but direct involvement is not permitted. Therefore there will be no dangerous goods contact in relation to this activity.

Activity 4**Conducting inspections on aircraft.**

In addition to the hazards posed by the dangerous goods, Inspectors are exposed to the same hazards as Airport Ramp Personnel. Additional personal protective equipment may be required.

1. See activity #1.
2. Be alert for potential hazards Airport Ramps may present: STOP! LOOK! LISTEN!
3. Select safe path to aircraft and alternate route.
4. Keep head up; look all around.
5. Use caution when entering and leaving aircraft (boarding and deplaning).

Activity 5**Responding to Leaks Detected During Inspection**

Inspectors may be exposed to discharge, emission, explosion, out gassing or other escape of dangerous goods. They should:

1. Retreat at once.
2. Direct the securing of the site and initiation of emergency response procedures
3. Wait for the Emergency Responders response.
4. Get all information available to assist in the identification of the dangerous goods when safe (Annex J).
5. Contact CANUTEC (613) 996-6666 or *666.
6. Sampling shall be conducted as per Activity 2 once site is safe.

N.B: Follow at all times the company safety policies and procedures.

Medical Evaluation and Monitoring

Inspector candidates, as a condition of employment, will be required to undergo a pre-employment health evaluation. Criteria governing the medical evaluation of Inspector candidates are found in the OHSA publication “Occupational Health Assessment Guide –June 1998”.

Record of exposure

Exposure to dangerous goods shall be reported to the person in charge, the Superintendent C&BA Dangerous Goods, and the Chief Dangerous Goods Standards either orally or in writing. The Superintendent shall record the nature of the exposure in the Hazardous Occurrences Investigation Report, available electronically on TC Intranet from “Forms Catalogue #26-0621”.

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CHAPTER 6**AVIATION REGULATION
AND ACTIVITY
STANDARDS SYSTEM**

- Introduction
- Aviation Regulation Activity Standards System
- Frequency of Inspection Policy Document

Introduction

Dangerous goods audits and inspections are conducted in response to national policies and priorities, regional operational priorities, external safety issues involving the transporting of dangerous goods on board aircraft and the availability of dangerous goods inspection personnel.

Aviation Regulation Activity Standards System

The Aviation Regulation Activity Standards System (ARASS) is an enumeration of the tasks of the Civil Aviation Directorate. ARASS provides the Directorate with a dynamic multi-year work plan tool, which takes into account regional variations. It is used by both the Regions and Headquarters to:

- Provide performance indicator data by which to track achievement of program delivery targets and justify resource submissions.
- Determine Full Time Employee implications of changing program activities.
- Provide a central source of statistical data for Part III of the Main Estimates and various Transport Canada Aviation Working Groups (e.g. Dryden Commission, Level of Service and Cost Recovery).
- Provide a management information system, which provides a database to assist in preparing work plan, justifying the existing resource base, calculating additional Full Time Employee requirements, and quantifying results expected from additional Full Time Employees requested.
- Provide national standardization of how operational duties are to be completed and reported.
- Assist in the training of new employees.

Each task description in ARASS outlines the nationally averaged time to complete the task, the regionally averaged travel time for each task, a task objective and a brief description of the task.

For further information regarding ARASS, reference should be made to:

ARASS User Manual (TP 11571)
ARASS Task Manuals – C&BA

Frequency of Inspection Policy Document, TP12840

A national Inspection Frequency Standard is in place to identify inspection targets and prescribe the frequency with which these targets should be inspected for all discretionary tasks.

It should be noted that the Standard represents the minimum number of times a location should be inspected. Should a Regional Office have reason to believe that additional inspections are required at the site based on objective data they are at liberty to do so. Should a Regional Office have objective data demonstrating above average compliance records for a target inspection or audit site, which would justify fewer inspections they may modify their inspection frequency in a corresponding manner.

Evaluating the frequency of inspections at any given site will take into account the following factors:

- Risk management indicators:
- Financial/labour/management difficulties;
- Poor internal Quality Assurance program;
- Change in operational scope or additional authority;
- Large change in contracting;
- High turnover in personnel;
- Loss of key personnel;
- Poor accident or safety record;
- Negative Merger/takeover;
- Negative inspection history;
- Inspection Resources;
- Time/travel constraints; and
- Transportation Safety Board of Canada advisories and recommendations.

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CHAPTER 7**AIR OPERATOR
AUDIT STANDARDS**

- Introduction
- Audit Checklist
- Sites

Introduction

Audits are conducted to ensure conformance with regulations and standards in order to maintain an acceptable level of aviation safety within the aviation industry. The Audit Procedures Checklist (Annex L) has been developed to provide a systematic approach to the inspection of an air operator's various functions. The checklist is designed to identify specific items within each functional area, with reference to the applicable regulation or standard. An operator's failure to comply with the applicable regulation or standard will be considered a non-conformance.

Audit Checklist

At the discretion of the Audit Manager, the Audit Checklist may:

- Be used in the inspection of a process, procedure or program;
- Be amended to reflect the current revision of the applicable regulation or standard;
- Be fully completed;
- Be signed and dated by the team member responsible for that functional area;
- Assist the team member in initiating and systematically completing the inspection of that functional area, and provide the flexibility to support specific situations during the inspection of the functional area.

Sites

Sites are chosen because of their known or suspected involvement with the movement of dangerous goods and include:

- Seasonal Operators, single or multi-base dangerous goods operation;
- Year-round Operators, single or multi-base dangerous goods operation.

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CHAPTER 8

LEGISLATION

- Introduction
- TDGA, 1992
- Minister's Statutory Powers/Delegation of Authority under TDGA, 1992
- Legislative Environment
- Permit for Equivalent Level of Safety
- Emergency Permits
- Behind the Words
- Administrative Considerations

Introduction

The transportation of dangerous goods by air in Canada is subject to both national legislation and international convention. This chapter describes the scope and impact of those documents. Inspectors are also required to be cognizant of other federal legislation affecting the transportation of dangerous goods by air.

TDGA, 1992

The TDGA, 1992 was instituted to promote public safety in the transportation of dangerous goods within Canada by all modes of transport.

Purposes of the TDGA, 1992

“This Act applies in relation to all matters within the legislative authority of Parliament, including dangerous goods outside Canada that are carried on an aircraft registered in Canada.”

The TDGA, 1992 establishes:

- The criteria for classifying dangerous goods;
- The authority to make specific regulations dealing with the identification, containment, handling, offering and transporting of dangerous goods;
- The authority to designate people to ensure the requirements of the legislation are met;
- The powers and responsibilities of those designates with respect to inspection, investigation and accident response; and
- The penalties for failure to comply with the requirements of the legislation.

Minister's Statutory Powers/Delegation of Authority Under the TDGA, 1992

Reference	Purpose	Intended to include:
Section 7	Provides for the Minister to designate individual persons to approve emergency response assistance plans.	- Director General; - Director, Compliance and Response; - Chief, Response Operations
Subsection 9(2)	To issue directions requiring Notices of Recall or Defective Construction.	- Director General; - Director, Regulatory Affairs or Compliance and Response; - Chief, Scientific Services
Subsection 10(1)	Designation of Inspectors	Director General
Subsection 32(1)	To issue Protective Directions.	- Assistant Deputy Minister; - Director General; - Director, Regulatory Affairs
Subsection 31(1)	To issue Permits for Equivalent Level of Safety.	- Director General; - Director, Regulatory Affairs or Compliance and Response - Chief, Regulations and Permits of Scientific Services
Subsection 31(2)	To issue Emergency Permits.	- Director General; - Director, Regulatory Affairs or Compliance and Response; - Chief, Response Operations

Legislative Environment**Transportation of Dangerous Goods Regulations**

The TDGR are the "how to" portion of the TDGA, 1992. It defines exactly what a shipper, handler, carrier, receiver or importer of dangerous goods must do to ensure the safe transport of their dangerous goods.

Both the TDGR and, by reference in the TDGR, the ICAO TI's establish the parameters by which dangerous goods may be moved by air to, from or within Canada.

International Civil Aviation Organization, Annex 18

ICAO, Annex 18 was developed to respond to a demand by Contracting States for an internationally agreed upon set of provisions addressing the transportation of dangerous goods by air. These provisions are based upon the Recommendations of the United Nations Committee of Experts on the Transport of Dangerous Goods and the Regulations for the Safe Transport of Radioactive Material of the International Atomic Energy Agency. This document can be amended by a recommendation from the Dangerous Goods Panel, of which the Chief, Dangerous Goods Standards is a nominated member.

International Civil Aviation Organization Technical Instructions

The ICAO TI's contain the detailed technical material needed to support the broad provisions of Annex 18 providing a fully comprehensive set of international regulations. The ICAO TI's can also be amended by a recommendation from the Dangerous Goods Panel to the Air Navigation Commission. They are published biennially.

Aeronautics Act (AA), Canadian Aviation Regulations (CARs)

In addition to the authorities directly relating to the transportation of dangerous goods, held by the Inspectors, there are also certain other authorities relating to aviation safety. These authorities appear in certain sections, sub-sections and paragraphs of the AA, and the CARs.

The authorities are delegated to the Inspectors in the Ministerial Delegation of Authority document no.142996 as amended from time to time and appear in Schedule H-16 (see Annex C).

Schedule H-16 deals with access to aircraft, equipment and premises, authority to demand certain Aviation licences, certificates and permits, to suspend certain aviation documents under specified conditions and to use force under certain circumstances.

Permits for Equivalent Level of Safety

The TDGA, 1992, while establishing the legal guidelines for the transportation of dangerous goods also recognizes situations in which alternative methods of handling, offering for transport or transporting dangerous goods may provide the same or better level of safety. In cases such as this a Permit for Equivalent Level of Safety may be applied for and issued under Section 31 of the TDGA, 1992. This Permit provides relief from the regulations to the extent stipulated in its text.

Emergency Permits

Section 31 of the TDGA, 1992 also specifies that in circumstances where there is danger to public safety, and Emergency Permit may be issued by the Minister or his designates. It allows the transport of dangerous goods in a manner that does not comply with the TDGR or the ICAO TI's if it is deemed necessary to deal with the emergency. This permit may be given orally, but it must be reissued in writing as soon as practicable. Emergency Permits are rarely issued.

Behind the Words (November 1, 1992)

“**Behind the Words**” is an informal guide to the TDGA, 1992 prepared for the use of Inspectors appointed under the TDGA, 1992. Its purpose is to provide, for each section of the TDGA 1992, comments on the meaning of the section, and where relevant, comments on policy relating to the application of the section.

N.B. Users of this guide are reminded that it is prepared for the convenience of reference only and that, as such, it has no official sanction. In particular all comments contained under the headings “Behind the Words” or “Court Decisions of Interest” are solely for discussion purposes.

Administrative Considerations

Canadian Charter of Rights and Freedom

The Charter requires government to act in accordance with specified rights and freedoms. These rights are designed to protect the individual and to ensure fairness during legal proceedings, particularly in criminal cases. The rights to habeas corpus to challenge a detention, and to be presumed innocent until contrary be proved, have always been recognized as part of our law, but those rights are now guaranteed in our constitution.

Evidence may be overruled by the Court if collected contrary to the Charter.

Access to Information Act

The *Access to Information Act* gives any Canadian citizen or permanent resident of Canada the right to examine or obtain copies of records of a federal government institution except in limited and specific circumstances. Departmental policy is to make maximum use of existing procedures and practices to provide information (informal process) thus minimizing the need of the public to rely on the rights and remedies provided by the legislation (formal process). Departmental and regional Access to Information (ATIP) coordinators are responsible for performing advisory and control functions in support of the ATIP program and shall be consulted for guidance.

Privacy Act

Personal information is protected under the Privacy Act and is releasable only with the written consent of the individual to whom the information relates. However, subsection 8(2) of the Privacy Act states that personal information may be disclosed "to an investigative body specified in the regulations, on written request of the body, for the purpose of enforcing any law of Canada or a province or carrying out a lawful investigation, if the request specifies the purpose and describes the information to be disclosed". For this reason, the Privacy Coordinator's office should be consulted before the release of personal information.

Requests for personal information from other agencies shall conform with the provisions of the Privacy Act and the Access to Information Act.

Evidence Act

The Evidence Act provides information as to how oral, documentary and real evidence used in the ordinary course of business is to be gathered, to ensure people's rights are not violated, and not to create unrealistic hurdles.

Criminal Code

The Criminal Code involves a prosecution by the Crown pursuant to a public law statute, in the scope of this manual, the TDGA, 1992, and provides information as to how prosecutions are to be conducted to ensure people's rights are not violated. The Crown has the burden of proving that the accused is guilty of the charge beyond a reasonable doubt.

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CHAPTER 9**COMPLIANCE POLICY**

- Introduction
- Authorities Responsible for the Administration of the Transportation of Dangerous Goods Legislation
- C&BA Dangerous Goods Inspectors -Statutory Powers
- Inspection Procedures
- Factor/Circumstances to Consider When Choosing a Response
- Investigations
- Prosecution
- Administrative Considerations

Introduction

The primary objective of the C&BA Dangerous Goods Program is to promote aviation safety through compliance with the TDGA, 1992 and the TDGR, and by reference the ICAO TI's.

Authorities Responsible for the Administration of the Transportation of Dangerous Goods Legislation

The following authorities are responsible for the enforcement of the TDGA:

Minister of Transport -The Minister of Transport has responsibility for the administration of the Act and is accountable to Parliament for his/her actions.

Attorney General and Officials of the Department of Justice: The Attorney General has responsibility for all litigation related to the TDGA.

While Inspectors may lay Informations for offences under the TDGA, 1992, the ultimate decision on whether to proceed with the prosecution of the charges rests with the Attorney General through his representative.

Courts -The courts make the final ruling regarding prosecutions submitted under the TDGA, including what penalty to impose or what remedy to order.

Inspectors -Inspectors are employees of Transport Canada and other government departments and agencies who are designated by the Minister of Transport as Inspectors under the TDGA, 1992. Inspectors will have the most frequent and regular contact with those companies, individuals and government agencies affected by the legislation.

C&BA Dangerous Goods Inspectors' Statutory Powers

All C&BA Dangerous Goods Inspectors have statutory powers under the TDGA, 1992:

Section 15: For the purpose of ensuring compliance with this Act, an inspector may

(a) subject to section 16, at any reasonable time, stop any means of transport and enter and inspect any place or means of transport if the inspector is designated to inspect it and believes on reasonable grounds that on it or in it there are

(i) dangerous goods being handled, offered for transport or transported,

(ii) standardized means of containment,

(iii) books, shipping records, emergency response assistance plans or other documents that contain any information relevant to the administration or enforcement of this Act, or

(iv) computer systems that may be used to examine any information that is contained in or available to the computer systems and is relevant to the administration or enforcement of this Act;

(b) open and inspect, or request the opening and inspection of, any means of containment for which the inspector is designated if the inspector believes on reasonable grounds that it is being used to handle or transport dangerous goods or to contain dangerous goods offered for transport;

(c) for the purpose of analysis, take a reasonable quantity of anything the inspector believes on reasonable grounds to be dangerous goods; and

(d) examine and make copies of any information contained in any books, shipping records, emergency response plans or other documents, or in any computer systems, that the inspector believes on reasonable grounds contain any information relevant to the administration or enforcement of this Act.

Section 16:

(1) An inspector may not enter a dwelling-place except with the consent of the occupant or under the authority of a warrant.

Authority to issue warrant

(2) Where on ex parte application a justice, as defined in section 2 of the Criminal Code, is satisfied by information on oath that

(a) the conditions for entry described in section 15 exist in relation to a dwelling-place,

(b) entry is necessary for any purpose relating to the administration or enforcement of this Act, and

(c) entry has been refused or there are reasonable grounds for believing that entry will be refused,

the justice may at any time sign and issue a warrant authorizing the inspector named in the warrant to enter the dwelling-place subject to any conditions that may be specified in the warrant.

Use of force

(3) The inspector who executes the warrant shall not use force unless the inspector is accompanied by a peace officer and the use of force has been specifically authorized in the warrant.

Remedying non-compliance**Section 17:**

(1) Where an inspector believes on reasonable grounds that any dangerous goods are being handled, offered for transport, transported or imported in a way that does not comply with this Act, the inspector may detain the dangerous goods until satisfied that they will be handled, offered for transport, transported or imported in compliance with this Act.

Other measures

(3) The inspector may also take any other measures necessary to remedy the non-compliance, or direct any person who owns, imports or has the charge, management or control of the dangerous goods or means of containment to take the necessary measures.

Inspection Procedures

The purpose of an inspection is to verify compliance with the TDGA, 1992 and TDGR and by reference to the ICAO TI's.

If, during an inspection, an Inspector discovers a violation, his response will be determined by various factors, which will warrant different courses of action.

Pre-Inspection

Examine all relevant carrier/company information such as

- Carrier Company file
- Certification file
- Company Manuals
- Enforcement records
- Previous inspection records
- Permits/Directions, as appropriate
- Referral materials
- Any other relevant carrier/company information available

- Ensure you have the appropriate forms, supplies and safety equipment

Site Inspection**Introduction**

- Introduce self to company representative and it is recommended to provide a business card, and if asked an Inspector's Certificate
- State purpose of inspection and request name of appropriate person to contact
- Explain to appropriate person in charge reason for inspection and general inspection process

- Ensure safety equipment meets carrier/company requirements (see Activity 1, Chapter 5)
- Arrange for accompaniment of person in charge

Inspection

(See Annex M - Transportation Dangerous Goods Inspection and Compliance Checklist, and Annex N - Checklist for Bulk Fuel Transportation)

Debriefing

Prior to debriefing summarize non-compliances found during inspection. Review these non-compliances with the person in charge ensuring that he/she fully understands each of the items listed in the summary.

Advise that compliance must be achieved prior to further transportation of the dangerous goods. Provide the appropriate regulatory information to the person in charge to assist in achieving compliance.

Table of Violations

Refer to the Dangerous Goods Module of NACIS II

Factors/Circumstances to Consider When Choosing a Response

Whenever a violation of the TDGA , 1992 is discovered and substantiated Inspectors will consider the following factors when deciding what enforcement response to take:

The nature of the violation. This includes consideration of the seriousness of the violation or the harm or potential harm to life, health, property and the environment, the type and quantities of dangerous goods involved and circumstances of the violation.

Whether there are attempts to conceal information or otherwise subvert the objectives of the Act.

The attitude and attempts to comply or the intent to contravene the Act.

Whether the violation is correctable on site.

Previous recorded history of non-compliance.

Whether the non-compliance is of a continuing nature and likely to reoccur.

An estimation of what enforcement action may be necessary to achieve continuing compliance. This includes the willingness to cooperate with Inspectors, evidence of corrective action already taken and the existence of enforcement actions by other federal or provincial authorities as a result of the same activities albeit brought under different statutes.

Through consultation, how similar situations were handled.

Investigations

Introduction

When it is found that an individual or company is not operating in conformance with the Regulations, compliance action must be taken. This can range from a straightforward notice, to correct a deficiency, to punitive sanction. The appropriate action will be determined by the seriousness of the compromise to air safety, and the attitude and past performance of the company or individual. If the non-compliance is inadvertent, but a positive attitude is evident, weighty sanctions are not appropriate. Where it is found that a regulation has been contravened with foresight and indifference to safety, then the regulatory action must be firm and immediate.

Investigation Procedures

General

In the course of conducting compliance inspections and, from time to time, as a result of complaints made by concerned persons, it will be necessary for Inspectors to undertake an investigation to determine whether or not an offence has been committed under the TDG Act, 1992. An investigation is not a part of the inspection process. However, evidence obtained during the course of an inspection is admissible and should be preserved as part of the subsequent investigation.

Objective

The objective of an investigation is to determine whether or not there is convincing and admissible evidence of a violation having been committed. In determining this, each essential element of the violation must be examined and inquiry should be made to ascertain if there is evidence available that would support each element

Planning

After analysing the information that gave rise to the suspicion of an offence having been committed and, the essential elements of the offence, an investigation plan should be developed. The plan should identify persons to be interviewed that may be able to provide oral evidence, documents that may be available as documentary evidence and real evidence that may be available. The plan should be continually updated as enquiries are made and additional information is available for analysis.

Preliminary Investigation

An investigation may result from information received or observations made during an audit, inspection, surveillance actions or on receipt of a complaint or notification of a dangerous goods accident/incident. It is undertaken to determine what appropriate action should be taken: in such cases, Inspectors should determine and record:

- a) Origin of information and outline of allegation, incident or occurrence;
- b) Names of persons involved and of witnesses;
- c) Date, time and location of incident;
- d) Details of events preceding and following incident; and

- e) Other pertinent information (e.g. description of real evidence, pertinent weather factors apparent or suspected property damage, immediate hazard factor created, who, when, how, and why).

The preliminary investigation may reveal insufficient evidence to conclude the matter by immediate administrative action. Also the seriousness of the incident may require more detailed investigation with the probability of information being laid under the Act. In such cases, a comprehensive investigation is necessary.

Note Taking

General

The notebook used during an inspection or investigation is a valuable tool or aid to the Inspector. Given the time that elapses between the date of the alleged violation and the date of the hearing, it is humanly impossible for the Inspector to commit to memory everything, which took place.

Definition

The notes may be described as an account of what the Investigator did, what he saw, what he heard.

Purpose

The purpose of notes is to assist the Inspector at a later date when the official report is compiled in true context and chronological order, to detect contradiction in witness statements, and to refresh the Investigator's memory when oral testimony is being given during court proceedings. Notes are a permanent recording of facts, easily carried and readily accessible.

Selection of Notebook

While selecting a notebook the following points should be considered

- a) Size should be suitable for carrying on person at all times
- b) Number of pages should be sufficient precluding frequent replacements.
- c) Quality of paper should be a sufficiently good quality to maintain writings in a legible condition indefinitely. Capable of withstanding wear and tear.
- d) Pages numbered add to credibility, consistency; proves nothing has been removed.
- e) Margin use for date and time and key word; makes entries easier to find.
- f) Pages secure this prevents the loss of information pertinent to a compliance case.

Recommended Notebook is available from:
Aviation Publishing Division (AARA)
Transport Canada
Place de Ville, Tower C
330 Sparks Street
Ottawa, Ont.
K1A 0N8
Tel: 1-800-305-2059
Cat 26-0524 (97-07)

Comprehensive Investigation

During the course of a comprehensive investigation, the Inspector must:

- a) Determine the elements of any offence(s)
- b) Plan and initiate the steps necessary to obtain required evidence; real, oral, or documentary;
- c) Obtain in-depth details from witnesses in writing (if at a certain point during a witness statement you believe that he/she may be involved in the offence then move on to paragraph (d);
- d) Advise the suspect of his/her rights then obtain information from the suspect by giving an opportunity to make a voluntary statement either verbally or in writing. A typical warning is:

"You need not say anything. You have nothing to hope from any promise or favour and nothing to fear from any threat whether or not you say anything. Anything you do say may be used as evidence. According to the Charter of Rights of Canada, it is my duty to inform you that you have the right to retain and instruct counsel without delay. Do you understand?"

However, consult your regional Department of Justice for regional preference.

Although there is no definitive wording for such a warning in Canada, it is imperative that the person being warned understands not only the words being spoken to him/her, but also understands fully the intent of what is being said.

- (e) Coordinate with appropriate enforcement organization if investigation is to be extended to other geographic areas; and
- (f) Complete investigation report accurately. Required details include:
 - o Date, time and place of violation; persons involved;
 - o Identity and statements of all witnesses;
 - o Photographs, certificate of analysis, and other exhibits;
 - o Listing of apparent offence(s); and
 - o The Inspectors' recommendations for disposition

Care and Handling of Exhibits

Evidence

Viva Voce Evidence is simply oral testimony provided by witnesses. When a witness is interviewed, the evidence which that witness could present in Court should be recorded on Witness Statement form as per Annex O to this chapter. The statement should be recorded in the words of the witness as closely as possible and, the witness should have the opportunity to review the complete statement. The witness should be asked to sign the statement form and the signature should be witnessed.

Documentary Evidence consists of documents that is signed and dated by an inspector with a certification that this is a true copy that may be presented to the Court as evidence of the truth of the contents of the document. For example, a shipping document that shows the name and address of the accused as the consignor is presented to the Court as evidence of the accused being the person who offered dangerous goods for transport from a particular location.

Real Evidence consists of articles that have been used in the commission of an offence and are presented to the Court to demonstrate their use. For example, a shipping document that accompanies a consignment of dangerous goods but does not correctly describe the goods is real evidence of an offence under 5(b) of the TDG Act, 1992. Photographs, plan drawings, etc. are methods of enhancing viva voce testimony and/or introducing observations of real evidence which may be effectively used where it is impractical to present the actual object e.g. 1A1 drum.

The TDG Act, 1992 provides for the admissibility of certain types of evidence in a manner other than provided for in the normal rules of evidence. Sections 41 and 42 make reference to types of evidence and requirements concerning admissibility.

Obtaining Evidence

Once an investigation has been commenced, there are no statutory powers contained in the TDG Act, 1992 that will assist an investigator to obtain evidence of the commission of an offence. If real or documentary evidence that will afford evidence of the commission of an offence is known to exist in a building, receptacle or place, the provisions of the Criminal Code must be used to obtain a Warrant to Search. An Information to Obtain a Search Warrant (Annex P) requires that the applicant describe the things to be searched for and the offence in respect of which the search is to be made. In addition, the applicant must state the grounds of his/her reasonable belief that the items are located in the premises to be searched.

Warrant to Search

Persons executing a Warrant to Search must be named in the warrant, either by actual name or by reference to an official position. Specific details of items to be searched for and the location to be searched must also be included in the Warrant to Search. Items seized under the authority of a Warrant to Search (Annex Q) must be brought before a Justice as provided for in the Criminal Code. Advice on these items is available from Justice Canada.

Retaining Evidence

Real and documentary evidence obtained during the course of an investigation may become exhibits in a prosecution. Exhibits must be presented in Court with testimony of how the evidence was obtained, when it was obtained, by whom it was obtained and, that

it was retained in such a manner that a continuity of possession can be established. In order to ensure continuity of possession, and that the exhibit has not altered Forms, Exhibit Ledger (Annex R), Exhibit Report (Annex S) and Movement of Exhibits (Annex T), are to be used to record the handling of exhibits.

Sample Analysis

Inspectors should refer to Annex J for a list of, Sampling and Testing Specialist Laboratories available within the Region. When a laboratory is used, Inspectors should ensure that authority for cost of analysis is obtained prior to sample submission, and the analyst is made aware of possible need to give evidence.

Entering Exhibits as Evidence

The person who seized the evidence usually enters the oral, documentary or real evidence. While the person is giving his evidence on the stand, he will be shown the exhibit by the prosecuting (Crown) counsel and will be asked to identify it. At this point the witness will give evidence on where, when and how he came into possession of the exhibit and he should point out his initials or mark on the item to prove its authenticity. He may be questioned by either Crown or defence counsel on the security or chain of possession, and once this is satisfied, the exhibit is entered as evidence.

Reporting

When an offence is suspected and an investigation is to be commenced, a brief report of the fact situation giving rise to the suspicions is to be submitted to the Superintendent.

Throughout the course of the investigation, the Inspector's file should be updated through timely entries on the form Memo to File as shown in Annex U to this chapter.

As the investigation progresses, updating reports are to be submitted to the Superintendent at timely intervals on General Investigation Report form (Annex V).

AARXE will be notified of all Investigations when they are proceeding to prosecution by the Regional Superintendent.

At the conclusion of the investigation, the inspector will forward a complete Investigation Report with recommendations to the Regional Superintendent for review and determination of appropriate response.

Prosecution Procedures

When an investigation is completed, and the Regional Manager considers prosecution warranted under the *Criminal Code*, the Inspector shall:

- a) Liaise with *DOJ* to ensure all elements of the offence are present, and *DOJ* considers prosecution under the *TDGA, 1992* will be successful;
- b) Obtain advice from *DOJ* on wording of the Information and Summons, and compile same;
- c) Lay the Information;
- d) Request the service of Summons by a Peace Officer;
- e) Complete a court brief, and give same to *DOJ* together with copies of information and Summons;
- f) Makes recommendations to the Crown, dependent on the gravity of the offence, whether to proceed summarily or by indictment;
- g) Ensuring availability of exhibits; and

- h) Advise the Chief, Dangerous Goods Standards at the conclusion of any prosecution.

Arraignment

Attendance of witnesses is not required at an arraignment hearing. However, it is desirable that the Inspector be present to assist Crown Counsel:

- a) To provide up-to-date information should there be a requirement to speak to sentence;
 - (i) if a "not guilty" plea is entered, to advise of the dates when witnesses will be available.

Trial

Continued liaison with *DOJ* and/or the assigned agent is required to ensure the smooth progress of the legal procedures. Prior to trial the Inspector shall:

- a) check that witnesses have been subpoenaed; and
- b) Review evidence requirements with Crown Counsel.

Trial Procedures

The Inspector shall present himself in court in sufficient time to assist Crown Counsel in identifying witnesses and exhibits prior to trial commencement. Additionally, the Inspector may assist Counsel in outlining court procedures to witnesses unfamiliar with the system.

Following presentation of all evidence by Crown and Defence, and the findings of the court being stated, the Inspector shall:

If the finding is guilty:

- a) Record particulars of sentence for eventual report purposes; and
- b) Bring file forward for required period to retrieve Crown exhibits from the court after the appeal period has expired.

In the event of a finding of not guilty, record the observations of the court as to reason for the finding for purpose of later review.

Information Dissemination

A report outlining the particulars of the offence and court result shall be forwarded to the Chief, Dangerous Goods Standards for use in statistical reports and for inclusion in the Corporate Offenders List.

Administrative Considerations

Release of Information to the Public

The Access to Information and Privacy Acts (ATIP) regulate how information will be released to the public. ATIP requests should be addressed to your Regional ATIP office.

Release of Information to Media

Transport Canada Policy does not allow government employees to speak directly to media representatives, until:

- The individual receives media training;
- The call has been forwarded to Communications (AEC); and
- The Minister, Deputy Minister, Assistant Deputy Minister, Director General and Director give approvals.

The Minister's Office must authorize the providing of information to an MP or their representative.

Control of Compliance Records

All compliance records and documents shall be treated as PROTECTED "B". Inspectors shall ensure these documents and records are secured when work areas are left unattended.

Correspondence

All Transport Canada Aviation correspondence related to legal proceedings shall refer only to the "Department of Transport" or "the Minister", the terms "Ministry of Transport" and "Transport Canada" has no legal significance.

Matters Before the Courts

Facts and opinions on matters before the courts shall not be discussed with the public until the conclusion of the case. Communication with the media is subject to current departmental policy.

Criticism of the Department

Where the Inspector, or the Department of Transport is subject to criticism, the Inspector should calmly acknowledge the comments and consider what can be done in response to reasonable suggestions. When in doubt, he/she should consult his/her Superintendent for direction.

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CHAPTER 10

PUBLIC EDUCATION AND AWARENESS PROGRAM

- Introduction
- Target Audience
- Current Awareness Packages

Introduction

The Dangerous Goods Standards Division, in consultation with the C & BA Superintendents Dangerous Goods, develops and implements a national C & BA Dangerous Goods Awareness Plan designed to increase public knowledge in the safe transport of dangerous goods.

Target Audience

The target audience of the C & BA Dangerous Goods Awareness Plan includes those involved in the handling, offering for transport or transporting of dangerous goods by air. Within the target population three (3) groups have been identified. Customized communication strategies are envisioned for each group.

Group 1:

Air Operators, including seasonal and year round air operators and related Associations

Group 2:

Those involved in the handling, offering for transport or transport of dangerous goods other than air operators including shippers, manufacturers, distributors, Government Departments, Agencies and Corporations, Academic Institutions, couriers, freight forwarders and related Associations.

Group 3:

Traveling Public.

In formulating the Awareness Plan most suitable to the Target Audiences' specific needs the following questions are asked:

- What is the regulatory environment?
- What should the Awareness Plan achieve?
- What is the communication network?
- Who are the potential partners in distributing the communication tools?
- What are the current communication tools that are being used?
- What are the compliance measurement activities?

Current Awareness Packages**Group 1: Air Operators****What is the Regulatory Environment?**

TDGR Sections 2.9 to 2.13.1; ICAO Technical Instructions Part 1, 5, 6 and 9, TP 12208 and the Dangerous Goods Chapter of the Transport Canada approved Company Operations Manual.

What should the Awareness Plan achieve?

Provide air operators with information to assist them in complying with their regulatory requirements and in establishing systems that will promote compliance within their company.

What is the communication network?

Air Transport Association of Canada (ATAC)
Helicopter Association of Canada (HAC)
Northern Air Transport Association (NATA)
Association Québécoise des Transporteurs Aériens Inc. (AQTA)

Who are the potential partners in distributing the awareness tools?

ATAC, HAC, NATA, AQTA

What are the current communication tools that are being used?

CBAAC, TP 13773 – Dangerous Goods Advisory Notices, TP 7535 – Some Things Were Never Meant to Fly Poster, TP 12208 (title) and the Dangerous Goods Chapter of the Generic Operations Manual, Conference, Meeting, Seminar Attendance and Presentations.

What are the compliance measurement activities?

Inspection, investigation and audit activities;
Dangerous Occurrence Reports
Reports of Undeclared/Misdeclared Dangerous Goods shipments
Transportation Safety Board Reports
CANUTEC Reports
CADORS

Group 2: Other than air operators**What is the regulatory environment?**

TDGR Sections 2.9 to 2.13.1; ICAO Technical Instructions.

What should the Awareness Plan achieve?

Provide shippers, manufacturers, distributors, Government Departments, Agencies and Corporations, Academic Institutions, couriers, freight forwarders and related Associations with information to assist them in complying with their regulatory requirements and in establishing systems that will promote compliance within their organization.

What is the communication network?

Chemical Manufacturers' Association
Freight Forwarders' Association
Chemical suppliers
Government Departments and Agencies
Packaging Association of Canada
Canada Post
Purolator
Federal Express.
The Canadian Chemical Producers' Association
Propane Gas Association of Canada Inc.
The Federation of Canadian Municipalities
Canadian Association of Fire Chiefs Inc.
The Mining Association of Canada
Air Transport Association of Canada
The Shipping Federation of Canada
Compressed Gas Association
Canadian Manufacturers of Chemical Specialties Association
Canadian Association of Petroleum Producers (CAPP)
Canadian Association of Chemical Distributors

Who are the potential partners in distributing the communication tools?

See above.

What are the current communication tools that are being used?

Dangerous Goods Newsletter, TP 13773 – Dangerous Goods Advisory Notices, Dangerous Goods Standards' Website, Conference, Meeting, Seminar Attendance and Presentations, TP 12687 - Key Chains, Folding Safety Mark Cards.

What are the compliance measurement activities?

Inspection, investigation and audit activities revealing the number of undeclared, misdeclared or improperly prepared dangerous goods shipments.
Dangerous Occurrence Reports
Reports of Undeclared/Misdeclared Dangerous Goods shipments
Transportation Safety Board Reports
CANUTEC Reports
CADORS

Group 3: Traveling Public

What is the regulatory environment?

ICAO Part 9

What should the Awareness Plan achieve?

Provide the traveling public with information to assist them in complying with their regulatory requirements.

What is the communication network?

Travel Agents, Leisure and Business Groups, Sports Associations

Who are the potential partners in distributing the communication tools?

Internet chat groups, Association of Canadian Travel Agents, Canada Airport Council, Amateur and Professional Sports Associations, ATAC, AQTA, NATA, Outdoors Association, School Boards, Department of Foreign Affairs and International Trade, Office of Consumer Affairs, Industry Canada.

What are the current communication tools that are being used?

Dangerous Goods Standards' Website, Conference, Meeting, Seminar Presentations, TP 12687 - Key Chains, Folding Safety Mark Cards, TP 7535 – Some Things Were Never Meant to Fly Poster, Canadian Consumer Information Gateway, Bon Voyage But....., one-on-one awareness sessions, TP 13570 – Passenger Awareness Brochure, TP 7535X – Some Things Were Never Meant to Fly Mouse Pad, Dangerous Goods Display Cabinet, advertisement in specific publications, Conference, Meeting, Seminar Attendance and Presentations.

What are the compliance measurement activities?

Reports of dangerous goods seized by Air Operator Security Screening Personnel, number of enquiries for the public.

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CHAPTER 11

QUALITY ASSURANCE REVIEW PROGRAM

- Quality Assurance Review Program
- Level I - Regional/Headquarters Function
- Level II - Regional Function
- Level III - Regional/Headquarters Function
- Level IV - Regional/Headquarters Function

Quality Assurance Review Program

The TDGA , 1992 and TDGR, the ICAO TI's, and the C&BA Dangerous Goods Inspector's Manual are the tools used by Regional Inspectors to guide them in achieving a nationally uniform Program.

The Program affects the business of thousands and the safe movement of all dangerous goods in Canada. The implications for safety and the economic burden it carries with it necessitates a much more extensive level of accountability. Therefore, there is substantial onus placed on the federal government to verify that those in charge of implementing the program are doing so in a consistent and fair fashion.

Both the C&BA Regional Offices and the C&BA Headquarters Office have a role to play in ensuring that the government achieves its mandate in this area. The following is a description of the four levels of review that should be conducted by either the Regional Office or Headquarters or the two in conjunction.

Each Level has an activity phase and a feedback phase whereby the findings are discussed and remedial action taken, where appropriate. The following is a description of each of the Levels.

Level I - Regional/Headquarters Function

At the Regional Level the Superintendent Dangerous Goods Aviation is responsible for ensuring that all new Inspectors have a good working knowledge of the policies and legislation that affect them in conducting their duties and of the work plan objectives of the office. This is done through the formal and informal training process.

For formal training requirements refer to Chapter 5, Inspector Qualifications and Training.

Informal training occurs through on-the-job training (OJT) experience where the new Inspector is matched with the Superintendent or an experienced Inspector who can translate the policies, legislation and work plan objectives and apply them to actual work related situations. (This sharing of experience can be a valuable tool throughout an Inspector's career.) (See Annex I)

At the Headquarters Level the Chief, Dangerous Goods Standards ensures a standardized understanding of the Transportation of Dangerous Goods Legislation and associated program policies. This is done through the establishment of formal training requirements and the creation, maintenance and distribution of the TDG Aviation Inspector's Manual.

Both the informal and formal training process is used as an effective device to ensure that all entry level Inspectors have the same fundamental knowledge of the TDG legislation, related program policies, and office procedures. It also ensures that the new Inspector has a clear understanding of the work plan objectives.

Level II - Regional Function

At this Level the Superintendent knows that the Inspector has been fully introduced to the policies and work plan objectives of the job. The Inspector also will have a working knowledge of the pertinent legislation. This phase of Quality Assurance Review (QAR) is closely tied to the Performance Review Process.

1. The Superintendent will, at the beginning of each performance review year, re-examine the appropriate policies and work plan objectives with the Inspector(s). The Superintendent should conduct joint inspections with each member of his/her staff to verify that the Inspector understands and consistently applies all appropriate policies and consistently identifies and satisfactorily responds to any legislative non-compliance.

Inspection sites visited during this joint inspection should be chosen to be representative of the types of inspections generally conducted. A post-inspection briefing is required. Any discrepancies from the standard operating procedures should be discussed with the Inspector and action taken immediately to remedy the discrepancy.

2. The Superintendent will review a sample of Inspection Reports, correspondence and related literature generated by the Inspector(s) to ensure that all are consistent with the prescribed legislation and policies. Any discrepancies from standard operating procedures should be discussed with the appropriate Inspector(s) and action taken to immediately remedy the discrepancy.

The Superintendent discuss operational concerns and communicate new information to staff on a regular basis. This continuous feedback between the Superintendent and the Inspector ensures that:

- The Inspector has a clear understanding of job expectations, and inappropriate/inconsistent actions are immediately remedied;
- Program policies are evaluated for their applicability to field operations;
- Legislation is evaluated for its ease of application and its promotion of safety, and regulatory amendment initiated;
- Material Resource shortages are identified and action taken to remedy the shortage or revise operational goals and policies; and

- Human Resource shortages are identified and action taken to rectify the shortage or revise operational goals and policies.

Level III - Regional/Headquarters Function

At the Headquarters Level the Chief, Dangerous Goods Standards reviews representative samples of Inspection and Investigation Reports originating from the Regional Offices to determine if the Inspectors are operating within the parameters of the program policy structure. Should a Regional variance from the national program be identified in the Report it is the responsibility of the Chief to communicate this to the Superintendents and through the Regional Manager C&BA to the Regional Directors for their action.

The Superintendent will take this information and assess the action if any that needs to be taken and implement such action.

This data collection and analysis system provides a mechanism for monitoring the entire national program as it is represented in the statistics submitted from the Regional Offices.

Level IV - Regional/Headquarter Function

At Level IV a Quality Assurance Review (QAR) Team is assembled at the Headquarters Level. -The Team's role is to do a complete standardized QAR of the Regional Office operations covering the following areas.

Program Assessment:

A standardized QAR program, designed by the individual/team, will evaluate conformance with the national policies.

A formal QAR Report will be prepared on the Regional Operation as a whole. This will be used as a basis for determining action, if necessary either of a generic or specific nature by the Chief, Dangerous Goods Standards and the appropriate Superintendent.

If the findings of the QAR Team are generic in nature this information will be communicated to all Regional Offices immediately and will be reviewed at the Superintendents' Meetings.

It should be emphasized that the Level IV QAR is solely for the purpose of ensuring national uniformity and consistency amongst the Regional Offices.

Selection Criteria: A Regional Office will be chosen to undergo a QAR:

- On a cyclical basis, e.g., at least once every three years, or as mutually agreed upon by Regional Headquarters.
- A standardized QAR conducted by an impartial person or team can reliably:
- identify inconsistent application of national policies and procedures and recommend remedial measures to ensure that the TDG legislation is applied with equal force and consequence throughout Canada.

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CHAPTER 12**AUTHORIZATION OF AIR
OPERATOR TRAINING
PROGRAMS**

- Transport Canada Approval of Operator Transportation of Dangerous Goods Training Programs

Transport Canada Approval of Operator Transportation of Dangerous Goods Training Programs**Legislative Basis**

Chapter 1;4 of the ICAO TI's states that "Dangerous goods training programs required by (operators) must be subjected to review and approval by the appropriate authority of the State of the operator." The TDGR adopts the ICAO TI's in Part 2 – Application (CLR Part 12 – Air).

Training Program Approval Standard

TP12208 - Guidelines and References for the Development and Standardization of Dangerous Goods Training Programs for Air Transport in Canada provides air operators with the guidelines by which their transportation of dangerous goods training program is evaluated and approved. These guidelines outline the minimum training requirements recommended for all categories of air operator employees emphasizing that training depends on the degree of involvement and the types of dangerous goods being handled, offered for transport or transported by the operator.

Operator Responsibilities

Sections 2.9(1), 2.9(2) (CLR 12.1), 2.12 (CLR 12.9), and 2.12.1 (CLR 12.8), of Part II of TDGR are subject to Chapter 1;4 of the ICAO TI's. Operators operating pursuant to those sections are required to have their TDG Training Programs reviewed and approved by Transport Canada. Operators who operate solely under the requirements of Sections 2.9.1 (CLR 12.10), 2.9.2(4) (CLR 12.7), 2.9.2(5) (CLR 12.7(3)), 2.10 (CLR 12.6(b)) and 2.11 (CLR 12.13) which do not refer to Chapter 1;4 of the ICAO TI's do not need their TDG Training Program reviewed and approved by Transport Canada.

Operators who are required to have a Transport Canada Approved TDG Training Program must complete the "Application Form" shown in Appendix "B" of TP12208. This will identify the category (ies) of personnel within their organization that require training, e.g., operator's cargo staff. Once the category(ies) of personnel have been identified the air operator must refer to the appropriate page of the TP12208 to determine those sections of the dangerous goods legislation for which their employees

need training. It should be noted that the dangerous goods activities of the operator and individual employee dictate the level of training required.

Indication of Approval

Transport Canada Approval of an operator's training program is indicated by a letter of approval to the operator (see Annex W - Authorization of Air Operator Training Programs -Form Letters). The Regional Superintendent C&BA Dangerous Goods has the delegated authority to approve Transportation of Dangerous Goods Training program. A copy of the approved training program will be kept on the operator's file.

N.B. Where an operator has a place of business outside the jurisdiction of one Region the approving Region must notify the affected Regions.

A copy of the letter of approval must be sent to the Chief, Dangerous Goods Standards (AARXE) for updating the Dangerous Goods Training Program Approval Registry.

Regional Air Operators

Transport Canada Approval of any air operator's training program does not necessarily mean that their subsidiaries' training program is approved. The subsidiary's training program must be reviewed to ensure it reflects their daily operations.

(The Regional Office can institute a procedure whereby certain categories of a personnel program can be approved to accommodate training deadlines of the air operator. These partial approvals will not represent the approval of the overall training program of the air operator.)

N.B Letters of approval are issued to the operators not to Training Consultants.

Expiry of Approval

Transport Canada Approval is issued by the appropriate Regional C&BA Dangerous Goods Office and is valid from date of issuance until such time as there is operational changes affecting the dangerous goods operation within the Company or regulatory amendment.

Third Party Approval

There are many air operators who delegate to third parties some of the duties that are assigned to them in the ICAO Technical Instructions and in the TDGR. There is nothing in the Regulations that hinders this practice but it should be noted by air operators that delegating responsibility for certain duties does not include delegating liability for those duties. This means that if an air operator contracts a third party to provide, for example, cargo handling, acceptance or loading activities, the approval programme for training mandated by the ICAO Technical Instructions and carried out by Transport Canada, applies to those third party activities.

Monitoring Training Program

The appropriate Regional C&BA Dangerous Goods Office will schedule the monitoring of approved operator training programs in accordance with the Frequency of Inspection Policy Document (FOIPD).

Revocation

When a training program no longer meets the minimum standard for training established in TP12208 the Regional Superintendent may revoke Transport Canada approval-by issuing a Letter of Revocation (see Annex W -Authorization of Air Operator Training Programs -Form Letters) and immediately notifying the Chief, Dangerous Goods Standards for the update of the Dangerous Goods Training Program Approval Registry.

Library

A library of all approved training programs must be maintained at the appropriate regional office in the form of a hard or electronic copy.

Appeal Process

Operators who have had their approval revoked or who have failed to receive approval may have their case reviewed by the appropriate Regional Manager with the technical support of the Chief, Dangerous Goods Standards.

Dangerous Goods Training Program Approval Registry

A database was created to record the training programs that have received Transport Canada approval. An updated list of approvals will be sent as required to all the Regions.

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CHAPTER 13

EMERGENCY RESPONSE POLICY

- Introduction
- Legislative Authority
- Remedial Measures Community

Introduction

The TDGA, 1992 provides the Inspector with powers to inspect and investigate non-compliances with the TDG legislation. In addition the TDGA, 1992 provides for power to take measures or direct someone to take measures when confronted with a release or imminent accidental release of dangerous goods.

This chapter provides a description of how the power to take measures applies to the Inspector. It also provides the Inspector with some insight into who the key players are at a dangerous goods incident site and the interface he/she will have with them.

Legislative Authority

Provision of Assistance

At an accident site there is a need for knowledge of the dangerous goods, the means of containment, accident response procedures, compliance matters, communications and the ability to utilize the powers of Section 17 to 19 of the TDGA, 1992. All Inspectors should note that accident attendance is specifically designed to assist the on scene commander and not to control or attempt to control the site.

Powers for Remedial Measures

Three sections of the *TDGA*, 1992 that should be read together are sections 17, 18 and 19, when defining the response to a potential, imminent or actual release of dangerous goods. Section 17 of the Act provides for immediate action, which can occur to bring something into a safe state. It provides for Inspectors potential to detain dangerous goods or means of containment and it allows them to take any measures necessary to remedy a non-compliance or direct any person who owns, imports or has the charge, management or control of the dangerous goods or means of containment to take the necessary measures, including safe removal from the transportation process. Section 17 should be considered together with Subsection 13(1), reasonable request, Section 20, Emergency Response Liability Protection if a direction issued, and 22, Recovery of Costs and Expenses.

Section 18 requires immediate action should there be an actual or imminent accidental release. It indicates that the accidental release may be from any means of containment, not just a standardized means of containment. It also requires that the person required to

make the report to appropriate authorities, take all reasonable emergency measures. “Reasonable” can be construed as meaning activation of a fire alarm or placement of warning signs to cordon off site. The regulations made pursuant to paragraph 27(1) (r) clarifies the definition of dangerous occurrence and requiring for these an immediate report.

Section 19 provides for specific immediate action to occur under direction when there has been or there is imminent accidental release. You may

- a) Remove or direct any person to remove the dangerous goods or means of containment to an appropriate place;
- b) Direct any person to do anything else to prevent the release or reduce any resulting danger, or direct the person to refrain from doing anything that may impede its prevention or the reduction of danger.

Section 19 should be considered with subsection 13(2), requires compliance with directions, section 20, and liability protection for persons complying with a direction, section 22, recovery of costs and expenses, and section 33, and establishes offences.

Quite clearly the Inspector has the appropriate training required to evaluate whether dangerous goods are being handled, offered for transport or transported in compliance with the *TDGA*, 1992. When confronted with a shipment of dangerous goods the Inspector is expected to use this training to assess the compliance of that shipment.

However the Inspector does not have the training which will allow him/her to get involved with an imminent or accidental release of dangerous goods.

The Inspector should limit his/her actions to:

- Identifying and requesting response personnel at site;
- Directing any persons to take reasonable emergency measures; and
- Seeking expert advice by contacting CANUTEC, Remedial Measures Specialist or the shipper.

The Inspector shall remain available in a safe location until remedial measure specialist or response team is on site.

In conducting an inspection or investigation into a non-compliance at a dangerous goods accidental release incident site an Inspector should ensure he/she has confirmation, of the individuals or teams at the site who are involved with and responsible for the emergency response/clean-up action that the site is safe.

Remedial Measures Community

The major players in the dangerous goods remedial measures community include:

- o CANUTEC,
- o The Remedial Measures Specialist,
- o Police, fire fighters,
- o Shippers and various Emergency Response teams

CANUTEC

CANUTEC is the Canadian Transport Emergency Centre operated by Transport Canada to assist emergency response personnel in handling dangerous goods emergencies. This national bilingual advisory centre has established a scientific data bank on chemicals manufactured, stored and transported in Canada and is staffed by professional chemists specialized in emergency response and experienced in interpreting technical information and providing advice. CANUTEC'S emergency response phone number is (613) 996-6666 or *666 which can be reached by calling collect.

CANUTEC staff does not go to the site of an incident. Their advice and information are provided by telephone. In some instances data can also be transmitted by fax to the site. CANUTEC can also provide communication links with the appropriate industry, government and medical specialists. The shipper of the dangerous goods can also be linked to the site to deal with instructions on cleanup, disposal and/or recovery.

Interface

If an aviation related dangerous goods accidental release occurs during normal working hours CANUTEC will contact the Regional TDG Aviation Office to inform them of the situation. The Regional TDG Aviation Office can, also, contact CANUTEC to obtain more information regarding a specific air dangerous goods incident.

Remedial Measures Specialist

Should on-site assistance be required at a dangerous goods incident, and subject to the Transport Canada Surface Dangerous Goods Accident Attendance Policy, (Annex X) a Remedial Measure Specialist can be called out to attend at the site. The function of these specialists is to evaluate the remedial measures response to the accident, offer technical advice and take appropriate remedial measures pursuant to Section 19 of the TDGA, 1992 should it become apparent such action is necessary.

Remedial Measures Specialists are located in the TDG Surface Regional Offices in Halifax, Montreal, Toronto, Saskatoon and Vancouver and at the Headquarter location in Ottawa. They are called out through CANUTEC by the Chief Remedial Measures, TDG Directorate, Transport Canada located in Ottawa.

Interface

An accidental release may trigger a contact to the Remedial Measures Specialists by an Inspector, through CANUTEC, to determine the nature of the dangerous goods incident and whether there is any indication of a TDGR non-compliance, or information on ERAP requirement.

Police, Fire Fighters

These agencies are often first at the site. Fire fighters assess the situation and use their specialized training to determine how to respond to the incident. They often seek the advice of CANUTEC to determine how best to handle the dangerous goods. These agencies are often first at the site.

The role of the police is one of securing the site and ensuring that action is taken to appropriately respond to the incident.

Interface

Both agencies can be contacted to determine further information about the nature of the dangerous goods shipment and assist in the collection of evidence.

Shippers and various Emergency Response teams

Shippers are often contacted by CANUTEC or through other response agencies such as the police at the time of the incident to:

- Get detailed information about the types of dangerous goods involved at the incident site,
- Get information on safe response procedures, and
- Initiate clean-up action

Emergency Response Teams with specialized backgrounds are often called in by the shipper or through other response agencies to resolve the safety and security issues created by the dangerous goods and to ensure appropriate clean-up action is taken.

Interface

The Inspector can contact both groups to obtain further information about the nature of the shipment of dangerous goods.

Further Information Source

An Inspector should ensure that the appropriate authorities are or have been contacted and that the area is secured in accordance with the advice given in the 2000 Emergency Response Guide.

Where an accidental release (See CLR Part 1) for definition of an accidental release takes place affecting an aircraft or at an aerodrome or at an air cargo handling facility adjacent to an aerodrome CLR Part 8 requires the person who has charge, management or control of the dangerous goods to contact the Regional Office of the Aviation Group immediately. If the aerodrome is an airport, the operator of the airport and CANUTEC at (613) 996-6666 or *666.

The Regional Aviation offices have set up a system by which these calls are accepted and the appropriate Regional Inspector informed.

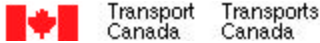
**ANNEX A
MEMORANDUM OF AGREEMENT
BETWEEN CIVIL AVIATION DIRECTORATE
AND TRANSPORTATION OF DANGEROUS
GOODS DIRECTORATE**

TO BE DEVELOPED

**ANNEX A
MEMORANDUM OF AGREEMENT
BETWEEN CIVIL AVIATION DIRECTORATE
AND TRANSPORTATION OF DANGEROUS
GOODS DIRECTORATE**

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TP	13773
Notice No.	1
Date	2001-04-24

**Commercial and Business
Aviation
Dangerous Goods Standards**

**Aviation Commerciale et
d'affaires
Normes Relatives aux
Marchandises Dangereuses**

Notice

Avis

**'NULLIFYING' DANGEROUS GOODS
HAZARD FROM CAMPING
EQUIPMENT**

**ÉLIMINATION DE MARCHANDISES
DANGEREUSES DE L'ÉQUIPEMENT DE
CAMPING**

**INTENDED FOR SHIPPERS, AND
PASSENGERS AND CARGO
ACCEPTANCE STAFF**

**À L'INTENTION DES EXPÉDITEURS
AINSI QUE DES PRÉPOSÉS À LA
RÉCEPTION DES PASSAGERS ET DU
FRET**

**Transporting by Air Camping
Equipment Containing Dangerous Goods**

**Transport aérien d'équipement de
camping contenant des marchandises
dangereuses**

Equipment containing a flammable liquid or gas (e.g. camping stoves, canisters, etc.) is prohibited in an air passengers checked or carry-on baggage. They must be offered for transport by air as cargo in accordance with the Transportation of Dangerous Goods Regulations (TDGR).

L'équipement contenant un liquide ou gaz inflammable (p. ex. réchaud de camping, contenant métallique, etc.) ne peut être transporté dans les bagages enregistrés ni dans les bagages à main à bord d'un avion. La demande de transport et le transport cargo de l'équipement doit se faire en conformité avec le Règlement sur le transport des marchandises dangereuses (RTMD).

**Camping Equipment Emptied of
Dangerous Goods**

**L'équipement de camping vidé de
marchandises dangereuses**

Empty packaging that has contained dangerous goods must be offered for transport by air as cargo in accordance with the TDGR, unless adequate measures have

La demande de transport et le transport des contenants vides qui ont déjà renfermé une marchandise dangereuse doivent être conforme au RTMD à moins que des

been taken to 'nullify' or remove the hazard present.

Remember that an odour is not a good indication of the presence or absence of a dangerous substance and/or hazard.

'Nullifying' the Dangerous Goods Hazard

For transportation by air, shippers and Passenger Acceptance Staff may use the following information to determine if they may ship or accept camping equipment that once contained the following dangerous goods.

1. Gasoline, UN1203, Alcohol, n.o.s., UN1987 and Petroleum Distillates n.o.s., UN1268 (White Gas, Coleman fuel);
2. Kerosene, UN1223; or
3. Liquefied Petroleum Gas – UN1075, Propane - UN1978, Butane - UN1011, and Isobutane UN1969.

1. Gasoline, UN1203, Alcohol, n.o.s., UN1987 and Petroleum Distillates n.o.s., UN1268 (White Gas, Coleman fuel)

Nullifying the hazard of these dangerous goods in a camping stove requires the following action:

- empty the stove of its contents into an appropriate container;
- re-pump the stove;
- open the valve to burn the residue; and
- leave the cap off the tank, and leave

mesures adéquates n'aient été prises pour éliminer le danger.

N'oubliez pas qu'on ne peut se fier à l'odeur pour déterminer si une substance dangereuse est présente ou non et s'il existe un danger.

Élimination des dangers reliés aux marchandises dangereuses

Les expéditeurs et les préposés à la réception des passagers peuvent utiliser les renseignements suivants pour expédier de l'équipement de camping qui a déjà renfermé une marchandise dangereuse ou accepter le transport aérien de ce dernier.

1. Les Carburants pour moteur automobile, ONU 1203 (essence, gazoline), l'Alcool, n.s.a., ONU 1987, et le Pétrole, distillats de, n.s.a., ONU1268 (essence, combustible pour réchaud Coleman);
2. Kérosène (ONU 1223)
3. Gaz de pétrole liquéfié – ONU1075, Propane - ONU1978, Butane - ONU1011, and Isobutane - ONU1969.

1. Les Carburants pour moteur automobile, ONU 1203 (essence, gazoline), l'Alcool, n.s.a., ONU 1987, et le Pétrole, distillats de, n.s.a., ONU1268 (essence, combustible pour réchaud Coleman)

Pour éliminer le danger créé par les marchandises dangereuses qui se trouvent dans un réchaud de camping, suivre les étapes suivantes :

- transvider le contenu du réchaud dans un contenant approprié;
- pomper le réchaud;
- ouvrir la soupape pour laisser brûler les résidus;
- enlever le bouchon du réservoir et

the valve open for an hour to allow residue to evaporate.

laisser la soupape ouverte pendant une heure afin que les résidus s'évaporent.

One may want to re-pump or pressurize the stove to confirm there are no more flammable vapours, but the stove must be depressurized and the tank cap loosened for travel by air.

Vous pouvez pomper ou pressuriser le réchaud à nouveau pour vous assurer qu'il ne reste plus de vapeurs inflammables. Toutefois, le réchaud doit être dépressurisé et le bouchon du réservoir doit être dévissé pour le transport aérien.

2. Kerosene, UN1223

2. Kérosène, ONU 1223

A kerosene heater / stove (non-pressurized) equipped with a wick soaked with kerosene must be emptied of its contents. The wick must be removed for transport. The kerosene residue hazard can be removed by:

Un réchaud à kérosène (non pressurisé) équipé d'une mèche trempée dans le kérosène doit être vidé de son contenu. La mèche doit être retirée pour la durée du transport. Pour éliminer le danger créé par les résidus de kérosène, veuillez utiliser l'une des méthodes suivantes :

- emptying the tank and simply washing with soap and water; or
- adding small amounts of a high flashpoint product (e.g. cooking oil) swishing it inside the tank, then emptying and repeating this several times to remove most of the kerosene
- oil residue should now have flashpoint above 61°C with little odour.

- vider le réservoir et le laver avec de l'eau et du savon;
- ajouter une petite quantité d'un produit dont le point d'éclair est élevé (p. ex. huile à friture), agiter le contenant, le vider et répéter plusieurs fois pour enlever le plus de kérosène possible
- Le résidu d'huile devrait maintenant avoir un point d'éclair de plus de 61 °C et avoir une faible odeur.

Note: For a "pressurized kerosene stove", depressurize and empty the kerosene from the stove. Re-pressurize the stove and burn till empty. Remove any residue that remains in the tank and add a small amount of high flash point oil (e.g. cooking oil).

Note : Pour les réchauds à kérosène pressurisés, dépressuriser le réchaud et le vider. Pressuriser le réchaud de nouveau et laisser brûler jusqu'à ce qu'il soit vide. Enlever tout résidu qui se trouve dans le réservoir et ajouter une petite quantité d'une huile dont le point d'éclair est élevé (p. ex. huile à friture).

3. Liquefied Petroleum Gaz – UN1075, Propane - UN1978, Butane - UN1011, and Isobutane (UN1969).

3. Gaz de pétrole liquéfié – ONU1075, Propane - ONU1978, Butane - ONU1011, and Isobutane - ONU1969

Open valve to release residual gas, remove

Ouvrir la soupape pour laisser sortir le gaz

ANNEX B
DANGEROUS GOODS ADVISORY NOTICE

valve and fill the cylinder with water, to purge the tank. Empty the water from the cylinder and dry the inside using compressed air or steam to prevent rusting of the cylinder. Do not screw the valve back on. This will show that the cylinder has been purged.

résiduel, enlever la soupape puis remplir le cylindre d'eau. Ensuite, vider le cylindre et faire sécher l'intérieur à l'aide d'air comprimé ou de vapeur pour empêcher le cylindre de rouiller. Ne pas visser la soupape de nouveau afin d'indiquer que le cylindre a été vidangé.

For additional information please call/ Pour de plus amples renseignements, veuillez composer l'un des numéros suivants:

Atlantic/Atlantique:	(506) 851-7247
Quebec/Québec:	(418) 564-4479
Ontario:	(416) 952-0000
Prairie and Northern/Prairies et du Nord:	(780) 495-5278
Pacific/Pacifique:	(604) 666-5655
Airline Inspection/Inspection des entreprises de transport aérien:	(514) 633-3116

www.tc.gc.ca/aviation/commerce/dgs/index_e.htm/
www.tc.gc.ca/aviation/commerce/dgs/index_f.htm



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Civil Aviation Safety Inspectors, Dangerous Goods

Pursuant to the indicated sections of the Canadian Aviation Regulations.

1. **103.02(1)** To give reasonable notice to the owner or operator of an aircraft to make the aircraft available for inspection in accordance with the notice.
2. **103.02(2)** To demand that a person who:
 - a) is the holder of a Canadian aviation document;
 - b) is the owner, operator or pilot-in-command of an aircraft in respect of which a Canadian aviation document, technical record or other document is kept; and
 - c) has in possession a Canadian aviation document, technical record or other document relating to an aircraft or a commercial air service.produce the Canadian aviation document, technical record or other document for inspection in accordance with the terms of a demand.
3. **103.04(b)** To give reasonable notice to obtain a printed on paper copy of the records contained in recording systems.
4. **103.06(2)** To include in a notice issued pursuant to subsections 7(1) and (2) of the Act:
 - a) a statement of the effective date of the suspension;
 - b) a statement of the conditions under which the suspension is terminated; and
 - c) a statement that a request for review by the Tribunal does not operate as a stay of the suspension.
5. **103.07** In addition to the grounds referred to in sections 6.9 to 7.1 of the Act, to suspend, cancel or refuse to renew a Canadian aviation document where:
 - a) the Canadian aviation document has been voluntarily surrendered by its holder;
 - b) the Canadian aviation document has been mutilated, altered, or rendered illegible;
 - c) the aircraft in respect of which the Canadian aviation document was issued has been destroyed or withdrawn from use; or
 - d) the commercial air service, other service or undertaking in respect of which the Canadian aviation document was issued has been discontinued.
6. **103.09** Where anything has been seized pursuant to paragraph 8.7(1)(c) of the Act, to
 - a) mark it in a clearly identifiable manner;
 - b) take reasonable care to preserve it until it is required to be produced as evidence; and
 - c) return it to the person from whom it was seized within 90 days after the seizure, where:
 - i. there is no dispute as to who is lawfully entitled to possession of the thing seized,
 - ii. the return is not likely to affect aviation safety, and
 - iii. the continued detention of the thing seized is not required for the purposes of an investigation, hearing or other similar proceeding.

7. **103.10** Where an aircraft has been detained pursuant to paragraph 8.7(1)(d) of the Act, to
- a) take reasonable care to preserve it; and
 - b) return it to the person who had custody of it when it was detained or to the person who is lawfully entitled to possession of it, where there are reasonable grounds to believe that the aircraft
 - i. will not be operated, or
 - ii. is airworthy or will be rendered airworthy prior to operation and will not be operated in an unsafe manner.

Pursuant to the indicated sections of the Aeronautics Act.

8. **Subsection 7(1)** To suspend a Canadian aviation document, other than an Air Operator Certificate or a Private Operator Certificate, issued pursuant to regulations made under section 4.9 of the *Aeronautics Act*, on the grounds that an immediate threat to aviation safety exists or is likely to occur as a result of an act or thing having been, being or proposed to be done under the authority of the document.

9. **Subsections 7(1) and (2)** Where he or she decides to suspend a Canadian aviation document, other than an Air Operator Certificate or a Private Operator Certificate, issued pursuant to regulations made under section 4.9 of the *Aeronautics Act*, on the grounds that an immediate threat to aviation safety exists or is likely to occur as a result of an act or thing having been, being or proposed to be done under the authority of the document, forthwith by personal service or by registered or certified mail sent to the holder of the document or to the owner or operator of any aircraft, airport or other facility in respect of which the document was issued as the case may be, at his or her latest known address, to notify the holder, owner or operator of his or her decision by a notice in such form as the Governor in Council may by regulation prescribe and, in addition to any other information that may be so prescribed,

- a) indicating the immediate threat to aviation safety that he or she believes exists or is likely to occur as a result of an act or thing having been, being or proposed to be done under the authority of the Canadian aviation document concerned and the nature of that act or thing; and
- b) stating the date, being thirty days after the notice is served or sent, on or before which and the address at which a request for a review of his or her decision is to be filed in the event the holder of the document or the owner or operator concerned wishes to have the decision reviewed.

10. **Subsection 8.7(1)** Subject to subsection 8.7(4) of the Aeronautics Act:

- a) to enter any aircraft, aerodrome, facility relating to aeronautics or any premises used for the design, manufacture, distribution, maintenance or installation of aeronautical products for the purposes of making inspections relating to the enforcement of Part I of that Act;
- b) to seize anything found in any place referred to in paragraph (a) that he or she believes on reasonable grounds will afford evidence with respect to an offence under Part I; and
- c) to detain any aircraft that he or she believes on reasonable grounds is unsafe or is likely to be operated in an unsafe manner and take reasonable steps to ensure its continued detention.

11. **Subsection 8.7(6)** To use force in executing a warrant under subsection 8.7(5) of the Aeronautics Act where he or she is accompanied by a peace officer and the use of force has been specifically authorized in the warrant.

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WORK DESCRIPTION

ADC-3041

Chief, Dangerous Goods Standards

Department/Agency:	Department of Transport
Section:	
Division:	Dangerous Goods Standards
Branch:	Commercial and Business Aviation
Geographic location:	Ottawa (Ont.)
Security clearance	Secret
Language requirements:	Bilingual: BBB / BBB
Departmental use:	

Immediate supervisor:	Director, Commercial and Business Aviation (ADC-3083)
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Version: Final	Date last updated: 1999-8-12
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Classification:

Effective Date of Decision:

Model identifier:

Client-Service Results

With delegated authority on behalf of the Minister of Transport, develops and implements policies, procedures, regulations and guidelines to promote safe operating practices within the aviation industry to provide for the safe transportation of passengers and goods in the commercial and corporate aviation sectors and instill public confidence in the safety of air transportation.

Key Activities

- Provides leadership and regulatory technical advice and guidance to headquarters and regional staff and officials of other government departments (OGDs), provincial, international and municipal officials, leaders of business, labour, community associations and public as well as

those having care management and control of dangerous goods involved in an accident/incident and first responders to an incident/accident involving dangerous goods.

- Provides functional direction regarding the administration and enforcement of the Transportation of Dangerous Goods Act, 1992 in order to promote public safety when dangerous goods are transported by air.
- Represents Canada as one of fifteen members of the international ICAO Dangerous Goods Panel of Experts which is responsible for the development and maintenance of international regulations governing the transportation of dangerous goods by air.
- Acts as the "Appropriate National Authority", as defined by ICAO for the granting of authorizations under the ICAO Technical Instructions for the Safe Transportation of Dangerous Goods by Air.
- Manages the Civil Aviation program related to the issuance of Dangerous Goods Permits of Equivalent Level of Safety for the air transportation of dangerous goods, development and implementation of air related regulations pursuant to the Transportation of Dangerous Goods Act, 1992, the Civil Aviation Transportation of Dangerous Goods Public Awareness Program, the Regional Civil Aviation Transportation of Dangerous Goods Quality Assurance Program and the Training Program for all Civil Aviation Transportation of Dangerous Goods Inspectors.
- Manages the Dangerous Goods Standards Section.
- Chairs national and inter-jurisdictional study groups and working committees concerned with the transportation of dangerous goods by air.

Employee's statement:

I have been given the opportunity to comment on this work description.

Employee's signature

Date

Supervisor's statement:

This work description accurately describes the activities and demands of the position.

Supervisor's signature

Date

Authorization:

Manager's signature

Date

Work Characteristics

Responsibility

(1) Information for the Use of Others

Provides functional direction on the development, planning and management of the national Civil Aviation Transportation of Dangerous Goods Audit, Inspection and Investigation Programs to establish national uniformity in the promotion of compliance with and enforcement of the Transportation of Dangerous Goods Act, 1992 of those who import, handle, offer for transport and transport dangerous goods, including domestic and foreign air operators by developing audit, inspection and investigation standards based on regulatory requirements, operational priorities and strategies and risk management principles, and by providing specialized inspector training, leadership, technical advice and guidance on the application of the act and regulations and other matters associated with the transportation of dangerous goods program.

Represents Canada as one of fifteen members of the ICAO Dangerous Goods Panel of (International) Experts, which is responsible for the development and harmonization of international policies, regulations and recommended practices for air transportation of dangerous goods by providing expert technical advice and evaluation and by presenting Canadian regulatory issues and perspectives. Acts as the "Appropriate National Authority", as defined by ICAO for the granting of authorizations and exemptions under the ICAO Technical Instructions for the Safe Transportation of Dangerous Goods by Air.

Acts as the "Appropriate National Authority", as defined by ICAO for the granting of authorizations under the ICAO Technical Instructions for the Safe Transportation of Dangerous Goods by Air.

Establishes, develops and maintains effective relationships with members of the international and national civil aviation transportation of dangerous goods community (which includes OGDs, other levels of government and U.S. agencies and foreign agencies) to foster the development of a collective harmonious approach, sets up and arranges regular meetings, develops arrangements for the exchange of information, procedures and intelligence, shared effort and develops protocols and arrangements for collaboration.

Manages the development and implementation of a program to develop and maintain regulations and regulatory standards for the civil aviation transportation of dangerous goods pursuant to the Transportation of Dangerous Goods Act, 1992; determines impact of international trends and emerging threats on the Canadian regulatory framework; manages consultative processes with stake-holders; drafts revised regulations; briefs senior management on regulatory changes; liaises with the Department of Justice; coordinates the movement of regulation changes through the Regulatory Review process and ensures that all the stages are followed and procedural and legal requirements complied with; analyzes proposed legal revisions and draft bills to ensure that they contain the necessary policy controls; ensures that regulatory changes are incorporated into policies and standards and promulgates revisions.

Manages the Civil Aviation program related to the issuance of Dangerous Goods Permits of Equivalent Level of Safety for the air transportation of dangerous goods and reviews and recommends for approval permits which involve an amendment to the regulations and constitute a precedent-setting ruling.

Manages the development and implementation of the national Civil Aviation Transportation of Dangerous Goods Public Awareness Program, sets priorities and parameters for revision, provides advice and guidance and reviews, edits and approves revisions and provides input, feedback advice and guidance to the OPI s responsible for those manuals and guidelines.

Manages the Quality Assurance Reviews program for the regional civil aviation transportation of dangerous goods programs, develops a review plan, sets objectives, defines scope, approves terms of reference and methodologies, evaluates results, resolves impasse situations with the regions, reviews, edits and approves reports and determines if findings indicate a need for changes in standards, guidelines and the training of Inspectors.

Provides functional direction in the development and implementation of a national risk assessment model to focus inspection and control activity and provide for the consistent allocation of resources.

Manages the Dangerous Goods Standards Section and its program activities, develops and prepares long range and annual financial forecasts, material and training resource requirements and program work plans, staffs vacant positions, promotes good staff relations, appraises performance, determines training requirements and authorizes payments under the Financial Administration Act (FAA).

Initiates, contracts for and manages special research contracts to identify the nature and magnitude of risk associated with the handling, offering for transport or transporting by air of dangerous goods, defines specifications and deliverables, monitors quality and contract performance, resolves contractual differences and approves payment of invoices.

Manages and maintains data and other information and keeps abreast of trends, developments, incidents and accidents subject to media interest and advanced technology related to the transportation of dangerous goods. Reviews and assesses new research and development in new methods, new materials and new construction and maintenance, modification and repair practices for the assigned portfolio.

Chairs national and inter-jurisdictional study groups and working committees concerned with the development of solutions to new risk factors and with the development of integrated approaches to the safe civil aviation transportation of dangerous goods.

Provides leadership and technical advice and guidance to federal, provincial and municipal officials, leaders of business and community associations, as well as national and regional management and employees on the application of the act and regulations and other matters associated with the transportation of dangerous goods program.

Evaluates regional civil aviation transportation of dangerous goods operational work plans for the logic and consistency of resource allocations as well as the application of the risk assessment model, providing a challenge function and recommending adjustments.

Develops and maintains extensive intelligence/information networks within the federal government and with provincial/territorial and foreign governments and national and international organizations.

Designs and conducts comprehensive specialized training for Civil Aviation Dangerous Goods Inspectors to assist them in performing their duties pursuant to the Transport Dangerous Goods Act, 1992.

Chairs national, inter-jurisdictional working groups and committees set up to discuss issues related to the transportation of dangerous goods by air.

Coordinates responses to TSB reports regarding the transport of dangerous goods by air.

Negotiates Memorandums of Understanding with other departments and within Transport Canada.

Makes key-note presentations at national and international meetings, seminars and conferences.

Liaises with the Department of Justice on the drafting of new regulations. The Chief has to provide expert advice on program requirements, critically examine proposed changes for appropriateness of policy controls and administrative feasibility, suggest alternatives and ensure that legal changes do not compromise control objectives or enforcement capabilities.

Advises the Director and the Director General on enforcement actions and the disposition of appeals and complaints against enforcement actions and advises the Director on appeals related to the denial of Permits.

Drafts responses to Ministerial Inquiries, writes briefing notes for the use of the Minister and senior management, and interfaces with the media on issues pertaining to regulatory programs and standards. These documents usually pertain to complex technical issues and at times may also contain sensitive data.

Consults with officials of foreign Civil Aviation Authorities and the International Civil Aviation Organization (ICAO) to examine, review and input into the development of international regulations and operational standards. The information generated and transmitted is used by foreign and domestic air operators in the conduct of their business and contributes to the safety of the industry globally.

Participates in the National Audit Program, which produces comprehensive reports on proficiency/efficiency evaluations: these reports are used by operators to improve operational performance and contribute to the safety of the flying public.

(2) Well-Being of Individuals

The Chief is required to ensure that measures are developed and implemented to minimize risks to the Inspectors health and safety and to identify and/or respond to concerns reported by the Inspectors.

The Transportation of Dangerous Goods Program is mandated to promote public safety in the transportation of dangerous goods. The focus on public safety assumes there is a potential for harm to third parties who have no involvement in dangerous goods transportation.

(3) Leadership of Human Resources

There is a requirement to instruct inspectors or OGDs and departmental personnel on inspection and investigation techniques, on regulations, standards and safety procedures.

Manages Division work by planning, organising and directing the work of program managers, inspectors and administrative and support staff. This includes identifying human resource needs, scheduling, assigning, monitoring and evaluation work and providing professional leadership to build professional competence and staff morale in order to achieve stated objectives. The incumbent is also responsible for improving professional competence through the identification and provision of training and development as needed. This responsibility is not shared.

Provides functional direction to managers and inspectors in regional establishments, through the provision of specialist knowledge/expert advice which contributes to improved performance in the application of operational standards and certification requirements. This responsibility is not shared.

Assists in staff development through active participation in the development and delivery of training programs (i.e. training manuals, operational standards). This activity is shared.

Chairs and facilitates meetings and workshops.

(4) Money

Budgeting:

Is responsible for the management of the Division operating budget; this involves identifying financial requirements for human resources and programs, preparing financial projections for the various programs contained within the cost centre, undertaking cost-benefit analysis and monitoring expenditures on an ongoing basis. When necessary, this also includes allocation/reallocation of funds to meet operational objectives; for example, for appropriate Research and Development activity.

Participates in the Branch budgetary process to present fiscal requirements and to respond to questions and queries raised at the management level.

Managing Money Flow:

Through the management, development and sale of publications, contributes funds to the Government of Canada.

Spending:

Incurs expenses in the administration of the Civil Aviation Transportation of Dangerous Goods Program and exercises delegated authority under Section 34 of the FAA.

Contracts with consultants to carry out required contracts and approves payments.

Reviews and authorises travel requirements for the Division in accordance with program and budgetary

projections and, where necessary, makes spending adjustments in order to meet required operational objectives.

Personally uses travel funds while in travel status, according to the Government Travel Directives and Transport Canada Travel Policies and Regulations. Has a Government of Canada credit card and telephone card for professional use.

(5) Physical Assets and Products

Plans, directs and implements the maintenance of active, hard-copy files which are used by certain staff in Civil Aviation. They cannot easily be replaced and often contain original documentation.

Has the use and custody of a personal computer, laptop computer, cell phone, beeper, calling card and a Government of Canada credit card for use in the line of duty. While some items are expensive, they are usually easily replaceable from departmental supplies or local suppliers.

(6) Ensuring Compliance

Provides functional direction on the development, planning and management of the national Civil Aviation Transportation of Dangerous Goods Audit, Inspection and Investigation Programs to establish national uniformity in the promotion of compliance with and enforcement of the Transportation of Dangerous Goods Act, 1992 of those who import, handle, offer for transport and transport dangerous goods, including domestic and foreign air operators by developing audit, inspection and investigation standards based on regulatory requirements, operational priorities and strategies and risk management principles, and by providing specialized inspector training, leadership, technical advice and guidance on the application of the act and regulations and other matters associated with the transportation of dangerous goods program.

Manages the Quality Assurance Reviews program for the regional civil aviation transportation of dangerous goods programs, develops a review plan, sets objectives, defines scope, approves terms of reference and methodologies, evaluates results, resolves impasse situations with the regions, reviews, edits and approves reports and determines if findings indicate a need for changes in standards, guidelines and the training of Inspectors.

Skills

(7) Job Content Knowledge

The work requires knowledge of:

international regulatory organizations such as ICAO and other foreign government civil aviation

authorities involved in the regulation of air transportation of dangerous goods, their objectives, strategies, regulations, programs and the key players involved and their interactions with Transport Canada and the economic and organizational infrastructure of the air industry;

the economic and organizational infrastructure of the air industry and industry's dangerous goods distribution system;

a universe of over 3,000 dangerous goods, including chemicals and the procedures for the safe handling, storage and transportation of these goods;

emerging national and international threats affecting the air transportation of dangerous goods and the history of international experience concerning the air transportation of dangerous goods including milestone incidents and accidents, their causes, ramifications, regulatory impacts, the investigatory approaches used and the measures taken to prevent recurrence;

national and international trends and developments in the safe management and transportation of dangerous goods and risk management;

the Regulatory Development and Review process and the mandates, authorities and requirements of key organizations;

investigation procedures and techniques;

principle of finance and resource procurement;

theories and principles of human resource management, staffing, discipline, Charter of Rights and Freedoms, Occupational Health and Safety, Treasury board and Transport Canada policy regarding the delivery of the Civil Aviation Dangerous Goods Program;

Canadian judicial system, prosecution procedures, legal research methods, legal terminology, methods and procedures used to organize and search files and collect pertinent evidence, statement taking, methods of presenting evidence; methods of preparing for court cases and giving testimony as an expert witness;

conciliation and conflict resolution techniques to manage contentious issues and to be able to convince stake-holders of the pertinence of observations raised or corrective measures to be taken;

aircraft configurations and certifications to determine if dangerous goods and passengers may legally be carried on the same flight;

media response techniques to determine the focus of the interviewer and to provide appropriate replies; and

principles and techniques to design and present training programs in order to provide information and training to government, industry and the public.

(8) Contextual Knowledge

A. Own Work Unit:

The mission, mandate, programs, policies, activities, authorities and organization within the Department of Transport's Civil Aviation Directorate, Transport of Dangerous Goods Directorate, Commercial and Business Aviation Branch and the Safety and Security Group in order to work effectively with colleagues as a cohesive team and to understand and adhere to the various regulatory, policy and administrative processes.

B. Own Department:

The objectives, programs, activities, processes, policies and strategies of Transport Canada for the operation of the dangerous goods program and the interactions between the various modal programs.

The work requires knowledge of the role, vision and mandate of Transport Canada. This includes in-depth knowledge of the applicable Acts, regulations, policies and guidelines, enabling legislation, and knowledge of the obligation for aviation safety inherent in the position.

The work requires knowledge of Transport Canada's policies and procedures applicable to the Commercial and Business Aviation Branch. Also, an understanding of the operational environment, guidelines, parameters and constraints within which the work is conducted.

C. Other Departments:

Roles, activities and services of other national government departments and agencies, their mandates and authorities (e.g., the Transportation Safety Board) and Transport Canada's relationship with them.

The work requires knowledge of central agencies' guidelines and regulations that apply to public administration such as the Financial Administration Act, Government Travel Directives, and policies and procedures that impact on the day-to-day operation of the Commercial and Business Aviation Branch.

D. Canadian Private and Public Sectors:

Knowledge of the socio-economic effects of civil aviation transportation of dangerous goods regulations, standards and policies on the transportation industry, dangerous goods manufacturing, packaging and distribution industry, affected communities, the general public and stake-holders.

E. International Private & Public Sector:

Knowledge of the socio-economic effects of civil aviation transportation of dangerous goods regulations, standards and policies on the international transportation, dangerous goods manufacturing, packaging and distribution industries, affected communities, the general public and stake-holders.

F. Legislation and Regulations:

The Transportation of Dangerous Goods Act (1992) and Regulations, ICAO Technical Instructions for the Safe Transportation of Dangerous Goods by Air, IATA Dangerous Goods Regulations, Canadian Standards Association (CSA) and Canadian General Standards Board (CGSB) National Standards Aeronautics Act, provincial and Territorial Dangerous Goods Acts, Access to Information and Privacy

Act, Public Service Employment and Staff Relations Act, Financial Administration Act, North American Emergency Response Guidebook, Explosive Act, Pest Control Products Act, Atomic Energy control Act, Criminal Code of Canada, Canada Evidence Act, the Postal Act, Non-Destructive Testing Principles, Canadian Environmental Protection Act, Canada Labour Code, Hazardous Products Act and the relevant sections of other international dangerous goods legislation, such as CFR 49 and the Statutory Instruments Act and the Interpretations Act.

(9) Communication

Out:

Negotiating, verbal and presentation skills are required in serving as a member of ICAO's Dangerous Goods Panel of Experts as well as in negotiating Memorandum of Agreements within Transport Canada and with other departments.

Oral skill is required in providing interpretations, advice and guidance, in participating in interdepartmental and international meetings and in briefing senior management.

Presentation skills are required when providing training sessions and when serving as a key-note speaker at national and international conferences.

The work requires writing skills in order to write reports, briefing notes and to provide input into the development of safety regulations, policies, and standards.

The work requires oral and auditory communication skills in order to participate in international forums and working groups, presenting Transport Canada's input in clear and concise language and to understand the scope and content of discussions, including the concerns of other participants.

The work requires speaking and listening skills in order to carry out certification and regulatory inspections of air carriers and business operators.

The work requires speaking and writing skills in order to provide expert witness testimony before safety organisations and forums.

In the conduct of compliance and accident/incident investigations, the work requires keen observatory skills when interviewing witnesses and persons involved in infractions.

During media interviews, skills are needed to represent Transport Canada's interests and ensure the correct message is received by the media.

In:

Listening skills are required to identify subtle but important issues when present at lengthy or emotionally-charged conversations. Ability to perceive non-verbal cues in group consultative meetings where the agenda of a client may not be accurately reflected in verbal or written material.

The work requires reading and comprehension skills to review and evaluate standards and regulations. These documents include highly technical and complex legal material requiring precise understanding.

The ability to interpret intent from individuals with widely-varying technical backgrounds who may use the same vocabulary but with different cultural or technical interpretations.

Verbal and written communication skills are needed when preparing briefings for the Minister and when responding to Ministerial Inquiries; this ability is also needed to respond to inquiries from media on issues of public interest.

During media interviews, skills are needed to ascertain the interviewer's story line and ensure Transport Canada's interests are fairly served.

(10) Motor and Sensory Skills

Dexterity and coordination skills are needed to use standard office equipment daily to compose written material such as policy, procedures, correspondence, reports, operational plans, project proposals and project plans.

On those occasions where it is necessary to participate in audits or inspections, there is a requirement for coordination and alertness when accessing difficult areas such as cargo handling areas, ramp areas and confined aircraft cargo areas in all kinds of weather.

Effort

(11) Intellectual Effort

Intellectual effort is required to:

develop a strategic approach to goal setting and performance measurement to evaluate the program delivery overall by establishing parameters for and conducting assessments of the regional environments, examining priorities, strategies and action plans and assessing the impact on the requirements within the context of the Transport Canada's changing mandate and initiatives;

review and update policies, standards and guidelines, analyze audit/inspection reports, Quality Assurance Reviews by studying and assessing the implications of national and international trends and developments, identifying and evaluating new risks and emerging threats, organising and managing consultations with stake-holders, identifying deficiencies and inconsistencies in existing instruments, initiating risk assessments, cost-benefit analyses and feasibility studies, determining control requirements and reviewing and approving revisions;

serve as Canada's member on the ICAO Dangerous Goods Panel of Experts by identifying new risks and threats, initiating risk assessment, organising and leading consultative processes with stakeholders to develop discussion and position papers, formulating Canada's position on issues, analyzing position papers and studies emanating from other countries, assessing shifts in positions, identifying

weaknesses in proposals, suggesting alternative and advocating acceptance, rejection or modification;

draft changes in regulations and regulatory standards by determining the extent of change required to comply with new ICAO Technical Instructions and identifying the impact of new threats and international developments on Canadian Aviation Regulations, identifying and evaluating policy options, assessing options, developing position papers, consulting with stake-holders, recommending policy criteria, determining regulatory revisions required to conform to policy options, drafting regulations, liaising with the Department of Justice and reviewing drafts and revisions to ensure concordance with policy objectives and criteria;

negotiate Memorandum of Understanding within Transport Canada and with OGDs by defining requirements, determining the risks and benefits associated with different levels of service, defining consultative processes and negotiating deliverables and performance criteria;

develop enforcement, audit, inspection and investigation strategies and analyze their results by reviewing program statistics, assessing the impact on compliance, identifying areas of weakness, including unclear standards and revising policies and strategies;

coordinate and evaluate utilisation of human resources by setting goals and objectives, reviewing and approving work plans, determining resource requirements, reviewing and assessing training requirements and programs, assessing the adequacy of performance standards and authorising or recommending changes;

manage the development and implementation of national civil aviation transportation of dangerous goods public awareness by identifying and differentiating between various constituent groups, assessing their levels of knowledge, ranking target groups, determining the information and awareness needs of each group and developing action plans;

manage the development and implementation of a national civil aviation transportation of dangerous goods Inspector Training Program, by determining the information and awareness needs of the Inspector population, evaluating critical training issues, developing effective and efficient training approaches, developing and refining a training strategy and plan and coordinating and conducting Inspector training sessions;

assess the impact of legislative and regulatory proposals affecting the multi-modal transportation of dangerous goods, prepare legislative documents and regulatory impact statements and submit recommendations that could influence the Branch's operations;

define terms of reference, costs and time frames for the development and dissemination of strategic plans and response procedures; analyze organisational structures, test systems and procedures, evaluate alternate scenarios, identify problems and formulate modifications to existing plans;

develop and evaluate quality assurance procedures, plan, develop and modify inspections in response to technological advances or legislative requirements, develop and implement novel courses of action that affect the resources, conduct and administration of inspection programs;

defend Transport Canada's position in the public forum (i.e. interest groups, media, television broadcasts or live on radio) increases the effort necessary to assimilate the information or questions

and provide an accurate and immediate reply.

analyze and balance workload versus resources. Work must be prioritised, re-prioritised, delegated and, often, new deadlines must be negotiated with clientele, managers and colleagues.

chair or participate in a variety of national and international forums, committees and workshops pertaining to regulatory standards and programs; this participation is at the subject matter specialist level, involving complex procedural and technical issues. Particular intellectual effort is required when representing Canada at national and international forums. Constraints include the detailed and technical nature of the issues under consideration.

condense highly complex and comprehensive technical issues into short, accurate statements suitable for discussion by the Minister and Parliament or the media (print and electronic). This also includes the preparation of briefing notes and questions and answers on aspects of safety for the use of the Minister in Parliament and parliamentary committees.

assess industry events, identify trends and alert organisations to existing or impending safety problems. The working environment is extremely complex, adding to the challenge of separating significant elements from extraneous ones.

respond to Ministerial Inquiries and in responding to the media on issues of public interest; constraints to this activity include the fast pace and high profile of the aviation industry.

(12) Sustained Attention

Sustained attention is required when preparing and evaluating complex documents such as reports, court briefs, briefing notes, MOU s staffing examinations, interview board questionnaires, resumes, operational plans, budgets and amendments to regulations, standards, policies and guidelines. This is made more difficult due to frequent interruptions and conflicting priorities.

Sustained attention is required when testifying in court or at a Civil Aviation Tribunal over a prolonged period to understand questions posed and information given. Inappropriate responses could jeopardize the outcome of the case.

Conducting training or public awareness sessions, which may last several hours, requires sustained attention to coherently present complicated regulatory and technical information, to capture the essence of questions, issues and concerns, to ensure participants have the opportunity to express their views and understand the information presented.

Work requires focusing on a computer screen for long periods on a daily basis while recording, proofreading and correcting written material such as correspondence, reports, briefing notes, etc. There are frequent interruptions from visitors, telephone calls and staff and distractions from office conversations and noise from human traffic.

Sustained attention is required while chairing or participating in lengthy discussions of complex technical, regulatory and procedural issues, at both national and international forums, and at management meetings to ensure accurate receipt and transmittal of information. Lack of concentration

or a lapse of attention could result in serious misunderstanding of the intended message with the possibility of serious embarrassment. Approximately 30% of work time is spent in meetings requiring complete and undivided attention. There is little or no control over the length or frequency of such meetings and constraints include inadequate time, competing and conflicting demands and limited resources.

Sustained attention is required during media interviews, as a misinterpreted question may lead to embarrassment to the Minister.

(13) Psychological/Emotional Effort

Effort is required to maintain one's composure when attending national and international committees or meetings during which contentious discussions result in emotional (frustration, anger) responses by participants. Little control can be exercised over the timing of these reactions. Facilitation techniques can sometimes be successfully used to control their duration and frequency.

There is a requirement to remain calm and composed when dealing with crises situations that call for judgemental ability, particularly when the crisis management effort is with little or no warning.

There is little control over the occurrence of issues requiring a response and continuous effort is required until the issue is resolved. Throughout this process there is a requirement to remain objective, analyze facts, maintain harmonious liaison with clients, develop appropriate solutions, and resist frustration.

There is a requirement to deal with imposed and/or sudden deadlines, frequent overtime and a high volume of work which cause added stress. There is no control over deadlines and workload.

Mental exertion is required to manage emotional reactions and to maintain professional demeanour when developing and representing policies which are contrary to one's own personal point of view. Little control can be exercised over the frequency and timing of policy development, particularly the development of horizontal linkages to policies of other agencies. Work on such policy issues may extend over several months.

Psychological/emotional stress exists from operating in a fast-paced, high profile industry with the requirement to ensure the safety of the flying public in conditions which include the lack of resources and fiscal constraints. Accumulated over time, these pressures could result in stress or stress-related symptoms requiring time away from duty.

Psychological/emotional effort is required to remain calm and present a professional demeanour when appearing before investigative bodies as a subject matter specialist or when supporting the Minister or acting as a departmental spokesperson responding to issues of public sensitivity. The degree of psychological stress is determined by the nature of the issue. The incumbent has no control over either the frequency or the length of these demands.

The ad hoc nature of travel requirements over which there is no control has a negative impact on personal and family life with attendant psychological pressures.

(14) Physical Effort

Physical effort is required to participate in inspections, audits and quality assurance reviews which require accessing difficult areas and may involve climbing and crawling into aircraft, warehouses, sorting facilities and cargo buildings, over or through Unit Load Devices and bulk packages. . Protective clothing must be worn to protect against potential hazards from dangerous goods and the work environment.

Working Conditions

(15) Work Environment

Psychological:

There is a continuous exposure to multiple demands, conflicting priorities, time pressures, the need for unscheduled overtime and a lack of control over the pace of work and there is a continuing requirement to balance international commitments with program responsibilities. Consultations with stake-holders can involve dealing with individuals who feel economically threatened, who strongly advocate a particular position and who can be resistant and hostile.

Work is subject to frequent distractions and interruptions, on a daily basis, from office conversations, visitors and callers, resulting in a loss of concentration and a lack of privacy.

Physical:

Although most of the work is performed in an office environment, there is a considerable portion of time spent on travel to participate in deliberations of the ICAO Dangerous Goods Panel and in other national and international forums. Participation in regulatory and operational development negotiations involves working long, uninterrupted and unpredictable hours.

There is a requirement to access difficult areas, which may involve climbing and crawling into aircraft, warehouses, sorting facilities and cargo buildings, over or through Unit Load Devices and bulk packages.

(16) Risk to Health

Managing multiple and conflicting demands under conditions of severe time pressure, continually adjusting to new demands and shifting priorities and balancing international commitments and national program obligations, can be stressful.

When conducting inspections, audits and quality assurance reviews the work poses a risk of exposure to dangerous goods such as explosives, radioactive material or infectious substances as well as a risk of

injury caused by accessing physically difficult areas.

Coping with up to two trips per month and the requirement to constantly work long hours can be disruptive to personal and work life and can be stressful.

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WORK DESCRIPTION

AAA-10168

Inspector, Dangerous Goods Standards

Department/Agency: Department of Transport
Section:
Division: Dangerous Goods Standards
Branch: Commercial and Business Aviation
Geographic location: Ottawa (Ont.)
Security clearance: Other
Language requirements: Bilingual: CCC / CCC
Departmental use:

Immediate supervisor: Chief, Dangerous Goods Standards (ADC-3041)

Version: Draft **Date last updated:** 1999-5-20
Classification:
Effective Date of Decision:
Model identifier:

Client-Service Results

Promotion of the safe handling, offering for transport and transporting of dangerous goods by air in Canada as prescribed in the Transportation of Dangerous Goods Act and the Aeronautics Act for the safety of the public, property and the environment.

Key Activities

- Plans, develops and implements the Transport Canada Aviation Dangerous Goods Permits of Equivalent Level of Safety Application review program.
- Plans, develops and implements the Transportation of Dangerous Goods Training Approval Program for Air Operators.

- Contributes to the development and amendments of a variety of policies, regulations, standards, guidelines and strategies (i.e. Transportation of Dangerous Goods Act 1992 and Regulations, ICAO Technical instructions).
- Plans, develops and implements a multi-year transportation of dangerous goods aviation public awareness program.
- Represents Civil Aviation Dangerous Goods Standards on national and international working groups.
- Evaluates compliance with the Transportation of Dangerous Goods Regulations ICAO Technical Instructions and recommends approval of applications for overflights and technical stops of foreign air operators carrying dangerous goods cargo.
- Develops and administers a computerized national Transport Canada (TC) NACIS II Aviation Dangerous Goods Data Base.
- Participates in Civil Aviation Quality Assurance Reviews, National Audits and Regional inspections/audits.
- Provides technical advice and guidance to government, industry and the public.

Employee's statement:

I have been given the opportunity to comment on this work description.

Employee's signature

Date

Supervisor's statement:

This work description accurately describes the activities and demands of the position.

Supervisor's signature

Date

Authorization:

Manager's signature

Date

Work Characteristics

Responsibility

(1) Information for the Use of Others

Establishes intelligence gathering networks, consults and exchanges information and views with representatives from government departments and agencies (i.e. Environment Canada, Natural Resources Canada, Canadian Nuclear Safety Commission) and the Civil Aviation Industry. The information gathered will assist departmental executives in the development of a national strategy to build public awareness concerning the safe handling offering for transport and transportation of Dangerous Goods and in the development of a comprehensive Transportation of Dangerous Goods Civil Aviation Program.

Gathers, integrates and organizes relevant research, reports, analysis, and information from databases and networks of contacts for use as a basis for developing regulations, standards, policies, procedures and training programs for the evaluation, approval and control of Transportation of Dangerous Goods. This information is required to ensure or confirm adequate Canadian content and compliance with Canadian regulatory requirements (i.e. Transportation of Dangerous Goods Act, 1992, Canadian Aviation Regulations and Standards, Aeronautics Act). These standards, procedures and training plans are applied throughout the civil aviation industry across Canada.

Analyzes information and prepares information packages to provide correct, authoritative, detailed information, technical advice and guidance to officials of federal, provincial, municipal and international governments, air operators, to the aviation, manufacturing and distribution industries and the general public on dangerous goods legislation, procedures and controls for the safe handling, offering for transport and transporting of dangerous goods, and on the design of training programs. This involves explaining the Transportation of Dangerous Goods Act, 1992 and the Aeronautics Act.

Reviews and evaluates permit applications for TC Aviation Dangerous Goods Permits of Equivalent Level of Safety through extensive consultation with regional offices and with other implicated departments and stakeholders and recommends approval/rejection to appropriate departmental authority. Such Permits can be precedent-setting and can serve as a benchmark for the industry.

Prepares information packages and delivers awareness presentations at industry conferences and to public groups and associations involves interpretation, responding to a diverse range of questions, and convincing individuals who are profit-oriented of the need for dangerous goods legislation.

Writes reports and briefing notes to apprise Regional Superintendents of the results of Quality Assurance Reviews including an appraisal of their programs and practices to advise them on corrective action, and to persuade them to institute corrective action. Care has to be taken to defuse defensive reactions and to distinguish between adverse situations where lack of clarity in standards has contributed as opposed to weaknesses in execution.

Writes reports and briefing notes to apprise the Chief, Dangerous Goods Standards of significant situations requiring immediate action and on significant results of Quality Assurance Reviews, precedent-setting Permit Applications, weaknesses in standards, the results of blitzes, and other significant situations which involve providing analytical interpretations and evidential support. That information is useful on the decision making process.

Serves as an expert witness in court and litigation cases and before judicial hearings where opposing counsel are likely to attack the credibility of the witness and develops cooperative relationships with other members of the enforcement community on a national and international level.

Consults with scientific specialists with regard to dangerous goods sampling, testing, analysis and dangerous goods means of containment and follows up with air operators and local officials to ensure remedial steps have been taken to resolve safety related complaints and to ensure compliance with regulations; recommends amendments or revisions and considers the possibility of sanctions or prosecution if corrective action is not taken. That information is used to ensure proper follow-ups and the existence of an audit trail as well as to communicate with transportation industry officers to ensure implementation of dangerous goods inspection programs, and to provide expert advice and assistance on inspection and enforcement matters.

Briefs management of the organization being inspected of all findings, violations and safety deficiencies observed reporting upon any observed infractions under Environmental Protection legislation, Explosives Act and other dangerous goods related legislation to the appropriate enforcement authorities.

Responds to inquiries from other government departments, air operators, and other stakeholders to provide interpretation, advice and guidance of the Transportation of Dangerous Goods Act, 1992 and the Aeronautics Act. Responds to Access to Information requests by researching the history of the requested subject, correctly evaluating which information is relevant to the request and drafting the reply for own signature or that of supervisor.

Advises officials of other departments involved in the handling, offering for transport or transporting of dangerous goods (i.e. Canada Customs, Canada Post) on requirements, risks, and safe practices and on the design of training courses which involves interpretation of requirements of the Transportation of Dangerous Goods Act, 1992 and the Aeronautics Act, appraises of risks, and relating them to the practices in place. There is a requirement to justify perspective of risks and to persuade acceptance of changes in operational practices.

Provides expert advice to air operators, manufacturers, shippers, consolidators and other stakeholders concerning the Transportation of Dangerous Goods Act, 1992 and the Aeronautics Act, risk management strategies and best practices.

Contributes to the planning, conduct and delivery of national workshops such as the annual workshop for Superintendents and the biennial recurrency training session for Aviation Dangerous Goods Inspectors, and prepares and delivers presentations on new requirements and recurring problems.

Researches, develops, and implements the Transportation of Dangerous Goods Training Approval Program for Air Operators, reviewing and updating the Guidelines (TP 12208) to reflect regulatory changes in the Transportation of Dangerous Goods Act, 1992, the Transportation of Dangerous Goods Regulations and the ICAO Technical Instructions, advising industry on setting up training programs, reviewing TC Airport Pre-Board Passenger Screening Course for accuracy, and advising other government departments such as Canada Customs and Canada Post on dangerous goods regulatory requirements and on setting up their training programs. Updates the national TC Aviation Dangerous Goods database for approved training programs for air operators to keep information current and

produce reports. That information is used to ensure a comprehensive understanding and awareness of the Transportation of Dangerous Goods Act, 1992 and the related regulations and guidelines.

Researches, reviews and recommends modifications to those aspects of manuals and technical guidelines which pertain to the Transportation of Dangerous Goods Civil Aviation Program, (i.e. Manual of Regulatory Audits, Commercial and Business Aviation Advisory Circulars, Dangerous Goods Inspectors Manual). That information is used to reflect regulatory changes, interpretive and compliance problems experienced by inspectors, technological change, pertinent findings and observations from Quality Assurance Reviews, and consultations with stakeholders.

Reviews amendments to the Transportation of Dangerous Goods Act, 1992 and Regulations and to the ICAO Technical Instructions and assesses their impact on Canadian Air Operators on the Canadian Air Transport System and on Canadian regulations, determines and defines variations if required, and develops detailed proposals for the amendment to certain parts of those legislative documents. That information is used by departmental executives to develop new policies and regulations or to initiate changes to existing ones.

Gathers information and writes reports resulting from special studies related to the development of domestic regulations for the effective control over the transportation of dangerous goods such as a study for the regulatory requirements for air-related industries (i.e. air ambulances, propane cylinder survey), consults with the regions and stakeholders, carries out on-site inspections, and develops detailed proposals to be used by departmental executives in their review of existing policies and regulations.

Evaluates trends, technical developments, government and industry standards, industry practices and developments with respect to the transportation of dangerous goods, regulatory avoidance tactics, hazards associated with the importing, handling, offering for transport or transporting of dangerous goods, challenges posed by scientific and technical developments, enforcement tactics, information requirements for clients stakeholders and partners. That information is used to develop and maintain collaboration with industry and other enforcement agencies to ensure achievement of programs goals and objectives.

Develops, administers and maintains a computerized national TC Aviation Dangerous Goods data base, NACIS II, to aid in decision making, risk assessment, and resource allocation.

Develops, implements and directs a national multi-year Transportation of Dangerous Goods Public Awareness Program, identifies target audiences and determines their information needs, designs, schedules and delivers presentations for the different target groups, fosters and capitalizes on opportunities for joint projects with other departments and industry, and writes and submits articles to industry-related publications on current topics and emerging concerns. That information is used to develop a greater awareness and understanding concerning the handling and transportation of Dangerous Goods.

Plans and participates in national and regional Civil Aviation Dangerous Goods Audits to ensure that those who handle, offer for transport and transport dangerous goods, including domestic and foreign air operators comply with the Transportation of Dangerous Goods Act, 1992, Transportation of Dangerous Goods Regulations, relevant CGSB and CSA Standards, International Civil Aviation

Organization Technical Instructions, and the Aeronautics Act and Canadian Aviation Regulations.

Assists the regions, when requested, by conducting inspections, surveillance, evaluations and approvals, to ensure compliance with the Transportation of Dangerous Goods Act, 1992 and the Aeronautics Act. Fulfills the responsibilities of a Regional Dangerous Goods Inspector to help reduce backlogs, to provide coverage due to illness or staff losses in a region, and to provide independent tests of changes in standards and inspection practices.

Evaluates compliance with the ICAO TI requirements and, where appropriate, recommends for approval applications for overflights and technical stops of foreign air operators dangerous goods cargo, and, where a TC Aviation Permit of Equivalent Level of Safety or National Authority is also required, drafting the permit, recommending its approval, and coordinating its expeditious movement through the approval process. (This has international implications for the safe transport of dangerous goods).

(2) Well-Being of Individuals

Identifies unsafe conditions and warns colleagues of safety risks and potentially hazardous conditions when undertaking audits, inspections or investigations of air operators and those who handle, offer for transport and transport dangerous goods; provides safety back-up where non-cooperation or resistance is anticipated.

The Transportation of Dangerous Goods Program is mandated to promote public safety in the transportation of dangerous goods. The focus on public safety assumes there is a potential for harm to third parties who have no involvement in dangerous goods transportation. This "general public" expects their safety will be ensured not simply by those involved in the business undertaking, but also by the government.

Provides safety backup to colleagues when entering confined spaces.

(3) Leadership of Human Resources

There is a requirement to instruct new inspectors or other departmental personnel on inspection and investigation techniques and on regulations, standards, and safe procedures.

Acts as a team member when several inspectors participate in audits and inspections by adhering to resource limitations by determining scope and objectives. Assigning and coordinating activities, providing information, advice, and guidance, reviewing the work and preparing reports. This responsibility may be shared or alternated with colleagues.

Informs regulatory inspectors of technical information related to importing, handling, offering for transport and transporting dangerous goods by industry when audits, inspections or investigations are being conducted.

Intervenes and directs industry personnel, when necessary, to ensure safe and proper transportation of dangerous goods.

Assists the regions, when requested, by conducting inspections, surveillance, evaluations and approvals, to ensure compliance with the Transportation of Dangerous Goods Act, 1992 and the Aeronautics Act. Fulfills the responsibilities to a Regional Dangerous Goods Inspector to help reduce backlogs, to provide coverage due to illness or staff losses in a region, and to provide independent tests of changes in standards and inspection practices.

Represents Civil Aviation Dangerous Goods Standards with national and international clients and enforcement agencies, co-ordinates and participates on intra- and interdepartmental, intergovernment and federal industry task forces and working committees concerned with regulatory, standard or procedural issues that relate to dangerous goods importing, handling, offering for transport or transporting.

Participates in national and regional blitzes, including those involving other departments, to assess the risks associated with particular activities, assesses the results of blitzes, and recommends changes to standards, guidelines and enforcement strategies. The work requires planning, organizing, developing agendas and initiating follow-up action as a result of those blitzes.

Provides advice and technical expertise to Regional Civil Aviation Dangerous Goods Inspectors, concerning policies, regulations, standards, guidelines and strategies as it relates to the TC Aviation Dangerous Goods National Program.

Participates and/or leads at seminars, workshops and conventions organized by government and industry and in inter-divisional working groups which involves debate, constructive analysis and criticism of proposals, and suggesting alternatives when leading these seminars and workshops, the work requires establishing objectives and time lines and reviewing the work in progress.

Participates as the dangerous goods expert on Quality Assurance Reviews of national and regional programs; determining scope and methodologies, assessing the quality and significance of findings when functioning as a member of the Quality Assurance Review; assessing controls, practices and compliance with requirements; discussing and advising on corrective measures required with the responsible superintendent; identifying situations where lack of clarity in standards and inspection procedures have contributed to non-compliance, and, in such circumstances, developing detailed proposals for revision; reporting results; and revising the Civil Aviation Dangerous Goods portion of the Quality Assurance Review Program to reflect experiences.

Plans and participates in national and regional Civil Aviation Dangerous Goods Audits to ensure that those who handle, offer for transport and transport dangerous goods, including domestic and foreign air operators comply with the Transportation of Dangerous Goods Act, 1992, Transportation of Dangerous Goods Regulations, relevant CGSB and CSA Standards, International Civil Aviation Organization Technical Instructions, and the Aeronautics Act and Canadian Aviation Regulations. Participation includes the establishment of audit goals, objectives and workplans, assigning resources and assessing work progress, and preparing reports.

(4) Money

BUDGETING:

Contributes to the development of an annual workplan for own travel and expenses, and provides status reports on the plan to the Chief, Dangerous Goods Standards.

MONEY FLOW:

N/A

SPENDING MONEY:

Uses government credit cards and calling cards for approved travel expenses and purchases. Incurs and accounts for expenses, in accordance with the Travel Directive.

(5) Physical Assets and Products

There is responsibility for operation, maintenance, custody and security of a personal computer, a laptop computer and peripherals and camera. There is also a requirement for the care, calibration and maintenance of measuring equipment when supplied by the regional Civil Aviation Dangerous Goods Office. These are expensive but easily replaceable.

Maintains active, hard-copy files which are used by certain staff in Civil Aviation. They cannot easily be replaced and often contain original documentation. Temporary custody and control of documentation and property belonging to person(s) or company(ies) who are being audited.

(6) Ensuring Compliance

Determines the significance of infractions and unsafe conditions observed during audits/inspections and the corrective action required pursuant to the Transportation of Dangerous Goods Act, 1992 and the Aeronautics Act. Correcting the unsafe condition may enhance public safety and protect property and the environment and may also impose a loss of business and disruption of service to the operator, who functions in a fiercely competitive economic environment. The operator may consider some corrective measures unnecessary and a possible threat to economic survival.

Performs an "eyes and ears" function on behalf of the other Commercial and Business Aviation Branch programs in accordance with the delegation of authority issued pursuant to Schedule H-16 of the Canadian Aviation Regulations.

Determines corrective action to unsatisfactory conditions observed during audits/inspections with operator. Interests and points of view may conflict. The position has to balance safety with economic considerations.

Mediates between air operators, shippers, freight forwarders, consolidators and team members in situations where accountability for corrective action is unclear. This involves analysis and reconciliation of different points of view and promoting agreement.

Skills

(7) Job Content Knowledge

The work requires knowledge of:

the physical, chemical and toxicological properties of the dangerous goods. Technical and industrial safety aspects of the handling, offering for transport and transporting of these goods including an understanding of the mechanical and design principles applicable to the design and construction of the means of containment (i.e. compressed gas cylinders, pressure vessels, portable tanks and intermodal containers) and their safety features, components and maintenance standards.

the theories, principles and practices of policy and standards research, development and formulation. This knowledge is required to gather, analyze data and develop options, strategies and recommendations on issues related to the Transportation of Dangerous Goods Act, 1992 and the Canadian Aviation Regulations and standards, departmental policies, instructions and other informational materials to ensure maintenance of a safe and economically comprehensive Canadian Transportation of Dangerous Goods Program.

the theories, principles, methods and practices of project management. This knowledge is required to participate in or lead departmental, departmental/industry and international project teams and committees and audits. It is also required to coordinate activities of Transport Canada with national stakeholders on civil aviation regulatory issues concerning Dangerous Goods.

research, statistical, simulation and analytical methods and techniques to perform trend analysis and to develop usable models. This knowledge is required to test the adequacy of various policy and standard options under study by Transport Canada.

theories and techniques for preparing and delivering presentations to inform, persuade or influence a variety of civil aviation stakeholders to comply with Transportation of Dangerous Goods regulations and standards.

techniques and practices in operating a personal computer including use of various software packages such as Windows, Word, Excel, Access, Power Point, NETSCAPE, Microsoft Schedule, ARASS for Windows ATP Navigator, Delrina Formflow, World View, Microsoft Exchange etc. and departmental information systems such as Termium database, Airworthiness Directive database, Query database, Approved Organization database TC database, AME Training database etc. as they apply to the manipulation of automated data bank. Knowledge is also required of various databases and software programs designed specially for the civil aviation programs administered by Transport Canada such as the National Aviation Company Information System (NACIS) and ARASS, to generate reports and statistical information and to communicate information to colleagues, superiors, and air operators.

the theories, principles and methods of audits including sampling procedures and techniques, statistical reliability systems, quality assurance methods, process control, and maintenance program development

principles, to plan and carry out comprehensive audits of airline operations and other facilities.

the methods and practices for the development of a Dangerous Goods Module for NACIS II the computerized national TC Aviation data base impacts on the quality of information available for decision making and evaluation purposes, appraisals of risk, targeting, and resource allocation.

the methods, theories and practices for the conduct of Quality Assurance Reviews impacts on the identification of inadequate controls and the institution of corrective measures, the effective operation of the Aviation Dangerous Goods Program at the regional level, the identification of unclear or inadequate standards, and the department's exposure to litigation risks.

the methods, theories and practices for the planning and conduct of audits/inspections made pursuant to the Transportation of Dangerous Goods Act, 1992 and the Aeronautics Act impacts on compliance, deterrence, the identification, correction and minimization of unsafe conditions, the identification and management of risks, and public safety.

human behaviour theories and practices to investigate complaints concerning possible infractions against the dangerous goods regulations; to initiate enforcement actions including seizures, detentions and prosecutions; to recommend suspension of Canadian Aviation Documents; to advise stakeholders on best practices; to enforce inter-jurisdictional cooperation; to serve as an expert witness in court and litigation cases and at judicial inquires.

principles involved in risk analysis, total quality management, auditing, investigation, and enforcement. Non-destructive testing, prosecution, court procedures, shippers responsibilities and procedures and analyzing dangerous goods.

the methods, techniques and practices for inspecting packaging of explosives for compliance with UN Specifications for Packages and inspecting packaging of infectious substances for compliance with regulatory packaging requirements; for inspecting construction of packages to ensure that they have been constructed in accordance with prescribed regulations for packages applicable to the design and construction of the particular packaging; inspecting cylinders or small containers of compressed gases to ensure that cylinders specified in regulations have been used, that they bear specified markings and that they have been tested in accordance with the applicable specifications; for inspecting and evaluating bulk fuel containment and operations on airport property to ensure there are no unsafe procedures or unsafe conditions; for selecting and using detection or measuring equipment to verify the presence or absence of dangerous goods or residual radiation; for verifying the segregation of explosives by compatibility groups; verifying the accuracy of calculations of the transport index for overpacks containing radioactive materials in the means of transport to ensure the transport index does not exceed limitations prescribed in the regulations; for inspecting, portable tanks and cargo compartments to ensure that they have been properly selected; that they are certified as meeting the applicable construction standards; that they are in good mechanical condition and that all safety devices are in good working condition; and for seizing, stopping, removing or directing the removal of any shipment of dangerous goods, dangerous goods container, packaging or means of transport and where applicable directing persons in charge of dangerous goods or dangerous goods containers, packaging or means for transport to correct any contravention of the TDG Act, 1992 and the Aeronautics Act or to correct any potentially dangerous situation.

(8) Contextual Knowledge

The work requires knowledge of:

OWN WORK UNIT:

Roles and responsibilities within the work Unit to work effectively with colleagues. Knowledge of internal administrative processes and procedures is required to maintain Branch compliance, to assess the level of compliance of the Unit, and how they interrelate with the roles and responsibilities of other Units within the Commercial and Business Aviation Branch.

Knowledge of colleagues expertise and experience to enlist their support or obtain advice and guidance on specific matters.

DEPARTMENT:

Workings and functions of the department, its organization, mission, mandate, programs, population profiles, management practices and corporate objectives. Also required is a knowledge of the political/social/cultural climate, to gauge departmental opinion and receptivity to the aviation rules and regulations.

The structure of the Department and the interactions among the various organizational components, such as the Canadian Aviation Regulatory Advisory Committee (CARAC), the aircraft certification process, the criteria for substantiating an application for an Air Operator Certificate, and a variety of procedures and systems, (i.e. Dangerous Goods Training Programs).

Ministerial delegation pursuant to the Transportation of Dangerous Goods Act, 1992 and the Aeronautics Act regarding inspection and other regulatory affairs required to understand their legislative frameworks and their implication in activities related to the handling, offering for transport and transportation of Dangerous Goods.

OTHER DEPARTMENTS

The dangerous goods accountabilities and objectives of other government departments and other levels of government.

CANADIAN PRIVATE AND PUBLIC SECTOR

Regional and national aviation industry practices and constraints in order to understand their particular environment and help them achieve safe practices concerning Dangerous Goods.

Professional associations (i.e. Air Transport Association of Canada (ATAC), Aircraft Industries Association of Canada (AIAC), Canadian Owners and Pilot Association (COPA), Training establishments and interest groups to advise them on new regulations, standards, policies, directives, guidelines concerning the handling and transportation of Dangerous Goods.

The socio-economic effects of transportation related crisis and emergencies on the national air transportation industry, affected communities, the general public and stakeholders.

INTERNATIONAL

The dangerous goods accountabilities and objectives of other government departments and other levels of government, the United States (FAA and the U.S. DOT), and adjoining U.S. agencies, their respective organization structures to deliver related programs, and their key players and their interactions with the Safety and Security Group.

International regulatory organizations (UN, ICAO) involved in the regulation of air transportation of dangerous goods, their objectives, strategies, regulations, and programs, and their interactions with Transport Canada.

LEGISLATIVE AND REGULATORY

The work requires knowledge of the Transportation of Dangerous Goods Act, 1992 and Regulations, ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air, IATA Dangerous Goods Regulations, Canadian Standards Association (CSA) Standards and Canadian General Standards Board (CGSB) National Standards, Provincial Territorial Dangerous Goods Acts, Canadian Aviation Regulations, Explosive Act, North American Emergency Response Guide, Pest Control Products Act, Nuclear Safety and Control Act, Criminal Code of Canada, Canada Evidence Act, Charter of Rights and Freedoms, Canada Labour Code regarding Occupational Safety and Health, Postal Act, Aeronautics Act, Non-destructive Test Principles, Access to Information and privacy Act, Public Service Employment and Staff Relations Act, Financial Administration Act, Summary Convictions Act and the relevant sections of NAFTA, the USA Hazardous Materials Regulations 49 CFP Parts 106 - 180 and U.S. DOT Exemptions and Approvals, sufficient to provide authoritative interpretations, to determine whether submissions satisfy requirements, to develop proposals for changes in regulations, to evaluate compliance, to determine the appropriate enforcement action, and to develop a case for prosecution. It is also necessary to understand the regulations, culture and operating environment in other parts of the world in order to ensure that air operators who have international operations are complying with Canadian acts and regulations.

Appropriate sections of the Criminal Code to be able to review and comment on drafts of Search Warrants, enforcement and prosecution briefs resulting from non compliance issues and to effectively exercise delegated authority.

Official secrets Act, Conflict of Interest Guidelines, Government Security Policies and procedures as they apply to the protection of information/records to safeguard the collected data.

(9) Communication

COMMUNICATION OUT:

The work requires oral skills in responding to questions, explaining the purpose and approach of audits, inspections and investigations, in briefing clients on findings, in negotiating corrective action, in discussing prosecution cases, in providing advice and guidance, explaining rulings and decisions, participating in stakeholder consultations, and in participating in working groups.

Writing skills are required in drafting permits, writing reports, developing instructional materials, guidelines, standards and procedures, preparing technical reports on findings, documenting nature of infraction, providing analysis of specific issues related to the Aviation Dangerous Goods Program, in developing proposals for regulatory changes, responding to letters from the public and air operators, responding to ministerial correspondence, drafting briefing notes and notes for question period in the House of Commons for the Minister of Transport.

Presentation skills are required in presenting audit findings and delivering presentations at conferences, workshops, and public awareness sessions. Presentations are made to different audiences with different levels of awareness, in some cases with almost negligible knowledge of problems and risks, and have to be geared to their level of understanding.

COMMUNICATION IN:

Reading skills are required to evaluate and interpret regulations, specifications, reports and technical publications, E-mail, queries, training programs, industry documents, letters of complaint, other government department correspondence, dangerous goods occurrence reports, etc.

Interpretative and observation skills are required to understand body language in conflicting situations when dealing with civil aviation stakeholders to respond to their questions (in an official departmental capacity) and to anticipate questions and ensure the message is understood.

(10) Motor and Sensory Skills

Dexterity and co-ordination skills are required to operate a computer keyboard (desktop or portable) in the daily preparation of regulations, policies, standards, reports and data entries for up to two hours at a time, two or three times a day.

In the course of audits, inspections and investigations there is a requirement for equilibrium and coordination when accessing difficult areas and when climbing ladders, stairs, lift trucks and conveyor belts and working in confined aircraft cargo areas.

Physical dexterity and hand-eye coordination are needed to handle inspection equipment, calibrate inspection equipment, open packages of known, unknown or suspected dangerous goods and office equipment.

Coordination and alertness are needed while standing and walking for long hours on airport ramps and in warehouses, to avoid foot and head obstacles, rotorcraft and aircraft propellers, prop-wash, jet engine intake and jet blast, flying debris, moving aircraft, heavy machinery and service vehicles.

Effort

(11) Intellectual Effort

Intellectual effort is required to:

plan, develop and implement the TC Aviation Dangerous Goods Permits of Equivalent Level of Safety Program. The process involves reviewing the application to determine its nature, relating it to previous rulings and determining whether there is a direct precedent, consulting with the regions, identifying other government departments with regulatory interest based on the nature of the goods and consulting with them to determine risks, controls, and risk containment measures, comparing with standards, defining the conditions under which equivalence can be achieved, determining whether the application should be approved or rejected and the associated conditions, and drafting a permit. Constraints include the need to consult with several stakeholders, short time frames and the requirement for accuracy.

plan, develop, implement and direct the Transportation of Dangerous Goods Training Approval Program, Air Operators. The challenge involves analyzing the Transportation of Dangerous Goods Act, 1992 and Regulations and ICAO Technical Instructions and departmental regulatory changes, keeping abreast of the changing universe of dangerous goods and associated risks, analyzing TSB reports, revising the manual and standards to reflect changes, reviewing the training programs of OGDs involved in the handling of dangerous goods, conducting on-site examinations to verify conditions and operating processes, comparing training programs to requirements, identifying and advising on solutions to risk situations which are not covered, and approving program. Constraints include work pressures and the large number of sources to consult as well as pressures for those organizations being audited.

plan, develop and implement a multi-year public awareness program which involves identifying the distinct target audiences, determining the levels of awareness and specific problems of each target group, assessing the risks associated with awareness gaps, determining priorities and degrees of concentration required for each group, monitoring schedules of conferences, association meetings, and other gatherings, cultivating opportunities to make presentations, designing presentations for different groups and different delivery media, and scheduling and delivering presentations. Constraints include budgetary constraints, shortage of resources and changing priorities.

develop and maintain the Dangerous Goods Module of NACIS II the computerized national TC data base. The process involves consultation with users, determining information required for decision-making, control, and resource allocation purposes, developing definitions, and defining collection, verification and input procedures, defining reports, defining user specifications, training and collaborating with systems analysts. Constraints include shortage of resources and the requirement for accuracy in developing modules.

conduct the aviation dangerous goods portion of Quality Assurance Reviews which involves reviewing the relevant portions of the National Audit Procedures Manual for currency, revising to incorporate regulatory and standards changes and updates, analyzing previous Quality Assurance Reviews and trends, assessing risks, determining methodology, reviewing regional programs for controls, scope, adequacy of coverage, documentation and evidential support, risk management, and compliance, observing operation, tracing through particular files, selecting areas for additional testing, discussing potential weaknesses, their causes, and remedial measures with the superintendent, identifying

situations where inadequate or unclear standards have contributed to non-compliance, and reporting results. Constraints include conflicting agendas on the part of stakeholders and tight deadlines within which to conduct audit.

investigate complaints or incidents which involve determining the nature of the problem, determining the information and evidence which will enable conclusions, determining the investigatory approach, collecting and evaluating evidence, determining whether an infraction has been committed and whether intent was involved, appraising risks, differentiating between immediate and longer range corrective action, and, where merited, recommending enforcement action. Constraints include pressures from those organizations against which penalties are being implemented and conflicting objectives on the part of stakeholders.

(12) Sustained Attention

Sitting for lengthy periods of intense concentration when reviewing documentation and working at a computer screen and when participating in meetings.

Participate in committees or meetings and sessions with departmental, interdepartmental, intergovernmental and international representatives for three or four hours, several times a month requires sustained auditory and visual attention to capture the essence of concerns, to determine the relevance of subjects raised and to control/monitor the group dynamics and the flow of discussion. It is normally possible to focus on the flow of the discussion despite occasional distraction from side conversations, the movement of participants or the receipt of urgent messages. A lapse of focused attention for more than 5 minutes may result in omission of key information and misinterpretation of comments.

The work requires focused attention for up to two hours at a time in developing and writing standard material. Lack of attention or distraction from colleagues or telephone calls (over which the incumbent has little control) disrupts the train of thought and may lead to gaps in the analytical process. Up to 40% of a normal working day is devoted to these types of activities.

Conducting audits and inspections and observing field tests requires sustained visual attention to detect physical defects and identity violations in importing, handling, offering for transport or transporting practices. The activities are conducted in an environment in which those responsible may feel it is in their best interest not to have violations identified. The work is often performed during the course of ongoing operations with multiple activities happening simultaneously and in the presence of the general public, requiring discretion and tact to communicate violations and, where necessary, immediate corrective action requirements.

Sustained visual and oral attention is also needed to provide debriefings to industry officials on the findings of the audits or inspections.

(13) Psychological/Emotional Effort

Mental exertion is required to manage emotional reactions and to maintain professional demeanour

when developing and representing policies and standards which are contrary to one's own personal point of view or the view of others. Little control can be exercised over the frequency and timing of policy and standard development, particularly the development of horizontal linkages to policies and standards of other Transport Canada Branches. Work on such policy and standard issues may extend over several months.

Effort is required to maintain composure and impartiality when participating in committees or meetings during contentious discussions that result in emotional (frustration, anger) responses by participants. Little control can be exercised over the timing of these reactions. Facilitation techniques must be used to control their duration and frequency to achieve documented objectives.

(14) Physical Effort

Standing for continuous periods of up to three hours is required when making presentations.

Conducting audits, inspections and Quality Assurance Reviews which require considerable standing and walking. Protective clothing must be worn to protect against potential hazards from known and suspected dangerous goods, and work environment. There is a requirement to access difficult areas, which may involve climbing and crawling into aircraft, warehouses, sorting facilities and cargo buildings, over or through unit load devices and bulk packages.

Moving around and avoiding hazards associated with the movement of rotorcraft and fixed wing aircraft propellers, prop-wash, jet engine intake and jet blast, flying debris, moving aircraft, heavy machinery and service vehicles.

Lifting and manipulating heavy packages and drums and their contents while reducing the exposure to known or suspected dangerous goods.

Travel nationally and internationally carrying heavy reference material and measuring equipment in all types of weather conditions.

Working Conditions

(15) Work Environment

PSYCHOLOGICAL:

The psychological working environment is characterized by the following disagreeable conditions: complaints from clients, and the general public; conflicting priorities; unbreakable deadlines; dealing with people in volatile situations and multiple demands, daily noise distractions from open office concept. Occasionally these conditions will cause a high degree of psychological discomfort.

The work is conducted in an environment of continuous change which can result in stress from the

perception that there is no defined end point to the policy and standard development process.

Exposure to clients who are irate due to suspension of Canadian Aviation Documents, audit and inspection findings, detained or seized cargo shipments, audit inspection or investigation activity, issuance of a protective direction or other enforcement action. There is a requirement to promote compliance in an atmosphere of financial restraints.

PHYSICAL:

The work is performed in an office and at Quality Assurance Review or Inspection sites outdoors under all kinds of adverse weather conditions. Attendance at these sites involves:

exposure to dangerous goods such as explosives, flammable and toxic gases, flammable liquids, corrosive materials, poisonous substances, radioactive material, infectious substances, etc.

the danger of being exposed to unknown hazards from undeclared or improperly packaged or handled dangerous goods.

exposure to hazards such as noise, dirt and noxious odours, associated to freight warehouses, package sorting facilities, aircraft maneuvering areas, seaplace docks and aircraft maintenance facilities.

climbing ladders and conveyor belts and working in confined spaces such as dangerous goods storage rooms and aircraft cargo compartment areas, the need to wear protective clothing, hard hats, as well as eye and hearing protection to guard against hazards, weather, insects and predators.

periods of 1 to 3 week duration away from family and personal responsibilities and commitments.

(16) Risk to Health

Competing demands and priorities and long hours of work during travel create the risk of mental fatigue. Stress resulting from responding to multiple demands and constantly changing priorities.

Exposure to toxic chemicals and other hazardous situations through audits, inspections, investigations and the handling and transporting of known and unknown dangerous goods packages that are evidence/exhibits can result in serious short term and long term injuries or death.

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WORK DESCRIPTION

AAA-9953

Superintendent, Dangerous Goods

Department/Agency:	Department of Transport
Section:	
Division:	Airline Inspection
Branch:	Commercial and Business Aviation
Geographic location:	Ottawa (Ont.)
Security clearance	Other
Language requirements:	Bilingual: CCC / BBB
Departmental use:	

Immediate supervisor:	Chief, Airline Inspection (ADC-3078)
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Version: Draft	Date last updated: 2000-1-28
Classification:	
Effective Date of Decision:	
Model identifier:	

Client-Service Results

Supervise the regulatory program delivery, audit, inspection and investigation and enforcement of those persons handling, offering for transport or transporting with respect to the regional Aviation Transportation of Dangerous Goods and Civil Aviation programs.

Key Activities

- Monitors and controls the regulatory inspection, audit, investigation and enforcement of suspected and/or reported infractions of the Transportation of Dangerous Goods Act (TDGA) and the Aeronautics Act (AA), and acts as audit manager and/or team leader for regional and national audits.

- Enforces compliance with Transportation of Dangerous Goods Regulations (TDGRs) and Canadian Aviation Regulations (CARs) through the exercise of Ministerial delegations of authority.
- Plans and manages the investigation of dangerous goods occurrences, initiates prosecution action and serves as an expert witness before judicial and/or quasi judicial proceedings.
- Evaluates and approves certain air operators documents (e.g. operations and training manuals) pertaining to the transportation of dangerous goods.
- Responds to public enquiries and conducts internal/external investigations on contentious and sensitive compliance and/or public complaint issues.
- Evaluates and synthesizes technical proposals for program, legislative or regulatory reform, and provides regulatory interpretation and advice to private industry, interest groups, aviation professionals and the general public.
- Represents the Department at meetings/committees/events with air operators, regional, national international agencies, professional associations and the public.

Employee's statement:	
I have been given the opportunity to comment on this work description.	
_____	_____
Employee's signature	Date
Supervisor's statement:	
This work description accurately describes the activities and demands of the position.	
_____	_____
Supervisor's signature	Date
Authorization:	
_____	_____
Manager's signature	Date

Work Characteristics

Responsibility

(1) Information for the Use of Others

Provides advice, guidance and recommendations on matters pertaining to the Transportation of Dangerous Goods Regulations (TDGRs), International Civil Aviation Organization Technical Instructions for the Safe Transport of Dangerous Goods By Air (ICAO TIs) and Canadian Aviation Regulations (CARs) and safety compliance issues. Information is provided to applicable air operators, shippers, importers and handlers of dangerous goods and is used to comply with regulatory requirements and to improve overall aviation safety and commercial efficiency.

Manages a program of systematic review aimed at simplifying and streamlining the regulatory and policy framework including the evaluation of proposals, policy or program suggestions from a regulatory safety perspective, and assesses the impact on safety, risk management, equity, consistency, administration and enforcement. The information is used by senior management to identify redundancies, obsolescence, omissions, gaps and areas impacted by technological changes, and the development of alternative mechanisms for program delivery.

Coordinates, analyzes and makes recommendations to management regarding the development of changes to regulatory programs, TDGRs, ICAO TIs, CARs and applicable standards, guidance material, policies and procedures for audit, inspection, certification and educational activities. This information, justifications and recommendations identify deficient areas to be addressed; provide critical intelligence and sufficient detail for senior management approval and finalization; ensures staff, air operators and the aviation community have a common understanding for consistency of application and to provide and improve upon operations.

Develops and writes detailed audit and inspection reports as well as court briefs and analyzes and evaluates reports prepared by Airline Inspection staff to ensure reports are technically accurate and in compliance with regulatory requirements. Audit reports are used by the convening authority to assess the document holder's or any other auditee's ability to conduct operations and, if necessary to prosecute (in areas of non-compliance). The information is also used by air operators or any other auditee's to develop corrective action plans.

Collates information and data following the investigation of contentious and sensitive non-compliance situations. This information is used to respond to public inquiries/complaints (e.g. air operator safety issues), and provides input to responses to Ministerial inquiries and those emanating from all levels of government, the media and/or civil aviation stakeholders. This information serves to keep the public informed, and contributes to formulation by the Branch of responses to politically sensitive issues.

Oversees and approves the research and coordination of information reports and data resulting from the audit and inspection of domestic and foreign air operators and those who handle, offer for transport or transport dangerous goods to identify patterns and trends in non-compliance occurrences. This information is used to identify areas requiring improved communications and guidance materials, and to determine if additional measures are required such as more frequent and/or comprehensive audits on the performance of parties involved.

Analyzes, assesses and makes proposals and recommendations on the viability of requests from stakeholders (e.g. air operator permit applicants) seeking Ministerial Permits of Equivalent of Safety

under existing regulations. This information is used by the Transportation of Dangerous Goods Directorate to approve or deny such applications.

Provides interpretation of the TDGRs, ICAO TIs, CARs and standards and of other legislation and regulations concerning the transportation of dangerous goods to industry stakeholders to clarify intent and resolve problems of applications, and promotes aviation safety awareness through presentations and consultations with the aviation public at large.

Coordinates the development of, and delivers training and/or awareness sessions, and provides information, explanation and advice relating to Commercial and Business Aviation, Transportation of Dangerous Goods. This training makes up a part of the larger scale aviation training and/or awareness program and is provided to inspectors, peers, managers, industry officials, air industry personnel. Information is used to increase awareness of Commercial and Business Aviation safety operations and contributes to a better general understanding of the transportation of dangerous goods.

Plans and selects appropriate training and sets training schedules for himself/herself. This ensures that he/she is trained and fully equipped to deal with current and emerging or future regulatory/safety activities.

Conducts research/analyses regarding judicial inquiries and/or coroners' inquests. Provides subject matter expert testimony before legal bodies (e.g., Provincial Criminal Court). Information is provided to the crown/court and contributes to the resolution of prosecution.

Manages, conducts/participates in the monitoring, auditing and state approval of air operators' Transportation of Dangerous Goods training programs. This information, advice, guidance and approval is used by air operators to confirm and/or adapt the content of training programs developed to comply with the regulations.

In situations of non-compliance, interviews witnesses, interrogates suspects, obtains statements and evidence and compiles factual reports. This information is used by legal counsel to initiate prosecutions, by both the Crown and Defense Attorneys at disclosure hearings, and contributes to the resolution of prosecutions.

(2) Well-Being of Individuals

N/A

(3) Leadership of Human Resources

Manages multi-disciplinary (aircraft operations/maintenance and manufacturing/cabin safety/occupational safety, health, transportation of dangerous goods, etc.) audit teams (regional and/or national), inspections, investigations and special projects. This involves developing the work plan, recommending audit team membership and resource levels, and coordinating, organizing and supervising team members. Within the work team the work involves providing guidance and advice to inspectors, and reviewing the work of colleagues and preparing reports.

Chairs and facilitates information/compliance meetings, seminars, conventions and workshops with executives of national and international organizations.

Organizes and delivers technical training sessions to colleagues, air operators and other stakeholders in own area of specialization.

(4) Money

PLANNING AND CONTROLLING

Provides input into the development of the divisional budget through the identification and provision of estimates for specific audit and inspection activities, tools, training and course offerings.

In the role of Superintendent is responsible for the forecasting of operational budget needs for specific audits and inspections and for projects managed on an ad-hoc basis.

As an audit or project manager the work involves the forecasting and tracking of expenditures within a pre-approved allocation of funds.

ACQUIRING FUNDS

N/A

SPENDING FUNDS

As audit manager, administers with discretion the expenditures for the audit which includes overtime, travel, supplies, printing and equipment rentals within the allocated budget.

Custody and use of a telephone calling card and a government of Canada credit card for official expenditures (including expenditures relating to vehicle maintenance/repair), and uses travel funds while in travel status.

(5) Physical Assets and Products

Operation, care custody and security of radioactive detection meters and sampling equipment including their maintenance and calibration. These objects can be replaced through a supplier but costly.

Custody and safe keeping of seized sensitive documentation and evidence when conducting audits, inspections, investigations, incidents or complaints. Documentation and evidence for use at judicial and quasi judicial proceedings is original and is irreplaceable.

Custody of materials having proprietary commercial value to the authors/owners (e.g. technical information, training documentation and other intellectual property). Material is difficult to replace as it is often original documentation.

Custody and use of vehicle when traveling to perform duties; the custody and use of government calling and credit card. Objects can be replaced through a supplier, however considerable time and

effort is required to do so. Vehicles are replaceable but expensive.

Operates, maintains and cares for a laptop/notebook computer and related software/peripheral equipment (printers, scanners, etc.) Used in the performance of duties. These object can be replaced through a supplier but costly.

Care and custody of departmental hard copy files and protected information which is not replicated any where else. This information can be reconstructed but at great expense and time.

(6) Ensuring Compliance

Recommends approval of certain Air Operator documents when compliance is observed (certification process, Permits For Equivalent Level Safety, Operations Manual Dangerous Goods Chapter, Protective Directions concessions, special authorizations) for right and benefit to operate.

Manages, plans and conducts audits, inspections and investigation activities to ensure compliance with Canadian and international legislation (e.g. Transportation of Dangerous Goods Act, TDGRs, ICAO TIs, Aeronautics Act, Canadian Aviation Regulations and Standards, related to aviation safety. Has full authority to take immediate action where there is reason to believe there exists an immediate threat to safety, and to take decisions on corrective action required to meet compliance. This includes detention and seizure of aircraft, road vehicles, dangerous goods consignments, suspension of authorities and/or operations with respect to handling, offering for transport or transporting of dangerous goods and issuing a directive.

There is significant latitude to interpret the requisite regulations and determine the appropriate compliance action. Decisions taken can be precedent setting and the implementation of an action plan can have a significant financial impact to an operator, individual or company.

Skills

(7) Job Content Knowledge

Physical, chemical and toxicological properties of dangerous goods, the risks associated with each and related safety procedures; the technical and industrial safety aspects of the handling, offering for transport, containment and transporting of these goods (e.g. compressed gas cylinders, portable fuel tanks, aircraft refueling vehicles); securement of dangerous goods, fire suppression systems and other safety features and maintenance standards including the relationship of dangerous goods cargo holds to passengers and crew. This information is critical to manage the program and ensure the safe importing, handling, offering for transport and transporting of dangerous goods.

Knowledge of a large and varied client base, the effective and efficient deployment of available personnel and resources based on the frequency of audit/inspection requirements.

Knowledge of design and configurations of a large variety of aircraft (e.g. Airbus, Boeing, Bombardier, Piper, helicopters), to determine if dangerous goods and passengers may legally be carried on the same flight.

Security screening procedures and security screening equipment operation and capabilities, and the operation, maintenance, calibration and securement of a variety of measuring equipment for use when conducting inspections and investigations.

Investigative techniques, and observation, analytical and conflict resolution skills to identify regulatory and compliance infractions; evaluate impact; take corrective action and/or resolve compliance problems and conflicts with stakeholders; to develop solutions to aviation safety issues and stakeholders concerns, often of a unique nature, and to determine the immediate response to emergencies.

Human resource management principles, conflict resolution skills, techniques, methods and practices to supervise, train, motivate and evaluate work performance of staff, techniques to direct, counsel and advise staff and to foster team work and project participative decision making.

Project management methods, techniques and practices to provide cost benefit and risk analysis, develop and recommend budgets for audits and inspections, and to control and monitor project expenditures.

Methods, techniques and practices involved in providing training and briefing sessions, including the use of classroom teaching aids in order to assess, approve and deliver training sessions.

Project and priority management skills combined with the methods and techniques involved in conducting comprehensive audits and inspections to lead projects and/or participate in national working groups and audits; to plan, organize and implement audit and inspection programs, and to prepare work plans.

Methods, techniques and practices of gathering and safeguarding evidence for use in court proceeding; courtroom decorum and the practices involved in presenting evidence as subject matter expert witness before judicial or quasi judicial proceedings.

Presentation techniques and interpersonal skills to represent the Department at meetings and committees; to deliver clear and comprehensible presentations to various audiences within the aviation community, and to respond to public inquiries/complaints.

Knowledge, skill and experience to review, assess and approve the effectiveness of operators administrative policies, operational procedures, personnel training manuals, minimum equipment lists and amendments to manuals as they pertain to the transportation of dangerous goods.

(8) Contextual Knowledge

A. Own Work Unit

As an audit manager, the organization, focus, mandate, environment, administrative processes and the

individual work unit members, their roles and responsibilities, as well as their strengths and weaknesses in order to effectively assign and coordinate work in the management of projects and regulatory inspection, audit, and certification activities; to make change in unit processes and procedures, and to provide services with respect to Air Operators in accordance with operational objectives.

B. Department

Role, vision and mandate of Transport Canada and its organization, operations, policies, programs, responsibility and structure, including interrelationships with other government departments and the aviation community, and the enabling authority and obligations inherent in the position of Civil Aviation Safety Inspectors to carry out the duties and responsibilities of the position, and to respond to public inquiries. Also required is a knowledge of the political/social/cultural climate, to gauge the departmental opinion and receptivity to the applicable rules and regulations.

C. Other Departments

Knowledge (contacts, structures, Memorandum of Understanding (MOU)) of other departments having jurisdiction/interests and where there is interface or overlap in the aviation field (e.g., International Governments, CTA, HRDC, RCMP, Justice) to participate in the development and implementation of Agreements.

Mandate, authority and organization of regulatory agencies such as the Transportation Safety Board. This knowledge is required in order to participate in accident investigations, provide expert witness input at hearings and to ensure implementation of TSB recommendations.

D. Canadian Public and Private Sectors

Comprehensive knowledge and understanding of the air transportation industry, its operations, past audit and inspection history, safety record, management practices, personnel and local environment. This knowledge is essential to evaluate regulatory, technical and legal developments as they affect the industry and their compliance with TDGRs, ICAO TIs, CARs and Standards; to oversee and conduct regulatory inspections audits and investigations/enforcement; approve training programs, and to provide input into the development of appropriate safety standards.

Organizations/representatives of dangerous goods manufacturing, packaging and distribution industry, as well as emergency response agencies laboratories, training and consulting companies their procedures, capabilities and expertise in order to apply this knowledge when planning and overseeing inspections, audits, investigations and enforcement.

E. International and Private Sectors

Agreements and/or MOUs signed with other countries; recognition of civil aviation practices, state and operator variations in other countries; international treaties and agreements such as international organizations such as the International Civil Aviation Organization, the Federal Aviation Administration (USA), Joint Aviation Authority (Europe), etc; to understand their implication on the civil aviation industry and related regulation in Canada, and to evaluate and recommend proper courses of action concerning aviation safety during regulatory oversight and enforcement activities.

International aviation authorities in order to provide/exchange information on matters related to enforcement and aviation safety, as applicable to domestic and international users.

F. Legislation/Regulations

Aeronautics Act, Canadian Aviation Regulations and standards, TP documents, ICAO standards and recommended practices, Transportation of Dangerous Goods Act, Explosive Act, Provincial and Territorial Dangerous Goods Acts, Canada Labour Code (OSH, WHIMS) Provincial/Federal Environmental Acts and a knowledge of operational manuals for application in audit and inspection activities.

International Agreements and Conventions that apply to the air transportation industry, (such as the ICAO Convention, ICAO TIs and Supplement, CFR 49, Federal Aviation Regulations) to effect regulatory compliance.

Central Agency guidelines and regulations that apply to public administration such as Financial Administration and related travel directives, Access to Information, Privacy, and Official Secrets acts, policies and procedures that impact on the work or regional operations.

(9) Communication

A. IN

Listening and auditory skills for day-to-day interaction with air operators; to understand the meaning and content of discussions and to receive and transmit clear and concise messages on complex technical topics. This also includes a sensitivity to non-verbal communications.

Listening skills and the requirement to interpret body language are required when investigating incidents/potential infractions; when interviewing personnel; when correctly interpreting inquiries from the public; when negotiating corrective actions; when chairing meetings, and when acting as presenting officer and/or when giving expert testimony before judicial or quasi judicial bodies. Skills are required to identify subtle changes in verbal delivery to understand the meaning and intent of questions/concerns. Interaction requires diplomacy and tact when individuals are angry and upset and have difficulty understanding matters relating to aviation safety and operating procedures, and who may have difficulty speaking English or French.

Reading skills to understand, interpret and assimilate information from a range of documents such as acts and regulations, engineering and technical documentation, publications, policies, guidelines and directives to maintain a thorough understanding of the aviation industry and to determine the relevance and applicability of new safety standards and approaches to the delivery of inspection services. The volume of materials combined with the speed of change makes these tasks difficult.

B. OUT

Writing, presentation and public speaking skills are required to prepare court briefs training and awareness presentations, regulatory investigation, inspection and audit reports; to explain findings,

conclusions and recommendations to stakeholders, colleagues and senior managers; to negotiate cooperation during inspections, and to provide subject matter expert testimony in judicial or quasi-judicial proceedings. The communications must be carefully structured to simplify complex technical matters so as to be meaningful to both technical and non-technical audiences, and to convey information, provide explanations, influence, persuade and gain cooperation.

Speaking and writing skills are required to respond to inquiries from all levels of government (federal/provincial/municipal), the general public and the media, and to negotiate corrective action with industry officials where non-compliance is identified. This is performed with the added difficulty of conveying complex technical issues in a language that is clear and precise to audiences with varying degrees of technical knowledge and understanding of the subject matter.

Writing skills are required to develop a variety of technical and non-technical reports or prepare non-technical interpretations of technical reports, and to produce Ministerial authorities pursuant to CARs. These documents have to be well structured, comprehensive in content and the information must be conveyed in common, easily understood language.

Concise and clear speaking skills are required when conducting checks and inspections in high noise level environments such as hangar, warehouse and shop facilities.

As an audit manager, speaking skills are required when directing, tasking, disciplining, coaching and providing guidance to audit team as well as setting out expectations, goals and objectives and work plans.

Facilitation and speaking skills are required to provide detailed, clear, safety briefings to air operators, other stake holders and working groups composed of members with varying backgrounds, and to provide information and advice to provincial/municipal government officials and other provincial and national authorities on aviation safety. This involves quickly gaining an understanding and appreciation of audiences' concerns and environments and encouraging open communication. This requires the interpretation of body language.

(10) Motor and Sensory Skills

Dexterity and coordination is required for accessing and moving about aircraft, vehicles, warehouse and sorting facilities and aviation ramps and facilities while conducting in-depth inspections or investigations in all weather and traffic conditions.

Sense of smell, hearing and touch to detect, identify and react immediately to hazardous fumes or explosive, flammable, corrosive, noxious vapour, gases or toxins such as fuel, oil, solvents or other dangerous materials that may be present at inspection/ investigation sites

Manual dexterity and coordination skills are required in the operation of a personal computer and other office equipment.

The operation of a motor vehicle is a basic requirement for the provision of inspection services.

Effort

(11) Intellectual Effort

Intellectual effort is required to plan, organize, manage and conduct inspection and audit programs; to evaluate the adequacy of methods, systems, procedures and practices applicable to the conduct of regulatory inspection, audit and approval activity, and to develop improved inspection methods to meet evolving needs. Effort is increased by the requirement to coordinate inspection activities with other federal, provincial and municipal agencies and/or organizations such as Surface Regional Dangerous Goods Organization, Atomic Energy Control Board, Customs Canada and Environment Canada.

Effort is required to produce detailed analytical, constructive and technical audit reports of findings, and to develop and recommend revisions and updates to improve methods, systems, procedures, standards, manuals and guides. Challenging constraints include competing priorities, concurrent demands and limited time frames.

Effort is required when detaining aircraft, vehicle or dangerous goods consignments when regulatory requirements are not met or where threat to safety exists, and taking enforcement action in cases of contravention of regulations. This involves assessment of TDG Act and Regulations, ICAO TIs, CARs provisions not met, and assessment against standards.

Interprets regulations in the field without reference to documents or other assistance. Determines the accuracy and credibility of a large number of findings and records, the significance of and inter-relationships between particular facts and findings, and the most appropriate legal interpretations and precedents to apply to the facts. Information is often time-sensitive and difficulty of effort increases to assess the safety of a situation and make a determination for immediate action or with little or no delay.

Effort is required to evaluate novel and unusual proposals. This requires balancing safety requirements, public interest, financial and environmental issues where no specific regulations, standards, policy or guidance material has previously been identified, and where existing methods and theory are not directly applicable. Analysis is required to identify and synthesize the information necessary to formulate authoritative recommendations for the resolution of compliance issues.

Effort is required when proposing and/or evaluating applications for deviation and exemptions to regulations and standards, policies and directives. Constraints include balancing safety with public interest and finding equivalent levels of safety.

Effort is required when summarizing data and information for inclusion in Ministerial correspondence, briefing notes and media lines on issues relating to the transportation of dangerous goods, and when evaluating and developing recommendations for new and/or revisions to TDGRs, ICAO TIs, CARs, standards, policies and procedures, Permits of Equivalent Level Of Safety and guidance material pertaining to the transportation of dangerous goods.

Reviews and evaluates operational manuals, training manuals and standard operating procedures. These documents must be verified for compliance with legislation, regulations and departmental policies and guidelines. Identifies deficiencies, recommends for approval/rejection operational manuals and programs; applies interpretation of TDGRs, ICAO TIs, CARs to provide feedback, approvals and recommendations for corrective action/options for solution. Constraints include reluctance of air operators and other stakeholders to comply, time constraints, resource shortfalls, and conflicting priorities.

Effort is required to defend the validity of the inspection/investigation results and negotiate corrective action to ensure action in situations of non-compliance. Intellectual effort increases to determine the facts in situations where uncooperative clients (e.g. upset and irate) present information in a manner intended to deceive.

Effort is required to identify administrative, financial and human resource requirements to management; set priorities and goals; compile and maintain data on operations; solve service problems in response to stakeholder's needs, and develop and make recommendations on procedures to enhance service delivery. The work is performed in a changing environment, under tight time lines, budget constraints and conflicting interests and priorities requiring a need to exercise creativity in responding to new and on-going problems or issues and to meet the goals and objectives of assigned responsibilities within time frames allocated.

Acts as expert witness at judicial and quasi judicial proceedings. Evidence must be presented in a clear and concise manner and sometimes summarized for audiences of varying aviation knowledge. Effort is required to establish credibility as an expert witness and to respond to questioning in an accurate and unbiased manner. Testimony is given under pressure from crown or defense counsel

(12) Sustained Attention

Sustained auditory and visual attention is required when monitoring passenger check-in procedures and passenger screening with regard to carry-on and checked baggage to ensure compliance. This is made more difficult by frequent distractions at airport terminals, the traveling public, airline employees and airport security personnel.

Sustained attention is required to compare two or more identical documents submitted by air operators and to review these documents for compliance with regulatory requirements (e.g. CARs and standards TDGRs, ICAO TIs). This activity allows for minimal tolerance in attention with limited distraction and accounts for approximately 10% of the work time.

Sustained attention is required when receiving information in judicial and quasi judicial proceedings, to understand the intent of questions and respond appropriately in spite of frequent interruptions from opposing counsel. Although distractions are limited there is no tolerance for lapse in attention at sessions while on the stand. There is no control over time spent in session or frequency.

Operating a motor vehicle for up to 5 hours at a time requires sustained attention with no tolerance in lapse in attention to prevent accidents. This is made more difficult by the prevailing traffic, weather, road conditions and pedestrians. This represents approximately 10% of work time with no tolerance for

lapse in attention.

(13) Psychological/Emotional Effort

Effort is required to maintain composure and remain professional when enforcing regulations, policy and guidelines that may not be accepted by air operators or others who import, handle, offer for transport or transport dangerous goods by air; when there is resistance to compliance due to economic implications; when safety is a consideration and result in non-compliance evaluations, and/or when stakeholders fail checks or evaluations. There is no control over how stakeholders choose to express their anger and hostility, and there is no control over the timing, frequency or duration of these situations.

Psychological and emotional effort is involved to remain calm, composed and emanate a professional demeanour when conducting compliance or accident investigations; when being called upon to audit or inspect person or company following an accident involving casualties. These situations involve seeing and hearing all details of disturbing and often gruesome sights/facts and dealing with company staff who are emotionally affected which impacts on the functioning of the audit or inspection. There is no control over the frequency or duration of these occurrences.

Effort is required to think clearly and logically while working under stress. Stress may build in situations where senior staff must be briefed, and when called upon to respond to questions raised in the House of Commons, by the media the general public on sensitive issues of public interest (e.g. accidents causing loss of life) and disciplining staff. These situations and frequency are outside the incumbent's control.

(14) Physical Effort

Conducting inspections, audits and investigations involves walking and standing for periods of up to 5 hours at a time and working in awkward positions (i.e. bending), as well as climbing and crawling into aircraft, over or through unit load devices and bulk packages, and can involve the wearing of safety/protective equipment when inspecting or investigating non-compliance's or accidents.

Working at various out of office locations requires the transportation and carrying of personal luggage, heavy briefcases containing manuals/documents, laptop computers/printers. These items must be transported between the office, airports, hotels, cars and air operator facilities. Inspection and audit activities represent approximately 40% of work time and most require handling these items daily.

The work requires lifting and manipulating heavy packages and drums and their contents while reducing the exposure to known or suspected dangerous goods.

The work involves significant travel time and long periods of time sitting in confined spaces in ground vehicles and in aircraft. Required to travel to inspection sites 2 to 3 days each week.

Working Conditions

(15) Work Environment

A. PSYCHOLOGICAL

The work involves operating in a high profile, technologically fast moving industry with constant media scrutiny, and the obligation to regulate safety on behalf of the Minister of Transport. Audit and inspection activities are performed under tight time lines and in an environment where priorities are constantly changing. Work conditions which may cause psychological discomfort include: a) the danger of being exposed to unknown hazards from undeclared or improperly packaged or handled dangerous goods, b) conducting audit and inspections involving exposure to complaints and criticisms when gathering evidence in the field and dealing with distressed, angry and confrontational people, c) appearing before judicial and quasi-judicial bodies and other committees, d) travel away from home and family for periods of one to two weeks at a time, often on short notice and to remote locations, and e) dealing with air operators' defensive and/or emotional reactions to the loss of revenue in negative audit/inspection outcome situations. f) Conducting complex technical investigations in all types of conditions

B. PHYSICAL

The work climate is demanding in terms of the wide geographic dispersion of stakeholders and the subsequent need to travel by road and aircraft, including small airplanes and helicopters, to sites throughout the year.

The work is mainly performed in and around airports and requires carrying out duties, often at remote locations (e.g. arctic, bush, mountains) under difficult physical conditions, in all types of weather (e.g. -40C with exposure to extreme wind chill factors, +40C, with exposure to sunlight), and where a large variety of vehicles are in constant motion. The work environment involves continual exposure to noise, jet intake, whirling propellers and flying debris. In addition contact and possible exposure to all types of dangerous goods (Radioactive, Infectious Substances, Flammable liquids/gases, Toxic/poisonous and Corrosive products and Explosives) are always part of the work environment.

Work involves sitting for periods of time in front of a computer reading or entering data in the office or while on travel status (in hotel and aircraft) which results in exposure to glare from video screen.

(16) Risk to Health

The work involves safety hazards in working around aircraft with regular exposure to noise, fumes, flying debris; all types of dangerous goods (explosives, gases, flammable liquids, radioactive materials, infectious substances); hazards associated with freight warehouses, package sorting facilities; aircraft maneuvering areas, sea plane docks and aircraft maintenance facilities, all of which collectively account for considerable exposure to physical risk in the work environment.

**ANNEX F
UCS, SUPERINTENDENT AIRLINE
INSPECTION DANGEROUS GOODS**

The work involves risks associated with frequent flying in aircraft and exposure to environmental factors such as cockpit noise, extremes of temperatures, fatigue, jet lag and the psychological pressures of working in a demanding industry and extended travel requirements, causing disruption to family life. Collectively these elements pose significant risk to health, which may lead to burnout and stress related illnesses.

The requirement to work long hours and in extended travel status causes disruption/stress in family life. The requirement to provide audit and inspection activities in all weather conditions and a high profile environment which can be subject to media scrutiny, combined with dealing with highly contentious issues on a regular basis can result in stress and physical related illnesses.

Travelling in countries where the living conditions are deficient can cause sickness that can affect the health of the individual.

The requirement to sit in front of a computer reading and entering information may result in back, hand- wrist and eye strain.

INTENTIONALLY

BLANK



WORK DESCRIPTION

TCLC023

Superintendent, Dangerous Goods

Department/Agency:

Section:

Division: Com. & Bus. Aviation

Branch: Civil Aviation

Geographic location:

Security clearance

Language requirements:

Departmental use:

Immediate supervisor:

Version: Draft

Date last updated: 1999-12-9

Classification:

Effective Date of Decision:

Model identifier:

Client-Service Results

CLIENT-SERVICE RESULTS

Supervision of staff in regulatory program delivery, audit, inspection and investigation and enforcement of those persons handling, offering for transport or transporting with respect to the regional Aviation Transportation of Dangerous Goods and Civil Aviation programs.

Key Activities

- KEY ACTIVITIES
- Monitors and controls the regulatory inspection, audit , investigation and enforcement of

suspected and/or reported infractions of the Transportation of Dangerous Goods Act (TDGA) and the Aeronautics Act (AA), and acts as audit manager and/or team leader for regional and national audits.

- Enforces compliance with Transportation of Dangerous Goods Regulations (TDGR's) and Canadian Aviation Regulations (CARs) through the exercise of Ministerial delegations of authority.
- Plans and manages the investigation of dangerous goods occurrences, initiates prosecution action and serves as an expert witness before judicial and/or quasi judicial proceedings.
- Evaluates and approves certain air operators documents (e.g. operations and training manuals) pertaining to the transportation of dangerous goods.
- Responds to public enquiries and conducts internal/external investigations on contentious and sensitive compliance and/or public complaint issues.
- Evaluates and synthesizes technical proposals for program, legislative or regulatory reform, and provides regulatory interpretation and advice to private industry, interest groups, aviation professionals and the general public.
- Represents the Department at meetings/committees/events with air operators, regional, national international agencies, professional associations and the public.

Employee's statement:	
I have been given the opportunity to comment on this work description.	
_____	_____
Employee's signature	Date
Supervisor's statement:	
This work description accurately describes the activities and demands of the position.	
_____	_____
Supervisor's signature	Date
Authorization:	
_____	_____
Manager's signature	Date

Work Characteristics

Responsibility

(1) Information for the Use of Others

(1) Information for the Use of Others

Provides advice, guidance and recommendations on matters pertaining to the Transportation of Dangerous Goods Regulations (TDGR's), International Civil Aviation Organization Technical Instructions for the Safe Transport of Dangerous Goods By Air (ICAO TI's) and Canadian Aviation Regulations (CARs) and safety compliance issues. Information is provided to applicable air operators, shippers, importers and handlers of dangerous goods and is used to comply with regulatory requirements and to improve overall aviation safety and commercial efficiency.

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to determine if additional measures are required such as more frequent and/or comprehensive audits on the performance of parties involved.

Analyzes, assesses and makes proposals and recommendations on the viability of requests from stakeholders (e.g. air operator permit applicants) seeking Ministerial Permits of Equivalent of Safety under existing regulations. This information is used by the Transportation of Dangerous Goods Directorate to approve or deny such applications.

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Plans selects appropriate training and sets training schedules for staff of the group. This ensures that the inspectors are trained and fully equipped to deal with current and emerging or future regulatory/safety activities.

Conducts research/analyses regarding judicial inquiries and/or coroners' inquests. Provides subject matter expert testimony before legal bodies (e.g., Provincial Criminal Court). Information is provided to the crown/court and contributes to the resolution of prosecution.

Manages, Conducts/participates in the monitoring, auditing and state approval of air operators' Transportation of Dangerous Goods training programs. This information, advice, guidance and approval is used by air operators to confirm and/or adapt the content of training programs developed to comply with the regulations.

In situations of non-compliance, interviews witnesses, interrogates suspects, obtains statements and evidence and compiles factual reports. This information is used by legal counsel to initiate prosecutions, by both the Crown and Defense Attorneys at disclosure hearings, and contributes to the resolution of prosecutions.

(2) Well-Being of Individuals

(2) Well-being of Individuals

N/A

(3) Leadership of Human Resources

(3) Leadership of Human Resources

Plans and manages the activities of assigned staff; monitors work; provides motivation, guidance and counseling; assigns tasks and responsibilities; sets objectives and establishes standards of performance; recommends professional development; exercises disciplinary control and appraises performance.

Manages multi-disciplinary (aircraft operations/maintenance and manufacturing/cabin safety/occupational safety, health, transportation of dangerous goods, etc.) audit teams (regional and/or national), inspections, investigations and special projects. This involves developing the work plan, recommending audit team membership and resource levels, and coordinating, organizing and supervising team members. Within the work team the work involves providing guidance and advice to inspectors, and reviewing the work of colleagues and preparing reports.

Chairs and facilitates information/compliance meetings, seminars, conventions and workshops with executives of national and international organizations.

Organizes and delivers technical training sessions to colleagues, air operators and other stakeholders in own area of specialization.

Trains and evaluates the work of new employees by providing technical and administrative guidance. Recommends additional training when appropriate. This responsibility is shared with colleagues.

(4) Money

(4) Money

A. Planning and Controlling

Provides input into the development of the divisional budget through the identification and provision of estimates for specific audit and inspection activities, tools, training and course offerings.

In the role of Superintendent is responsible for the forecasting of operational budget needs for specific audits and inspections and for projects managed on an ad-hoc basis.

As an audit or project manager the work involves the forecasting and tracking of expenditures within a pre-approved allocation of funds.

B. Acquiring Funds

N/A

C. Spending Funds

As audit manager, administers with discretion the expenditures for the audit which includes overtime, travel, supplies, printing and equipment rentals within the allocated budget.

Custody and use of a telephone calling card and a government of Canada credit card for official expenditures (including expenditures relating to vehicle maintenance/repair), and uses travel funds

while in travel status.

(5) Physical Assets and Products

(5) Physical Assets and Products

Operation, care custody and security of radioactive detection meters and sampling equipment including their maintenance and calibration. These objects can be replaced through a supplier but costly.

Custody and safe keeping of seized sensitive documentation and evidence when conducting audits, inspections, investigations, incidents or complaints. Documentation and evidence for use at judicial and quasi judicial proceedings is original and is irreplaceable.

Custody of materials having proprietary commercial value to the authors/owners (e.g. technical information, training documentation and other intellectual property). Material is difficult to replace as it is often original documentation.

Custody and use of departmental vehicle when traveling to perform duties; the custody and use of cellular phone, government calling and credit card. Objects can be replaced through a supplier, however considerable time and effort is required to do so. Vehicles are replaceable but expensive.

Operates, maintains and cares for a laptop/notebook computer and related software/peripheral equipment (printers, scanners, etc.) Used in the performance of duties. These object can be replaced through a supplier but costly.

Care and custody of departmental hard copy files and protected information which is not replicated any where else. This information can be reconstructed but at great expense and time.

(6) Ensuring Compliance

(6) Ensuring Compliance

Recommends approval of certain Air Operator documents when compliance is observed (certification process, Permits For Equivalent Level Safety, Operations Manual Dangerous Goods Chapter, Protective Directions concessions, special authorizations) for right and benefit to operate.

Manages, plans and Conducts audits, inspections and investigation activities to ensure compliance with Canadian and international legislation (e.g. Transportation of Dangerous Goods Act, TDGR's, ICAO TI's, Aeronautics Act, Canadian Aviation Regulations and standards, related to aviation safety. Has full authority to take immediate action where there is reason to believe there exists an immediate threat to safety, and to take decisions on corrective action required to meet compliance. This includes detention and seizure of aircraft, road vehicles, dangerous goods consignments, suspension of authorities and/or operations with respect to handling, offering for transport or transporting of dangerous goods and issuing a directive.

There is significant latitude to interpret the requisite regulations and determine the appropriate

compliance action. Decisions taken can be precedent setting and the implementation of an action plan can have a significant financial impact to an operator, individual or company.

Skills

(7) Job Content Knowledge

(7) Job Content Knowledge

Physical, chemical and toxicological properties of dangerous goods, the risks associated with each and related safety procedures; the technical and industrial safety aspects of the handling, offering for transport, containment and transporting of these goods (e.g. compressed gas cylinders, portable fuel tanks, aircraft refueling vehicles); securement of dangerous goods, fire suppression systems and other safety features and maintenance standards including the relationship of dangerous goods cargo holds to passengers and crew. This information is critical to manage the program and ensure the safe importing, handling, offering for transport and transporting of dangerous goods.

Knowledge of a large and varied client base, the effective and efficient deployment of available personnel and resources based on the frequency of audit/inspection requirements.

Knowledge of design and configurations of a large variety of aircraft (e.g. Airbus, Boeing, Bombardier, Piper, helicopters), to determine if dangerous goods and passengers may legally be carried on the same flight.

Security screening procedures and security screening equipment operation and capabilities, and the operation, maintenance, calibration and securement of a variety of measuring equipment for use when conducting inspections and investigations.

Investigative techniques, and observation, analytical and conflict resolution skills to identify regulatory and compliance infractions; evaluate impact; take corrective action and/or resolve compliance problems and conflicts with stakeholders; to develop solutions to aviation safety issues and stakeholders concerns, often of a unique nature, and to determine the immediate response to emergencies.

Human resource management principles, conflict resolution skills, techniques, methods and practices to supervise, train, motivate and evaluate work performance of staff, techniques to direct, counsel and advise staff and to foster team work and project participative decision making.

Project management methods, techniques and practices to provide cost benefit and risk analysis, develop and recommend budgets for audits and inspections, and to control and monitor project expenditures.

Methods, techniques and practices involved in providing training and briefing sessions, including the use of classroom teaching aids in order to assess, approve and deliver training sessions.

Project and priority management skills combined with the methods and techniques involved in conducting comprehensive audits and inspections to lead projects and/or participate in national working groups and audits; to plan, organize and implement audit and inspection programs, and to prepare work plans.

Methods, techniques and practices of gathering and safeguarding evidence for use in court proceeding; courtroom decorum and the practices involved in presenting evidence as subject matter expert witness before judicial or quasi judicial proceedings.

Presentation techniques and interpersonal skills to represent the Department at meetings and committees; to deliver clear and comprehensible presentations to various audiences within the aviation community, and to respond to public inquiries/complaints.

Knowledge, skill and experience to review, assess and approve the effectiveness of operators administrative policies, operational procedures, personnel training manuals, minimum equipment lists and amendments to manuals as they pertain to the transportation of dangerous goods.

(8) Contextual Knowledge

(8) Contextual Knowledge

A. Work Unit

The organization, focus, mandate, environment, administrative processes and the individual work unit members, their roles and responsibilities, as well as their strengths and weaknesses in order to effectively assign and coordinate work in the management of projects and regulatory inspection, audit, and certification activities; to make change in unit processes and procedures, and to provide services with respect to Air Operators in accordance with operational objectives.

B. Department

Role, vision and mandate of Transport Canada and its organization, operations, policies, programs, responsibility and structure, including interrelationships with other government departments and the aviation community, and the enabling authority and obligations inherent in the position of Civil Aviation Safety Inspectors to carry out the duties and responsibilities of the position, and to respond to public inquiries. Also required is a knowledge of the political/social/cultural climate, to gauge the departmental opinion and receptivity to the applicable rules and regulations.

C. Other Departments

Knowledge (contacts, structures, Memorandum of Understanding (MOU)) of other departments having jurisdiction/interests and where there is interface or overlap in the aviation field (e.g., International Governments, CTA, HRDC, RCMP, Justice) to participate in the development and implementation of Agreements.

Mandate, authority and organization of regulatory agencies such as the Transportation Safety Board.

This knowledge is required in order to participate in accident investigations, provide expert witness input at hearings and to ensure implementation of TSB recommendations.

D. Canadian Public and Private Sectors

Comprehensive knowledge and understanding of the air transportation industry, its operations, past audit and inspection history, safety record, management practices, personnel and local environment. This knowledge is essential to evaluate regulatory, technical and legal developments as they affect the industry and their compliance with TDGR's, ICAO TI's, CARs and Standards; to oversee and conduct regulatory inspections audits and investigations/enforcement; approve training programs, and to provide input into the development of appropriate safety standards.

Organizations/representatives of dangerous goods manufacturing, packaging and distribution industry, as well as emergency response agencies laboratories, training and consulting companies their procedures, capabilities and expertise in order to apply this knowledge when planning and overseeing inspections, audits, investigations and enforcement.

E. International and Private Sectors

Agreements and/or MOUs signed with other countries; recognition of civil aviation practices, state and operator variations in other countries; international treaties and agreements such as international organizations such as the International Civil Aviation Organization, the Federal Aviation Administration (USA), Joint Aviation Authority (Europe), etc; to understand their implication on the civil aviation industry and related regulation in Canada, and to evaluate and recommend proper courses of action concerning aviation safety during regulatory oversight and enforcement activities.

International aviation authorities in order to provide/exchange information on matters related to enforcement and aviation safety, as applicable to domestic and international users.

F. Legislation/Regulations

Aeronautics Act, Canadian Aviation Regulations and standards, TP documents, ICAO standards and recommended practices, Transportation of Dangerous Goods Act, Explosive Act, Provincial and Territorial Dangerous Goods Acts, Canada Labour Code (OSH, WHIMS) Provincial/Federal Environmental Acts and a knowledge of operational manuals for application in audit and inspection activities.

International Agreements and Conventions that apply to the air transportation industry, (such as the ICAO Convention, ICAO TI's and Supplement, CFR 49, Federal Aviation Regulations) to effect regulatory compliance.

Central Agency guidelines and regulations that apply to public administration such as Financial Administration and related travel directives, Access to Information, Privacy, and Official Secrets acts, policies and procedures that impact on the work or regional operations.

(9) Communication

(9) Communication

A. Communications In

Listening and auditory skills for day-to-day interaction with air operators; to understand the meaning and content of discussions and to receive and transmit clear and concise messages on complex technical topics. This also includes a sensitivity to non-verbal communications.

Listening skills and the requirement to interpret body language are required when investigating incidents/potential infractions; when interviewing personnel; when correctly interpreting inquiries from the public; when negotiating corrective actions; when chairing meetings, and when acting as presenting officer and/or when giving expert testimony before judicial or quasi judicial bodies. Skills are required to identify subtle changes in verbal delivery to understand the meaning and intent of questions/concerns. Interaction requires diplomacy and tact when individuals are angry and upset and have difficulty understanding matters relating to aviation safety and operating procedures, and who may have difficulty speaking English or French.

Reading skills to understand, interpret and assimilate information from a range of documents such as acts and regulations, engineering and technical documentation, publications, policies, guidelines and directives to maintain a thorough understanding of the aviation industry and to determine the relevance and applicability of new safety standards and approaches to the delivery of inspection services. The volume of materials combined with the speed of change makes these tasks difficult.

B. Communication Out

Writing, presentation and public speaking skills are required to prepare court briefs training and awareness presentations, regulatory investigation, inspection and audit reports; to explain findings, conclusions and recommendations to stakeholders, colleagues and senior managers; to negotiate cooperation during inspections, and to provide subject matter expert testimony in judicial or quasi-judicial proceedings. The communications must be carefully structured to simplify complex technical matters so as to be meaningful to both technical and non-technical audiences, and to convey information, provide explanations, influence, persuade and gain cooperation.

Speaking and writing skills are required to respond to inquiries from all levels of government (federal/provincial/municipal), the general public and the media, and to negotiate corrective action with industry officials where non-compliance is identified. This is performed with the added difficulty of conveying complex technical issues in a language that is clear and precise to audiences with varying degrees of technical knowledge and understanding of the subject matter.

Writing skills are required to develop a variety of technical and non-technical reports or prepare non-technical interpretations of technical reports, and to produce Ministerial authorities pursuant to CARs. These documents have to be well structured, comprehensive in content and the information must be conveyed in common, easily understood language.

Concise and clear speaking skills are required when conducting checks and inspections in high noise level environments such as hangar, warehouse and shop facilities.

Speaking skills are required when directing, tasking, disciplining, coaching and providing guidance to

staff as well as setting out expectations, goals and objectives and work plans.

Facilitation and speaking skills are required to provide detailed, clear, safety briefings to air operators, other stake holders and working groups composed of members with varying backgrounds, and to provide information and advice to provincial/municipal government officials and other provincial and national authorities on aviation safety. This involves quickly gaining an understanding and appreciation of audiences' concerns and environments and encouraging open communication. This requires the interpretation of body language.

(10) Motor and Sensory Skills

(10) Motor and Sensory

Dexterity and coordination is required for accessing and moving about aircraft, vehicles, warehouse and sorting facilities and aviation ramps and facilities while conducting in-depth inspections or investigations in all weather and traffic conditions.

Sense of smell hearing and touch to detect, identify and react immediately to hazardous fumes or explosive, flammable, corrosive, noxious vapour, gases or toxins such as fuel, oil, solvents or other dangerous materials that may be present at inspection/ investigation sites

Manual dexterity and coordination skills are required in the operation of a personal computer and other office equipment.

The operation of a motor vehicle is a basic requirement for the provision of inspection services.

Effort

(11) Intellectual Effort

(11) Intellectual Effort

Intellectual effort is required to plan, organize, manage and conduct inspection and audit programs; to evaluate the adequacy of methods, systems, procedures and practices applicable to the conduct of regulatory inspection, audit and approval activity, and to develop improved inspection methods to meet evolving needs. Effort is increased by the requirement to coordinate inspection activities with other federal, provincial and municipal agencies and/or organizations such as Surface Regional Dangerous Goods Organization, Atomic Energy Control Board, Customs Canada and Environment Canada.

Effort is required to produce detailed analytical, constructive and technical audit reports of findings, and to develop and recommend revisions and updates to improve methods, systems, procedures, standards, manuals and guides. Challenging constraints include competing priorities, concurrent demands and limited time frames.

Effort is required when detaining aircraft, vehicle or dangerous goods consignments when regulatory requirements are not met or where threat to safety exists, and taking enforcement action in cases of contravention of regulations. This involves assessment of TDG Act and Regulations, ICAO TI's, CARs provisions not met, and assessment against standards.

Interprets regulations in the field without reference to documents or other assistance. Determines the accuracy and credibility of a large number of findings and records, the significance of and inter-relationships between particular facts and findings, and the most appropriate legal interpretations and precedents to apply to the facts. Information is often time-sensitive and difficulty of effort increases to assess the safety of a situation and make a determination for immediate action or with little or no delay.

Effort is required to evaluate novel and unusual proposals. This requires balancing safety requirements, public interest, financial and environmental issues where no specific regulations, standards, policy or guidance material has previously been identified, and where existing methods and theory are not directly applicable. Analysis is required to identify and synthesize the information necessary to formulate authoritative recommendations for the resolution of compliance issues.

Effort is required when proposing and/or evaluating applications for deviation and exemptions to regulations and standards, policies and directives. Constraints include balancing safety with public interest and finding equivalent levels of safety.

Effort is required when summarizing data and information for inclusion in Ministerial correspondence, briefing notes and media lines on issues relating to the transportation of dangerous goods, and when evaluating and developing recommendations for new and/or revisions to TDGR's, ICAO TI's, CARs, standards, policies and procedures, Permits of Equivalent Level Of Safety and guidance material pertaining to the transportation of dangerous goods.

Reviews and evaluates operational manuals, training manuals and standard operating procedures. These documents must be verified for compliance with legislation, regulations and departmental policies and guidelines. Identifies deficiencies, recommends for approval/rejection operational manuals and programs; applies interpretation of TDGR's, ICAO TI's, CARs to provide feedback, approvals and recommendations for corrective action/options for solution. Constraints include reluctance of air operators and other stakeholders to comply, time constraints, resource shortfalls, and conflicting priorities.

Effort is required to defend the validity of the inspection/investigation results and negotiate corrective action to ensure action in situations of non-compliance. Intellectual effort increases to determine the facts in situations where uncooperative clients (e.g. upset and irate) present information in a manner intended to deceive.

Effort is required to identify administrative, financial and human resource requirements to management; set priorities and goals; compile and maintain data on operations; solve service problems in response to stakeholder's needs, and develop and make recommendations on procedures to enhance service delivery. The work is performed in a changing environment, under tight time lines, budget constraints and conflicting interests and priorities requiring a need to exercise creativity in responding

to new and on-going problems or issues and to meet the goals and objectives of assigned responsibilities within time frames allocated.

Acts as expert witness at judicial and quasi judicial proceedings. Evidence must be presented in a clear and concise manner and sometimes summarized for audiences of varying aviation knowledge. Effort is required to establish credibility as an expert witness and to respond to questioning in an accurate and unbiased manner. Testimony is given under pressure from crown or defense counsel

(12) Sustained Attention

(12) Sustained Attention

Sustained auditory and visual attention is required when monitoring passenger check-in procedures and passenger screening with regard to carry-on and checked baggage to ensure compliance. This is made more difficult by frequent distractions at airport terminals, the traveling public, airline employees and airport security personnel.

Sustained attention is required to compare two or more identical documents submitted by air operators and to review these documents for compliance with regulatory requirements (e.g. CARs and standards TDGR's, ICAO TI's). This activity allows for minimal tolerance in attention with limited distraction and accounts for approximately 10% of the work time.

Sustained attention is required when receiving information in judicial and quasi judicial proceedings, to understand the intent of questions and respond appropriately in spite of frequent interruptions from opposing counsel. Although distractions are limited there is no tolerance for lapse in attention at sessions while on the stand. There is no control over time spent in session or frequency.

Operating a motor vehicle for up to 5 hours at a time requires sustained attention with no tolerance in lapse in attention to prevent accidents. This is made more difficult by the prevailing traffic, weather, road conditions and pedestrians. This represents approximately 10% of work time with no tolerance for lapse in attention.

(13) Psychological/Emotional Effort

(13) Psychological/Emotional Effort

Effort is required to maintain composure and remain professional when enforcing regulations, policy and guidelines that may not be accepted by air operators or others who import, handle, offer for transport or transport dangerous goods by air; when there is resistance to compliance due to economic implications; when safety is a consideration and result in non-compliance evaluations, and/or when stakeholders fail checks or evaluations. There is no control over how stakeholders choose to express their anger and hostility, and there is no control over the timing, frequency or duration of these situations.

Psychological and emotional effort is involved to remain calm, composed and emanate a professional demeanor when conducting compliance or accident investigations; when being called upon to audit or

inspect person or company following an accident involving casualties. These situations involve seeing and hearing all details of disturbing and often gruesome sights/facts and dealing with company staff who are emotionally affected which impacts on the functioning of the audit or inspection. There is no control over the frequency or duration of these occurrences.

Effort is required to think clearly and logically while working under stress. Stress may build in situations where senior staff must be briefed, and when called upon to respond to questions raised in the House of Commons, by the media the general public on sensitive issues of public interest (e.g. accidents causing loss of life) and disciplining staff. These situations and frequency are outside the incumbent's control.

(14) Physical Effort

(14) Physical Effort

Conducting inspections, audits and investigations involves walking and standing for periods of up to 5 hours at a time and working in awkward positions (i.e. bending), as well as climbing and crawling into aircraft, over or through unit load devices and bulk packages, and can involve the wearing of safety/protective equipment when inspecting or investigating non-compliance's or accidents.

Working at various out of office locations requires the transportation and carrying of personal luggage, heavy briefcases containing manuals/documents, laptop computers/printers. These items must be transported between the office, airports, hotels, cars and air operator facilities. Inspection and audit activities represent approximately 40% of work time and most require handling these items daily.

The work requires lifting and manipulating heavy packages and drums and their contents while reducing the exposure to known or suspected dangerous goods.

The work involves significant travel time and long periods of time sitting in confined spaces in ground vehicles and in aircraft. Required to travel to inspection sites 2 to 3 days each week.

Working Conditions

(15) Work Environment

(15) Work Environment

A. Psychological

The work involves operating in a high profile, technologically fast moving industry with constant media scrutiny, and the obligation to regulate safety on behalf of the Minister of Transport. Audit and inspection activities are performed under tight time lines and in an environment where priorities are constantly changing. Work conditions which may cause psychological discomfort include: a) the

danger of being exposed to unknown hazards from undeclared or improperly packaged or handled dangerous goods, b) conducting audit and inspections involving exposure to complaints and criticisms when gathering evidence in the field and dealing with distressed, angry and confrontational people, c) appearing before judicial and quasi-judicial bodies and other committees, d) travel away from home and family for periods of one to two weeks at a time, often on short notice and to remote locations, and e) dealing with air operators' defensive and/or emotional reactions to the loss of revenue in negative audit/inspection outcome situations. f) Conducting complex technical investigations in all types of conditions

B. Physical

The work climate is demanding in terms of the wide geographic dispersion of stakeholders and the subsequent need to travel by road and aircraft, including small airplanes and helicopters, to sites throughout the year.

The work is mainly performed in and around airports and requires carrying out duties, often at remote locations (e.g. arctic, bush, mountains) under difficult physical conditions, in all types of weather (e.g. -40C with exposure to extreme wind chill factors, +40C, with exposure to sunlight), and where a large variety of vehicles are in constant motion. The work environment involves continual exposure to noise, jet intake, whirling propellers and flying debris. In addition contact and possible exposure to all types of dangerous goods (Radioactive, Infectious Substances, Flammable liquids/gases, Toxic/poisonous and Corrosive products and Explosives) are always part of the work environment.

Work involves sitting for periods of time in front of a computer reading or entering data in the office or while on travel status (in hotel and aircraft) which results in exposure to glare from video screen.

(16) Risk to Health

(16) Risk to Health

The work involves safety hazards in working around aircraft with regular exposure to noise, fumes, flying debris; all types of dangerous goods (explosives, gases, flammable liquids, radioactive materials, infectious substances); hazards associated with freight warehouses, package sorting facilities; aircraft maneuvering areas, sea plane docks and aircraft maintenance facilities, all of which collectively account for considerable exposure to physical risk in the work environment.

The work involves risks associated with frequent flying in aircraft and exposure to environmental factors such as cockpit noise, extremes of temperatures, fatigue, jet lag and the psychological pressures of working in a demanding industry and extended travel requirements, causing disruption to family life. Collectively these elements pose significant risk to health, which may lead to burnout and stress related illnesses.

The requirement to work long hours and in extended travel status causes disruption/stress in family life. The requirement to provide audit and inspection activities in all weather conditions and a high profile environment which can be subject to media scrutiny, combined with dealing with highly contentious issues on a regular basis can result in stress and physical related illnesses.

Traveling in countries where the living conditions are deficient can cause sickness that can affect the health of the individual.

The requirement to sit in front of a computer reading and entering information may result in back, hand- wrist and eye strain.

INTENTIONALLY

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WORK DESCRIPTION

TCLC016

Inspector, Dangerous Goods

Department/Agency:

Section:

Division: Com. & Bus. Aviation

Branch: Civil Aviation

Geographic location:

Security clearance

Language requirements:

Departmental use:

Immediate supervisor:

Version: Draft

Date last updated: 1999-12-9

Classification:

Effective Date of Decision:

Model identifier:

Client-Service Results

CLIENT-SERVICE RESULTS

Safety compliance inspection, audit and investigation and enforcement of those persons handling, offering for transport or transporting with respect to the regional Aviation Transportation of Dangerous Goods and Civil Aviation programs.

Key Activities

- KEY ACTIVITIES
- Audits, inspects and investigates and recommends enforcement action in suspected and/or

- reported infractions of the Transportation of Dangerous Goods Act (TDGA) and the Aeronautics Act (AA), and acts as audit manager and/or team leader for regional and national audits.
- Enforces compliance with Transportation of Dangerous Goods Regulations (TDGR's) and International Civil Aviation Organization Technical Instructions For the Safe Transport of Dangerous Goods by Air (ICAO TI's), Canadian Aviation Regulations (CARs) through the exercise of Ministerial delegations of authority.
 - Conducts investigations of dangerous goods occurrences, interrogates suspects, interviews witnesses, prepares reports of findings, and conducts follow-up evaluations.
 - Initiates prosecution action and serves as an expert witness before judicial and/or quasi judicial proceedings.
 - Evaluates and recommends approval of certain Air Operators documents (e.g. operations manuals and training manuals/programs) pertaining to transportation of dangerous goods.
 - Conducts internal/external investigations on contentious and sensitive compliance and/or public complaint issues.
 - Provides regulatory interpretation and advice to regulatory authorities (federal, provincial private industry, interest groups, aviation professionals and the general public.
 - Participates in the development of national operational safety regulations and standards.
 - Represents the Department at meetings and committees with air operators, and regional, national, international enforcement agencies and professional associations.

Employee's statement:

I have been given the opportunity to comment on this work description.

Employee's signature

Date

Supervisor's statement:

This work description accurately describes the activities and demands of the position.

Supervisor's signature

Date

Authorization:

Manager's signature

Date

Work Characteristics

Responsibility

(1) Information for the Use of Others

(1) Information for the Use of Others

Provides advice, guidance and recommendations on matters pertaining to the TDGR's, ICAO TI's, Canadian Aviation Regulations (CARs) and safety compliance issues. Information is provided to applicable Air Operators, shippers, importers and handlers of dangerous goods and is used to comply with regulatory requirements and to improve overall aviation safety and commercial efficiency.

Conducts research and provides technical advice and guidance to management regarding the development of TDGR's, ICAO TI's, CARs and applicable standards and guidance material. Advice and guidance regarding legislation deficiencies and/or amendments is provided to management. Legislation is used by Air Operators and the aviation community to provide and improve upon operations.

Develops and writes detailed audit inspection and investigation reports as well as court briefs. Information is used by the convening authority to assess the document holder's ability to conduct operations and, if necessary to assist in prosecution (in areas of non-compliance). The information is also used by Air Operators and applicable stake holders to develop corrective action plans.

Collates information and data following the investigation of contentious and sensitive non-compliance situations. This information is used to respond to public inquiries/complaints (e.g. air operator safety issues), and provides input to responses to Ministerial inquiries and those emanating from all levels of government, the media and/or those who handle, offer for transport or transport dangerous goods. This information serves to keep the public informed, and contributes to formulation by the Branch of responses to politically sensitive issues.

Researches, gathers and analyzes information reports and data resulting from the audit and inspection of domestic and foreign air operators and those who handle, offer for transport or transport dangerous goods to identify patterns and trends in non-compliance occurrences. This information is used by the Superintendent and senior management to identify areas requiring improved communications and guidance materials, and to determine if additional measures are required such as more comprehensive audit on the performance of air operators and/or parties involved.

Provides interpretation of the TDGR's, ICAO TI's, CARs and standards and of other Transport Canada legislation and regulations to industry stakeholders to clarify intent and resolve problems of applications, and promotes aviation safety awareness through presentations and consultations with the aviation public at large.

Participates in the development of, and delivers training sessions relating to Commercial and Business Aviation, Transportation of Dangerous Goods. This training makes up a part of the larger scale aviation training programs and is provided to peers, managers, industry officials and air operator personnel. Information is used to increase awareness of Commercial and Business Aviation safety

operations and contributes to a better general understanding of the transportation of dangerous goods.

Conducts/participates in the monitoring, auditing accreditation and recommending for approval the of air operators' Transportation of Dangerous Goods training programs and operations Manual Chapter for Dangerous Goods. This information, advice and guidance is used by air operators to confirm and/or adapt the content of training programs developed to meet Transport Canada regulations.

In situations of non-compliance, interviews witnesses, interrogates suspects, obtains statements and evidence and compiles factual reports and court briefs. This information is used by legal counsel to initiate prosecutions, by Crown Attorney at disclosure hearings, and contributes to the resolution of case.

(2) Well-Being of Individuals

(2) Well-being of Individuals

N/A

(3) Leadership of Human Resources

(3) Leadership of Human Resources

Manages multi-disciplinary (aircraft operations/maintenance and manufacturing/cabin safety/occupational safety and health/transportation of dangerous goods, etc.) audit teams (regional and/or national), inspections, investigations and special projects. This involves developing the work plan, recommending audit team membership and resource levels, and coordinating, organizing and supervising team members. Within the work team, the work involves providing guidance and advice to inspectors, reviewing the work of colleagues, and preparing reports.

Organizes and delivers technical training sessions to colleagues, air operators and other stakeholders and the public in own area of specialization.

Trains and evaluates the work of new employees by providing technical and administrative guidance. Recommends additional training when appropriate. This responsibility is shared with colleagues.

(4) Money

(4) Money

A. Planning and Controlling

Provides input into the development of the divisional budget through the identification and provision of estimates for specific inspection, audit and investigation activities, tools, training and course offerings.

Analyzes, develops and provides cost recovery estimates to stakeholders..

As an audit or project manager the work involves the forecasting and tracking of expenditures within a pre-approved allocation of funds.

B. Acquiring Funds

N/A

C. Spending Funds

As audit manager, administers with discretion the expenditures for the audit which includes overtime, travel, supplies, printing and equipment rentals within the allocated budget.

Custody and use of a telephone calling card and a government of Canada credit card for official expenditures (including expenditures relating to vehicle maintenance/repair), and uses travel funds while in travel status.

(5) Physical Assets and Products

(5) Physical Assets and Products

Operation, care custody and security of radioactive detection meters and sampling equipment including their maintenance and calibration. These objects can be replaced through a supplier but costly.

Custody and safe keeping of seized sensitive documentation and evidence when conducting audits, inspections, investigations, incidents or complaints. Documentation and evidence for use at judicial and quasi judicial proceedings is original and is irreplaceable.

Custody of materials having proprietary commercial value to the authors/owners (e.g. technical information, training documentation and other intellectual property). Material is difficult to replace as it is often original documentation.

Custody and use of departmental vehicle when traveling to perform duties; the custody and use of cellular phone, government calling and credit card. Objects can be replaced through a supplier, however considerable time and effort is required to do so. Vehicles are replaceable but expensive.

Operates, maintains and cares for a laptop/notebook computer and related software/peripheral equipment (printers, scanners, cameras, etc.) Used in the performance of duties. These object can be replaced through a supplier but costly.

Care and custody of departmental hard copy files and protected information which is not replicated any where else. This information can be reconstructed but at great expense and time.

(6) Ensuring Compliance

(6) Ensuring Compliance

Recommends approval of certain Air Operator documents when compliance is observed (certification

process, exemptions, concessions, special authorizations) for right and benefit to operate.

Conducts audits, inspections and investigation activities to ensure compliance with Canadian and international legislation (e.g. TDG Act, ICAO TI's, Aeronautics Act, Canadian Aviation Regulations and standards, CFR) related to aviation safety. Has full authority to take immediate action where there is reason to believe there exists an immediate threat to safety, and to take decisions on corrective action required to meet compliance. This includes detention and seizure of aircraft and suspension of authorities.

There is significant latitude to interpret the requisite regulations and determine the appropriate compliance action. Decisions taken can be precedent setting and the implementation of an action plan can have a significant financial impact to an operator.

Skills

(7) Job Content Knowledge

(7) Job Content Knowledge

Physical, chemical and toxicological properties of dangerous goods, the risks associated with each and related safety procedures; the technical and industrial safety aspects of the handling, containment and transporting of these goods (e.g. compressed gas cylinders, portable tanks, aircraft refueling vehicles); securement of dangerous goods, fire suppression systems and other safety features and maintenance standards including the relationship of dangerous goods cargo holds to passengers and crew. This information is critical to ensure the safe importing, handling, offering for transport and transporting of dangerous goods.

Knowledge of design and configurations of a large variety of aircraft (e.g. Airbus, Boeing, Bombardier, Piper), to determine if dangerous goods and passengers may legally be carried on the same flight.

Security screening procedures and security screening equipment operation and capabilities, and the operation, maintenance, calibration and securement of a variety of measuring equipment for use when conducting inspections and investigations.

Investigative techniques, and observation, analytical and conflict resolution skills to identify regulatory and compliance infractions; evaluate impact; take corrective action and/or resolve compliance problems and conflicts with stakeholders; to develop solutions to aviation safety issues and stakeholders concerns, often of a unique nature, and to determine the immediate response to emergencies.

Methods, techniques and practices involved in providing training and briefing sessions, including the use of classroom teaching aids in order to assess, recommend for approval and deliver training sessions.

Project and priority management skills combined with the methods and techniques involved in conducting comprehensive audits and inspections to lead projects and/or participate in national working groups and audits; to plan, organize and implement audit and inspection programs, and to prepare work plans.

Knowledge, skill and experience to review, assess and approve the effectiveness of operators administrative policies, operational procedures, personnel training manuals, minimum equipment lists and amendments to manuals as they pertain to the transportation of dangerous goods.

Methods, techniques and practices of gathering and safeguarding evidence for use in court proceeding; courtroom decorum and the practices involved in presenting evidence as subject matter expert witness before judicial or quasi judicial proceedings.

Presentation techniques and interpersonal skills to represent the Department at meetings and committees; to deliver clear and comprehensible presentations to various audiences within the aviation community, and to respond to public inquiries/complaints.

(8) Contextual Knowledge

(8) Contextual Knowledge

A. Work Unit

The organization, focus, mandate, environment, administrative processes and key players of the work unit to lead projects; to conduct regulatory inspection, audit, and certification activities; to make recommendations for change in unit processes and procedures, and to provide services with respect to Air Operators in accordance with operational objectives.

B. Department

Role, vision and mandate of Transport Canada and its organization, operations, policies, programs, responsibility and structure, including interrelationships with other government departments and the aviation community, and the enabling authority and obligations inherent in the position of Civil Aviation Safety Inspectors to carry out the duties and responsibilities of the position, and to respond to public inquiries. Also required is a knowledge of the political/social/cultural climate, to gauge the departmental opinion and receptivity to the applicable rules and regulations.

C. Other Departments

Knowledge (contacts, structures) of other departments having jurisdiction/interests and where there is interface or overlap in the aviation field (e.g., International Trade, CTA, HRDC, RCMP, Justice, Federal and provincial Environmental regulations etc.) to participate in the development and implementation of Agreements.

Mandate, authority and organization of regulatory agencies such as the Transportation Safety Board. This knowledge is required in order to participate in accident investigations, provide expert witness input at hearings and to ensure implementation of TSB recommendations.

D. Canadian Public and Private Sectors

Comprehensive knowledge and understanding of the air transportation industry, its operations, past audit and inspection history, safety record, management practices, personnel and local environment. This knowledge is essential to evaluate regulatory, technical and legal developments as they affect the industry and their compliance with TDGR's, ICAO TI's, CARs and Standards; to conduct regulatory inspections audits and investigations/enforcement; recommend approval of training programs, and to provide input into the development of appropriate safety standards.

Organizations/representatives of dangerous goods manufacturing, packaging and distribution industry, as well as emergency response agencies laboratories, training and consulting companies their procedures, capabilities and expertise in order to apply this knowledge when planning and overseeing inspections, audits, investigations and enforcement.

E. International and Private Sectors

Agreements and/or MOUs signed with other countries; recognition of civil aviation practices, state and operator variations in other countries; international treaties and agreements such as international organizations such as the International Civil Aviation Organization, the Federal Aviation Administration (USA), Joint Aviation Authority (Europe), etc; to understand their implication on the civil aviation industry and related regulation in Canada, and to evaluate and recommend proper courses of action concerning aviation safety during regulatory oversight and enforcement activities.

International aviation authorities in order to provide/exchange information on matters related to aviation safety, as applicable to domestic and international users.

F. Legislation/Regulations

Aeronautics Act, Canadian Aviation Regulations and standards, TP documents, ICAO TI's standards and recommended practices, Transportation of Dangerous Goods Act, Explosive Act, Provincial and Territorial Dangerous Goods Acts, and a knowledge of operational manuals for application in audit and inspection activities.

International Agreements and Conventions that apply to the air transportation industry, (such as the ICAO Convention, NAFTA regulations, Federal Aviation Regulations, CFR 49) to effect regulatory compliance.

Central Agency guidelines and regulations that apply to public administration such as Financial Administration and related travel directives, Access to Information, Privacy, and Official Secrets acts, policies and procedures that impact on the work or regional operations.

(9) Communication

(9) Communication

A. Communications In

Listening and auditory skills for day-to-day interaction with air operators; to understand the meaning and content of discussions and to receive and transmit clear and concise messages on complex technical topics. This also includes a sensitivity to non-verbal communications.

Listening skills and the requirement to interpret body language are required when investigating incidents/potential infractions; when interviewing personnel; when correctly interpreting inquiries from the public; when negotiating corrective actions; when chairing meetings, and when acting as presenting officer and/or when giving expert testimony before judicial or quasi judicial bodies. Skills are required to identify subtle changes in verbal delivery to understand the meaning and intent of questions/concerns. Interaction requires diplomacy and tact when individuals are angry and upset and have difficulty understanding matters relating to aviation safety and operating procedures, and who may have difficulty speaking English or French.

Reading skills to understand, interpret and assimilate information from a range of documents such as acts and regulations, engineering and technical documentation, publications, policies, guidelines and directives to maintain a thorough understanding of the aviation industry and to determine the relevance and applicability of new safety standards and approaches to the delivery of inspection services. The volume of materials combined with the speed of change makes these tasks difficult.

B. Communication Out

Writing, presentation and public speaking skills are required to prepare court briefs training and awareness presentations, regulatory investigation, inspection and audit reports; to explain findings, conclusions and recommendations to stakeholders, colleagues and senior managers; to negotiate cooperation during inspections, and to provide subject matter expert testimony in judicial or quasi-judicial proceedings. The communications must be carefully structured to simplify complex technical matters so as to be meaningful to both technical and non-technical audiences, and to convey information, provide explanations, influence, persuade and gain cooperation.

Speaking and writing skills are required to respond to inquiries from all levels of government (federal/provincial/municipal), the general public and the media, and to negotiate corrective action with industry officials where non-compliance is identified. This is performed with the added difficulty of conveying complex technical issues in a language that is clear and precise to audiences with varying degrees of technical knowledge and understanding of the subject matter.

Writing skills are required to develop a variety of technical and non-technical reports or prepare non-technical interpretations of technical reports, and to produce Ministerial authorities pursuant to TDGR's, ICAO TI's, CARs. These documents have to be well structured, comprehensive in content and the information must be conveyed in common, easily understood language.

Concise and clear speaking skills are required when conducting checks and inspections in high noise level environments such as hangar, warehouse and shop facilities.

Facilitation and speaking skills are required to provide detailed, clear, safety briefings to air operators, other stake holders and working groups composed of members with varying backgrounds, and to provide information and advice to provincial/municipal government officials and other provincial and national authorities on aviation safety. This involves quickly gaining an understanding and

appreciation of audiences' concerns and environments and encouraging open communication. This requires the interpretation of body language.

(10) Motor and Sensory Skills

(10) Motor and Sensory

Dexterity and coordination is required for accessing and moving about aircraft, vehicles, warehouse and sorting facilities and aviation ramps and facilities while conducting in-depth inspections or investigations in all weather and traffic conditions.

Sense of smell hearing and touch to detect, identify and react immediately to hazardous fumes or explosive, flammable, corrosive, noxious vapour, gases or toxins such as fuel, oil, solvents or other dangerous materials that may be present at inspection/ investigation sites.

Manual dexterity and coordination skills are required in the operation of a personal computer and other office equipment.

The operation of a motor vehicle is a basic requirement for the provision of inspection services.

Effort

(11) Intellectual Effort

(11) Intellectual Effort

Intellectual effort is required to plan, organize, manage and conduct inspection and audit programs; to evaluate the adequacy of methods, systems, procedures and practices applicable to the conduct of regulatory inspection, audit and approval activity, and to develop improved inspection methods to meet evolving needs. Effort is increased by the requirement to coordinate inspection activities with other federal, provincial and municipal agencies and/or organizations such as Surface Regional Dangerous Goods Organization, Atomic Energy Control Board, Customs Canada and Environment Canada.

Effort is required to produce detailed analytical, constructive and technical audit reports of findings, and to develop and recommend revisions and updates to improve methods, systems, procedures, standards, manuals and guides. Challenging constraints include competing priorities, concurrent demands and limited time frames.

Effort is required when detaining aircraft, vehicle or dangerous goods consignments when regulatory requirements are not met or where threat to safety exists, and taking enforcement action in cases of contravention of regulations. This involves assessment of TDG Act and Regulations, ICAO TI's, CARs provisions not met, and assessment against standards.

Interprets regulations in the field without reference to documents or other assistance. Determines the accuracy and credibility of a large number of findings and records, the significance of and inter-relationships between particular facts and findings, and the most appropriate legal interpretations and precedents to apply to the facts. Information is often time-sensitive and difficulty of effort increases to assess the safety of a situation and make a determination for immediate action or with little or no delay.

Effort is required when evaluating applications for deviation and exemptions to regulations and standards, policies and directives. Constraints include balancing safety with public interest and finding equivalent levels of safety.

Effort is required when summarizing data and information for inclusion in Ministerial correspondence, briefing notes and media lines on issues relating to the transportation of dangerous goods, and when evaluating and developing recommendations for new and/or revisions to TDGR's, ICAO TI's, CARs, standards, policies and procedures and guidance material pertaining to the transportation of dangerous goods.

Reviews and evaluates operational manuals, training manuals and standard operating procedures. These documents must be verified for compliance with legislation, regulations and departmental policies and guidelines. Identifies deficiencies, recommends for approval/rejection operational manuals and programs; applies interpretation of TDGR's, ICAO TI's, CARs to provide feedback and recommendations for corrective action/options for solution. Constraints include reluctance of air operators to comply, time constraints, resource shortfalls, and conflicting priorities.

Effort is required to defend the validity of the inspection/investigation results and negotiate corrective action to ensure action in situations of non-compliance. Intellectual effort increases to determine the facts in situations where uncooperative clients (e.g. upset and irate) present information in a manner intended to deceive.

Acts as expert witness at judicial and quasi judicial proceedings. Evidence must be presented in a clear and concise manner and sometimes summarized for audiences of varying aviation knowledge. Effort is required to establish credibility as an expert witness and to respond to questioning in an accurate and unbiased manner. Testimony is given under pressure from crown or defense counsel

(12) Sustained Attention

(12) Sustained Attention

Sustained auditory and visual attention is required when monitoring passenger check-in procedures and passenger screening with regard to carry-on and checked baggage to ensure compliance. This is made more difficult by frequent distractions at airport terminals, the traveling public, airline employees and airport security personnel.

Sustained attention is required to compare two or more identical documents submitted by air operators and to review these documents for compliance with regulatory requirements (e.g TDGR's, ICAO TI's). This activity allows for minimal tolerance in attention with limited distraction and accounts for

approximately 10% of the work time.

Sustained attention is required when receiving information in judicial and quasi judicial proceedings, to understand the intent of questions and respond appropriately in spite of frequent interruptions from opposing counsel. Although distractions are limited there is no tolerance for lapse in attention at sessions while on the stand. There is no control over time spent in session or frequency.

Operating a motor vehicle for up to 5 hours at a time requires sustained attention with no tolerance in lapse in attention to prevent accidents. This is made more difficult by the prevailing traffic, weather, road conditions and pedestrians. This represents approximately 10% of work time with no tolerance for lapse in attention.

(13) Psychological/Emotional Effort

(13) Psychological/Emotional Effort

Effort is required to maintain composure and remain professional when enforcing regulations, policy and guidelines that may not be accepted by air operators or others who import, handle, offer for transport or transport dangerous goods by air; when there is resistance to compliance due to economic implications; when safety is a consideration and result in non-compliance evaluations, and/or when stakeholders fail checks or evaluations. There is no control over how stakeholders choose to express their anger and hostility, and there is no control over the timing, frequency or duration of these situations.

Psychological and emotional effort is involved to remain calm, composed and emanate a professional demeanor when conducting compliance or accident investigations; when being called upon to audit or inspect person or company following an accident involving casualties. These situations

involve seeing and hearing all details of disturbing and often gruesome sights/facts and dealing with company staff who are emotionally affected which impacts on the functioning of the audit or inspection. There is no control over the frequency or duration of these occurrences.

Effort is required to think clearly and logically while working under stress. Stress may build in situations where senior staff must be briefed, and when called upon to respond to questions raised in the House of Commons, by the media and the general public on sensitive issues of public interest (e.g. accidents causing loss of life). These situations and frequency are outside the incumbent's control.

(14) Physical Effort

(14) Physical Effort

Conducting inspections, audits and investigations involves walking and standing for periods of up to 5 hours at a time and working in awkward positions (i.e. bending), as well as climbing and crawling into aircraft, over or through unit load devices and bulk packages, and can involve the

wearing of safety/protective equipment when inspecting or investigating non-compliance's or accidents.

Working at various out of office locations requires the transportation and carrying of personal luggage, heavy briefcases containing manuals/documents, laptop computers/printers. These items must be transported between the office, airports, hotels, cars and air operator facilities. Inspection and audit activities represent approximately 40% of work time and most require handling these items daily.

The work requires lifting and manipulating heavy packages and drums and their contents while reducing the exposure to known or suspected dangerous goods.

The work involves significant travel time and long periods of time sitting in confined spaces in ground vehicles and in aircraft. Required to travel to inspection sites 2 to 3 days each week.

Working Conditions

(15) Work Environment

(15) Work Environment

A. Psychological

The work involves operating in a high profile, technologically fast moving industry with constant media scrutiny, and the obligation to regulate safety on behalf of the Minister of Transport. Audit and inspection activities are performed under tight time lines and in an environment where priorities are constantly changing. Work conditions which may cause psychological discomfort include: a) the danger of being exposed to unknown hazards from undeclared or improperly packaged or handled dangerous goods, b) conducting audit and inspections involving exposure to complaints and criticisms when gathering evidence in the field and dealing with distressed, angry and confrontational people, c) appearing before judicial and quasi-judicial bodies and other committees, d) travel away from home and family for periods of one to two weeks at a time, often on short notice and to remote locations, and e) dealing with air operators' defensive and/or emotional reactions to the loss of revenue in negative audit/inspection outcome situations. emotional reactions to the loss of revenue in negative audit/inspection outcome situations. f) Conducting complex technical investigations in all types of conditions

B. Physical

The work climate is demanding in terms of the wide geographic dispersion of stakeholders and the subsequent need to travel by road and aircraft, including small airplanes and helicopters, to sites throughout the year.

The work is mainly performed in and around airports and requires carrying out duties, often at remote locations (e.g. arctic, bush, mountainous) under difficult physical conditions, in all types of weather (e.g. -40C with exposure to extreme wind chill factors, +40C, with exposure to sunlight), and where a large variety of vehicles are in constant motion. The work environment involves continual exposure to

noise, jet intake, whirling propellers and flying debris. In addition contact and possible exposure to all types of dangerous goods (Radioactive, Infectious Substances, Flammable liquids/gases, Toxic/poisonous and Corrosive products and Explosives) are always part of the work environment.

Work involves sitting for periods of time in front of a computer reading or entering data in the office or while on travel status (in hotel and aircraft) which results in exposure to glare from video screen.

(16) Risk to Health

(16) Risk to Health

The work involves safety hazards in working around aircraft with regular exposure to noise, fumes, flying debris; all types of dangerous goods (explosives, gases, flammable liquids, radioactive materials, infectious substances); hazards associated with freight warehouses, package sorting facilities; aircraft maneuvering areas, sea plane docks and aircraft maintenance facilities, all of which collectively account for considerable exposure to physical risk in the work environment.

The work involves risks associated with frequent flying in aircraft and exposure to environmental factors such as cockpit noise, extremes of temperatures, fatigue, jet lag and the psychological pressures of working in a demanding industry and extended travel requirements, causing disruption to family life. Collectively these elements pose significant risk to health, which may lead to burnout and stress related illnesses.

The requirement to work long hours and in extended travel status causes disruption/stress in family life. The requirement to provide audit and inspection activities in all weather conditions and a high profile environment which can be subject to media scrutiny, combined with dealing with highly contentious issues on a regular basis can result in stress and physical related illnesses.

Traveling in countries where the living conditions are deficient can cause sickness that can affect the health of the individual.

The requirement to sit in front of a computer reading and entering information may result in back, hand- wrist and eye strain.

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C&BA Dangerous Goods Inspector - OJT Check List			
SECTION NUMBER	SECTION NAME	TRAINER	DATE & SIGNATURE
1.	ADMINISTRATION		
	i) Introduction of personnel, familiarization with Division/C&BA, layout and briefing on building facilities, fire alarm/exits/doors and filing cabinet combinations, if applicable.		
	ii) Building Security: <ul style="list-style-type: none"> • Transport Canada Building Pass 		
	iii) Documentation: <ul style="list-style-type: none"> • Travel Authority and Advance Form procedures for completion; standing advance, if applicable. • American Express Credit Card procedures to obtain; procedures for use. • Travel Expense Claim procedures for completion- domestic; procedures for completion- international- • Long Distance Telephone Calling Card procedures for use. • Extra Duty Report Form procedures for completion. • Leave Application and Absence Form procedures for completion. • Emergency contacts 		
	iv) Performance Review and Assessment of Potential Program/Training/Language Evaluation: <ul style="list-style-type: none"> • General overview • Training requests for fiscal year 		
	v) Correspondence Procedures: <ul style="list-style-type: none"> • File Numbers, Signature Blocks • Due Dates – if applicable • Internal • External • Coordination procedures • Ministerials, Briefing Notes, Question Period Notes • Electronic (Facsimile, E-Mail) 		
	vi) Administration <ul style="list-style-type: none"> • Telephone: <ul style="list-style-type: none"> - Telephone Lists, Review applicable lists - Use of telephone system - Collect Calls 		

C&BA Dangerous Goods Inspector - OJT Check List			
SECTION NUMBER	SECTION NAME	TRAINER	DATE & SIGNATURE
	<ul style="list-style-type: none"> - Calls from Media - Use of Netscape for locating telephone numbers • Filing System: <ul style="list-style-type: none"> - Confidential files and documents - Section/Branch files - Temporary docket; - Routing symbols and handling - electronic filing of documents on the shared drive vii) Computer: <ul style="list-style-type: none"> • E-Mail; (CADORS, CANUTEC, Powerpoint, Word, Excel) • RDMIS Training • Related computer programs • Dangerous Goods Module, NACIS II Training • Operational Work Plan; (ARASS – FOIPD, Clientele Database) 		
2.	ORGANIZATION OF TRANSPORT CANADA		
	i) General Organization and use of designators: <ul style="list-style-type: none"> • Minister of Transport • Deputy Minister • Assistant Deputy Minister • Safety and Security • Civil Aviation • Commercial and Business Aviation 		
3.	DANGEROUS GOODS PROGRAM – INTRODUCTION		
	i) Role within Transport Canada - General briefing:		
	ii) Organization: <ul style="list-style-type: none"> • National • Regional 		
	iii) C&BA Member & DG Member: <ul style="list-style-type: none"> • Role <ul style="list-style-type: none"> - Standards/Operations - General Responsibilities - Interfacing with other Inspectors/other Divisions, Branches, Directorates - Training Plan (CAD 7, C&BA Dangerous Goods Inspector’s Manual - Priorities and Mandate 		
	(iv) Delegation of Authority: <ul style="list-style-type: none"> • Inspector’s Credentials • Department of Transport Official Credentials • Transport Canada Airport Facility Pass 		
4.	INTERNATIONAL CIVIL AVIATION ORGANIZATION (ICA0)		
	(i) Convention on Intemational Civil Aviation Annex 18:		

C&BA Dangerous Goods Inspector - OJT Check List			
SECTION NUMBER	SECTION NAME	TRAINER	DATE & SIGNATURE
5.	REGULATION DOCUMENTS		
	i) Domestic and International Regulatory Documents: <ul style="list-style-type: none"> • The Aeronautics Act; • The Canadian Transportation Act • The Transportation of Dangerous Goods Act, 1992 • The Transportation of Dangerous Goods Regulations and International Civil Aviation Organization Technical Instructions • Canadian Aviation Regulations (CARs) • Permits of Equivalent Level of Safety • Overflight Procedures • Aviation Occupational Safety & Health Regulations • Code of Federal Regulations - Title 49 • Evidence Act • Criminal Code 		

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Calibration of devices

- Health Canada (HC), Bureau of Radiation Devices – Survey Meter Calibration (contact for calibration or have calibration procedures)
- Industry Canada, Measurement Canada – Calibration of measuring devices (contact for calibration requirements)

Identification of Dangerous Goods Hazards

- Shipper
- Consignee
- CANUTEC (996-6666 or *666)
- Infectious Substances (1-800-545-7661) – HC and/or Canadian Food Inspection Agency (CFIA)
- Radioactive Materials – Canadian Nuclear Safety Commission (CNSC)
- Ottawa (613)947-2054
- Calgary (403)292-5181
- Laval (450)667-6360
- Mississauga (905)821-7760

Sampling and Testing

- **Dangerous Goods in Transport**
 - Royal Canadian Mounted Police (RCMP) Forensic Science Laboratories
 - Halifax, 3151 Oxford St., N.S., B3K 5L9 (902)426-8886
 - Regina, Box 6500, Sask. S4P 3J7 (306)780-5807
 - Ottawa, 1200 Vanier Parkway, Ont. K1A 0R2 (613)998-6025
 - Winnipeg, 621 Academy Rd. Man. R3N 0E7 (204)983-5906
 - Edmonton, 15707-118 Ave. Alb. T5J 1B7 (403)451-7400
 - Vancouver, 5201 Heather St., B.C. V5Z 3L7 (604)264-3400
 - HC, Office of Biosafety
 - Bioterrorism, Hoax, Infectious Substances Release (RGIV) 1-800-545-7666

If other organizations are to be selected to sample and test dangerous goods they must demonstrate they meet the RCMP and HC Sampling and Testing Protocol (ISO17025).

Air Sampling and Testing

- Human Resources Development Canada (HRDC) – Occupational Health and Safety (OHS) Investigation and Air Sampling, HRDC Designated Safety Officer
- The Hazardous Occurrence Investigation Report must be used.
- Employer must investigate and if required contact HRDC.
 - HRDC Regional Industrial Hygienist
 - Ottawa (613)990-8423 (National Laboratory)
 - Atlantic (506) 851-2173
 - Québec (514) 982-2384
 - West (204) 983-7247

If other organizations are to be selected for air sampling and testing they must demonstrate they meet HRDC Sampling and Testing Protocol National Institute for Occupational Safety and Health – (NIOSH).

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**ANNEX K
SAMPLING PROTOCOL**

To Be Developed

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Item	Reference	Result
P-1 Identify any outstanding Audit Findings respecting the last audit.	N/A	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
P-2 Determine the current type of operator service and identify any changes since the last audit.	N/A	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
P-3 Review prior company records to establish compliance history.	N/A	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
P-4 Review dangerous occurrence reports, where applicable.	N/A	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
P-5 Determine if the company currently has any permits and if they received additional permits since the last audit.	N/A	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
P-6 Review manual and determine if there has been any amendments to the dangerous goods section of the company operations manual.	ICAO 7;4.1	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
P-7 Determine if the company has a Transport Canada approved dangerous goods training program.	ICAO 1;4.1	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
P-8 Determine if the training program reflects all regulatory or operational amendments.	ICAO 1;4.2	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA

ANNEX L
AUDIT PROCEDURES CHECKLIST

Item	Reference	Result
A-1 Determine if the Operations Manual is available to company personnel as required.	ICAO 7;4.2	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-2 Determine if the company's acceptance procedures are in compliance with the regulations.	ICAO 7;1	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-3 Determine if the airway bill procedures are in compliance with the appropriate regulations.	ICAO 5;4.3	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-4 Determine if the Shipper's Declaration completion procedures are in compliance with the appropriate regulations.	ICAO 5;4.1 TDGR 4.4(2) & (3)	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-5 Determine if the Pilot Notification System procedures are in compliance with the appropriate regulations.	ICAO 7;4.1	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-6 Determine if exemptions, if any, to the use of airway bill, Shipper's Declarations and Pilot Notification documents are properly applied.	TDGR 2.10	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-7 Determine if a reporting system exists to identify undeclared or misdeclared dangerous goods.	ICAO 7;4.5 TDGR	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-8 Determine if shipping documents are retained for two years.	TDGR 4.27	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA

ANNEX L
AUDIT PROCEDURES CHECKLIST

Item	Reference	Result
A-9	Verify the company has the proper dangerous occurrence procedures in place. TDGR 9.13, 9.14 ICAO 7;4.6	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-10	Verify the company's storage and loading procedures are in compliance with the regulations. ICAO 7;2	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-11	Determine that ticketing/ cargo personnel (including agents) are complying with the regulations. ICAO 7;3	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-12	Determine that pilots have been supplied with appropriate information regarding emergency response and dangerous occurrence reporting. ICAO 7;4.8 TDGR 9.12	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-13	Determine that the company is in compliance with the requirements for provision of information. ICAO 7;5.1.2	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-14	Determine that passenger check-in procedures are in compliance with the regulation. ICAO 7;5.2	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-15	Determine that copies of the applicable regulations are available. Operators Manual	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-16	Determine the capability of the carrier to replace lost or stolen safety marks. ICAO 7;2.6	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-17	Determine if untrained personnel, who are handling, offering for transport and transporting, are appropriately supervised. TDGR 9.2(b)	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA

Item	Reference	Result
A-18 Does the company's dangerous goods training program match the Transport Canada approved program?	ICAO 1;4.2	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-19 Verify that all employees, who handle, offer for transport and transport, are trained.	TDGR 9.2	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-20 Verify that trained employees are able to produce certificates of training upon request.	TDGR 9.5	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-21 Determine that the certificates of training contain the required information.	TDGR 9.3 (A), (B) and (C)	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA
A-22 Determine that the company has a record of training for trained employees on file.	TDGR 9.6	<input type="checkbox"/> OK <input type="checkbox"/> FDG <input type="checkbox"/> NA

Items Certified - Completed by: _____

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**ANNEX M
TRANSPORTATION OF DANGEROUS GOODS
AVIATION INSPECTION AND COMPLIANCE
CHECKLIST**



AIR TRANSPORTATION OF DANGEROUS GOODS INSPECTION AND COMPLIANCE REPORT		INSPECTION DATE:	
FILE NO.:	AERODROME:	REPORT NUMBER:	REGION:
FILE NO.:	COMPANY NAME:	INSPECTOR:	
COMPANY LOCATION:			

1. ARASS

14D01 INITIAL REV. D.G. CHAPTER OPS. MAN.	14D02 AMEND/REV D.G. CHAPTER OPS. MAN.
14D03 REV. INITIAL/RECURR. AIR OPER. DG TRNG	14D10 SURVEILLANCE OPERATION
14D14 SHIPPER FACILITY INSPECTION	14D15 INVESTIGATIONS (OFFICER DAYS)
14D16 PREP/PART. COURT HEARINGS (OFFICER DAYS)	14D18 PREP/CONDUCT PUBLIC AWARENESS PRES.
14D19 OPERATIONAL LIAISON	14D20 SPEC. OPS. WORK ASSIGNMENT (OFFICER DAYS)
14D21 PREPARE FOR CONF./WORKSHOP(OFFICER DAYS)	14D22 CONDUCT MAINT.-INSP. TECHNIC. EQUIP.
14D28 SEASONAL OPERATOR AUDIT	14D29 YEAR ROUND OPERATOR, SINGLE BASE, AUDIT
14D30 YEAR ROUND OPERATOR, MULTI BASE, AUDIT	14D31 RANDOM RAMP INSP. - INTERNATIONAL AIRPORT
14D32 RAND. RAMP INSP. OTHER INTERNATIONAL A/P	14D33 PASS./BAG. HANDLING FACIL. INSP. - INTERN. A/P
14D34 PASS./BAG. HANDLING FACIL. INSP.-A/P OTHER INT/A	14D41 CONTACT INSPECTION
14D42 ANNUAL BIL. FACTOR (PER OFFICER)	14D43 COMPLETIONS MONITOR DG TRNG. PROGRAM
14D44 ACTUAL DAYS MONITOR DG TRNG. PROGRAM	14D45 REGULATORY INTERPRETATION
14D46 ACCESS TO INFORMATION (OFFICER HOURS)	14D47 ACCESS TO INFORMATION(SUPPORT HOURS)
14D48 MINISTERIAL/SENIOR MANAGEMENT INQUIRIES	14D49 REV. HQ DRAFT PROP/REGS/POL/STDS(OFFICER HOU
14D50 PARTICIPATE IN NATIONAL QA REVIEWS(OFFICER D	14D51 PREP. PRES. TRNG. MATERIALS(OFFICER DAYS)
14D53 NAT. AUDIT - TEAM MEMBER (OFFICER DAYS)	14D52 REG. AUDIT - TEAM MEMBER (OFFICER DAYS)
14D54 CLASS 1 FACILITY INSPECTION	14D55 CLASS 2 FACILITY INSPECTION
14D56 CLASS 3 FACILITY INSPECTION	14D57 AUDIT FOLLOW-UP (OFFICER DAYS)

2. TYPE OF OPERATION

a. CANADIAN
b. FOREIGN
c. CHARTERED
d. PASSENGER ONLY
e. PASSENGER/CARGO
f. CARGO ONLY
g. PAX HANDLING SERVICE
h. CARGO HANDLING SERVICE
i. CARGO FACILITY/WAREHOUSE
j. FREIGHT FORWARDER
k. COURIER/POSTAL SERVICE
l. SHIPPER/AGENT/BROKER
m. CONSIGNEE/AGENT/BROKER
n. TRG CENTRE/AGENCY
o. PKG/MATERIAL SUPPLIER
p. CONSULTANT
q. SECURITY SCREENING FIRM
r. OTHER

3. COMPANY OFFICIALS/CONTACT

NAME	PHONE	FAX	POSITION

4. NON-COMPLIANCE OFFENCES

ICAO/TDGR	REGULATION	DESCRIPTION

5. DOCUMENTS AND MANUALS

	N/A	YES	NO		N/A	YES	NO
a. OPS MANUAL - DG CHAPTER				f. IATA DGR's - CURRENT EDITION/EXTRACTS			
b. PERMIT OF EQUIVALENT LEVEL OF SAFETY				g. ICAO - EMERGENCY RESPONSE GUIDE			
c. TDG REGS - CURRENT EDITION/EXTRACTS				h. NORTH AMERICAN EMERGENCY RESPONSE GUIDE			
d. ICAO T1's - CURRENT EDITION/EXTRACTS				i. COMPANY - EMERGENCY PROCEDURES			
e. ICAO SUPPLEMENT - CURRENT EDITION/EXTRACTS				j. COMPANY POLICY - EMBARGO/RESTRICTIONS			

**ANNEX M
TRANSPORTATION OF DANGEROUS GOODS
AVIATION INSPECTION AND COMPLIANCE
CHECKLIST**

6. INSPECTION QUANTITY AND STATISTICAL EVALUATION

a. NUMBER OF AIR WAYBILLS INSPECTED	SAT	U	TOTAL
b. NUMBER OF SHIPPERS DECLARATIONS INSPECTED			0
c. NUMBER OF ACCEPTANCE CHECK LISTS INSPECTED			0
d. NUMBER OF PILOT NOTIFICATIONS INSPECTED			0
e. NUMBER OF CERTIFICATES OF TRAINING INSPECTED			0
f. NUMBER OF EMPLOYER CERTIFICATES OF TRAINING INSPECTED			0
g. NUMBER OF TRAINING RECORDS INSPECTED			0
h. NUMBER OF PERSONNEL UNDERGOING TRAINING			
i. NUMBER OF PERSONS ATTENDING AWARENESS PRESENTATION			
j. NUMBER AND CLASS OF PACKAGE INBOUND			
NUMBER INSPECTED/MONITORED	1	2	3
NUMBER FOUND UNSATISFACTORY	4	5	6.1
	6.2	7	8
	9	C.C.	N/R
TOTAL			
k. PRIMARY REASON			
NUMBER OF PACKAGES	A	B	C
	D	E	F
	G	H	I
	J	K	L
	M	N	TOTAL
NUMBER OF CERTIFICATES OF INSPECTION ISSUED			
NUMBER OF PACKAGES STOPPED/DETAINED			
m. NUMBER AND CLASS OF PACKAGE OUTBOUND			
NUMBER INSPECTED/MONITORED	1	2	3
NUMBER FOUND UNSATISFACTORY	4	5	6.1
	6.2	7	8
	9	C.C.	N/R
TOTAL			
n. PRIMARY REASON			
NUMBER OF PACKAGES	A	B	C
	D	E	F
	G	H	I
	J	K	L
	M	N	TOTAL
NUMBER OF CERTIFICATES OF INSPECTION ISSUED			
NUMBER OF PACKAGES STOPPED/DETAINED			
AUDIT/INSPECTION TIMES	ARASS:	OFFICER:	

7. REPORT SYNOPSIS AND REFERENCES

CROSS REFERENCE/ OTHER RELATED REPORTS: _____

TRAINING PROGRAM APPROVAL NUMBER: _____

8. RECOMMENDED ACTION

9. NEXT/FOLLOW-UP SCHEDULED FOR: _____

10. APPROVAL

INSPECTOR'S SIGNATURE	DATE REPORT FINALIZED	FINALIZATION AUTHORITY	DATE REPORT FINALIZED

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**ANNEX N
BULK FUEL TRANSPORTATION ON AIRPORT
PROPERTY INSPECTION CHECKLIST**

To Be Developed

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STATEMENT FORM

PAGE 1 OF ____

TRANSPORT CANADA DANGEROUS GOODS AVIATION	DATE:	TIME STARTED:
--	-------	---------------

PLACE/LOCATION:

NAME:	D.O.B.:	CERTIFICATE OF TRAINING:
HOME ADDRESS:	HOME TELEPHONE:	
BUSINESS ADDRESS:	BUSINESS TELEPHONE:	

LEGAL COUNSEL:

- WARNING**
You may be charged with_____. Do you wish to say anything in answer to the charge? You are not obliged to say anything unless you wish to do so, but whatever you do say may be given in evidence. Do you understand?

Signature

Witnessed by

- SECONDARY WARNING:**
If you have spoken to any Aviation Dangerous Goods Inspector or to anyone in authority or if any such person has spoken to you in connection with this case, I want you to clearly understand that it should not influence you in making any statement. Do you understand?

Signature

Witnessed by

- RIGHT TO COUNSEL:**
It is my duty to inform you that you have the right to retain and instruct counsel without delay. You have the right to telephone any lawyer you wish. You may speak to a lawyer immediately and free of charge by dialing 1-800-265-0451. If you are charged with an offense, you may apply to the Ontario Legal Aid Plan for assistance. Do you understand? Do you wish to call a lawyer now?

Signature

Witnessed by

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INFORMATION TO OBTAIN A SEARCH WARRANT

Canada,
Province of,
(*territorial division*).

This is the information of A.B., of in the said (*territorial division*), (*occupation*), hereinafter called the informant, taken before me.

The informant says that (*describe things to be searched for and offence in respect of which search is to be made*), and that he believes on reasonable grounds that the said things, or some part of them, are in the (*dwelling-house, etc.*) of C.D., of, in the said (*territorial division*). (*Here add the grounds of belief, whatever they may be.*)

Wherefore the informant prays that a search warrant may be granted to search the said (*dwelling-house, etc.*) for the said things.

Sworn before me this day of, A.D., at

.....
A Justice of the Peace in and for

.....
(*Signature*) of (*Informant*)

that are being sought as evidence in respect to the commission, suspected commission or intended commission of an
qui sont recherchées comme preuve en ce qui concerne une infraction, présumée ou en voie d'être perpétrée. au

INTENTIONALLY

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CANADA

WARRANT TO SEARCH
MANDAT DE PERQUISITION

PROVINCE OF ONTARIO
PROVINCE DE L'ONTARIO

Region/Région

To the Peace Officers in the
Aux agents de la paix du/de
and in the Province of Ontario *et dans la*
province de l'Ontario

WHEREAS It appears upon the information of
ATTENDU QU'il appert de la dénonciation de

that there are reasonable grounds to believe that there are in
qu'il existe des motifs raisonnables de croire qu'il y a dans.

at/à/a.....

..... herein called..
ci-après appelé(e)
the premises. certain things namely:

CANADA
PROVINCE OF ONTARIO
PROVINCE DE L'ONTARIO

INFORMATION of
Les présentes constituent
la dénonciation de

of
de

Region/Région

hereinafter called the informant, taken
ci-après appelé le dénonciateur, portée devant moi.

(Occupation)
(Profession)

The informant says that (s)he has reasonable and probable grounds to believe and does believe that there is(are) in a certain building, receptacle or place, namely, the

Le dénonciateur déclare qu'il a des motifs raisonnables de croire qu'il y a dans un certain bâtiment, contenant ou lieu, savoir :

(Dwelling-House, Building, Receptacle, or Place)
(habitation, bâtiment, contenant ou lieu)

of
de

(Owner or Occupant of Dwelling-House, Building, etc.)
(propriétaire ou occupant de l'habitation, bâtiment, etc.)

at
à/au

(Address or Location of Dwelling-House, Building, etc.)
(adresse ou emplacement de l'habitation, du bâtiment, etc.)

in the said
dans ledit

Region
Région

(Describe things to be searched for)
(décrire les choses à rechercher)

which there is reasonable ground to believe * will afford evidence with respect to the commission of an offence against
dont on a des motifs raisonnables de croire * qu'elles fourniront une preuve touchant la perpétration d'une infraction au

(Describe offence in respect of which search is to be made)
(décrire l'infraction à l'égard de laquelle la perquisition doit être effectuée)

(State grounds
of belief)
(énoncer les
motifs)

and that his grounds for so believing are that
et que ses soupçons reposent sur les motifs suivants :

WHEREFORE the informant prays that a search warrant may be granted to search the said
EN CONSEQUENCE, le dénonciateur demande qu'un mandat de perquisition soit accordé pour perquisitionner dans ledit/ledite

for the said thing(s).
en vue de trouver lesdites choses.

(Dwelling-House, Building, etc.)
(habitation, bâtiment, etc.)

Sworn before me at the
Assermenté devant moi, à/au

of
de/d'au

in the said Judicial District this
dans ledit district judiciaire, ce

day of
jour de

, 19

A Justice of the Peace in and for the said
Juge de paix dans et pour lesdites/dites

(Region or Province)
(Région ou province)

Informant
Dénonciateur

INTENTIONALLY
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To be developed

INTENTIONNALLY

BLANK

To be Developed

INTENTIONNALLY
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**ANNEX T
MOVEMENT OF EXHIBITS**

To Be Developed

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To be developed

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**ANNEX V
GENERAL INVESTIGATION REPORT**

To Be Developed

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**ANNEX W
AUTHORIZATION OF AIR OPERATOR
TRAINING PROGRAMS – FORM LETTERS**

Air Operator Name
and Address

1234-567

Attention: Mr./Mrs.

Approval Of Company Dangerous Goods Training Program- (specify approval number)

The Transportation of Dangerous Goods Training Program prepared by (specify air operator) and submitted for initial and recurrent training of (specify category of personnel), has been evaluated pursuant to the requirements of the Transportation of Dangerous Goods Regulations and specifically Chapter 4, of Part 1 of the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air.

The program was evaluated using the "Guidelines and References for the Development and Standardization of Dangerous Goods Training Programs for Air Transport in Canada", (TP12208). It has been determined that the submitted program meets all the requirements of the regulations and guidelines for training.

Transport Canada, (specify Region), hereby approves the above-named Dangerous Goods Training Program. This approval, (specify approval number), is valid from the (specify approval date), until such time as an amendment is required by regulations or by change in the dangerous goods operating procedures within

A copy of the above program is held at this office.

Yours truly,

Regional Superintendent
Dangerous Goods Aviation
Commercial & Business Aviation

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**ANNEX X
TRANSPORT CANADA SURFACE
DANGEROUS GOODS ACCIDENT
ATTENDANCE POLICY**

Under revision

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