EasyShop

SOP

Dangerous Goods (DG) Acceptance
Shipper's Declaration for Dangerous Goods (Air)
IMDG Container & Cargo Packing
Emergency Response & Incident Reporting (Dangerous Goods)

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SOP 1

Dangerous Goods (DG) Acceptance

Purpose

Define procedures to screen, accept, reject and document dangerous goods for air and ocean shipments to ensure regulatory compliance (49 CFR, IATA DGR, IMDG).

Scope

Applies to all staff involved in booking, customer service, acceptance, packing, inspection and dispatch of cargo at EasyShop locations.

Responsibilities

- DG Compliance Officer: Luis Defreitas — oversight, final decision on non-routine shipments, training sign-off.
- Customer Service/Bookings: initial screening, obtain necessary docs from shipper.
- Acceptance/Check-in Staff: physical inspection, documentation verification, final acceptance/ rejection.
- Warehouse/Pack Staff: packing/segregation per SOPs.
- Operations Manager: notify carriers, update systems, incident escalation.

Definitions

- DG: Dangerous Goods per IATA/IMDG/49 CFR definitions.
- LQ: Limited Quantity; EQ: Excepted Quantity.
- SDS: Safety Data Sheet.
- VGM: Verified Gross Mass.

Procedure

1. Pre-acceptance booking

   a. At booking, collect product description, UN number (if known), net quantity, packaging type, SDS, lithium battery test report (if applicable), emergency contact.

b. Run DG screening in TMS/booking system. If flagged, tag shipment as “DG — HOLD”.

2. Documentation check (before physical acceptance)

   a. Verify Shipper-provided SDS and manufacturer declarations.

   b. Confirm UN number, Proper Shipping Name, Class/Division, Packing Group.

   c. For air: ensure Shipper’s Declaration for Dangerous Goods (if required), state packing instruction reference, and IATA lithium battery paperwork.

   d. For ocean: ensure IMDG DG Note / Multimodal Container Packing Certificate where applicable.

   e. Verify limited/excepted quantity eligibility and markings.

3. Physical inspection at acceptance

   a. Inspect packaging integrity, markings, labels, and external signs of damage/leakage.

   b. Confirm package count and gross weights match paperwork; record VGM if container.

   c. Segregate incompatible goods per segregation matrix.

   d. Refuse acceptance for non-compliant packaging, missing docs, leaks, or undeclared DG; document refusal reason.

4. Acceptance decision & documentation

   a. If compliant, stamp/sign documentation “ACCEPTED” and enter acceptance into TMS with DG indicator.

   b. Attach copies of SDS, declarations, and photos to shipment record.

   c. Notify carrier / airline / vessel ops and update booking with DG details and emergency contact.

5. Special cases

   a. Lithium batteries: require manufacturer test reports and comply with IATA PI/Lithium provisions; acceptance only by trained staff.

   b. Radioactive, infectious substances, or other high-risk: DGCO review required prior to acceptance.

6. Post-acceptance handling

   a. Follow packing, stowage and loading SOPs (container packing certificate if sea).

   b. Ensure placards/labels applied and visible for transport.

   c. Maintain chain-of-custody record until handover to carrier.

Non-conformance & Refusal

- Complete Non-Conformance Report (NCR) and notify DG Compliance Officer. Return or quarantine shipment per company policy.

Training & Competency

- Acceptance staff must have current DGR/IMDG/49 CFR training. Maintain training records.

Records & Retention

- Maintain acceptance records, SDS, declarations, photos, and refusal logs for minimum 5 years.

Related Documents

- Shipper's Declaration SOP
- IMDG Packing SOP
- Incident Response SOP

Approval Name/Title:

Signature: ___________

Date: _______________

SOP 2

Shipper’s Declaration for Dangerous Goods (Air)

Purpose

Ensure accurate preparation, verification and retention of the Shipper’s Declaration for Dangerous Goods required by IATA DGR for air shipments.

Scope

All staff preparing, verifying or accepting air DG shipments at EasyShop.

Responsibilities

- Shipper/Customer: provide accurate product info, SDS, test reports.
- Documentation Staff: prepare declaration template, verify all entries, obtain shipper’s signature.
- Acceptance Staff / DGCO: confirm declaration matches physical shipment and initial/sign as accepting agent if applicable.

Declaration preparation checklist (fields to complete)

- Shipper’s name & address: [Shipper Name / Address]
- Consignee name & address: [Consignee Name / Address]
- Airport of departure / destination: [xxx / xxx]
- Flight/carrier: [Carrier / Flight or Voyage]
- Page X of Y
- Proper Shipping Name (exact): [Proper Shipping Name]
- UN Number: [UN xxxx]
- Class / Division: [x]
- Packing Group (if applicable): [I / II / III]
- Subsidiary risk(s): [if any]
- ERG Guide number: [xxx]
- Quantity and type of packaging (e.g., 3 x 5 kg in 1 x box): [Qty / Type]
- Net quantity per package and total quantity: [x kg / x units]
- Packing instruction number (IATA): [PI xxxx]
- Authorization / Special Provisions (e.g., Axxxx, excepted quantity): [list]
- Handling information and emergency contact (24-hour): Dino Nassi, 1 954 260-9620
- Name and signature of shipper (or authorized agent) with date: [Name / Signature / Date]
- Name and signature of declared agent/accepting agent (if required): [Name / Signature / Date]

Verification steps (before acceptance)

1. Confirm proper shipping name and UN number correspond to SDS and classification.
2. Check packing instruction and quantity limits (IATA) — ensure not exceeding limits for PIs, LQ, EQ.
3. Verify packaging, markings and labels meet IATA DGR.
4. Confirm lithium battery documentation if present (battery type, watt-hour, state of charge).
5. Ensure 24-hour emergency contact number is reachable.
6. Check shipper signature and date present. If signed by agent, ensure shipper authorization on file.

Handling & Transmission

- Attach one copy of signed declaration to cargo and retain master copy in shipment file.
- Transmit declaration data to airline via e-AWB or carrier documentation as required.
- If any discrepancy found during physical check, do not accept until corrected and re-signed.

Retention

- Retain Shipper’s Declaration and supporting docs for minimum 5 years.

Training & Competency

- Documentation and acceptance staff must have current IATA DGR training.

Approval Name/Title: [Approver]

Signature: ___________

Date: _______________

SOP3

SOP

IMDG Container & Cargo Packing

Purpose

Ensure safe, compliant packing, marking, labeling and securing of dangerous goods for sea transport in accordance with the IMDG Code and SOLAS requirements.

Scope

Applies to all personnel involved in packing, stuffing, securing and certifying cargo for ocean shipments at EasyShop locations, including contractors and third-party packers.

References

- IMDG Code (latest edition)
- SOLAS (including VGM requirements)
- Company Dangerous Goods Acceptance SOP
- Container Packing/Stowage Plan template
- IMDG Multimodal Container Packing Certificate template
- Safety Data Sheets (SDS) and manufacturer declarations

Responsibilities

- DG Compliance Officer: final approval for DG packing plans, training oversight, review of special/complex shipments.
- Packing Supervisor: ensure procedures followed, sign packing certificates.
- Packing Staff / Loaders: perform packing/stuffing per SOP and segregation matrix.
- QA Inspector: verify packing, labels, markings, and complete Multimodal Container Packing Certificate.
- Carrier/Container Provider: provide suitable, damage-free containers and lashing/ securing equipment.

Definitions

- IMDG: International Maritime Dangerous Goods Code
- DG: Dangerous Goods
- VGM: Verified Gross Mass
- LCL/FCL: Less than Container Load / Full Container Load

Procedure

1. Pre-packing checks

   a. Confirm shipment acceptance per DG Acceptance SOP; verify SDS, UN number, proper shipping name, class, PG, and packing instruction.

   b. Verify container suitability (type, CSC plate, tare weight, no structural damage, clean and dry).

c. Confirm stowage and segregation requirements from IMDG and company segregation matrix.

d. Confirm required documentation and certificates are available (SDS, test reports, Multimodal Container Packing Certificate).

2. Packaging & inner packaging

   a. Use UN-approved packaging where required; ensure packaging meets specified packing group limits.

   b. Ensure inner packaging is secured to prevent movement and leaks (use absorbents, liners, sealed inner containers as applicable).

   c. For liquid goods, use appropriate drip trays, overpack, or bunding as required.

3. Container stuffing & stowage

   a. Follow container packing plan: position heavy items on bottom, distribute weight evenly, avoid concentrated loads.

   b. Maintain required segregation distances and barriers between incompatible classes (refer to IMDG segregation table).

   c. Do not exceed container's payload or stacking limits. Record gross mass and confirm VGM procedure for export.

   d. Secure cargo with appropriate dunnage, lashing, straps, void-fill, and timber blocking to prevent movement during sea transport.

   e. Prevent damage to container walls/corners; avoid over-tightening that damages packaging.

4. Labeling, marking & placarding

   a. Apply all required labels and markings to individual packages and to the exterior of the container per IMDG.

   b. For consignment requiring placards, ensure placards are placed on at least two opposite sides of the container and visible. c. Affix marine pollutant marking where applicable.

5. Documentation & certification

   a. Complete IMDG Multimodal Container Packing Certificate / Declaration of Proper Packing. Packing Supervisor and QA Inspector must sign and date.

   b. Ensure shipping documents include correct UN number, proper shipping name, class/division, packing group, net and gross quantities, and emergency contact.

   c. Attach SDS and any test reports (e.g., lithium battery) to shipment file and provide copies to carrier as required.

6. Special cargo requirements

a. Lithium batteries: follow applicable IMDG provisions (incl. packaging, state of charge, segregation). DGCO approval required for large quantities.

b. Overpacks & intermediate bulk containers (IBCs): ensure compatibility, marking and correct placement in container.

c. Temperature-sensitive DG: follow temperature control and monitoring SOPs.

7. Unacceptable conditions — stop work criteria

   a. Damaged/ leaking packages, incorrect or missing labeling, insufficient dunnage, container structural defects, or exceeded weight limits — do not load.

   b. If discovered, isolate cargo, notify DG Compliance Officer, and document non-conformance.

8. Handover to carrier

   a. Verify container seal number, carrier booking, and documentation completeness before release.

   b. Provide carrier with Multimodal Container Packing Certificate, DG declaration(s), SDSs, and VGM where applicable.

   c. Record handover time, carrier name, seal number and responsible staff in shipment log.

Non-conformance & Reporting

- Complete Non-Conformance Report (NCR) for packing errors and notify DG Compliance Officer.
- Quarantine affected cargo until corrective actions are completed.

Training & Competency

- Packing and QA staff must have current IMDG training. Maintain training records and competency sign-offs.

Records & Retention

- Retain packing certificates, container checklists, photos of stowage, VGM records, SDSs and related documents for minimum 5 years.

Audit & Review

- Conduct periodic packing audits and review incidents to update SOPs. DG Compliance Officer to review SOP annually or after regulatory changes.

Approval Name/Title: [Approver]

Signature: ___________

Date: _______________

SOP 4

Emergency Response & Incident Reporting (Dangerous Goods)

Purpose

Provide immediate, clear actions for personnel to follow in the event of a dangerous goods incident (leak, spill, fire, exposure, release, or transport incident).

Scope

Applies to all employees, contractors, drivers and visitors at EasyShop facilities and during transport operations under company control.

Emergency contacts (maintain 24/7)

- Local emergency services: 911 (or local equivalent)
- Company Emergency Contact: Dino Nassi, 1 954 260-9620
- DG Compliance Officer: Luis Defreitas
- CHEMTREC (U.S. 24-hour): 1-800-424-9300 (or +1 703-741-5970)
- Local Fire Department HazMat Unit: [Phone]
- Company Safety Manager: [Name / Phone]
- Carrier / Airline emergency desk: [Carrier Emergency Phone]

Immediate actions (first responder priorities)

1. Assess safety: Do not put yourself at risk. If immediate danger, evacuate area and call emergency services.
2. Isolate area: Establish exclusion zone; prevent access and ignition sources.
3. Alert: Notify site control/dispatch and DG Compliance Officer immediately.
4. Identify substance: Use SDS, shipping papers, labels, UN number or placard to determine hazards.
5. Contain if safe: Use absorbents, diking, or plug leaks only if trained and equipped with PPE.
6. Provide first aid: Follow SDS first-aid measures; arrange medical transport if necessary.
7. Notify external responders: Give them UN number, proper shipping name, hazards, quantity, and location.

Incident reporting & escalation

1. Immediate report (within 1 hour) to:

- Internal: DG Compliance Officer, Operations Manager, Safety Manager.
- External: 911 (if life/safety), CHEMTREC for technical support, carrier if in transit.

1. Complete Incident Report Form (attach photos, witness statements, shipping docs).
2. Notify authorities as required by regulation (DOT/PHMSA, EPA, state environmental agency) within regulatory timeframes.
3. Preserve evidence and secure scene for investigation unless unsafe.

Containment, cleanup & disposal

- Only trained personnel with appropriate PPE perform cleanup per SDS and local regulations.
- Segregate contaminated materials, label waste, and arrange disposal through licensed hazardous waste contractor.

- Record disposal manifest and retain documentation.

Communication

- Designated spokesperson: [Name/Title] for media inquiries.
- Notify affected customers and carriers within [X] hours with incident summary and actions taken.
- Internal debrief within 48 hours to review response and corrective actions.

Investigation & Corrective Action

- DG Compliance Officer to lead root-cause analysis within [X] days.
- Document corrective actions, training updates, SOP changes, and implement within agreed timeline.
- Close incident only after actions verified.

Training & Drills

- Conduct emergency drills annually (recommended) and after any significant change.
- Maintain training records for responders and first-aid personnel.

Records & Retention

- Retain incident reports, photos, cleanup records, notifications, and disposal documents for minimum 5 years.

Approval Name/Title: [Approver]

Signature: ___________

Date: _______________