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3. Ky vendim hyn në fuqi menjëherë.

DREJTOR EKZEKUTIV

Maksim Et'hemaj





REPUBLIC OF ALBANIA



ALBANIAN CIVIL AVIATION AUTHORITY

GUIDANCE MATERIAL FOR DESIGNATED POSTAL OPERATORS

ACAA-DFS-GM5-POSTAL

Issue: 01, Revision 00

Date: 01.11.2024

Approved by:

Maksim Et'hemaj



Executive Director of Albanian Civil Aviation Authority



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0.1 Record of Amendments

The table below describes the dates and reasons for the different amendments of the current procedure. A vertical black line on the left-hand side of the page identify the changes with the previous version.

Issue No.	Revision No	Date	Amended by	Reason
01	00	01/11/2024		Initial Issue

In case of major amendment, a new issue will be released to replace the existing procedure. In that case, all the page will identify with a new issue and the revision will set back to zero. For a minor amendment to some provisions, when only a few pages are modified a vertical black line on the left-hand margin of the page identifying the change of the existing version. Users can focus their attention to the changes identified.

0.2 Approval List

Action	Name and position	Date	Signature
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	Mrs. Edlira Kraja, Director of DLS		
Approved by:	Mr. Maksim Et'hemaj, Executive Director	01.11.24	



0.3 Revision table

Page #	Issue No.	Revision No.	Date	Edited by

0.4 Distribution List

Control #	Responsible Person	Type of Document
Original	SFO/DFS SSS/DAM	Hard Copy
Original (Electronic)	SFO/DFS Staff	Electronic Copy

Note: In case of interested party involved in ACAA activities, access rights shall be given on case-by-case basis by the concerned Directorate/ Sector (s).

0.5 Definitions & Acronyms

When the following terms are used in GM, they have the meanings indicated below.

Term	Definition
Designated Postal Operators (DO-s)	Organizations assigned by member countries of the UPU to manage postal services. They are responsible for implementing procedures to control dangerous goods.
Consignment	One or more packages of dangerous goods accepted by an operator from one shipper at one time and at one address. received for in one lot and moving to one consignee at one destination address.
Dangerous Goods	Articles or substances which are capable of posing a hazard to health, safety, property or the environment and which are shown in the list of dangerous goods in the ICAO Technical Instructions, or which are classified according to these Technical Instructions.
Exception	A provision in ICAO Annex 18 which excludes a specific item of dangerous goods from the requirements normally applicable to that item.
Exemption	An authorization, other than an approval, granted by an appropriate national authority providing relief from the provisions of the Technical Instructions for the safe Transport of Dangerous Goods by air (ICAO Doc. 9284).
Inadmissible or Undeclared Dangerous Goods	Hazardous items that are either not allowed in the mail system or not properly declared. These pose significant safety risks, especially in air transport.
UPU Convention	A set of regulations and standards established by the Universal Postal Union (UPU) that member countries and their postal operators must follow.
ICAO competency Framework	A competency framework, developed by ICAO, is a selected group of competencies for a given aviation discipline. Each competency has an associated description and observable behaviours.
Handling agent	An agent who performs on behalf of the operator some or all of the functions of the latter including receiving, accepting, loading, unloading, transferring or other processing of passengers or cargo.
Knowledge	Knowledge is specific information required to enable a learner to develop and apply the skills and attitudes to recall facts, identify concepts, apply rules or principles, solve problems, and think creatively in the context of work.
Observable behaviour	A single role-related behaviour that can be observed and may or may not be measurable.
Operator	A person, organization or enterprise engaged in, or offering to engage in a road and an aircraft operation.

Passenger & Cargo Aircraft	Dangerous goods to be carried on both passenger and Permissible cargo aircraft provided all the requirements of the Dangerous Goods Regulations are met and can be safely transported by air.
Dangerous Goods Training Programme	A structured training initiative developed to educate postal staff and external stakeholders about the identification, handling, and transport of dangerous goods.
Acceptance Procedures	Established methods and guidelines for accepting mail that contains dangerous goods, ensuring they meet regulatory standards and are safe for transport.
Shipper	The individual or company offering the consignment for shipment. They must fully comply with the DG Regulations when offering a consignment of dangerous goods.

0.6 Abbreviations and Acronyms

Abbreviation or Acronym	Meaning
DO-s	Designated Postal Operators
ACAA	Albanian Civil Aviation Authority
ECLB	Equipment Containing Lithium Batteries
GM	Guidance Material
IATA	International Air Transport Association
ICAO	International Civil Aviation Organisation
UPU	Universal Postal Union



1. Introduction

1.1 Background

This guide provides essential information to assist designated postal operators (DOs) in safeguarding postal networks from the introduction of inadmissible or undeclared dangerous goods into mail flows. This is particularly crucial for air transport, which remains the primary mode of transport for international mail.

For designated postal operators in Albania, adhering to these international regulations is critical. This manual aims to provide guidance on implementing procedures to control dangerous goods, coordinating with local civil aviation authorities (ACAA), and complying with the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air.

However, emerging technologies pose new risks for air transport. For example, recently developed electronic devices must remain inactive during flight due to potential hazards. Flammable substances, such as aerosols, are prohibited in airmail. The increasing availability of new products, coupled with growing e-commerce, elevates the risk of accidents from non-observance of shipping regulations. This necessitates closer collaboration between postal services and the aviation sector to ensure safety.

Given the complex aviation safety environment and the higher likelihood of accidents from non-observance of packaging and admissibility regulations, there is a need for more systematic and structured efforts to mitigate risks. Designated postal operators must strengthen, adapt, and standardize existing dangerous goods training programs and procedures.

Despite a long-standing relationship between postal services and air transport, there has traditionally been limited interaction between DOs and their respective ACAAs. However, the complex aviation safety environment today requires more formal and structured methodologies to prevent dangerous goods from entering the mail system.

The ICAO Technical Instructions (Doc 9284) mandate that procedures of designated postal operators for controlling dangerous goods in mail are subject to review and approval by the civil aviation authority of the state where the mail is accepted. Chapter 4 of these instructions states that DOs must establish and maintain initial and recurrent dangerous goods training programs, which must also be reviewed and approved by the ACAA.

This manual provides guidance for the Dangerous Goods Training Programme developed in conjunction with ICAO, the International Air Transport Association (IATA), ACAAs. It serves as a resource to help DOs in Albania assess and improve their procedures for controlling the introduction of dangerous goods into air transport. Additionally, it aids in obtaining certification for transporting equipment containing lithium batteries.

For designated postal operators in Albania, compliance with UPU and ICAO standards is not only a regulatory requirement but also a critical component of ensuring public safety and maintaining trust in postal services. By implementing robust training programs and procedures, and fostering collaboration with ACAA, DOs can effectively manage the risks associated with transporting dangerous goods.

1.2 Purpose

The primary purpose of this guidance material is to provide essential information and structured procedures for designated postal operators (DOs) in Albania to safeguard their postal networks from the introduction of inadmissible or undeclared dangerous goods. This is crucial for ensuring the safety of air transport, which is the primary mode of international mail transport. The guidance helps DOs comply with international regulations, enhancing public confidence in postal services and ensuring the safety of employees, customers, and stakeholders involved in the global supply chain.

1.3 Applicability

By adhering to these guidelines, DOs in Albania can ensure they meet international standards, enhancing the safety, reliability, and public trust in their postal services. This comprehensive approach helps mitigate the risks associated with transporting dangerous goods, especially in the complex and safety-sensitive environment of air transport.

1.4 References

Applicable legislation for dangerous goods:

1. Law No. 96/2020 "Air Code of Republic of Albania";
2. Decision of Council of Minister No. 1095, 24.12.2020 "Common Rules in the Field of Civil Aviation";
3. Minister Order 80/2023 "Technical requirements for air operations in Albania";
4. Minister Order 78/2024 "For the safe transport of dangerous goods in Albania";
5. ICAO Annex 18 "Safe Transport of Dangerous Goods by Air";
6. Technical Instruction for the Safe Transport of Dangerous Goods By Air, 2023-2024 Edition (ICAO Doc 9284) current edition.

2. Controlling the Introduction of Dangerous Goods into Postal Networks in Albania

Part 1, Chapter 2, Section 2.3 of the ICAO Technical Instructions, along with the UPU Convention, lists dangerous goods that may be acceptable in international mail for air transport, subject to the provisions of appropriate national authorities, the Technical Instructions, and UPU Regulations.

2.1 Establishing Procedures

DOs in Albania must have procedures to control the introduction of dangerous goods into the postal system and air transport. Even if a DO does not accept dangerous goods allowed in the mail, it must have measures to prevent undeclared or hidden dangerous goods from entering the mail system. ACAA assesses these procedures in cooperation with the DO.

2.2 Dangerous Goods Training for Staff

Dangerous goods training programs must be reviewed and approved by the ACAA where the mail is accepted. Staff must be trained according to their responsibilities reflecting the ICAO Technical Instructions.



The training includes:

Acceptance of Mail: Staff involved in accepting mail containing dangerous goods.

Processing of Mail: Staff involved in processing mail.

Handling, Storage, and Loading: Staff handling, storing, and loading mail.

Training can be delivered in various formats and must be documented, with records retained for 36 months. Recurrent training should occur every two years.

2.3 External Training for Customers

DOs should offer external training to educate customers about dangerous goods, including:

- i. General philosophy of dangerous goods.
- ii. Training requirements for shippers.
- iii. Overview of DO's policies on dangerous goods.
- iv. Packaging requirements and quantity limits.
- v. Common issues and penalties for non-compliance.

This training can be provided through formal programs, guides, tutorials, webinars, announcements, posters, pamphlets, and other publications.

2.4 Reporting and Tracking Incidents

DOs must have procedures for reporting dangerous goods accidents and incidents to ACAA and the UPU. This includes reporting hidden and undeclared dangerous goods. DO-s must report to ACAA any event that falls under the MOR Category, related to Dangerous Goods.

2.5 Informing Postal Customers

DOs should inform customers about mailing regulations at acceptance points through posters, briefings, website information, mailed warnings, and advertisements. There are several different examples provided as attachments to this GMs.

2.6 Account Customer Compliance

DOs must communicate dangerous goods regulations to account customers via websites, emails, mailed communications, and direct interactions. Contracts should include specific clauses about mail ability and importability, compliance with regulations, and penalties for improper shipping.

2.7 Emergency Procedures

DOs must have written procedures for responding to dangerous goods incidents, communicated through training, briefings, instructions, and leaflets.

2.8 Retention of Documents

Documents related to the transport of dangerous goods must be retained for at least three months after the flight.

2.9 Acceptance Procedures

If a DO accepts dangerous goods as per UPU and ICAO regulations, it must have documented acceptance procedures and provide appropriate training.

2.10 Sender Information Requirements

Acceptance personnel should ensure legible names, addresses, and signatures on all packages.

2.11 Adapting to Changes

DOs must update procedures according to state or operator variations and changes to the Technical Instructions.

2.12 Handling Rejected Packages

DOs should have procedures for handling packages rejected from air transport, ensuring communication of safety and security procedures to employees.

By adhering to these guidelines, designated postal operators in Albania can ensure compliance with international standards, enhancing the safety and reliability of their postal services.

3. Requirements for Equipment Containing Lithium Batteries in Albania

To ensure the safe and compliant transportation of equipment containing lithium batteries (ECLB) through international postal networks, ACAA has implemented a comprehensive dangerous goods oversight system. This system is aligned with the ICAO Technical Instructions.

Key Requirements for Designated Postal Operators (DOs) in Albania

3.1 Dangerous Goods Program Structure

DOs seeking to transport ECLB internationally must establish a dangerous goods program within their operational structure, led by a designated liaison officer. This program should focus on:

- i. Developing and overseeing policies and procedures for identifying and handling dangerous goods.
- ii. Training internal and external stakeholders.
- iii. Implementing measures to prevent acceptance and transportation of prohibited, undeclared, or improperly prepared dangerous goods.
- iv. Communicating and documenting incidents.
- v. Enforcing international, regional, and local regulations.

3.2 Written Policies and Procedures

To obtain ECLB approval through the Albanian Civil Aviation Authority (ACAA), DOs must have comprehensive written policies and procedures that cover:

- i. Accepted Dangerous Goods: Clear definitions of types accepted by the DO.
- ii. Training Requirements: Specific internal training protocols.
- iii. Evaluation and Acceptance: Criteria for evaluating and accepting allowable dangerous goods.
- iv. Rejection Handling: Processes for handling non-compliant shipments.
- v. Tendering Products: Procedures for tendering products to airlines or other DOs.
- vi. Incident Documentation: Clear protocols for documenting and communicating findings and incidents.
- vii. Incident response:
 - a. Internal findings of non-compliance during handling;
 - b. Air carrier rejections;
 - c. Spills, leaks, fires and other significant incidents relating to dangerous goods.
- viii. Detailed response plans for:
- ix. Resolution of External Findings: Processes for resolving issues discovered outside DO operations.
- x. Enforcement Actions: Steps to enforce compliance with regulations.

3.3 Preventative Measures

DOs must implement procedures to prevent acceptance and transportation of prohibited or non-compliant dangerous goods, including:

- i. Open-Package Evaluation: Inspections at acceptance points.
- ii. Verbal Evaluation with Physical Checks: Combined verbal and physical evaluations.
- iii. Electronic Acceptance System: Systems with firewalls and indicators for dangerous goods.
- iv. Contracts for Shippers: Agreements with shippers of dangerous goods.
- v. X-Ray Screening: Utilization of X-ray technology for screening.

3.4 Communication and Documentation

DOs must establish robust communication and documentation systems to record and share incident-related information.

This includes:

- i. Incident Documentation: Reliable systems for documenting incidents, such as electronic databases or paper forms.
- ii. UPU Communication: Regular updates and notifications to the UPU, including ECLB certification status.
- iii. ACAA Communication: Frequent meetings and updates with the ACAA.
- iv. Air Carrier Communication: Sharing incident information with air carrier partners.
- v. Inter-DO Communication: Direct incident reporting to other DOs.

3.5 Enforcement Measures

DOs must have methods to enforce policies internally and externally. An effective enforcement program may include:

-
- i. Offender Database: Electronic or physical databases for tracking non-compliant shippers.
 - ii. Written Warnings: Issuing warnings to non-compliant shippers.
 - iii. Financial Penalties: Civil statutes for financial penalties against repeat or egregious offenders.
 - iv. Criminal Charges: Criminal statutes for serious offenses, including those resulting in injury or death.
 - v. Internal Communication: Messaging systems for communicating non-compliance to relevant stakeholders.
 - vi. Account Suspension: Capability to suspend or deactivate shipping accounts for safety reasons.
 - vii. Internal Audits: Regular compliance audits of internal facilities.
 - viii. Root Cause Analysis: Processes for determining root causes of non-compliance and implementing corrective actions.

By adhering to these guidelines, DOs in Albania can ensure the safe and compliant transportation of equipment containing lithium batteries, meeting both national and international standards.

In Albania, each Designated Postal Operator (DO) should meet with the Albanian Civil Aviation Authority (ACAA) as soon as possible to explain its operations and business model. This collaborative approach will enable both parties to discuss and develop dangerous goods training and procedures to prevent the introduction of dangerous goods into mail and air transport.

It's crucial for all DOs, whether they intend to transport equipment containing lithium batteries or not, to have procedures in place to control the introduction of dangerous goods into their postal networks. This is essential to ensure the safety and security of the mail system.

4. Objective Evidence of Compliance

To ensure compliance with the ICAO Technical Instructions, the Albanian Civil Aviation Authority (ACAA) requires the following evidence from Designated Operators (DOs).

4.1 Employee Training Requirements

Requirement: The DO shall train all employees as required by the ICAO Technical Instructions (Part 1, Chapter 4).

Questions to Ensure Compliance:

- Have DO personnel been trained commensurate with their responsibilities?
- Have the personnel listed in Table 1–4 received training in the subject areas identified by the ICAO Technical Instructions and shown in Table 1–4?
- Does the DO have verifiable records of training received?

Objective Evidence:

- Training records;
- Training curriculum and materials;
- Certification or attendance logs.

4.2 Customer Information on Dangerous Goods

Requirement: The DO shall provide information to customers from the general public regarding the types of dangerous goods that a sender is forbidden to introduce into the mail, as per the Supplement to the ICAO Technical Instructions (S-1: 3.2.2.d).

Questions to Ensure Compliance:

- Does the DO maintain policies regarding the types of dangerous goods that are acceptable and how these must be prepared for transportation?
- Does the DO provide information to customers regarding prohibited dangerous goods in its facilities?
- Does the DO require affiliated acceptance points to provide information to customers on prohibited dangerous goods?
- Does the DO provide information as to the types of prohibited dangerous goods to customers who use remote drop-off locations or scheduled pick-up services?

Objective Evidence:

- Customer information brochures or signage;
- Policies and procedures documents;
- Records of information dissemination to affiliated points and customers.

4.3 Information for Business Account Holders

Requirement: The DO shall provide information to companies and organizations that maintain business accounts regarding the types of dangerous goods that a sender is forbidden to introduce into the mail, as per the Supplement to the ICAO Technical Instructions (S-1: 3.2.2.e and f).

Questions to Ensure Compliance:

- Does the DO provide information to account holders on acceptable and prohibited dangerous goods?
- Does the DO include wording in account holder contracts to inform the other party of its responsibilities with respect to dangerous goods?
- Does the DO maintain written procedures regarding actions to be taken when account holders improperly send dangerous goods through the mail?

Objective Evidence:

- Copies of account holder agreements;
- Written procedures for handling non-compliance;
- Communication records with account holders.

4.4 Procedures for State or Operator Variations and Updates

Requirement: The DO shall have procedures in place to ensure that state or operator variations in the ICAO Technical Instructions are followed and that changes are incorporated into existing procedures timely, as suggested by the Supplement to the ICAO Technical Instructions (S-1: 3.2.k and l).

Questions to Ensure Compliance:

- Does the DO have procedures for ensuring compliance with state or operator variations?
- Does the DO have procedures for ensuring the timely incorporation of any changes to the Technical Instructions into existing policies and guidance material?
- How frequently does the DO update applicable changes and state or operator variations?

Objective Evidence:

- Documented procedures for handling variations and updates;
- Records of updates and revisions to policies;
- Communication logs of changes disseminated to relevant personnel.

4.5 Tracking Findings and Incidents

Requirement: The DO shall have a mechanism in place to track findings and incidents involving dangerous goods, and to monitor undeclared dangerous goods, as suggested by the Supplement to the ICAO Technical Instructions (S-1: 3.2.2.b and c).

Questions to Ensure Compliance:

- Does the DO have a system in place to receive incident-related data regarding dangerous goods issues?
- Is the system capable of tracking findings involving all classes of dangerous goods or is it limited to serious incidents only?
- Is the system capable of tracking findings involving undeclared dangerous goods?
- Is there a mechanism through which the DO can share incident-related findings with the ACAA?

Objective Evidence:

- Incident tracking system records
- Incident reports
- Communication logs with the ACAA

4.6 Emergency Handling Procedures

Requirement: The DO shall have established procedures for handling emergency situations involving dangerous goods in the mail, as suggested by the Supplement to the ICAO Technical Instructions (S-1: 3.2.2.g).



Questions to Ensure Compliance:

- How does the DO define what constitutes an emergency situation involving dangerous goods?
- How are emergencies handled and reported within the DO?
- Does the DO have a mechanism for reporting serious dangerous goods incidents involving aviation to the ACAA?

Objective Evidence:

- Emergency handling procedures and guidelines;
- Emergency incident reports;
- Communication logs with the ACAA.

4.7 Acceptance Procedures and Record Retention

Requirement: The DO shall have written acceptance procedures for personnel involved with receiving packages of allowable dangerous goods and records of those transactions shall be retained, as required by the Supplement to the ICAO Technical Instructions (S-1: 3.2.2.h and i, and Part 1: 2.3).

Questions to Ensure Compliance:

- Does the DO maintain documented acceptance procedures for allowable dangerous goods, including patient specimens, infectious substances, and radioactive materials?
- Does the DO maintain documented records of acceptance and any necessary checklists?

Objective Evidence:

- Documented acceptance procedures;
- Acceptance records and checklists.

4.8 Acceptance Procedure for Lithium Batteries

Requirement: The DO shall have an acceptance procedure to ensure that lithium-ion batteries and lithium metal batteries contained in equipment (UN 3481 and 3091 materials) are acceptable for the mail, as provided by the ICAO Technical Instructions (Part 1, Chapter 2: 2.3.2.d and e).

Questions to Ensure Compliance:

- Does the DO maintain documented acceptance procedures specifically for equipment containing lithium batteries?

Objective Evidence:

- Documented acceptance procedures for lithium batteries.

4.9 Training on Lithium Batteries

Requirement: The DO shall provide training to its personnel (both permanent and contracted) regarding the proper acceptance of equipment containing lithium batteries. This training shall include recognizing potential hazards posed by such equipment and awareness regarding the need to reject damaged devices.

Questions to Ensure Compliance:

- Does the DO have a documented training program covering the proper recognition, evaluation, and acceptance of equipment containing lithium batteries?

Objective Evidence:

- Training program documents and materials;
- Training records and certifications.

By addressing these requirements and providing the specified evidence, the DO can demonstrate compliance with ICAO Technical Instructions, ensuring the safe transport of dangerous goods in the mail.

5. Recognizing and Handling Suspicious Mail

It is crucial for all DO-s employees to understand and follow the procedures for handling suspicious mail, unknown powders, liquids, or substances, as well as emergency situations involving smoke, fumes, or vapors. Below are detailed guidelines to ensure everyone's safety.

5.1 Characteristics of Suspicious Mail

When examining mail, pay close attention to the following characteristics:

- **Shape:** Is the mail piece lopsided or uneven? Is it rigid or bulky?
- **Look:** Are there oily stains, discolorations, or crystals on the wrapper? Does it have a strange odor? Is there a leaking powder or liquid?
- **Address:** Is there a return address? Are there restrictive markings? Are there misspelled words? Is it addressed to a title rather than to an individual? Is it an incorrect title? Is it poorly typed or written?
- **Packaging:** Is it sealed with tape? Is there excessive tape? Is there excessive postage?

5.2 Responding to Unknown Powder, Liquid, or Substance

If you identify a suspicious letter or package, follow these three main steps: **Package, People, and Plan.**

1. Package

- DO NOT handle, open, smell, touch, or taste the package or letter.
- Leave it where it is and isolate the area.



- Do not try to clean it up, move it, or place it in a plastic bag.
- Make a mental note of any useful information (size, shape, look, address).

2. People

- Clear the area immediately.
- Inform employees in the immediate area to avoid disturbing the suspicious package, letter, or substance.
- Notify a supervisor immediately.
- All employees near the package should wash their hands and any other exposed skin with soap and water, even if they didn't touch the package or letter.
- Cordon off the area and turn off air conditioners, fans, and equipment.

3. Plan

- Contact your supervisor or hazardous materials team.
- Follow your emergency plan.
- Know who to contact if your supervisor is not available.

5.3 Handling Smoke, Fumes, or Vapors

In emergency situations involving smoke, fumes, vapors, or employees exhibiting medical symptoms, take the following steps:

- Evacuate the area immediately and call local emergency responders.
- Notify your supervisor or hazardous materials team.
- Follow the instructions of emergency responders.
- Make the notifications indicated in your local emergency action plans.

Summary

Always remember the three "Ps" when dealing with a suspicious package or letter:

- **Package:** Do not handle, open, or disturb it. Isolate the area.
- **People:** Clear the area, inform others, and ensure everyone washes exposed skin. Notify a supervisor.
- **Plan:** Contact your supervisor or hazardous materials team and follow your emergency plan.

By adhering to these procedures, you will help keep yourself, your colleagues, our facilities, and the mail safe and secure.

Attachment. 1 Examples

POC C 1 PSG 2022 2–Doc 6b Annex 1 Attachment 5

Dangerous goods are prohibited in international postal services

Dangerous goods covered by the UN Recommendations on the Transport of Dangerous Goods, the ICAO Technical Instructions, and IATA's Dangerous Goods Regulations are in general prohibited for transport through the post (surface, S.A.L., air and EMS).

Examples of dangerous goods prohibited for air transport:

<p>1 Explosives</p> <p>Fireworks Crackers Ammunition Gunpowder Flares Warning flares</p>	<p>2 Compressed gases</p> <p>Butane lighter fuel Diving tanks Camping gas Butane gas Sprays Extinguishers</p>	<p>3 Flammable liquids</p> <p>Oil lighters Lighter fuels Oil paints Adhesion bonds Flammable perfumes</p>
<p>4 Flammable substances</p> <p>Matches Charcoals</p>	<p>5 Oxidizing substances</p> <p>Oxygen generator chemicals Peroxides/bleaching powders</p>	<p>6 Toxic and infectious substances</p> <p>Pesticides Agricultural chemicals Mercury compounds Bacteria Viruses * Note</p>
<p>7 Radioactive materials</p> <p>* Note</p>	<p>8 Corrosives</p> <p>Wet batteries Mercury Hydrochloric acid</p>	<p>9 Miscellaneous dangerous goods</p> <p>Magnetized goods Engines Solid carbon dioxide (dry ice) Lithium batteries * Note</p>

* Note: Except those that are admissible under the provisions of the UPU Acts.



















A postal item can be accepted ONLY if the description of the contents makes it clear that the item does not contain dangerous goods










Examples of descriptions with which postal items cannot be accepted	Reason why unacceptable	Examples of descriptions with which postal items can be accepted
No description or vague description such as "miscellaneous goods", "daily commodity", or "precision instruments" Product serial numbers instead of descriptions	Contents are unknown	Wallets, compact discs
Household goods	May contain spray can or compressed gas cylinder	Food, cloth
Sporting goods	May contain aerosol	Racket, ball, shoes
Camping goods	May contain gas cylinder	Tent, sleeping bag
Diving goods	May contain a tank	Wet suit, hydroscope, snorkel
Medical drugs	May contain medical alcohol	Cold medicine, digestive medicine
Cosmetics	May contain flammable perfume, manicure goods, nail-polish remover	Soap, lipstick
Automobile components	May contain flammable fuel additives, aerosols, compressed gas	Mirror, seat cover
Toys	May contain batteries	Toy building blocks

Examples of unacceptable articles



No package having any of the following labels or markings may be sent through the international post unless it has been confirmed that no dangerous goods are contained, and that the labels/markings have been deleted (with certain exceptions).

Dangerous goods labels and markings		
Explosive  Minimum dimensions: 100 x 100 mm	Explosive  Minimum dimensions: 100 x 100 mm	Flammable gas  Minimum dimensions: 100 x 100 mm
Non-flammable, non-toxic gas  Minimum dimensions: 100 x 100 mm	Toxic gas  Minimum dimensions: 100 x 100 mm	Flammable liquid  Minimum dimensions: 100 x 100 mm
Flammable solid  Minimum dimensions: 100 x 100 mm	Substance liable to combust spontaneously  Minimum dimensions: 100 x 100 mm	Substance that emits a flammable gas when in contact with water  Minimum dimensions: 100 x 100 mm
Oxidizing substance  Minimum dimensions: 100 x 100 mm	Organic peroxide  Minimum dimensions: 100 x 100 mm	Toxic substance  Minimum dimensions: 100 x 100 mm
Infectious substance  Minimum dimensions: 100 x 100 mm For small packages: 50 x 50 mm	Radioactive material (Category I, Category II, Category III)  Minimum dimensions: 100 x 100 mm	Corrosive  Minimum dimensions: 100 x 100 mm
Excepted quantity package marking  Minimum dimensions: 100 x 100 mm	Lithium battery label  Note: A postal item on which a lithium battery label is affixed is not admissible. Minimum dimensions: 120 x 110 mm	Miscellaneous dangerous good  Minimum dimensions: 100 x 100 mm

Admissible by the Post only under certain conditions	Keep away from heat  Minimum dimensions: 74 x 105 mm	Cryogenic liquids  Minimum dimensions: 75 x 105 mm	Cargo aircraft only  Minimum dimensions: 120 x 110 mm
	Magnetized material  Minimum dimensions: 110 x 90 mm	Limited quantities  Minimum dimensions: 100 x 100 mm For small packages: 50 x 50 mm	Environmentally hazardous  Minimum dimensions: 100 x 100 mm
	Infectious substance (Note 1)  Minimum dimensions: 50 x 50 mm Note 1: This illustrated mark must be displayed on the external surface of the outer packaging containing an infectious substance, as stipulated in article RL 130 of the Letter Post Regulations. If this mark is displayed on an item not containing an admissible infectious substance, the sender must black the mark out before posting the item.	Miscellaneous dangerous good (Note 2)  Minimum dimensions: 100 x 100 mm Note 2: If solid carbon dioxide (dry ice) is used as a refrigerant for an infectious substance, this marking must be displayed on the external surface of the package. If this mark is displayed on an item not containing dry ice for that purpose, the sender must black the mark out before posting the item.	Radioactive substance, excepted package (Note 3)  Minimum dimensions: 74 x 105 mm Note 3: This label must be attached to an item containing radioactive material, as stipulated in article RL 131 of the Letter Post Regulations. If this label is attached to an item not containing a radioactive material, the sender must black the label out before posting the item.



Lithium batteries

2

- Want to send an electronic device containing lithium batteries or cells to someone in another country?
- Be sure to check that your POB accepts parcels or packages containing these categories of cells.
- If your POB does accept such packages, the lithium contents of cells must be installed in small consumer electronic equipment and cannot exceed a certain quantity.

3

Prohibited items

The Post can transport a lot of things, but there are some items that are expressly prohibited in the international mail stream.

4

Prohibited items

Prohibited items include:

- Explosives
- Flammable liquids
- Flammable solids
- Flammable gases
- Infectious substances
- Radioactive materials
- Corrosives
- Acids
- Alkalies
- Organic peroxides
- Compressed gases
- Highly toxic substances
- Placards
- Other items

5

Lithium batteries

Lithium batteries are classified into:

- Li-ion batteries
- LiFePO4 batteries
- Li-metal batteries

6

Prohibited items

Prohibited items include:

- Explosives
- Flammable liquids
- Flammable solids
- Flammable gases
- Infectious substances
- Radioactive materials
- Corrosives
- Acids
- Alkalies
- Organic peroxides
- Compressed gases
- Highly toxic substances
- Placards
- Other items

Prohibited items

3

The Post can transport a lot of things, but there are some items that are expressly prohibited in the international mail stream.

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Lithium batteries

Lithium batteries are classified into:

- Li-ion batteries
- LiFePO4 batteries
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6

Prohibited items

Prohibited items include:

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- Flammable solids
- Flammable gases
- Infectious substances
- Radioactive materials
- Corrosives
- Acids
- Alkalies
- Organic peroxides
- Compressed gases
- Highly toxic substances
- Placards
- Other items

Packaging your items properly

Here are some general guidelines for packing your parcel or package for traveling through international mail.

- Use padded envelopes for flat items with sharp edges or soft boxes to prevent the items shifting during the mail journey.
- Use an outer carton strong enough to hold the weight of the contents.
- Mark the parcel with "FRAGILE" or "HANDLE WITH CARE".
- Place items inside the mail bag or carton in the center, with the items well cushioned by soft packing material. Do not pack items in the corners of the mail bag or carton.
- When the parcel is packed and closed, clearly mark the side of the bag or the item can be returned if undelivered.
- Seal the parcel securely using strong tape along all the openings.
- Handle any sharp edges of staples and secure with tape.
- If you include confidential items or any other items that should be protected from public access, you must use a secure container that is clearly marked "CONFIDENTIAL - HANDLE WITH CARE". The sender's name and address must be clearly visible on the outer packaging.

7

Prohibited items

Prohibited items include:

- Explosives
- Flammable liquids
- Flammable solids
- Flammable gases
- Infectious substances
- Radioactive materials
- Corrosives
- Acids
- Alkalies
- Organic peroxides
- Compressed gases
- Highly toxic substances
- Placards
- Other items

Keep me safe to get me there faster

Your Post is committed to providing quality service and delivering your packages and parcels as expeditiously as possible. But it can only do so with your help.

If you are sending a package abroad, be aware that some items, materials and substances are prohibited from traveling in the international mail stream.

Some products are considered dangerous and present a safety hazard if traveling on board. That's why international airline rules prohibit their inclusion in postal packages. These include ammunition, ignites, or paints, perfumes, matches or mercury compounds, for example.

Other products, such as counterfeit or pirated goods, coins and valuable goods and live animals, are also prohibited from being sent through the post.

You are responsible for the contents of packages you give to the Post for delivery. A package containing something it shouldn't will be handled in accordance with the relevant national legislation and may be destroyed. Failure to comply with prohibitions and restrictions will also affect your ability to claim compensation.

Please visit this flyer for information and contact your Post's customer service for advice and guidance.

Check before shipping. For most countries, you should check the relevant national legislation and contact your Post's customer service for advice and guidance.

Keep me safe to get me there faster

1

Dangerous goods prohibited in international mail

2

Lithium batteries

3

Prohibited items

Prohibited items include:

- Explosives
- Flammable liquids
- Flammable solids
- Flammable gases
- Infectious substances
- Radioactive materials
- Corrosives
- Acids
- Alkalies
- Organic peroxides
- Compressed gases
- Highly toxic substances
- Placards
- Other items

Dangerous goods prohibited in international mail

1

Explosives

- Firearms
- Flammable liquids
- Flammable solids
- Flammable gases
- Infectious substances
- Radioactive materials
- Corrosives
- Acids
- Alkalies
- Organic peroxides
- Compressed gases
- Highly toxic substances
- Placards
- Other items

2

Lithium batteries

Lithium batteries are classified into:

- Li-ion batteries
- LiFePO4 batteries
- Li-metal batteries

3

Prohibited items

Prohibited items include:

- Explosives
- Flammable liquids
- Flammable solids
- Flammable gases
- Infectious substances
- Radioactive materials
- Corrosives
- Acids
- Alkalies
- Organic peroxides
- Compressed gases
- Highly toxic substances
- Placards
- Other items

POC 1 PSG 2022 2-Doc to Annex 1 Attachment 4

Mail items may be returned if content description on the customs form does not make it clear that no dangerous goods are enclosed.

Category	Allowed	Prohibited
Household goods	Books, toys, household items, etc.	Flammable liquids, explosives, etc.
Sporting goods	Ball games, tennis rackets, etc.	Flammable solids, etc.
Camping goods	Tents, sleeping bags, etc.	Flammable gases, etc.
Diving goods	Scuba tanks, diving masks, etc.	Compressed gases, etc.
Medicine, drugs	Over-the-counter drugs, etc.	Prescription drugs, etc.
Cosmetics	Toiletries, perfumes, etc.	Flammable liquids, etc.
Automobile components	Car parts, tires, etc.	Flammable liquids, etc.
Medical devices	First aid kits, etc.	Flammable liquids, etc.



POC C 1 PSG 2022.2–Doc 6b Annex 1.Attachment 6

Check first!

Check that the postal item contains no dangerous goods such as those in this list

Examples of dangerous goods prohibited for air transport		
1 Explosives Fireworks Crackers Ammunition Gunpowder Flares Warning flares 	2 Compressed gases Butane lighter fuel Diving tanks Camping gas Butane gas Sprays Extinguishers 	3 Flammable liquids Oil lighters Lighter fuels Oil paints Adhesion bonds Flammable perfumes
4 Flammable substances Matches Charcoals 	5 Oxidizing substances Oxygen generator chemicals Peroxides/bleaching powders 	6 Toxic and infectious substances Pesticides Agricultural chemicals Mercury compounds Bacteria Viruses * Note
7 Radioactive materials * Note 	8 Corrosives Wet batteries Mercury Hydrochloric acid 	9 Miscellaneous dangerous goods Magnetized goods Engines Solid carbon dioxide (dry ice) Lithium batteries * Note

* Note: Except those that are admissible under the provisions of the UPU Acts.

A postal item can be accepted only if the description of the contents makes it clear that the item does not contain dangerous goods

Examples of descriptions with which postal items cannot be accepted	Reason why unacceptable	Examples of descriptions with which postal items can be accepted
No description or vague description such as "miscellaneous goods", "daily commodity", or "precision instruments". Product serial numbers instead of descriptions.	Contents are unknown	Wallets, compact discs
Household goods	May contain spray can or compressed gas cylinder	Food, cloth
Sporting goods	May contain aerosol	Racket, ball, shoes
Camping goods	May contain gas cylinder	Tent, sleeping bag
Diving goods	May contain a tank	Wet suit, hydroscope, snorkel
Medical drugs	May contain medical alcohol	Cold medicine, digestive medicine
Cosmetics	May contain flammable perfume, manicure goods, nail-polish remover	Soap, lipstick
Automobile components	May contain flammable fuel additives, aerosols, compressed gas	Mirror, seat cover
Toys	May contain batteries	Toy building blocks

Examples of unacceptable articles	
Flammable perfume 	Adhesive bond
Manicure goods 	Spray can
Wet battery 	Extinguisher
Aqualung 	Pesticide
Oil paint 	Matches

















POC C 1 PSG 2022 2–Doc 6b Annex 1.Attachment 7

Check for lithium batteries

Electronic equipment containing lithium batteries

If the postal item contains lithium batteries confirm with the sender that the followings conditions are fulfilled:









A. The equipment is acceptable electronic equipment, such as:

Video camera 	Walkie-talkie 	GPS 	Radio-controlled toy 
Digital camera 	Scanner 	Mobile phone 	MP3 player 
Bluetooth headset 	Smart phone 	Laptop computer 	Shaver 
Power drill 	Tablet computer 	Portable DVD player 	Measuring equipment 

Note:

- a This is a representative listing of common electronic equipment containing four or fewer lithium cells or two or fewer lithium batteries, therefore complying with postal requirements. Acceptance for posting is not exclusive to these items.
- b Check that the lithium cells/batteries are installed in the electronic equipment and have not been removed and packaged separately within the outer package.
- c Conduct a visual inspection of the outer packaging for damage and check that the packaging used will protect the declared equipment from any damage in the course of operations and air transport.

B. In general, the following equipment is not acceptable since it uses lithium batteries exceeding the watt-hour rating or lithium content, or does not meet the conditions for acceptance by the Post:

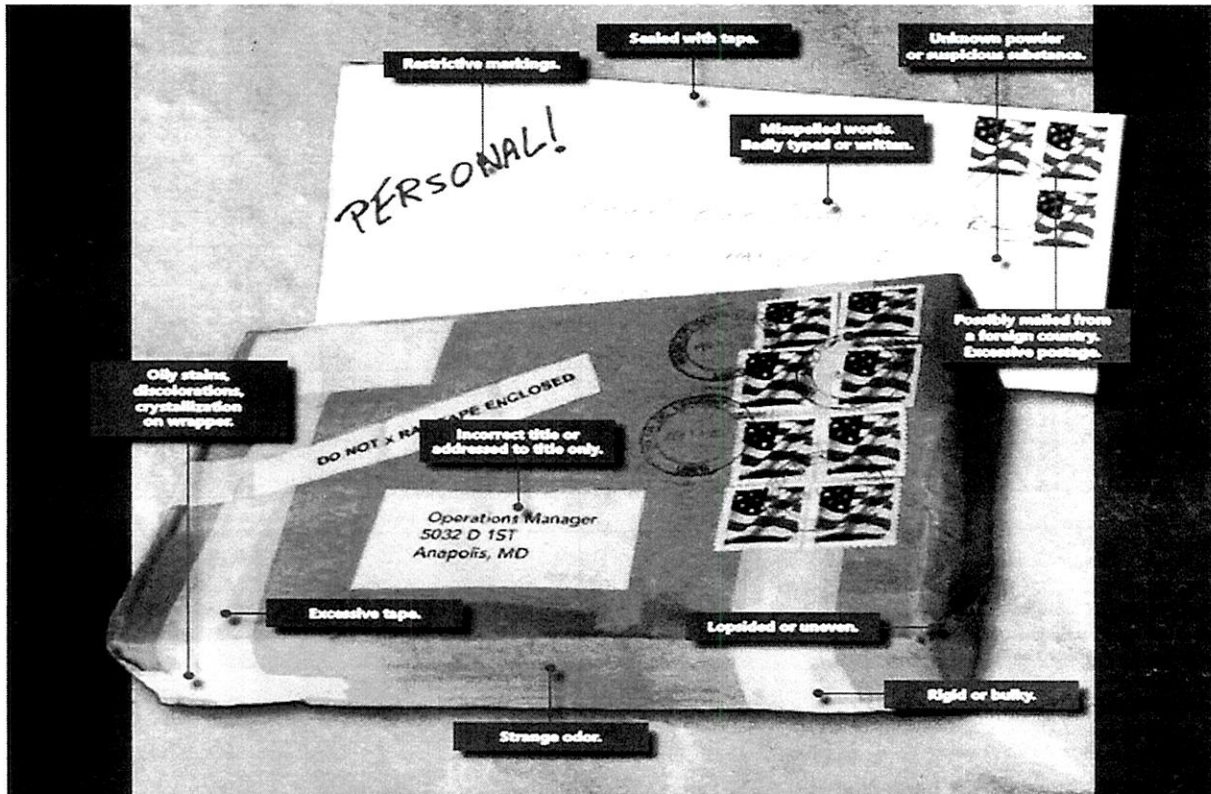
Electric bicycle 	Laptop with external battery 	Electric wheel chair 	Small in-house power generator 
Battery not installed in handset	160 watt-hour lithium ion loose or installed in equipment	Loose 3.0 watt-hour battery not installed in equipment	Automated external defibrillator (AED)
			

Note: Lithium batteries packed alone or those packed with equipment are not acceptable in postal items transported by air.

POC C 1 PSG 2022.2-Doc 6b Annex 1 Attachment 8

SUSPICIOUS MAIL OR PACKAGES

PROTECT YOURSELF, YOUR BUSINESS, AND YOUR MAILROOM.



IF YOU RECEIVE A SUSPICIOUS LETTER OR PACKAGE:

STOP. DON'T HANDLE.

ISOLATE IT IMMEDIATELY.

DON'T OPEN, SMELL, OR TASTE.

ACTIVATE YOUR EMERGENCY PLAN. NOTIFY A SUPERVISOR.

IF YOU SUSPECT THE LETTER OR PACKAGE CONTAINS A BOMB (EXPLOSIVE), OR RADIOLOGICAL, BIOLOGICAL, OR CHEMICAL THREAT:

ISOLATE AREA IMMEDIATELY

CALL EMERGENCY SERVICES

WASH YOUR HANDS WITH SOAP AND WATER.



POC C 1 PSG 2022.2-Doc 6b,Annex 1,Attachment 9

PROHIBITED IN INTERNATIONAL MAIL

DANGEROUS GOODS WARNING LABELS

Explosives 	Explosives 	Flammable Gas 	Non-Flammable Non-Toxic Gas 	Toxic Gas 	
Flammable Liquid 	Flammable Solid 	Spontaneously Combustible 	Dangerous when wet 	Oxidizing substance 	Organic peroxide
Toxic substance 	Infectious substance 	Radioactive Category I 	Radioactive Category II 	Radioactive Category III 	
Corrosive 	Hazardous waste 	Exceptional quantity 	Cargo Aircraft Only 	Unlithium Battery Label 	
Keep away from heat 	Cryogenic Liquid 	Magnetized material 	Limited quantity 	Environmental hazard 	

MAILABLE TO INTERNATIONAL
(Under Certain Conditions)

UN3373

Infectious substance
Multiple pieces containing specific types of infectious substances (Class 6, Category B) are acceptable in international mail subject to the provisions of ICAO 601.10.17 and IATA 135.

UN

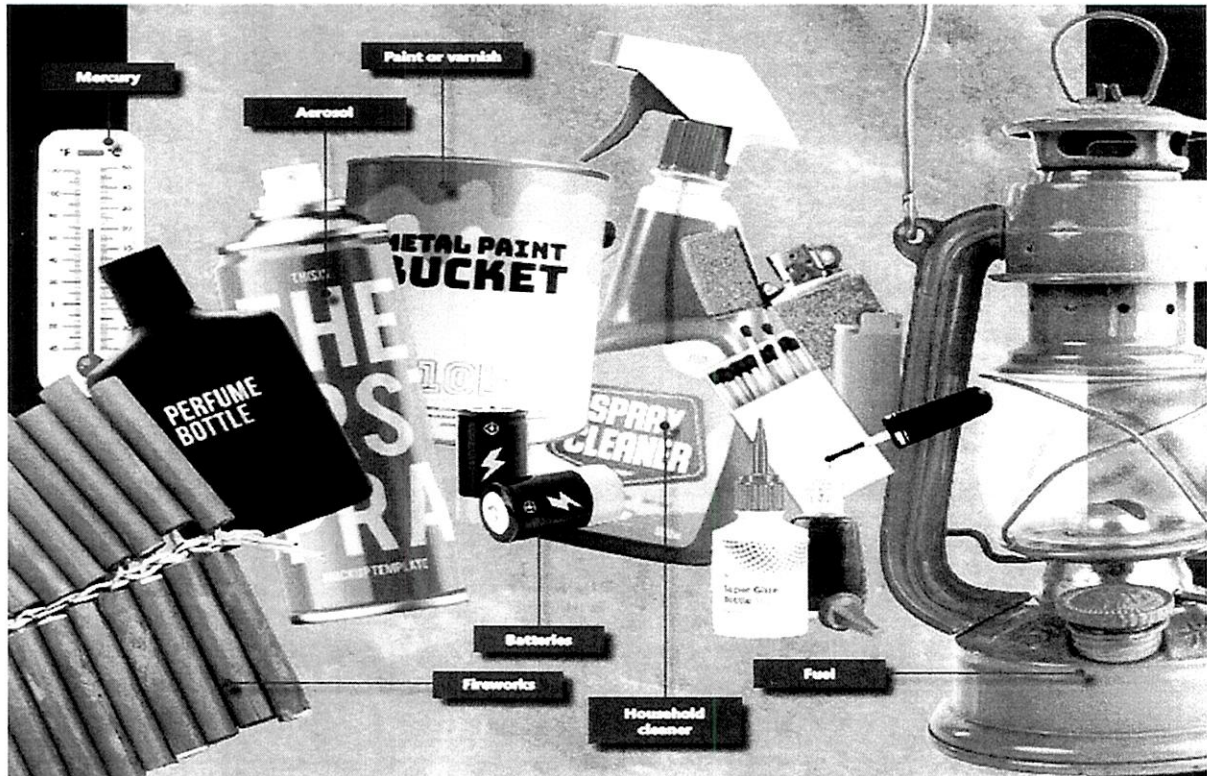
Radioactive substance, marked packages
Multiple pieces containing Class 7 radioactive materials are acceptable in international mail subject to the provisions of ICAO 601, Publication 52, Hazardous, Restricted, and Perishable Procs and IATA 135.

UNIVERSAL POSTAL UNION

POC C 1 PSG 2022.2-Doc 6b Annex 1 Attachment 10

IS YOUR PACKAGE SAFE TO MAIL?

YOU COULD BE MAILING HAZARDOUS MATERIALS AND NOT EVEN KNOW IT.



DID YOU KNOW THAT MANY COMMON HOUSEHOLD ITEMS ARE DANGEROUS TO SHIP AND ARE NOT PERMITTED IN THE MAIL? EVEN ITEMS THAT ARE PERMITTED IN THE MAIL CAN PRESENT A HAZARD IF IMPROPERLY PACKAGED, DUE TO VIBRATION, TEMPERATURE CHANGES AND VARIATIONS IN ATMOSPHERIC PRESSURE.

WE ARE COMMITTED TO KEEPING YOUR MAIL SAFE. MAKE SURE YOU KNOW IF YOUR ITEM IS PERMITTED TO BE MAILED AND THAT YOU HAVE PREPARED IT TO HAVE A SAFE JOURNEY IN THE MAIL STREAM.



UPU
UNIVERSAL
POSTAL
UNION