# Hazardous Materials and Spill Response

Handbook EL-812 May 1998





# **ORM-D Consumer Commodity**

U.S. POSTAL SERVICE SAFETY AND WORKPLACE ASSISTANCE HUMAN RESOURCES WASHINGTON DC 20260-4231

# Handbook EL-812 Hazardous Materials and Spill Response

May 1998



UNITED STATES POSTAL SERVICE®

# TABLE OF CONTENTS

I	INTRODUCTION	1
II	TITLE 18	2
III	POSTAL REGULATIONS	3
IV	HAZARDOUS MATERIALS AND THE USPS	4
V	RECOGNITION AND HANDLING	8
VI	ACCEPTANCE AND REFUSAL	12
VII	RESPONSE TO HAZARDOUS MATERIAL INCIDENTS	
	AND EMERGENCIES	15

APPENDICES

- A RATES AND CLASSIFICATION SERVICES CENTERS
- B REFERENCES



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# Part I INTRODUCTION

This is a guide to the proper handling of hazardous materials through the U.S. mails. It is an educational and safety tool to be used in conjunction with postal guidelines.

In the event of a hazardous material release, it is important that trained personnel are able to quickly assess and determine whether an *incidental* or *emergency release* is occurring. The ability to distinguish between these two categories of releases will largely determine what response procedures should be followed.

If you have not taken BBP or HAZWOPER training at either the Awareness or Operations level, you should not become involved in responding to a hazardous chemical or infectious substance release. If you should notice a leaking package, your only duty is to immediately notify a trained Hazardous Material First Responder that a potential hazardous chemical or infectious substance release has occurred. When in doubt, check with your supervisor, operations level responders, plant or district safety specialists. Play it safe and err on the side of safety. (See Part VII of this handbook.)

# Part II TITLE 18

It is a federal crime, punishable by fines and imprisonment, to place in the mails any "...natural or artificial article, composition, or material which may kill or injure another, or injure the mails or other property..." [18 U.S.C. Section 1716(a)]. This statute allows the Postal Service to permit the mailing of small quantities of some injurious articles under regulations prescribing conditions of preparation and packaging [18 U.S.C. Section 1716(b)]. (See Publication 52, Acceptance of Hazardous, Restricted or Perishable Matter and Part VI of this handbook.)



# Part III POSTAL REGULATIONS

The Postal Service accepts limited quantities of potentially hazardous materials for mailing. The material allowed is generally consumer commodity ORM-D material that is in quantities small enough to present little hazard to life, health, or property. The conditions of preparation and packaging under which such materials are acceptable are stated in *Domestic Mail Manual (DMM)* and in Publication 52, *Acceptance of Hazardous, Restricted or Perishable Matter*. Particular conditions applicable to mailings of hazardous materials to foreign addresses are stated in the *International Mail Manual (IMM)*.



# Part IV HAZARDOUS MATERIALS AND THE USPS

# WHAT ARE HAZARDOUS MATERIALS?

Hazardous materials are chemicals or infectious biological substances that may pose risks to the safety and health of USPS employees (if not handled or used appropriately). Some USPS operations involve the use of small quantities of hazardous chemicals. In addition, certain limited types and quantities of hazardous chemicals and infectious biological substances are mailable and may be found in the USPS mailstream.

# HAZARDOUS CHEMICALS CHARACTERISTICS

Hazardous chemicals are characterized by their flammability, corrosivity, reactivity, or toxicity. Some chemicals may exhibit more than one of these characteristics at the same time.

# Flammable Materials

- Can burn and/or explode.
- Include liquids with low flash points, flammable solids, flammable compressed gases, and oxidizers.
- Can spread to areas containing combustible materials.
- Examples: Lighter fluid, highway flares, aerosol paint, gasoline.



# **Corrosive Materials**

- Can eat through containers and combine with other chemicals.
- Can burn skin and eyes on contact.
- Can appear harmless until contact produces harmful effect.
- Examples: caustic soda, hydrochloric acid, drain cleaner.

# **Reactive Materials**

- Can explode, ignite or produce toxic vapors when exposed to air, water, or other materials.
- Can create hazards much more severe than the materials themselves.
- Can take extended periods of time to develop.
- Examples: fireworks, chlorine, ammonia.



# **Toxic Materials**

- Can enter the body through inhalation, ingestion, skin absorption, or injection.
- Include poisons that may create acute or chronic health effects (*acute effects* are immediate and shortterm; *chronic effects* develop over time and are long-term).
- Examples: Lead, asbestos, chlorine.



# HAZARDOUS CHEMICALS FOUND AT USPS FACILTIES

A variety of hazardous chemicals are commonly used in daily USPS activities and operations or found at typical USPS facilities.

Hazardous Chemicals				
<ul> <li>Acetylene - welding and cutting equipment.</li> <li>Gasoline - motor vehicles and motorized equipment.</li> <li>Bleach - cleaning.</li> <li>Paint and thinner - painting.</li> <li>Ammonia - cleaning.</li> <li>Inks - cancellation and printing.</li> <li>Insecticides - pest control.</li> <li>Caustics - janitorial supplies.</li> <li>Isopropyl Alcohol - removal of coating ink.</li> <li>Hazardous wastes - from the above operations.</li> <li>PCB's and asbestos - transformers and insulating materials.</li> <li>Lead-water supplies and paint.</li> </ul>				

The USPS is actively involved in reducing the presence and use of hazardous chemicals in the workplace through a variety of chemical reduction and pollution prevention initiatives.

# HAZARDOUS MATERIALS ACCEPTED FOR MAILING

The USPS accepts limited quantities of certain specified *hazardous materials* for mailing. Generally these hazardous materials are considered to be consumer commodity ORM-D materials and are not accepted in quantities large enough to present a serious hazard to safety or human health. Hazardous chemicals and specimens of infectious substances are only accepted if properly packaged and labeled according to strict USPS regulations.

# INFECTIOUS SUBSTANCES CHARACTERISTICS

Infectious Substances are characterized by their ability to cause infection and disease. The disease causing agents found in some infectious substances are known as bloodborne pathogens (BBP).

# INFECTIOUS SUBSTANCES FOUND AT USPS FACILITIES

Several types of infectious substances may be encountered at USPS facilities and operations.



# Part V RECOGNITION AND HANDLING

# HAZARDOUS MATERIALS RECOGNITION

Hazardous chemicals and infectious substances can be identified by warning labels affixed to a container or package. Warning labels are generally your first source of information about chemical or biological hazards. They must be affixed to bags, bottles, boxes, drums, and all other chemical containers except those used to transfer chemicals. Labels for packages containing *chemicals* must include:

- The name and identification number of the chemical, except for ORM-D material
- All appropriate hazard warnings

The name and identification number on the label can be used to find the corresponding material safety data sheet (MSDS), which will provide you with more detailed information about the chemical. In additon, the appropriate hazard warnings can provide you with information about potential dangers associated with the chemicals. Labels for packages containing *infectious substances* must carry the biohazard symbol or the package must be red in color.

Descriptions of common labeling schemes and representative labels are presented below. In addition, common Department of Transportation (DOT) hazard warning labels are presented on the inside front cover of this guidebook. You may encounter other types of labels not mentioned in this handbook.

(Note: Any parcel required to bear a DOT diamond shaped class label (except "Infectious Substance 6" and "Class 9 Miscellaneous Hazardous Materials - Dry Ice") is non-mailable. If a parcel bearing any of these labels is found in the mailstream, follow procedures in Postal Operations Manual (POM) 139.117-118.)

# The "Written" Label

This label provides comprehensive information on the chemical in the container in a written format. It includes hazard warnings, precautions for use, and appropriate first aid measures.

# Chlorine Bleach HAZARDS Strong Oxdizer. Temporary sys injury Irriant. Silo. Do Not USE of Advances and domestic animals. WARNING: DO NOT USE OR MIX WITH OTHER HOUSEHOLD CHEMICALS. TO DO SO WILL RELEASE HAZARDOUS GASES. Avoid contact with eyes, skin, and dokting. Harmful if swallowed. Flash donis Bofor and alfer use. Prologed contact with metal may cause pitting or discoloration. FIRST AD. In eyes: remove contact lenses, rinse with plenty of water for at least 15 minutes. If swallowed drink a glassful of water. In either case, call a physician. If contact with skin: immetaller therow contaminated clobing and wates skin throughly For additional information, see Material Safety Data Sheet (MSDS) for this chemical. The Bleach Co. 1 Industria Dr. Fresno, CA 3726

# The "NFPA" Label

The National Fire Protection Association (NFPA) label is a diamond, divided into four smaller diamonds with each one representing a color-coded hazard category. Red represents flammability. Blue is health. Yellow is reactivity. White is used for special hazards. These hazards are rated on a scale of zero to four, with zero being a non-hazard and four being extremely hazardous.

### Flammability Hazard Health Hazard (Red) 2 Reactivity Hazard (Bue) 1 Special Information (White)

# The "HMIS" Label

The Hazardous Material Identification System (HMIS) label is similar to the NFPA label, but uses colored bands instead of diamonds to represent the type of hazard being described. The type of hazard is printed within each band and the zero to four NFPA rating for physical hazards is used. There is a band for personal protective equipment which uses alphabetic codes ranging from A to K. Each code is geared to specific personal protective gear.



# The "CHIT" Label

The Chemical Hazard Identification and Training (CHIT) label uses symbols combined with brief written descriptions to convey hazard warnings.

NAME	SPECIAL	PERSONAL PROTECTIVE		
CASH				GLOVES
HEALTH HAZARD	SKIN RRITANT		GOGGLES	

# The "DOT" Label

The Department of Transportation (DOT) label classifies hazardous materials by either their hazard class number or class name. The labels are diamond-shaped, color-coded, and contain a symbol and hazard class number.



The "International Biohazard" Symbol

The biohazard symbol indicates contaminated or potentially infectious material. Red containers may be substituted for biohazard warning labels.



Particularly in the case of mailstream packages and parcels containing hazardous chemicals or infectious substances, appropriate hazard warning labels may not always be present. In these instances, if you suspect that a parcel may contain hazardous chemicals or infectious substances, you should pay attention to other indicators such as the following package characteristics.

# Package Characteristics

- Sound of broken glass or plastic.
- Stain or unusual odor.
- Address information (e.g., chemical company, laboratory, medical facility, school).

# SAFE HANDLING OF PARCELS SUSPECTED OF CONTAINING HAZARDOUS MATERIALS

Parcels suspected of containing hazardous chemicals or infectious substances should be handled carefully. If you suspect that a parcel may contain such materials you should follow appropriate guidelines.



If a parcel is leaking or broken, follow the emergency procedures described in Part VII of this handbook.

# Part VI ACCEPTANCE AND REFUSAL

# ACCEPTANCE AND REFUSAL

The USPS accepts limited quantities of hazardous materials for mailing. The quantities allowed are small enough so that the materials present little hazard to life, health, or property. The items that are generally accepted are Other Regulated Materials Class D (ORM-D) materials (consumer commodities).

Customers should be advised as to what materials are mailable prior to mailing. The following documents provide guidance on the mailability of hazardous materials.

- Poster 76, *Hazardous Materials*
- Notice 107, *Hazardous Materials*
- Publication 52, Acceptance of Hazardous, Restricted, or Perishable Matter
- Domestic Mail Manual (DMM)
- International Mail Manual (IMM)

Acceptance clerks may refuse a parcel containing hazardous materials if it is determined that the item does not meet USPS acceptance criteria. The references listed above may be used by mail acceptance personnel when deciding when and under what conditions hazardous, restricted, or perishable material may be accepted for mailing.



- Technical questions may be referred to the nearest Rates and Classification Service Center. (See page 23.)
- If a material believed to be hazardous and non-mailable has entered the mailstream, it should be temporarily held from dispatch and delivery and reported to the Inspection Service, per POM 139.117.

If the mailer desires a review of a decision, the postmaster should refer a sample or complete statement of the facts sent to the RCSC per DMM G020.3.0.

Dispatch any hazardous material mailable article as an outside piece only.

# PACKAGING, LABELING, AND SHIPPER'S DECLARATION

Safe handling of hazardous materials requires proper packaging in order to protect customers, employees, equipment, and other mail. Customers should be informed of appropriate packaging, labeling, and "Shipper's Declaration" requirements.



Packaging requirements must be observed by acceptance personnel.

# Packaging Requirements

- The weight of the contents of a parcel should not exceed the rating of the container. Packaging including containers, cushioning, closures and reinforcement must, at a minimum, meet the requirements of *DMM* and Publication 52.
- Cushioning must be sufficient to protect against breakage and to absorb the contents in case of leakage.
- Inadequate closure and reinforcement causes a majority of package failures. Pressure sensitive filament tape should be used for reinforcement. If other packaging tape is used, it must be at least two inches wide. A screw top closure must require at least 1 to 1 1/2 turns to open and should preferably be reinforced with plastic tape. Friction closures (such as paint cans) are unacceptable without reinforcing clips or rings.

All parcels containing hazardous materials must be appropriately and legibly marked. The following labeling requirements should be observed by acceptance personnel.

# Labeling Requirements

- Both the delivery and return address must appear on every parcel and must be large enough to be legible at arm's length.
- The outside of parcels containing hazardous materials must be plainly labeled. The only exceptions are parcels containing controlled substances (*DMM* and Publication 52).
- With few exceptions, a shipper's declaration is required on hazardous materials which may be sent by air transportation.

When mail containing hazardous materials is received for transportation by air, a shipper's declaration must be prepared in accordance with DOT regulations. DOT regulations require a particular marking or warning label on each parcel. These procedures must be observed.

# Shipper's Declaration Requirements

- Examine the parcel and check labeling.
- Verify that the shipper's declaration is complete and in triplicate.
- Make sure the shipper's declaration has been certified by the mailer.
- Make sure the shipper's declaration clearly identifies the parcel (as required by Publication 52 and Chapters 2 and 3 of the *IMM*).

Mailers are responsible for complying with other federal laws concerning mailable items such as drugs, guns, or plants. Clerks should refer mailers to the administering agency for specific information.



# Part VII RESPONSE TO HAZARDOUS MATERIAL INCIDENTS AND EMERGENCIES

# WHAT OSHA REGULATIONS COVER HAZARDOUS MATERIALS?

At least three sets of Occupational Safety & Health Administration (OSHA) regulations must be followed depending on the nature of the release; Hazard Communication (HAZCOM), Hazardous Waste Operations and Emergency Response (HAZWOPER), and Occupational Exposure to Bloodborne Pathogens (BBP).

# Hazard Communication

The HAZCOM standard requires that employees be informed of the hazards presented by the chemicals they work with through training, container labeling, MSDSs, and other forms of warning. The HAZCOM training teaches you about hazardous materials characteristics, and where to obtain information about chemicals that you encounter in the workplace. The HAZCOM training does not teach you how to respond to hazardous chemicals or infectious substances releases beyond notifying someone with more advanced training.

### Hazardous Waste Operations and Emergency Response

The HAZWOPER standard applies to facilities where hazardous materials are handled or stored, and covers emergency response operations for releases of hazardous materials. The USPS recognizes two levels of HAZWOPER training: First Responder Awareness Level and First Responder Operations Level. The Awareness Level training does not teach you how to respond to hazardous materials releases beyond notifying someone with more advanced training. The Operations Level training teaches you how to respond to a hazardous material incident or emergency.

### **Occupational Exposure to Bloodborne Pathogens**

The BBP standard applies to individuals who, through the course of their work, may be exposed to potentially infectious substances originating from either humans or animals. These materials may include blood, urine, tissues, and other infectious substances leaking from packages or resulting from a workplace accident. The BBP training



teaches you how to respond to a release of potentially infectious substances, how to protect yourself and others, and how to safely handle, dispose of and decontaminate materials contaminated by bloodborne pathogens.

The principal of "universal precautions" is to be used. That is, assume *all* human blood and certain human body fluids are potentially infectious for bloodborne pathogens.

# WHAT IS A HAZARDOUS MATERIAL RELEASE?

A variety of hazardous chemicals are routinely used in day-to-day USPS facility operations (e.g., paints, inks, solvents, cleaners). In addition, certain kinds of chemicals or infectious substances are considered mailable (in limited quantities), and may be found in parcels that have entered the USPS mailstream. Occasionally, hazardous materials may spill, leak, or otherwise be released into the workplace or the environment. Such events can be categorized as being either *incidental releases* or *emergency releases*.

An Incidental Release is a minor or non-emergency event that presents limited



risk to the health and safety of employees. Such events are typically small in quantity, have little potential for human exposure, and involve materials of low toxicity. Still, incidental releases must be taken seriously. Any hazardous material release has the potential to evolve into a much more serious emergency if not confined quickly and responded to appropriately.

An Emergency Release is a more significant event and can result in major risks



to the health and safety of employees and customers, as well as damage to the environment and USPS property. Such events constitute real or threatened emergency situations, and can involve fire, explosion, or severe chemical exposure. Generally, a coordinated response from an outside emergency response organization (e.g., fire department, hazardous materials response team) is required to safely contain, cleanup, or otherwise respond to an emergency release. In the event of a hazardous material release, it is important that trained personnel are able to quickly assess and determine whether an incidental or emergency release is occurring. The ability to distinguish between these two categories of releases will largely determine what response procedures should be followed. When in doubt, check with your supervisor, operations level responders, plant or district safety specialists. Play it safe and err on the side of safety.

# WHO MAY RESPOND TO HAZARDOUS MATERIAL RELEASES?

Only USPS personnel who have received the *HAZWOPER* training are qualified to respond to spills, leaks, and other incidental releases of hazardous chemicals or infectious biological materials. USPS personnel who have received *BBP* training are only qualified to respond to spills, leaks, and other incidental releases of infectious biological materials.

- BBP Responders are trained to assess the risks and hazards of a release of potentially infectious substances, respond and contain a release in a safe and defensive manner, and contact appropriate outside response personnel.
- HAZWOPER Awareness Level First Responders are trained to recognize and identify hazardous materials, understand the general risks associated with a release, and know how to contact or notify an Operations Level First Responder.
- HAZWOPER Operations Level First Responders are trained to assess the risks and hazards of a release, respond and contain a release in a safe and defensive manner, and contact appropriate outside response personnel as necessary. They also receive training as BBP Responders.

If you have not undergone BBP or HAZWOPER training at either the Awareness or Operations level, you should not become involved in responding to a hazardous chemical or infectious substance release. If you should notice a leaking package, your only duty is to immediately notify a trained Hazardous Material First Responder that a potential hazardous chemical or infectious substance release has occurred.

# WHAT EMERGENCY RESPONSE PROCEDURES MUST BE FOLLOWED?

Following appropriate emergency response procedures quickly and correctly can reduce injuries, help save lives, and prevent damage to USPS property and the environment. Based on your level of training, the following general response guidelines should be followed if you witness or are called to respond to a hazard-ous material release.

# HAZWOPER Awareness Level First Responder

- 1 Consider your and your co-workers safety.
- 2 Contact Supervisor who will contact "operations trained" personnel.
- 3 Isolate the spill if it is safe to do so.
- 4 Identify the hazardous materials released if it is safe to do so.

# HAZWOPER Operations Level First Responder

- 1 Consider your and your co-workers safety.
- 2 Contact Supervisor who will contact "operations trained" personnel.
- 3 Isolate the spill if it is safe to do so.
- 4 Identify the hazardous materials released if it is safe to do so.
- 5 Determine if the release is incidental or emergency.

# HAZWOPER Specialist Level First Responder

Safety Specialists, Environmental Compliance Coordinators and others have received specialist-equivalent training and are to be contacted for the following:

- 1 Assist Operations Level First Responders in determining if a release is incidental or emergency.
- 2 Liaison between hazmat emergency response personnel and facility personnel.

Awareness isolate contact

Operations assess identify respond

contact

Specialist resource liaison

# If Incidental Release:

- Determine safe clean-up and rewrap/disposal measures.
- Determine what PPE and other hazard control measures are needed.
- Follow actions indicated in the facility spill Standard Operating Procedure (SOP).

# If Emergency Release

- Contact management, as needed, to evaluate the need for an outside response agency (hazmat team) or spill contractor.
- Follow actions indicated in the facility Emergency Action Plan (EAP).

Provide the outside Emergency Response team with pertinent information, including:

- Your name and the location of the release.
- Estimated amount of released material.
- Identity of material (chemical or trade name or description).
- Known hazards to workers or the environment.
- Conditions at the scene (fire, injuries, or property damage).
- Details about the nature of release (e.g., whether vapors are escaping into the air or the spill is spreading).

These response guidelines are applicable to hazardous chemical or infectious substance incidents that occur in the mailstream, as well as part of routine facility activities. The order in which you carry out the duties listed above will depend on the specific circumstances of each incident. *Always remember that your responsibilities to respond to an emergency do not involve risking your life!* 

# SITE-SPECIFIC EMERGENCY RESPONSE PROCEDURES

The hazardous material response procedures presented above are generic in nature. USPS locations (e.g., Processing and Distribution Center (P&DC), Bulk Mail Center (BMC), Vehicle Maintenance Facility (VMF)) are required to supplement these procedures with more detailed, facility-specific guidelines. Your facility-specific plans will give more guidance by preparing the following plans:



Standard Operating Procedures (SOPs) for Clean-Up of Spills and Leaks of Mailed Items address response to releases that occur in the mailstream. They may identify the following:

- Employees trained to manage spills and leaks.
- Specific clean-up teams and contractors.
- Personal protective equipment that must be worn.
- Other procedures critical to the safe and effective response to a hazardous material incident.



*Emergency Action Plans (EAPs)* cover a wide assortment of potential emergencies, including fire, explosion, and bomb threats. The EAP will identify the following:

- Address actions to be taken in the event of a hazardous material spill and leak.
- Safe evacuation procedures.
- Telephone numbers of outside emergency responders.
- Telephone numbers of facility's spill team.



*Exposure Control Plans (ECPs)* address exposure to infectious biological materials that may harbor bloodborne pathogens. They identify the following:

- Employee at risk for exposure.
- Procedures for handling, disposing of and cleaning up materials contaminated with bloodborne pathogens.
- Personal protective equipment.
- Communication of hazards to employees.
- Hepatitis B vaccinations.
- Medical follow-up.
- Recordkeeping.
- Procedures for implementing the plan.

You should seek information on and become familiar with your facility's specific SOPs, EAPs, and ECPs. These plans have been prepared to avoid confusion about what to do when certain situations arise. They should be followed to ensure safe and proper response.

# HAZARDOUS OR INFECTIOUS MATERIAL INCIDENT REPORTS

Incident reports must be filed when a mailstream item produces injury, illness, significant property damage, or disruption to operations. Form 1770, *Hazardous Materials Incident Report*, is used to report such incidents. Contact your supervisor if you are involved in a hazardous or infectious material incident, and would like to provide input into the report.

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# FACILITY-SPECIFIC HAZARDOUS MATERIAL SPILL AND LEAK SOP

The Facility Hazardous Material Spill and Leak SOP designates personnel who will determine:

- The nature and hazards of the contaminant.
- Protective equipment required.
- Cleanup and disposal requirements.
- Special precautions and other actions.

If qualified spill response personnel are unavailable, enact your facility EAP, which may include calling the Fire Department and CHEMTREC (800-424-9300).

# List Appropriate Numbers:

Facility-Designated Employees Who Are Hazwoper Trained:	Tour I:			
	Tour II:			
	Tour III:			
Local Fire Department/Emergen	cy Service:			
Postal Inspectors:				
CHEMTREC (24-Hour Number) 800-424-9300				
Supervisors:				
Postmaster:				

# APPENDIX A

# **RATES AND CLASSIFICATION SERVICE CENTERS**

### **Northern Virginia**

RATES AND CLASSIFICATION SERVICE CENTER 5904 RICHMOND HIGHWAY, SUITE 500 ALEXANDRIA, VA 22303-2736 703-329-3660

### New York

RATES AND CLASSIFICATION SERVICE CENTER 1250 BROADWAY, 14TH FLOOR NEW YORK, NY 10095-9599 212-613-8676

### Chicago

RATES AND CLASSIFICATION SERVICE CENTER 3900 GABRIELLE LANE, ROOM 111 FOX VALLEY, IL 60597-9599 708-978-4329

### Memphis

RATES AND CLASSIFICATION SERVICE CENTER 1 NORTH FRONT STREET MEMPHIS, TN 38165-9599 901-576-2212

### San Francisco

RATES AND CLASSIFICATION SERVICE CENTER 33 NEW MONTGOMERY STREET, SUITE 1690 SAN FRANCISCO, CA 94105-4514 415-247-7200

(For latest information see DMM G042 or the Postal Service intranet site)

# APPENDIX B REFERENCES

# **Postal Service Publications**

Domestic Mail Manual, C023, Hazardous Material. Handbook PO-507, Air Contracting Administrative Handbook. Publication 52, Acceptance of Hazardous, Restricted or Perishable Matter. International Mail Manual, Sections 135 and 136. Postal Operations Manual, Sections 137 and 139.

# **Other Publications**

*Code of Federal Regulations*, Title 49, Transportation, Part 100 to 185. Available from: SUPERINTENDENT OF DOCUMENTS U.S. GOVERNMENT PRINTING OFFICE WASHINGTON DC 20402-0001

# Air Transport Restricted Articles, Circular No. 6-D.

Available from: AIRLINE TARIFF PUBLISHING CO. DULLES INTERNATIONAL AIRPORT P.O. BOX 17415 WASHINGTON DC 20041-0415

### Hazardous Materials-Emergency Response Guidebook

Available from: MATERIALS TRANSPORTATION BUREAU RESEARCH AND SPECIAL PROGRAMS ADMINISTRATION U.S. DEPARTMENT OF TRANSPORTATION WASHINGTON DC 20590-0001

# ICAO Technical Instructions

Available from: INTERNATIONAL CIVIL AVIATION ORGANIZATION ATTN: DOCUMENT SALES UNIT 1000 SHERBROOKE STREET WEST, SUITE 400 MONTREAL, QUEBEC CANADA H3A 2R2

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