



HSE OP04

Operational Controls for Safety

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1.0 Purpose and Scope

This Standard mandates the implementation of specific controls for workplace hazards and reduction of safety risks.

This Standard applies to each operating entity under the operational control of DP World.

2.0 Performance Requirements

2.1 Commitments We Live By

All DP World workers shall be aware of the Commitments We Live By, understand their value, and what following the Commitments mean for their role.

Programs associated with the Commitments We Live By, or equivalent, shall be implemented at each operating entity where applicable.

2.2 Health and Safety Management Systems

Each operating entity shall have a management system that is based on the principles of the *ISO 45001 Occupational Health and Safety Management Systems*.

The system can be integrated with an Environment Management System or other management systems that the Operating Entity has.

2.3 Permit to Work (PTW)

Operating entities shall implement a permit to work system for confined space entry, isolations inclusive of LOTO, contractor authority to work, working at height and hot work as a minimum.

Permits shall document:

- Names and signatures if all persons involved
- A description of the work to be carried out
- A reference to the risk assessment for the task
- Time and date of work commencement
- The duration for the task
- A description of isolations required to enable the task to be carried out
- A description of the control measures and emergency arrangements in place
- Consideration of any other permits to work which may interact with the permit being issued
- The names and signatures of the permit issuer and permit holder confirming that the PTW requirements including interacting permits, if any, are in place prior to the task starting

Operating entities shall ensure:

- Permits do not exceed one shift and shall include a revalidation process
- Permit issuers are identified, designated and have authority over the work being performed
- Permit issuers are not involved in carrying out the task covered by the permit to work
- Workers involved in the task are briefed on the requirements of the permit to work, the nature of the task, the hazards and controls that need to be implemented

- The permit is handed back by the designated permit holder to the Permit Issuer for closure on completion of the task. Permit Issuer shall visually inspect the location of the work to confirm completion of the task and safe condition of the work area and equipment. Only the Permit Issuer may close a permit and provide authorisation for controls to be removed.
- Permits are supported by a Safe Work Procedure (SWP) / Safe Work Method Statement (SWMS) and Qualitative Risk Assessment (QRA) using [HSE PL03-TOOL05 Qualitative Risk Matrix](#)
- Permits are available at the task location
- Completed permits are retained in accordance with site document control procedures
- Permit to work systems are internally audited on a periodic basis

2.4 Hot Work

Operating entities shall ensure:

- The requirements of the Hot Work Assessment are complied with (refer [HSE PE01-TOOL07 HSE Assessment Programs Protocol](#))
- The area is cleared of all combustible and flammable material and a fire extinguisher is located within easy reach of the hot work activity
- A trained Fire Watch / Standby Person is assigned to each hot work activity and remains at the location in accordance with legislation after work is stopped to ensure no possibility of fire exists

2.5 Traffic Management and Pedestrian Safety

Operating entities shall:

- Remove or separate pedestrians from mobile equipment using protective barriers and / or approval control measures
- Comply with requirements of the Traffic Management Assessment (refer [HSE PE01-TOOL07 HSE Assessment Programs Protocol](#))
- Conduct a site traffic risk assessment and implement a traffic management plan. The plan shall be reviewed whenever there is a change to operations or if there has been an incident involving pedestrians
- Design roads, work areas and walkways in order to minimise risks to pedestrians from vehicles and mobile equipment
- Assess the risks and consider compatibility of mobile handling equipment and personnel transport types and likely outcomes in the event of an incident.
- Protect vulnerable items (e.g. pipework, storage tanks, racking / shelving cranes etc.) with physical barriers

2.6 Mobile Equipment

Operating entities shall comply with requirements of all mobile equipment related Assessment Programs (refer [HSE PE01-TOOL07 HSE Assessment Programs Protocol](#)).

Also refer [Safety Halo Technology](#) via Group HSE page on connexions. Halo project, i.e. laser/ proximity lighting shall be retrofitted for all Mobile Equipment and include reversing lights by relevant operating entities.

Guidance for safe operation of Material Handling Equipment (MHE) is provided in [HSE OP04-G02 Safe Operation of Material Handling Equipment Guideline](#).

2.7 Working at Heights

Operating entities shall ensure that all options to eliminate the need to work at heights (i.e. alternatives allowing the work to be done on ground level) have been evaluated, otherwise:

- Adhere to the requirements of the Working at Height, Mobile Elevated Work Platforms (MEWP) and Work Safety Cage Assessments (refer [HSE PE01-TOOL07 HSE Assessment Programs Protocol](#))
- Ensure safe methods of access / egress is available for all work at height
- Prohibit workers from working alone when using fall arrest equipment
- Consider weather conditions prior to commencing any outdoor working at height activities
- Develop rescue plans for work at height where there is a risk of becoming stranded at height or suspended in fall arrest equipment (refer [HSE OP01 Emergency Preparedness and Response Standard](#))
- Ensure all tools, equipment and loose items are secured and stored away from edges to prevent dropped object risks occurring. Barricade the area below when working at height.

SAFE USE OF PORTABLE LADDERS AND PLATFORMS

Operating entities shall:

- Only use portable ladders or platforms after safer alternatives, for example MEWP or scaffolding, have been considered. Portable platform or stairs should be prioritised over ladders for accessing containers or chassis
- Selection of portable ladders and platforms shall consider:
 - The duration of the work
 - The physical surroundings of where the work is to be carried out
 - The prevailing weather conditions
- Ensure portable ladders and platforms are inspected for visible damage or faults, for example broken rungs, stiles and footings before use. Remove faulty or damaged ladders from service
- Ensure portable ladders and platforms are formally inspected by a competent person in accordance with the manufacturer's recommendations or at a minimum frequency of once per quarter
- Only use extension or single ladders as a means of access to or exit from a work area or for short duration light work that can be carried out safely from the ladder, for example to complete minor maintenance, monitor plant operation, service plant or for access to or egress from a work area where tools can be operated safely with one hand. Portable work platforms may be the safer alternative where the above requirements cannot be met.
- Ensure all portable ladders:
 - Have a load rating of at least 120 kg and be manufactured for industrial use. Domestic or 'homemade' ladders shall not be used
 - Are on stable level
 - Have non-slip feet
 - Are secured or supported by a third party
 - Be placed at a safe angle at a ratio of 4:1
 - Extend 1 metre beyond the landing place

When using a ladder, worker shall:

- Always maintain ‘three points of contact’ when ascending, descending or working from ladders
- Make sure that no-one works underneath the ladder
- Never allow anyone else on the ladder at the same time
- Never straddle the ladder. Consider using step platforms as they include a small working platform and a partial handrail
- Wear slip-resistant footwear

2.8 Isolation – Lockout and Tag Out

Operating entities shall:

- Develop a documented process for the safe isolation and re-energization of hazardous energy sources and conditions in the workplace that includes how isolations will be continued and communicated between different teams e.g. during shift handover
- Undertake risk assessments to determine the type of isolation required for all activities where persons may be exposed to hazardous energy sources and conditions in the workplace
- Test and verify all isolations of hazardous energy
- Communicate isolations to all persons who may be affected

Refer to the [Energy Isolation – Lockout Tagout Program](#) for further guidance on preventing uncontrolled release of hazardous energy.

2.9 Handling Loads

Each operating entity shall:

- Use equipment and safe work procedures to minimise the likelihood of workers being injured by swinging, shifting or falling loads during all load handling operations
- Fit safety devices to all load handling equipment including labels or placards indicating control functions on cranes, limit switches on hoists and jibs, emergency stop buttons, audible alarms or flashing lights that indicate equipment movement
- Appoint a ‘person in charge’ for lifting operations who is clearly identified and considered competent to provide direction for load handling operations and to conduct a pre-lift safety briefing
- Develop lifting plans for project or unconventional (out of gauge) cargo that consider:
 - Communication between persons working on the lift, including roles and responsibilities
 - The workers involved in the lift and the safe positioning of people working near to lifting operations
 - Type of load
 - Nature of load
 - Distance of travel including travel path
 - Equipment to be used confirming the lift is within the safe parameters of the load chart
 - Safe Working Load (SWL) and pre-inspection requirements of the lifting gear
 - Securing arrangements including safe access to elevated attachment points, as relevant
 - Potential for swing
 - Objects close to the lifting operation
- Ensure the competency of operators handling loads
- Prohibit the use of personal electronic devices when handling loads
- Adhere to the requirements of the Lifting Gear Assessment
- Prevent entry to a crush zone during any part of the lifting operation

Guidance on racking / shelving systems and material stacking practices in DP World facilities is provided in [HSE OP04-G03 Stacking and Storage Guideline](#).

2.10 Vessels

Group companies that own, operate and / or charter vessels shall:

- Follow relevant flag state and / or SOLAS regulations
- Adhere to the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW)
- Adhere to the International Safety Management (*ISM*) Code, as relevant
- Have processes in place to check that vessels are adhering the above

2.11 Confined Spaces

Operating entities shall:

- Avoid the need for workers to enter confined spaces unless necessary
- Identify and register the type and location of confined spaces and perform a risk assessment to identify the hazards, determine the risks and define the controls to allow safe access and entry to each of the confined spaces
- Ensure clear warning signage is applied to all confined space entry locations uniquely identifying the space and defining entrance requirements
- Adhere to the requirements of the Confined and Enclosed Spaces Assessment (refer [HSE PE01-TOOL07 HSE Assessment Programs Protocol](#))

2.12 Dangerous Goods

Operating entities shall comply with the requirements of the International Maritime Dangerous Goods (IMDG) Code or respective national Dangerous Goods classifications.

Operating entities involved in the storage and transport of dangerous goods by road and / or rail shall comply with local legislation for road and / or rail transport of dangerous goods.

Each operating entity shall comply with the requirements on Dangerous Goods Assessment (refer [HSE PE01-TOOL07 HSE Assessment Programs Protocol](#)).

[HSE OP04-G01 Storage, Handling and Transport of Dangerous Goods Guideline](#) outlines best practices for the storage, handling and transport of dangerous goods cargo.

2.13 Hazardous / Dangerous Substances and Chemicals

Operating entities shall:

- Complete a risk assessment to understand risks arising from the use, handling or storage of hazardous / dangerous substances and chemicals considering:
 - Physical risks (e.g. fire, explosion, corrosion of materials)
 - Health risks (e.g. toxic, corrosive, carcinogen, mutagen, irritant etc.)
 - Environmental risks

- Quantities
- Storage and disposal requirements
- Emergency response arrangements
- Implement controls to minimise risk including:
 - Use of substances and chemicals that present a lower risk
 - Reducing the total number of substances and chemicals used
- Retain supplier safety data sheets for all hazardous / dangerous substances and chemicals used
- Maintain a register of dangerous goods including volumes and inventories, location, class, risk ratings and other important reference information
- Implement emergency response arrangements commensurate with the types and quantities of hazardous / dangerous substances and chemicals (refer [HSE OPO1 Emergency Preparedness and Response Standard](#))

2.14 PPE and Workwear

Operating entities shall:

- Mandate the wearing of hard hats, high visibility vests and safety footwear by all workers in operating areas excluding:
 - By risk assessment
 - Operating cabins
 - PPE for visitors where access is restricted and prevents them from entering operating areas
- Provide Personal Protective Equipment (PPE) to control the risks identified within risk assessments and shall be suitable to the task being performed
- Provide PPE as a last line of defense, in accordance with the hierarchy of control, and only when used in combination with other control measures
- Ensure PPE provided is fit for purpose and compliant with the requirements of local legislation
- Consider the interaction of different types of PPE during risk assessment and selection (e.g. goggles compatible with ear defenders when worn together)
- Consider whether additional hazards are introduced by the PPE selected (e.g. reduced field of vision, heat stress etc.)
- Trial PPE prior to roll out and in consultation with the employees carrying out the task
- Procure PPE in sizes and shape appropriate to the employees to ensure proper fit and that it remains effective
- Provide PPE to employees free of charge
- Subject PPE to regular maintenance / replacement
- Provide appropriate storage arrangements for PPE

2.15 Specialised Tasks and Work Environments

TASK ENVIRONMENT	REQUIREMENTS
LASHING / LOAD SECURING	The following shall be observed when performing lashing activities on vessels: <ul style="list-style-type: none"> ● Lashing / unlashng shall not be undertaken adjacent to an open hatch

TASK ENVIRONMENT	REQUIREMENTS
	<ul style="list-style-type: none"> • Rails are erected around open hatches before work commences • Lashing bridge end rails shall be erected prior to commencing lashing activities • Close gratings and covers after passing through • Always work in pairs • A minimum of three cell separation from an active point of work shall be maintained when working on container ships • Lashing shall start on the outboard cells of the vessel working towards the quay to minimise any suspended load risk • All lashing carried out shall be reviewed by an appropriate person and the lashing certificate signed off • Inspect the position and condition of rails and walkways before work commences • Wear fall protection equipment where rails are absent or in poor condition • Ensure reefer cables are clear of walkways and work areas • Maintain control of lashing bars when working on outboard cells • Report unsafe conditions including damaged ladders, fencing, lighting or safety rails and consider if it is safe to continue to work • Lashers must remain clear of vessel deck cargo operations during RORO activities, ensuring lashing only occurs after trailers are safely parked <p>The following shall be observed when performing load securing activities in logistics or warehouse operations:</p> <ul style="list-style-type: none"> • All loads shall be secured with fit for purpose lashings and / or tie downs to ensure they cannot fall or dislodge during transit • Before unloading conduct checks to ensure loads: <ul style="list-style-type: none"> ○ Have not shifted during transit ○ Are not likely to move or fall when restraints are removed ○ Are stable and free from loose objects • Do not stand directly behind doors when opening the rear of a trailer • Do not stand in potential crush zone when unloading /unlashing loads <p>Note: Operating entities in P&T division shall provide:</p> <ul style="list-style-type: none"> • Fall protection equipment (i.e. harness and adjustable certified adjustable tie-off lanyards) for use by all persons working on

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TASK ENVIRONMENT	REQUIREMENTS
	<p>vessels. Also refer HSE Bulletin 006/2023 Fall Protection onboard vessels for more details.</p> <ul style="list-style-type: none"> • Petzel VERTEX model Hard Hats (or equivalent brand with the same specifications) for use by Lashers.
GATE OPERATIONS	<ul style="list-style-type: none"> • Minimise pedestrians at the gate where possible • Only permit pedestrian access to gate lanes or gate crossings when vehicles are stationary • Provide access controls for workers or drivers required to perform inspections at the gate • Install hard barriers to separate vehicles and pedestrians wherever practical to do so • Implement measures to control the movement of vehicles during inspections • Adhere to the requirements of the Gate Assessment (refer HSE PE01-TOOL07 HSE Assessment Programs Protocol)
WORKSHOPS AND MAINTENANCE	<ul style="list-style-type: none"> • Adhere to the requirements of the Workshop and Maintenance Assessment (refer HSE PE01-TOOL07 HSE Assessment Programs Protocol). • Where hazardous substances are used and stored in workshops these shall be: <ul style="list-style-type: none"> ○ Stored in well ventilated (forced or natural) spaces that are locked unless access is required; ○ Fitted with suitable fire rated cabinets or fire rated self-closing doors meeting DP World requirements or local fire requirements whichever is more rigorous. Fire rated doors shall be inspected every six months. ○ Positioned in areas away from sources of ignition with appropriate signage in place ○ Monitored by heat and smoke sensors which will trigger an audible alert that is external to the storage area ○ Inspected every shift for leaking products and stored in areas providing adequate containment arrangements ○ Alerting devices shall be inspected and tested at least every six months <p>Refer HSE OP08 Fire and Loss Prevention Standard</p>
ON BOARD VESSELS	<ul style="list-style-type: none"> • Adhere to the requirements of the Vessel Safety Assessment (refer HSE PE01-TOOL07 HSE Assessment Programs Protocol) • Appoint a supervisor to:

TASK ENVIRONMENT	REQUIREMENTS
	<ul style="list-style-type: none"> ○ Oversee on-board activities performed by persons working for, or on behalf of DP World ○ Maintain communication with shipboard staff • Use HSE OP04-TOOL01 Vessel Inspection Checklist or HSE OP04-TOOL02 General Cargo Vessel Inspection Checklist or equivalent • Maintain housekeeping standards at all times • Remove loose items such as lashing equipment and other cargo securing devices before lifting hatch covers
CONTAINER FREIGHT STATION (CFS)	Adhere to the requirements of the CFS Assessment (refer HSE PE01-TOOL07 HSE Assessment Programs Protocol).

Additionally, guidance on minimum safety standards for DP World facilities is provided in [HSE OP04-G04 Safe Work Environment Guideline](#) and [HSE OP04-G05 Dock Safety and Safe Loading Guideline](#).

3.0 Competency, Training and Awareness

TOPIC	COMPETENCY AND AWARENESS REQUIREMENTS
Commitments We Live By	<ul style="list-style-type: none"> • Commitments We Live By shall be integrated into operating entity training programs, induction, site management systems and contractual agreements
Permit to Work	<ul style="list-style-type: none"> • Permit Issuers and persons required to prepare equipment for permit to work tasks shall be trained and competent in the permit to work process for that site location • Persons working under a permit shall be trained and competent for the work they are performing and the permit process
Handling loads	<ul style="list-style-type: none"> • Lifting operations must be overseen by trained and experienced personnel • The identified 'person in charge' for lifting operations shall be competent to provide direction for load handling operations • Persons operating load handling equipment shall be trained and regularly assessed in line with applicable industry requirements or, at least every three years • Persons using lifting gear to secure loads must be trained and deemed competent by responsible site management for the operation

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TOPIC	COMPETENCY AND AWARENESS REQUIREMENTS
Hazardous / Dangerous Substances and Chemicals	<ul style="list-style-type: none"> Workers shall be provided with information and instruction on the risks arising from the use, storage or handling of hazardous chemicals / substances and understand the associated emergency response requirements
PPE	<ul style="list-style-type: none"> All users of PPE shall be provided with appropriate information, instruction and training on the selection, use and maintenance of each type of PPE

4.0 Implementation and Responsibilities

CORPORATE	REGION / GROUP COMPANY	OPERATING ENTITY
<ul style="list-style-type: none"> Perform Due Diligence assessments and escalate non-compliance to executive management Maintain the Commitments We Live By and develop supporting campaigns and programs 	<ul style="list-style-type: none"> Ensure control measures and monitoring programs for specific workplace hazards have been implemented Ensure the implementation of the Commitments We Live By 	<ul style="list-style-type: none"> Have a system management system based on the principles of ISO 45001 Implement the Commitments We Live By Implement and monitor the implementation and effectiveness of controls for specific workplace hazards Provide hazard communication and training programs to prepare workers to recognize and respond to workplace hazards

5.0 Glossary

TERM	DEFINITION
Confined Space	<p>An enclosed or partially enclosed space that:</p> <ul style="list-style-type: none"> Is not designed or intended primarily to be occupied by a person Is, or is designed or intended to be, at normal atmospheric pressure while any person is in the space Is or is likely to be a risk to health and safety from: <ul style="list-style-type: none"> An atmosphere that does not have a safe oxygen level

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TERM	DEFINITION
	<ul style="list-style-type: none"> o Contaminants, including airborne gases, vapours and dusts, that may cause injury from o Fire or explosion o Harmful concentrations of any airborne contaminants o Engulfment
Dangerous Goods	Articles or substances that are capable of posing a risk to health, safety, property or the environment (<i>ICAO</i>). This excludes consumables used on site.
Hazardous Energy	An energy source within equipment or machinery which has the potential to cause harm. Energy sources include but are not limited to electrical energy, mechanical energy, hydraulic energy, radiation, chemical energy, stored energy, pneumatic energy, magnetic energy and gravitational energy.
Hazardous / Dangerous Substance and Chemicals	Substances, mixtures and articles that can pose a significant risk to health and safety if not managed correctly. They may have health hazards, physical hazards or both. Examples include: <ul style="list-style-type: none"> • Toxic chemicals • Chemicals that cause skin damage • Carcinogens • Flammable liquids • Compressed gasses • Explosives
Hot Work	Work that is likely to produce a source of ignition, including welding, gas cutting, blast cleaning and the use of spark producing tools or portable equipment, or other determined sources of ignition, e.g. grinding, welding, brazing, oxy / gas cutting or heating.
Isolation	Under normal modes of operation, fixed guarding and other guarding solutions (interlocks, light curtains, computer controls etc.) shall be in place to protect people from hazardous energy sources. Where guarding controls are removed or bypassed, such as for servicing or maintenance purposes, these hazardous energies must be appropriately isolated to prevent the inadvertent release of stored hazardous energy which have the potential to cause harm.
Mobile equipment	Mobile equipment includes, but is not limited to, light vehicles such as cars, trucks, vans, utilities, shuttle buses and other personnel vehicles, in addition to reach stackers, large / small forklifts, pallet trucks, straddle carriers, trains etc. used in operational areas.

TERM	DEFINITION
Permit to Work	A documented procedure that authorises certain people to carry out specific work within a specified time frame. It sets out the precautions required to complete the work safely, based on a risk assessment.
Personal Protective Equipment (PPE)	PPE is specialized clothing or equipment designed to be worn or held by a worker for protection against exposure to workplace hazards. PPE can include, but is not limited to, safety glasses, hard hats, safety boots, gloves, respirators, hearing protection and high visibility clothing. It can also include non-clothing equipment such as gas monitors.
Personnel Transport	Sites use various means of transport which includes but is not limited to buses, cycles, electric vehicles, vessels.
Working at Heights	Any place where a person could fall a distance liable to cause personal injury.
Vessel	A marine craft, boat or ship that is propelled. (Based on SOLAS).

6.0 Associated Content

NUMBER	NAME
HSE OP04-TOOL01	Vessel Inspection Checklist
HSE OP04-TOOL02	General Cargo Vessel Inspection Checklist
HSE OP01	Emergency Preparedness and Response Standard
HSE OP04-G01	Storage, Handling and Transport of Dangerous Goods Guideline
HSE OP04-G02	Safe Operation of Material Handling Equipment (MHE) Guideline
HSE OP04-G03	Stacking and Storage Guideline
HSE OP04-G04	Safe Work Environment Guideline

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NUMBER	NAME
HSE OP04-G05	Dock Safety and Safe Loading Guideline
HSE OP08	Fire and Loss Prevention Standard
HSE PE01-TOOL07	HSE Assessment Programs Protocol
-	Introduction to Commitments We Live By
-	Energy Isolation – Lockout Tagout Program
ISO 45001	Occupational Health and Safety Management System
-	International Convention for the Safety of Life at Sea (SOLAS)
-	International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW)
-	International Safety Management (ISM) Code
-	International Maritime Dangerous Goods (IMDG) Code
-	Safety Halo Technology

7.0 Document History

DOCUMENT CONTROL		
Document Custodian:	Group Vice President - Standards, Systems and Governance, Group HSE	
Document Approver:	Global Executive Vice President - Health Safety & Environment, Group HSE	
REVISIONS		
#	DATE	AMENDMENT
1.0	November 2020	Released for implementation.
1.1	31 March 2022	Transferred to new template and formatting changes throughout
2.0	16 November 2023	<ul style="list-style-type: none"> 2.3 Permit to Work – Requirement on Task Analysis replaced with Qualitative Risk Assessment for work requiring permits.

DOCUMENT CONTROL

- Section 2.6 Requirement on safety halo technology added
- Section 2.15 The following added - Operating entities in P&T division shall provide:
 - Fall protection equipment (i.e. harness and certified adjustable tie-off lanyards) for use by all persons working on vessels. Also refer HSE Bulletin 006/2023 Fall Protection onboard vessels for more details.
 - Petzel VERTEX model Hard Hats (or equivalent brand with the same specifications) for use by Lashers.
- Reference to DP World insurance protection guide (2018) replaced with HSE OPO8 Fire and Loss Prevention Standard
- Section 5.0 – Personnel Transport definition added
- Minor updates and corrections throughout
- Document Custodian and Approver titles updated
- Review cycle changed from 2 years to 3 years
- IMDG replaced with Dangerous Goods throughout, except where IMDG Code has been used as a reference.