



## Proposed Changes For Transportation of Hazardous Materials

## Coming Soon!

### *RSPA Proposes Amendments to the Hazardous Material Regulations*

### *RCS, Inc. Online Training*

The US Department of Transportation Research and Special Programs Administration (RSPA) is proposing to amend the Hazardous Materials Regulations.

The RSPA proposal will require cylinders of compressed oxygen and packages of chemical oxygen generators transported aboard an aircraft to be placed in an outer packaging that meets certain flame penetration and thermal resistance requirements.

In addition, RSPA has the following proposals:

- 1 Revise the pressure relief device setting limit on cylinders of compressed oxygen transported aboard aircraft.
- 2 Limit the types of cylinders authorized to transport compressed oxygen aboard aircraft.
- 3 Prohibit the transportation

of all oxidizing gases, other than compressed oxygen, aboard cargo and passenger aircraft.

- 4 Convert most of the provisions of an oxygen generator approval into the HMR.

These proposals would increase the level of safety associated with transportation of such materials aboard aircraft. RSPA worked jointly with the Federal Aviation Administration (FAA) in development of these proposals.

In addition to the compressed gas proposals, RSPA and the U.S. Nuclear Regulatory Commission (NRC) are jointly seeking changes to the International Atomic Energy Agency (IAEA) Regulations for the Safe Transport of Radioactive Material.

Watch for any developments to these issues in future publications of the RCS Register.

RCS, Inc. will soon be offering online training programs. The online programs will maintain the RCS standard of quality and personal attention that is present in our on-site training programs. However, the online program will offer the convenience of flexible scheduling and self-paced learning and assessment. Courses will be offered that meet the requirements of the following regulatory bodies:

- US Department of Transportation (DOT)
- International Maritime Organization (IMO)
- International Air Transport Association (IATA)

Various levels of training will be offered, ranging from Warehouseman General Awareness training to Master and Trainer level. Courses are appropriate for both new employee training as well as refresher training. Upon successful completion of the program, the trainee will be

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Please visit the RCS, Inc. website ([www.4rcs.com](http://www.4rcs.com)) or contact RCS, Inc. at the toll-free Client Assurance phone number (877-377-4243) for additional course or pricing information. Discounts are available for companies desiring training for multiple employees.

## **New Maritime Security Code**

In response to the tragic events of September 11, 2001, William A. O'Neil, the Secretary-General of the International Maritime Organization (IMO), scheduled a conference during December 2002. The purpose of this conference was to enhance ship and port security and prevent shipping from becoming the next target of terrorism.

As a result of this conference, the new International Ship and Port Security Code (ISPS Code) was developed. This new code includes detailed security-related requirements for Governments, port authorities and shipping companies.

The Code is broken into two sections. Part A contains mandatory security-related requirements, while Part B contains non-mandatory guidelines regarding how to meet the new requirements of Part A. The new comprehensive security code will go into effect in July 2004.

## **OSHA Site-Specific Targeting Plan**

OSHA has announced their site-specific targeting (SST) plan for 2004 to inspect facilities that reported above average injury and illness rates in 2003.

OSHA obtained injury and illness numbers from the agency's data initiative for 2003, which surveyed over 80,000 facilities to obtain their injury and illness numbers for the year. These surveys identified that the average national Days Away from Work, Restricted Work Duty, or Job Transfer (DART) Rate for every 100 employees was 2.8. The Days Away from Work Injury and Illness (DAFWII) national average for every 100 employees was 1.6.

Based on these numbers OSHA is targeting work sites and facilities that reported a DART rate of 15 or higher, and a DAFWII rate of 10 or greater for every 100 employees.

Facilities with a DART rate of 8-15, and a DAFWII rate of 4-10 will be placed on a secondary inspection list, which OSHA plans to investigate during the 2004 calendar year. OSHA will also randomly select facilities that reported low injury and illness rates to determine industry methods used to comply with OSHA regulations for maintaining a safe workplace.

## **EPA Clean Automotive Technology**

The EPA is doing their part to attempt to solve the always-present problem of increasing gasoline prices.

Under the Clean Automotive Technology program, the EPA researches alternative engine designs and alternative fuels in an effort to provide an alternative to gasoline powered combustion engines. One research project involves a Hydraulic Hybrid engine, which uses a hydraulic energy storage and propulsion system to capture the energy normally lost during vehicle braking, and uses it to assist with vehicle acceleration. Vehicles normally driven in stop-and-go traffic, such as delivery trucks, can greatly benefit from the hydraulic engine research. The EPA has introduced a concept vehicle, a delivery truck, which uses the hydraulic launch assist engine. The development of the hydraulic engine can improve engine performance and increase fuel economy in vehicles.

In addition to engine research, the EPA heads one of the world's largest research efforts for alternative fuels research. Research in this area evaluates the feasibility of running vehicles on non-petroleum base fuels, such as methanol and ethanol. The potential use of these alternative fuels can lower health-related emissions, reduce greenhouse gas emissions, and create less dependence on imported oil resources.

## DOT Drug and Alcohol Testing

### *Requirements For Employers*

Employers are responsible for the DOT regulatory compliance of their officials, representatives, agents, and service agents in regards to drug and alcohol testing. An employer is someone employing one or more employees, including an individual who is self-employed, subject to DOT agency regulations. The regulations that govern these requirements can be found at 49 CFR 40.

The drugs for which tests are required under DOT agency regulations are marijuana, cocaine, amphetamines, phencyclidine (PCP), and opiates. Employers must also test for alcohol.

DOT drug and alcohol tests must be completely separate from all non-DOT drug and alcohol tests. DOT drug and alcohol tests must take priority to, and be conducted before, all non-DOT tests. A DOT urine specimen may not be tested for additional drugs, and a laboratory is prohibited from making a DOT urine specimen available for a DNA test or other types of specimen identity testing.

A service agent is any person or entity, other than an employee of the employer, who provides services to employers and/or employees concerning DOT drug and alcohol testing

requirements. Employers may use a service agent to perform the tasks needed to be compliant with the DOT agency drug and alcohol testing regulations. Employers are responsible for obtaining DOT test information from their service agents.

Drug testing laboratories that are used for the DOT drug test must be certified by the Department of Health and Human Services (HHS) under the National Laboratory Certification Program (NLCP).

DOT Alcohol testing may be performed by Screening Test Technicians (STTs) and breath alcohol technicians (BATs). These are the only people authorized to conduct DOT alcohol tests. A Screening Test Technician is a person who instructs and assists employees in the alcohol testing process and operates an Alcohol screening device. A Breath Alcohol Technician is a person who instructs and assists employees in the alcohol testing process and operates an evidential breath-testing device.

An employer who receives a verified positive drug test result, or an alcohol test result of 0.04 or higher, must immediately remove the employee involved from performing safety - sensitive functions.

## EPA News

### *RCRA Violation Citations*

The Environmental Protection Agency (EPA) has cited two people in association with RCRA violations for improper transportation and disposal of hazardous waste. The first case involved a man from Indiana, who was illegally disposing of ignitable hazardous waste in a buried railroad tank car near Gary, IN. The man was sentenced to 37 months in prison followed by 3 years of probation for failure to adhere to federal RCRA regulations for proper disposal of hazardous waste.

The second case involved a California dry cleaning company that was cited for improper transportation and storage of waste containing Perchloroethylene (PERC). PERC is a dry cleaning chemical that can cause neurological problems, as well as liver or kidney damage with long-term exposure. The company was illegally transporting the waste to a storage facility that was not permitted for hazardous waste storage. Cleanup costs for the improperly stored hazardous wastes exceeded \$1 million.

## OSHA News

OSHA fined a Bridgeport, Connecticut steel company \$149,000 for 47 cited workplace safety and health violations. An injury at the plant prompted the OSHA investigation, and upon their visit OSHA determined numerous violations, which included the following:

- Several tripping hazards
- Defective ladders
- Inadequate guardrails
- Failure to utilize proper protective equipment for aerial lifts
- Unguarded moving mechanical equipment
- Blocked and locked exits
- Missing exit signs
- Inadequate confined space program / training
- Deficient lockout / tagout equipment
- Insufficient forklift and hazard communication training and documentation.

In addition, the steel company was cited for one willful violation for failing to implement an effective noise and hearing conservation program for workers exposed to excessive noise levels.

There are many companies and facilities similar to the Connecticut steel company, who are unaware of OSHA violations until there is an incident to prompt an OSHA inspection. One way to decrease the presence of OSHA violations in the workplace is to perform self audits or utilize a third party, knowledge-

able in your work practices, to perform an audit. To ensure that all areas and positions of a facility are covered, a job hazard analysis can be performed to identify areas where hazards exist to determine the applicability of OSHA regulations. Once a job hazard analysis is completed, a facility can determine what areas are in need of improvement to ensure that all employees are able to work at a facility free from recognized hazards that may cause harm or injury.

## Did you Know?

### *Worker Memorial Day*

OSHA designated April 28<sup>th</sup> as Worker Memorial Day in recognition of the men and women who have lost their lives on the job. Assistant Secretary of Labor for Occupational Safety and Health, John Henshaw spoke on this day stating: "The very foundation upon which this agency (OSHA) is built is to ensure that each worker is afforded the right to a safe workplace. The ultimate right of every worker is to return home safely. We must continue working to ensure that that happens." April 28<sup>th</sup> should not only remind OSHA of their duties to maintain safe workplaces, but also remind employers that they have a responsibility to ensure the safety and health of all of their workers.

## Quality Corner

### *The American National Standards Institute*

The American National Standards Institute, or ANSI as it is commonly known, is a private, nonprofit organization supported by nearly 1,000 member organizations. Members include companies, organizations, government agencies, institutions, and international bodies. ANSI was formed in 1918, with its primary mission being the enhancement of both global competitiveness of US business and the American way of life. This is accomplished through the promotion and facilitation of voluntary consensus standards and conformity assessment systems, as well as safeguarding the integrity of these standards and systems.

ANSI plays a role in National and International standardization in addition to Conformity Assessment. Nationally, ANSI provides accreditation for procedures of standards developing organizations (SDOs). Accreditation indicates the process used by the SDO for development of an American National Standard (ANS) meets the *ANSI Essential Requirements* of openness, balance, consensus, and due process.

Internationally, ANSI is the US representative and member of the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC), the two

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## A Note From the President

*Endeavor to be always patient of the faults and imperfections of others for thou has many faults and imperfections of thine own that require forbearance. If thou are not able to make thyself that which thou wishest, how canst thou expect to mold another in conformity to thy will?*

Thomas a Kempis.



### The re-invention of “Quality for Profit” philosophy

#### **Deming 1970 to present**

It was not until the 1970s, however, that Deming started to make an impact in the West. This appeared to happen when in 1979 Bill Conway, President of Nashua Corporation met with Deming. An NBC television documentary, entitled “If Japan Can, Why Can’t We?”, broadened his audience in 1980. Throughout the 1980s, various books were written by others to document and explain his work. His own book “Out of the Crisis” was published in 1986 and he was awarded the National Medal of Technology in America the following year. In addition, in 1987, the British Deming Association was formed to spread awareness of the Deming philosophy.

#### **Deming's message to the Japanese**

Deming's message to the Japanese reflected his statistical background. However, he broadened Shewhart's manufacturing approach to include non-manufacturing and human variation. He encouraged managers to focus on variability and understand the difference between special causes and common causes. He said that the special causes of variation in a

product, process or service were those which prevented its performance from remaining constant in a statistical sense. These special causes are often easily corrected by effecting changes of operator, shift or procedure. They can often be identified, and sometimes solved by existing personnel. Common causes may be identified by those that remain once the special causes have been eliminated. Common causes are inherent to the design, or the operation of the process / system. Variation may be identified by the operators, but only the management can eliminate common causes.

Deming believed that managers who lacked this understanding of variation, and thus confused the two types of variation, could actually make matters worse. By the middle of the 1980s, he estimated that management was accountable for up to 94% of the potential improvement.

Deming's lectures and work extended considerably beyond statistical methods. He encouraged the Japanese to adopt a systematic approach to problem solving, which later became known as the Deming or

PDCA (Plan, Do, Check, Action) Cycle. He also pushed senior managers to become actively involved in their company's quality improvement programs.

#### **Deming's work in the West**

Dr. Deming's work in Japan has been identified as putting Japan on the road to leadership in international business and industry. Subsequent work by Deming and his followers in the United States and elsewhere has attempted to make major changes in the style of management. This is a more management-based than statistically based view of Quality Management. Deming constantly improved and refined his ideas. Dr. Deming understood that quality was a living, breathing aspect of business and would adopt the ideas of others in the field of global quality.

Dr. Deming emphasized that no one point or chapter in his books scripted the full intent of his 14 fundamental points. He did place great importance and responsibility on management, at the individual, company and societal level. During his lectures about the need to transform American management in the 1980s he stated, “Failure of management to plan for the future and to fore-

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major non-treaty international standardization organizations. Through these two organizations, ANSI promotes the use of US standards internationally, advocates US policy and technical positions, and encourages the adoption of international standards as national standards when applicable.

ANSI also places emphasis on Conformity Assessment, which includes the steps taken by manufacturers and third parties to assess conformance to standards.

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see problems have brought about waste of manpower, of materials, and of machine-time, all of which raise the manufacturer's cost and price that the purchaser must pay. The consumer is not always willing to subsidize this waste. The inevitable result is loss of market."

When asked "What direction must management proceed?", Deming stated, "Everyone doing his best is not the answer. It is first necessary that people know what to do. Drastic changes are required. The first step in the transformation is to learn how to change..." Long term commitment to new learning and new philosophy is required of any management that seeks transformation. The timid and the faint-hearted, and peo-

## Office Safety

Don't forget to bring your crime prevention senses to work with you when you leave your home for the day. Almost any crime that can happen at your home or in your neighborhood can occur at the workplace.

A growing trend amongst office crime is a person or group of persons participating in "office creeping." An office creeper is a person who sneaks into an office building during business hours to steal personal items and office equipment. The thieves are often nicely dressed and pro-

fessional looking, however their motive is to look for laptops, purses, etc., in turn making a quick profit.

An example of this new wave of crime occurred in Stamford, Connecticut last spring. Police were searching for a team of well-dressed men suspected of stealing as much as \$100,000 in laptops and other office equipment. Apparently, the thieves would enter the office during designated lunch times or near the end of the day while employees were leaving and cleaning crews were arriving.

There are many steps to follow to make this crime avoidable and your office safer:

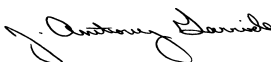
- Keep your purse, wallet, keys, and other valuables with you at all times or locked in a drawer or closet.
- Check the identity of any stranger in your office - ask who they are visiting and if you can help them.
- Always let someone know where you will be - if you are working late, going to lunch or a meeting, etc.
- Is your office secure? Do you have a sign-in policy for visitors, office access controls, safety training, and a phone system with emergency buttons?
- Your reception area should also have a lock on the door, which can be controlled, and a security camera with a

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ple that expect quick results are doomed to disappointment."

Even in Japan in the 1950s, Deming taught that the consumer is the most important part of the production line. One useful portrayal of the Deming philosophy, the Joiner Triangle, shows this concern with the customer.

Deming was concerned with delighting, rather than merely satisfying customers. The Joiner Triangle shows that such quality is achieved by teamwork and the scientific approach. Certain features of his later teachings in America were based on such foundations.



*(Next submission: Deming's 14 points for Management)*

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monitor at another employee's desk.

- Be discreet. Do not tell your social / vacation plans or those of your coworkers to people visiting or calling at your place of business.
- Also, use common sense. If you feel that there is something suspicious going on, do not hesitate to contact your supervisor or the authorities.

By following a few of these tips, you can be protecting yourself as well as your coworkers and office.



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## Personal Page

### *Steelhead Trout*

The Steelhead is very similar to a Rainbow trout. A Steelhead and a Rainbow are pretty much the same species, but they differ slightly in genetic make-up and they differ greatly in their behavior and size.

Steelhead start their lives in streams and rivers and migrate to lakes or oceans. They only return to the streams or rivers of their birthplace to spawn. After spawning, Steelhead return to the lake or ocean and start the process over. Steelhead do not die after spawning, as their cousin the salmon does. Ocean run fish can travel thousands of miles before returning to their

spawning grounds. Steelhead can be found in rivers from early fall to late spring. The Rainbow trout, however, spend their entire life in the same stream in which they were born.

Another major difference between the Steelhead and Rainbow trout is size. Steelhead can be up to 10 times larger than most Rainbow trout in size and weight. Steelhead may reach lengths of 40 inches and weigh up to 25 pounds.

The body profile of both fish is similar. The color and markings of a spawning Steelhead and Rainbow trout are very similar. Spawning Steelhead look like the Rainbow trout,

only much larger. Steelhead that have just entered a river or stream or are caught in the lake or ocean are bright silver with a white under-side. These fish are referred to by Steelhead fisherman as "Chrome."

Steelhead can be found on the East Coast, throughout the Great Lakes, as well as on the West Coast. Steelhead fishing offers a unique combination of battling brute strength and harnessing magnificent beauty. These fish may be caught by fly-fishing, with a "noodle" rod, or even with that old push button pole in your garage. If you have never tried to fish for Steelhead, I suggest calling off work, rounding up some buddies, and taking a road trip.