

RCS Register

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IATA Gives Governments an Agenda for Action

At an International Civil Aviation Organization (ICAO) conference, Director General and CEO of the International Air Transport Association (IATA), Giovanni Bisignani, declared, "After US\$30 billion in losses, the need for change in the airlines industry is critical and the role of Governments essential."

Since the terrorist attacks on 9/11, the aviation industry has had to exert immense efforts to rebound successfully. The airlines have been hard-pressed to overcome security issues, rising fuel prices, and many other barriers to their prosperity. Even with an increase in international scheduled passenger and cargo traffic in the first nine (9) months of 2004 compared to 2003, airlines are not able to profit because of various barriers, the most influential is the incredibly high and rising fuel costs.

Giovanni Bisignani proposes that there are five (5) critical issues that governments need

to help change concerning international air transportation:

1. Fuel Efficiency can be addressed through greater route efficiency and optimized operational procedures, as well as cooperation of governments in tackling the high price of fuel. Growth is up in passenger and cargo traffic, however the high price of fuel magnifies the problem of fuel efficiency. Bisignani stated, "The crisis in the price of fuel exaggerates these inefficiencies and government action is required."

2. Security has increased since 9/11, however governments are not working together enough to fight the issue of safety and terrorism. Bisignani states, "We are left to battle bureaucracy when we should be helping to fight terrorism. And the cost to industry and the flying public is tremendous—US\$5 billion a year." He went on to explain that governments need to ac-

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OSHA: Strategic Partnership with the Army

On October 14, 2004 in Washington D.C., OSHA entered into a partnership with the U.S. Army to help improve safety and health for the Army's civilian workforce. This partnership will involve twenty-one (21) military installations across the country.

"This partnership with the Army is an excellent opportunity to share the knowledge and best practices in both agencies to further improve safety and health among civilian personnel at Army installations," said OSHA administrator John Henshaw.

This partnership agreement will support the goals of President Bush's Safety, Health, and Return-to-Employment (SHARE) Initiative.

The Army and OSHA set forth six (6) key goals to improve

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cept that it is their responsibility to provide national security, not the airlines.

3. Insurance: As insurance underwriters are starting to exclude coverage for dirty bombs, electromagnetic pulse devices, and biochemical materials. The airline industry cannot afford to have these plausible events not included in insurance coverage and governments cannot afford for the airlines to stop flying; support has to be given.

4. Liberalization of Air Legislation: "Airlines desperately need the freedom to run their businesses as businesses", said Bisignani. Less stringent legislation can aid in the recovery from the slump of 2003 in the airline industry. An example of legislation that can help is an agreement on an open aviation area between the US and Europe.

5. Regulation of Monopoly Suppliers: "Cost reduction has been a matter of survival for airlines while many airports and air navigation service providers continue a happy existence based on cost-plus pricing," states Bisignani. "A competitive industry cannot accept their abuse of monopoly positions." This complete control over the cost of supplies has to stop in order for airline industry to become more stable; government intervention is needed to implement regulations on unfair monopolies.

DOT

Announces Emergency Funding For Airports Damaged by Recent Hurricanes

The U.S. Department of Transportation (DOT) announced that emergency funds would be given to airports that were damaged by hurricanes Charley, Frances, Ivan, and Jeanne. The amount of \$20.5 million to go towards repairs to seventy-one (71) affected airports. Locations such as Alabama, Florida, Kentucky, Mississippi, North Carolina, Pennsylvania, West Virginia and Puerto Rico all have airports, which were damaged during the storms. The emergency funds will go to the airports, which have suffered substantial damages.

Norman Y. Mineta, U.S. Transportation Secretary, stated that, "These grants will help restore our airports to

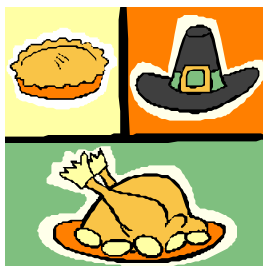
their conditions before the hurricanes found them."

The funds came about from the Emergency Supplemental Appropriations for Hurricane Disaster Assistance Act that was passed recently by Congress. The DOT's Federal Aviation Administration (FAA) sent letters out on October 15, 2004 to the owners and operators of the airports in the most affected areas to inform them of the funds and the deadline for applying for the emergency relief funds. The deadline for applying for the airport emergency funds was October 25, 2004.

Also, fourteen (14) additional airports will be receiving an additional \$4.1 million in emergency funding in the coming weeks.

Important Date:

**Thanksgiving is
Thursday,
November 25, 2004**



**RCS will be closed
November 25 & 26.
Happy Thanksgiving!**

RCS NEWS

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safety and health among civilian personnel at Army installations:

1. Reduce civilian workforce fatalities, injuries, and illnesses at each participating Army installation by at least 3% per year.
2. Expand awareness of the value of effective safety and health management systems.
3. Reduce total case rates and severity rates related to musculoskeletal disorders (MSDs).
4. Share their best practices and successes with other Army installations and similar worksites in other industries.
5. Expand the Army's participation in VPP.
6. Convey the best safety and health practices, as well as injury and illness reduction lessons to the civilian workforce learned by Army military personnel.

OSHA and the U.S. Army will work together to identify common causes of injuries, illnesses and fatalities at each participating Army base. Working together, they will develop procedures to address these causes and reduce or eliminate the hazards.

EPA News:

California Facility To Pay U.S. EPA \$42,299 To Settle Hazardous Waste Violations

National Technical Systems, Inc., located in Calabasas, California recently agreed to pay the U.S. Environmental Protection Agency (EPA) \$42,299. This payment is in response to violations of federal hazardous waste regulations issued by the U.S. EPA.

National Technical Systems, Inc. provides quality and conformance testing for various industries including aerospace, defense, telecommunications and information technology.

On October 23, 2002, EPA inspectors discovered that the company was storing spent hazardous wastes without a permit. In addition, National Technical Systems failed to determine whether some of its wastes were hazardous. These activities are in violation of the federal Resource Conservation and Recovery Act (RCRA). The Resource

Conservation and Recovery Act protects communities from the hazards associated with the improper management of hazardous wastes.

"Because National Technical Systems did not train its employees in hazardous waste handling, and did not properly label its waste, the company failed to qualify for the EPA's exemption for storage without a permit available to companies accumulating small amounts of hazardous waste," stated Jeff Scott, Director of the EPA's Waste Division for the Pacific Southwest Region.

As a result of National Technical Systems improperly labeling their hazardous wastes and improperly training their employees, these hazardous wastes could be mismanaged and/or improperly disposed of within the community.



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Employer Support for our Troops

With terrorism taking a higher priority, and military forces that are much smaller than they were a decade ago, more National Guard and Reserve forces are being called up for duty. Many civilian employers of these guard and reserve members support them as they put on orders for different reasons and to various places in this war on terrorism. However, did you know that there is law that provides rights to these National Guard and Reserve members?

The Uniformed Services Employment and Reemployment Rights Act (USERRA) can be found at Title 38, U.S. Code Section 4301 through 4333. The basic reemployment rights, of an employee that returns from military service, are

that the employer must promptly reemploy the member. The Department of Labor states that “*promptly* means within days, not months, and that the reemployment position should be the position that the person would have attained had he or she remained continuously employed during the period of military services.”

If you would like more information on this issue, contact the Department of Labor and/or the Office of Personnel Management. If you are a service member that believes your veteran’s rights may have been violated, and have a complaint you can file a complaint via the Internet at the following web-site: www.dol.gov/vets/aboutvets/contacts/main.htm.

Total Quality Management *The Development of the Juran Chair*

In honor of Dr. Joseph Juran, the “Juran Chair” was established by the e-TQM College. The e-TQM College is an electronic based educational institute in the Middle East, which was opened to provide all potential opportunities to individuals whom wish to specialize in the implementation, management and specialization of quality management.

The Declaration of Intent for the “Juran Chair” was signed on October 17, 2004. The Juran Chair will serve as a means for educating and im-

proving the management skills in the Middle East and North Africa. The e-TQM hopes to actively increase Dr. Juran’s principles and beliefs into the Arab community. The Arab community hopes to better their society by creating a means for better understanding of people in regards to quality. According to the United Arab Emirates, on October 17, 2004, Lt. General Dhahi Khalfan Tamim, chairman of the e-TQM College, stated that “it is our goal to promote the use of TQM in

the Arab World through awareness, education and advisory interventions in both the public and private sectors of the Arab World.”

Dr. Juran is a renowned quality guru known for his views on Total Quality Management and he is also known as the “Father of Quality.” He has contributed many insights and principles in the fields of quality and management.

According to the United Arab Emirates, Juran was stated in saying, “As e-TQM College is involved in the cause of advancing the principles of TQM in the Arab World, it gives me great pleasure to lend my name to the Juran Chair in Total Quality Management which is being established at the college.”

The Juran Chair has another objective, which is to document the process of implementing TQM within the Arab World. According to the United Arab Emirates, the Juran Chair will research all obstacles that the executives in the Arab nation face while implementing TQM. Also, publications such as journals, books and newsletters will publish and disseminate original TQM documents and applications.

The creation of the Juran Chair brings positive developments towards the Arab World. The e-TQM will be providing opportunities for the nation as a whole in the development and improvement of quality principles and practices, which will boost the Arab World’s location in the quality niche.

DOT

New Changes to the Hazardous Communication Requirements

The Hazardous Materials Regulations (HMR; 49 CFR parts 171-180) include a wide variety of hazard identification and communication requirements for hazardous materials transportation. The Department of Transportation (DOT) has accepted new amendments to the Hazardous Material Regulations (HMR) to improve hazard communication for hazardous materials transported in commerce, which will take effect on October 1, 2005.

Included in these changes were clarifications and improvements to the shipping paper, identification number and other marking, labeling, placarding and emergency response telephone number requirements. The new amendments will require a "NON-ODORIZED" marking on certain packages that contain non-odorized liquefied petroleum gas. The "FUMIGANT" marking is to be removed from a freight or transport vehicle in which sufficient aeration has been achieved.

The new measures also clarify various aspects pertaining to hazard communication. These clarifications include the clarification that beepers or other types of call-back systems do not meet the requirements in Sec. 172.604 for emergency response telephone numbers,

the international shipment of Class 9 materials may utilize the placarding exception for Class 9 materials, while the shipment is being transported in the United States, and that a return shipment of a package that contains less than a reportable quantity of a Class 9 hazardous substance may be offered for transportation and transported with markings and placards in place. There is also a clarification of emergency response information and training requirements for combustible liquids.

The Department of Transportation states, "The changes to the hazard communication requirements adopted in this final rule will result in better response by, and protection of emergency response, personnel, fire or police personnel, and the general public." The DOT determined that, "some of the changes adopted in this final rule will provide the regulated industry with additional flexibility to meet hazard communication requirements, thus reducing compliance burdens," and that "the amendments adopted in this final rule will help shippers and carriers to ensure that hazardous materials are transported with minimum risks to persons, property, and the environment."

The Value of Social Responsibility

At the 2004 Conference of Business for Social Responsibility, Anne M. Mulcahy, Xerox chairman and CEO, spoke in regards to the core social principles a company must follow in regards to its employees, communities and neighbors. Mulcahy stated, "We believe passionately that good citizenship is good business. It's good for our communities, good for our people, and ultimately, good for our companies."

As a keynote speaker, Mulcahy discussed Xerox's Environmental, Health and Safety achievements which included recycling eighty-five (85) percent of non-hazardous solid waste generated within the Xerox facilities, recycling more than 4.5 million used toner cartridges and containers under its "Green World Alliance" program and Xerox also improved their workplace safety record in the year 2003.

In regards to Xerox's Philanthropy, Mulcahy stated that Xerox spends an estimated fifteen (15) million dollars per year in various programs which will help to inevitably benefit the quality of life in various communities.

Mulcahy concluded her speech at the 2004 Conference of Business for Social Responsibility by stating "Social responsibility - like every other facet of business - is a rapidly moving target, a race without a finish line. As good as any of us might think we are today, we have to be even better tomorrow."