

## TEAP III TERSP Standard Assessment

### Summary

TERSP company assessed:	QM LP (dba QM Environmental)
TERSP location:	5303-75 Street NW Edmonton, AB T6E 5S5
TERSP location's area of coverage:	Eastern B.C., Alberta, Western Saskatchewan
Date (yyyy-mm-dd) assessed:	2017-12-05
Assessors:	Team Lead - Stephane Johnson, Response Centre Manager - ECRC-SIMEC. Assessor - Randy Mak, ER Team – Dow. Assessor - Mike Drumm, HSSE Country Lead – Shell.
TERSP Representatives:	Blair Hetherington – Senior Operations Manager – Western Region, ER. Josh Robinson – Team Lead - Western Region.
Opportunities for improvement:	Improve utilization of the corporate training tracking system by ensuring all training has an established refresher frequency and all ER related training is entered into the system.
Best practices for sharing:	
Recommendation for registration:	Approved by TEAP III Editorial Board: 2018-03-02  Next location assessment due: 2019-12

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### Capability Chart

Contact Details	TDG Class	Mode of Transport			Means of Containment	Stabilization <sup>1</sup> (X, S, O, SO)	Mitigation <sup>2</sup> (X, S, O, SO)	Remarks and Examples
		M	RR	R				
<b>Company name:</b> <b>QM LP</b> (dba QM Environmental)  <b>Address: 5303-75 Street NW,</b> <b>Edmonton, AB T6E 5S5</b>  <b>Office</b> • Telephone: 780-467-8881 • FAX: 780-467-8991 • Website: www.qmenv.com  <b>24-hour Activation</b> • Telephone: 1-877-378-7745 <b>Contact Position: QM call centre – links to area on call ER Team Lead</b>  Regional coverage from this location: Alberta, Western Saskatchewan, Eastern B.C.  Is coverage outside this region available via this location?  Yes [X]    No [ ]  <b>Date: 2017-11-23</b>  <b>By Location Leader (name): Blair Hetherington</b> <b>Position: Senior Operations Manager – Western Region, ER</b>	1	X	X	X	T/T, SC, IM	XS	XS	Explosive Transfer License under the MNR; ERAP coverage for Class 1.2 and 1.5 Transfer – Explosives
	2.1	X	X	X	T/T, T/C, c, IM	X	X	Transfer, Flare, LPG, Butane ERAP coverage for some Class 2.1's
	2.2	X	X	X	T/T, c, IM	X	X	ERAP coverage for some Class 2.2. Nitrous Oxide, Oxygen, Inert Gas
	2.3	X	X	X	T/T, T/C, c, IM	X	X	ERAP coverage for some Class 2.3 Chlorine - A, B, C Kits with SO <sub>2</sub> gaskets. Transfer H <sub>2</sub> S & SO <sub>2</sub>
	3	X	X	X	T/T, T/C, SC, LC, IM	X	X	ERAP coverage for some Class 3; Transfer Carbon Disulphide, Gasoline, Diesel
	4.1	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer Molten Sulphur
	4.2	X	X	X	T/T, T/C, SC, LC, IM	X	X	ERAP coverage for some Class 4.2; Transfer Sodium Hydrosulphate
	4.3	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer Dichlorosilane
	5.1	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer Hydrogen Peroxide

**Commented [TEAP III1]:** TERSP: The possible abbreviations are: T/T = tank truck; T/C = tank car; c = cylinders, all sizes; SC = small means of containment < 450 litres; LC = large means of containment > 450 litres; IM = intermodal.

**Commented [TEAP III2]:** TERSP: Provide examples by UN number or shipping name.

**Commented [TEAP III3]:** TERSP: Within 6 hour travel time by road averaging 65 km/h.

**Commented [TEAP III4]:** TERSP: Means via TERSP(s) from other location(s).

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<b>E-mail:</b> <a href="mailto:Blair.Hetherington@QMenv.com">Blair.Hetherington@QMenv.com</a>	5.2	X	X	X	T/T, T/C, SC, LC, IM	X	X	ERAP Coverage
	6.1	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer Toluene Di-isocyanate
	6.2	X	X	X	SC	X	X	Clean up of Bio-Hazard Products
	7	X		X	SC, LC, IM	X	X	Yellow Cake
	8	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer Hydrochloric Acid
	9	X	X	X	T/T, T/C, SC, LC, IM	X	X	Clean up PCB
	Other							
	<b>LEGEND:</b> M - Marine; RR - Railway; R - Road; X - Performs operation in house; S - Sub-contracted; O - Resources from outside area of coverage; SO -Sub-contracted resources from outside area of coverage. 1. <b>Stabilization</b> includes operational activities directed towards ensuring the incident will not escalate by being able to detect, assess, stop and contain chemical leaks or spills (or potentials thereof) caused by a transportation incident involving dangerous or other goods. 2. <b>Mitigation</b> includes operational activities directed towards assessment and initial product recovery by means of product displacement. Product displacement includes, but is not limited to, neutralization, de-activation, repackaging or over packing, flaring or depressurization.							

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Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

### Part 1 – Management

1	Is there a statement of the TERSP's commitment addressing health, safety, and environment?	X		Outlined in QM's Corporate Environment Health and Safety Policy Statement. Refer to our Standard Operating Guidelines Manual (SOG), pg. 21.	X		Reviewed Health & Safety Policy posted at the front door 2017-03-23. Signed by the CEO and senior VP.
2	Has responsibility for the management and updating of the <i>TEAP III TERSP Standard Assessment (Capability Chart, TERSP comment and Emergency Response or Exercise Table)</i> been assigned and documented?	X		Regional Manager delegates and updates the TERSP assessment as outlined in our SOG, pg 113.	X		Viewed Management of Change – Standard Operating Guideline document on pg. 112, specific to TEAP III.
3	Has the <i>TEAP III TERSP Standard Annual Update</i> been completed and submitted?	X		Last updated and submitted 2016-11-23.	X		Viewed posting report on teap3.ca dated 2016-11-24.
4	Have you identified all legal requirements pertaining to your transportation emergency response business? For example: TDG, WHMIS, CSA, manufacturers' recommendations...	X		QM meets and exceeds all legal requirements associated with the running of its business.	X		Reviewed training records and inspection program for TDG, WHMIS and hose testing.

#### Minimum insurance requirements:

5a	Is the company in good standing with relevant federal, provincial, territorial workers' compensation authority?	X		Current Letter of Clearance available.	X		Viewed WCB certificate dated 2017-11-22.
5b	Public Liability and Property Damage, \$5 million?	X		QM holds greater than \$5 million coverage.	X		Viewed insurance certificate issued 2017-11-16.

**Commented [TEAP III5]:** TERSP: Provide proof of a full and positive statement of commitment to addressing issues of health, safety, and the environment.  
Assessor: View policy statement and note date of issue and if signature is current.

**Commented [TEAP III6]:** TERSP: The individual with responsibility to manage and update the *TEAP III TERSP Standard Assessment* must be identified and available.  
Assessor: View, note the document title.

**Commented [TEAP III7]:** TERSP: Complete the *TEAP III TERSP Standard Annual Update* (Capability Chart, Emergency Response and Exercise Table, and Change of Resources) and submit annually during non-assessment year to TEAP III (Director, Technical and Sustainable Logistics, CIAC, 805 – 350 Sparks Street, Ottawa, K1R 7S8).  
Assessor: Review the *TEAP III TERSP Standard Annual Update* and note the date?

**Commented [TEAP III8]:** TERSP: Legal requirements means: TDG and referenced requirements under CSA (e.g. pressure hose test), CGSB (e.g. tank standards and certification) and so on; WHMIS; federal and provincial workplace labour codes; and commercial vehicle standards under National Safety Code or equivalent such as CVOR, SAAQ, etc., as well as equipment manufacturer's test and maintenance requirements.  
Assessor: View, note document titles that support legal compliances.

**Commented [TEAP III9]:** TERSP: Obtain current certificate from relevant workers compensation authorities (not to exceed 12 months).  
Assessor: View certificate and record date (check for expiration date).

**Commented [TEAP III10]:** TERSP: Have copy of policy available - Certificate of Insurance  
Assessor: View certificate(s) and record date(s).

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	Yes	No		Yes	No	
5c Environmental, \$5 million?	X		QM holds greater than \$5 million coverage.	X		Viewed insurance certificate issued 2017-11-16.
6 Is there a management system in place to notify affected clients of any change in capability and/or capacity?	X		Verbal and written communication as outlined in SOG, pg. 112.	X		Reviewed SOG in Standard Operating Guideline, pg. 112, dated 2017.
7 If your company has previously had a TEAP III TERSP Standard Assessment, was the Draft Report retained and produced for this assessment?	X		Draft report available on QM server \TEAP III 2017.	X		Viewed previous Draft Report TEAP III dated 2016-01-08.

**Commented [TEAP III11]:** TERSP: Have copy of policy available - Certificate of Insurance  
Assessor: Verify certificate(s) and record date(s).

**Commented [TEAP III12]:** TERSP: Provide copies of submissions to affected clients prior to changes significant enough that capability and/or capacity to execute the planned response is questionable. For example, changes to: *Capability Chart*, management, activation telephone number, geographic coverage, essential or speciality or unique equipment, number of registered responders, written agreements with other TERSPs...  
Assessor: If applicable, view and note date(s) of submission(s).

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	Yes	No		Yes	No	

### Part 2 – Activation and Response

1a	Is there a 24-hour emergency response activation telephone number?	X		1-877-378-7745	X		Tested on 2017-12-04 at 18:24 to Call Service Centre. Question asked: name, company callback number, location commodity name then connected to the Team Leader for the region. Elapsed time 3 minutes.
1b	Is there another 24-hour telephone number that can be used to activate a response?	X		1-905-388-4444, the number outlined in QM's SOG, pg. 7	---	---	
2	Is there a documented activation protocol (flowchart or other) for coordinators and response personnel in the event of an emergency?	X		Outlined in QM's SOG, pg. 7-10	X		Reviewed Activation Protocol dated 2017-03.
3	Does the TERSP use a form to record incident information?	X		Outlined in QM's SOG, pg. 10	X		Reviewed Response Activation SOG pg. 8 - 11 and Initial Activation document in Workflow Book dated 2017-03-28.
4	Which methods are used to access a current MSDS on a 24-hour basis:						
4a	Paper copy?		X	Paper copies not utilized due to expiry date. They are looked up when needed by ER Team Lead using smart phones or laptops.	---	---	

**Commented [TEAP III13]:** TERSP: State if there is a primary activation telephone number.  
Assessor: Assessor will run a check on primary activation telephone number without prior warning. Assessor will record time of activation call and time of call back.

**Commented [TEAP III14]:** TERSP: State if there is a secondary number to the primary activation telephone number. For example: An office telephone number, telephone number with area code, two activation telephone numbers but at different locations and so on?  
Assessor: There is no need to check or test the alternative telephone number.

**Commented [TEAP III15]:** TERSP: Document alerting process to activate response, ensure this is communicated to clients.  
Assessor: View protocol (may include a call down list, flowchart, contact list), note title and date.

**Commented [TEAP III16]:** TERSP: Provide a copy of the basic form or checklist used to record details of each call received.  
Assessor: View, note document title and last revision dates.

**Commented [TEAP III17]:** TERSP: You must have the ability to readily obtain a current MSDS for a material identified on your *Capability Chart*.  
Assessor: View current MSDS selected from the *Remarks and Examples* column of the *Capability Chart*. Note method(s) demonstrated.

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	Yes	No		Yes	No		
4b	CANUTEC?	X		ER Team Leads are trained on calling Canutec.	X		Viewed CANUTEC contact information on Team Lead cell phone.
4c	Shipper/manufacturer?	X		ERAPs will include MSDS's from shipper/manufacturers. Shipper/manufacturer can also provide MSDS during the event.	X		Viewed Initial Activation Report that identifies requests for a SDS.
4d	CCOHS?		X	QMLP Alberta does not utilize this resource as others are more reliable.	---	---	
4e	Internet (state method and web sites)?	X		NIOSH pocket guide, Google, International Chemical Safety cards; accessed through computer and cell phone.	X		Team member demonstrated use of Wiser Obtained SDS online for Crude oil (sour).
4f	Internal CD database?	X		Some clients provide CD for their products.	---	---	
4g	Other (state method)?	X		Sent to us via mobile device. (email).	X		Viewed SDS sent to Team Leader via cell phone.
5	Are there Standard Operating Guidelines for dealing with response to all products/classes/means of containment identified in the Capability Chart?	X		Generic response guidelines for all classes exist in QM's SOG's. Specific response guidelines exist for all ERAP products. ER Team Lead and Resource Personnel may contact Technical Advisors by phone for additional information, pg. 38.	X		Viewed generic SOG, including Pre-Departure Check List and Incident Support Documentation for Class 1,2,3,4,6,7,8,9.
6	Are response activities for incidents documented?	X		ER Team Lead and/or Home-Base Coordinator log all activities from the activation of	X		Viewed J. Robinson Field Work Flow Book incident reports which includes call log, record

**Commented [TEAP III18]:** TERSP: SOGs include pre-trip checklist, site safety plan, situation analysis, reconnaissance, damage assessment, static electricity control, transfer of pressure and low pressure commodities, flaring, disposal, decontamination, etc. List sources (e.g. ERG, AAR Guide, WISER, Disciplined Approach.) Assessor: View, note titles of SOG's.

**Commented [TEAP III19]:** TERSP: Provide copies of incident(s) document(s) for TEAP III participants, include registered Team Leaders and team members. Assessor: Review, note registered Team Leader(s) and team member(s), use of activation call report, response report, work order, job reports, photographs...

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	Yes	No		Yes	No	
			a spill call.			event in chronological order.
7	What is the target mobilization time from receiving an initial activation call to rolling with response team and equipment for incidents requiring immediate response:					
7a	During regular business hours?	X	15-60 minutes.	X		Viewed incident report # 207474 2017-06-17 departed <30 Min. 1 Team leader 2 Team Member.
7b	Outside regular business hours?	X	30-90 minutes.	X		Viewed incident report #207454 2017-06-28 departed <60 min. 1 Team leader.
8	Evaluation and debrief of responses:					
8a	How do you choose which responses to debrief?	All ER responses are debriefed by ER Team Leads after every call as per SOG, pg. 108.		X		Viewed SOG, pg. 108; describes the protocol and debrief form part of the Field Workflow Book.
8b	Does the debrief identify gaps and corrective actions?	X	Debrief and corrective actions are part of QM's Emergency Management Workbook; they are completed.	X		Reviewed Debrief and Corrective Actions binder #2016-03 dated 2016-01-26
8c	Describe how corrective actions are tracked to completion.	Corrective actions are tasked to the appropriate individual with dates assigned for completion. At the assigned date the responsible manager will follow up to ensure proper completion.		X		Reviewed corrective action log with cross-reference action item with incident or maintenance.

**Commented [TEAP III20]:** TERSP: Identify regular hours of business (e.g. 09h00 to 17h00)  
Assessor: View, note date(s), time(s) to scene(s) and size of team(s) deployed.

**Commented [TEAP III21]:** TERSP: Describe criteria (e.g. Client request, injury, duration, ERAP).  
Assessor: If applicable, view and note dates.

**Commented [TEAP III22]:** TERSP: Provide debrief records of corrective actions required and taken.  
Assessor: If applicable, view and note corrective action(s) identified and assigned.

**Commented [TEAP III23]:** TERSP: Provide documentation.  
Assessor: View and note process (item, assignment, due date, status)



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	Yes	No		Yes	No	
9 Is the <b>TEAP III TERSP Standard Performance Feedback</b> submitted to TEAP III?	X		<b>Performance forms will be submitted to TEAP III following any TEAP III client response.</b>	---	---	
10 If you are listed in a client's ERAP, do you have a copy of the client's ERAP?	X		<b>All ERAP's are accessible to Team Leaders responding to an incident. Certain hard copies are kept in the office and available on the computer.</b>	X		<b>Viewed copies of ERAP expiry dated 2019-07-06.</b>  <b>Viewed copies of ERAP expiry dated 2018-08-28.</b>
11 How do you track updates of your client's ERAP?			<b>Semi-annual written communication for coverage updates to clients – Master Client Spreadsheet.</b>	X		<b>Viewed current Master Client Spreadsheet for ERAP dated 2017-11-23.</b>
12 If you are listed in another TERSP client's ERAP, do you have a copy of that client's ERAP?		X	<b>This location is not listed in another TERSP client's ERAP.</b>	---	---	

**Commented [TEAP III24]:** TERSP: State how many have been submitted.  
Assessor: If applicable, view and note submission date(s).

**Commented [TEAP III25]:** TERSP: Must have a copy of each client's ERAP. If does not apply, indicate NA.  
Assessor: If applicable, view and note ERAP(s) approval date(s).

**Commented [TEAP III26]:** TERSP: Must have a copy of each ERAP for which they have an agreement to respond on behalf of another TERSP. If does not apply, indicate NA.  
Assessor: If applicable, view and note ERAP(s) approval date(s).

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	Yes	No		Yes	No	

#### Part 3.1 – Resources: Contact list, third party resources and mutual aid

<b>1</b>	<b>Are current contact lists available for:</b>						
1a	Response coordinators?	X		The list is maintained on mobile devices through the exchange server; also available through EAC.	X		Viewed QM Env. Resource list on computer; revision dated 2017-11-23.
1b	Team Leaders and team members?	X		The list is maintained on mobile devices through the exchange server; also available through EAC.	X		Viewed QM Env. Resource list on computer; revision dated 2017-11-23.
1c	Clients?	X		All client contracts are reviewed semi-annually with client acceptance to ensure accuracy. See Master Client Spreadsheet.	X		Reviewed QM Env. Client list on compute; revision dated 2017-11-23.
1d	Government agencies?	X		Available via cell phone or EAC.	X		Reviewed QM Env. Government Agencies list on Team Leader's cell phone.
2	Has a list of equipment resource services (e.g. vacuum trucks, heavy moving equipment) in TERSP response area been developed?	X		Available via cell phone or on the server – see Resource List	X		Viewed Resource List for Equipment Vendors and Subcontractors dated 2016.
3a	Describe any personnel or unique equipment outsourced?	X		Contracted explosive management group; also contracted radiation safety and analytical group.	X		Viewed Class 1 Consultant Correspondence dated 2016-04-21.
3b	If yes, does a written agreement exist:	X		Both parties respond under a	X		Viewed agreement with KRMC

**Commented [TEAP III27]:** TERSP: Provide copies of contact lists that include access telephone numbers (including consideration of off-hours, weekends and vacations); designates should also be listed. List must be dated. Describe the system in place to ensure that the contact lists are maintained current.  
Assessor: View, note last revision date and document title and location.

**Commented [TEAP III28]:** TERSP: Provide list of equipment resource support services.  
Assessor: View, note last revision date.

**Commented [TEAP III29]:** TERSP: Provide a list of personnel or unique equipment for materials not listed in the *TEAP III TERSP Standard Essential and Specialty Equipment List*. For example, do you outsource for 150 lb cylinder coffin?  
Assessor: View, note last revision date.

**Commented [TEAP III30]:** TERSP: If yes, provide the access protocol and agreement.  
Assessor: View, note agreement date.

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Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	
			letter of agreement.			(Class 1) dated 2016-04-21.
4	Are written agreements established with other TERSPs for:					
4a		X		---	---	
4b	X		Euroway	X		Viewed Euroway Winnipeg Agreement dated 2015-04-20.
4c		X		---	---	
5	Are these other TERSPs registered with TEAP III for:					
5a		X		---	---	
5b	X		GFL, MD-UN	X		Viewed MD-UN Agreement dated 2017-02-13.
5c	X		Good working relationship with supporting contractors.	X		Information is as listed on the CIAC Website.

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	Yes	No		Yes	No	

### Part 3.2 – Resources, Equipment and Materials

<b>1</b>	<b>Is there equipment for communications between:</b>					
<b>1a</b>	The Home Coordinator and the incident scene?	<b>X</b>		Cellular, land lines, computer systems, satellite phone.	<b>X</b>	Viewed smart phones, computers, and mobile two-way radio.
<b>1b</b>	Personnel at the incident scene?	<b>X</b>		Cellular, computer systems, two-way radios.	<b>X</b>	Viewed smart phones, computers, and mobile two-way radio.
<b>2</b>	<b>Does the company meet the requirements of the <i>TEAP III TERSP Standard Essential and Specialty Equipment List</i> for:</b>					
<b>2a</b>	Essential Equipment items at the location?	<b>X</b>		QM meets and exceeds the standard Essential Equipment list.	<b>X</b>	Viewed standard equipment listed that meets the Essential Equipment List.
<b>2b</b>	Specialty Equipment items at the location?	<b>X</b>		QM meets many of the requirements held on the Specialized Equipment list.	<b>X</b>	Viewed Emergency Response Specialty Equipment List, including equipment for LPG, and capping Kit A, B, C.
<b>3</b>	Does the list include equipment required to respond to all chemicals, modes of transport and means of containment identified in the Capability Chart?	<b>X</b>		QM holds all equipment required to service the products and means of containment outlined on our capability chart.	<b>X</b>	Viewed equipment to fulfill the stated capability.
<b>4</b>	Are programs in place for ensuring equipment meets applicable Canadian certification and registration requirements?	<b>X</b>		QM's equipment meets or exceeds all applicable Canadian certification and registration requirements.	<b>X</b>	Viewed equipment record compliance with: Hose Inspection B620, dated 2017; Level A Suits, dated 2017; SCBA inspected monthly.

**Commented [TEAP III31]:** TERSP: Identify equipment and quantities available. Consider cell phones, satellite phones, intrinsically safe radios, portable radios...  
Assessor: View, describe equipment and quantity viewed.

**Commented [TEAP III32]:** TERSP: All *Essential Equipment* must be at the location.  
Assessor: View, note that all *Essential Equipment* is at the location.

**Commented [TEAP III33]:** TERSP: All claimed *Specialty Equipment* must be at the location.  
Assessor: View, note that all claimed *Specialty Equipment* is at the location.

**Commented [TEAP III34]:** TERSP: Ensure you have equipment for all materials, modes of transport and means of containment for which you provide response.  
Assessor: Select a few **Capability Chart** materials, view and note associated equipment.

**Commented [TEAP III35]:** TERSP: Examples are CSA; Transport Canada; provincial transportation, and so on. Provide records of approvals.  
Assessor: View, note items and associated approval records and dates.

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	Yes	No		Yes	No	

#### Part 3.3 – Resources, Personnel

<b>1</b>	<b>How many response personnel are trained to the <i>TEAP III TERSP Standard Training Matrix</i>:</b>					
1a	TEAP III registered Team Leaders?	3	A. Baxter, J. Robinson, M. Pogrebski.	X		Examined Training Matrix aligned with TEAP III / CERCA; Viewed Training Record for J. Robinson.  Verbal confirmation to itemize all training & refresher frequency in a tracking system Annual Update.
1b	TEAP III registered team members?	1	G. Mossman.	X		Examined Training Matrix aligned with TEAP III / CERCA; Viewed Training Record for G. Mossman.  Verbal confirmation to itemize all training & refresher frequency in a tracking system by Annual Update.
1c	Other Team Leaders?	0		---	---	
1d	Other team members?	0		---	---	
2	Is there a fit for duty program?	X	SOG's, pg. 20.	X		Viewed SOG, Section 12.1., National Environmental H&S Program Manual.  Dated 2017-01-01.

**Commented [TEAP III36]:** TERSP: A TEAP III registered Team Leader must be current on all requirements in the *TEAP III TERSP Standard Training Matrix*. Registered responders can be for only a single location and company. List all names (e.g. L. Laferriere)  
Assessor: Review individual records for compliance with *TEAP III TERSP Standard Training Matrix*, note names as initial of first name and full last name (e.g. L. Laferriere).

**Commented [TEAP III37]:** TERSP: A TEAP III registered team member must be current on all requirements in the *TEAP III TERSP Standard Training Matrix*. Registered responders can be for only a single location and company. List all names (e.g. L. Laferriere).  
Assessor: Review individual records for compliance with *TEAP III TERSP Standard Training Matrix*, note names as initial of first name and full last name (e.g. L. Laferriere).

**Commented [TEAP III38]:** TERSP: Describe the elements of your fit for duty program and frequency of re-assessments.  
Assessor: View program documentation, note document titles.

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	Yes	No		Yes	No	
3 Is there post-incident stress management program?	X		Outlined in QM's SOG, pg. 110.	X		Viewed Incident Stress Management in H&S Manual, Section 8.2.1, pg. 110, version 11 in SOG.

**Commented [TEAP III39]:** TERSP: Describe the elements of your post-incident stress management program.  
Assessor: View program documentation, note document titles.

## TEAP III TERSP Standard Assessment

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	Yes	No		Yes	No	

### Part 4.1 – Preparedness, Training

1	Is the training program established in accordance with the <i>TEAP III TERSP Standard Training Matrix</i> ?	X		QM's Training Matrix meets and exceeds the requirements.	X		Viewed QM Env. Training records. The records meet TEAP III training expectations.
2	Is training conducted using specialty equipment?	X		Training is given for all specialty and unique equipment with refresher frequencies established in the Training Matrix.	X		Viewed J. Robinson's training certificates for LPG.
3	Is the training content documented for each module?	X		A training summary outlining the content, objectives, tests and job performance evaluations are completed for each training module; these are provided internally.	X		Reviewed training modules for Bonding & Grounding, Respiratory Protection, PPE, and Air Monitoring.  Viewed the written quiz and demonstrated competency.
4	Are training records maintained for Team Leaders and team members for a minimum of three years?	X		Records are maintained for 3 years minimum (Archive for past employees).	X		Viewed paper records for 3 years.
5	If you respond to railway mode:						
5a	Is a railway dangerous goods response training course part of your training matrix?	X		All ER Team Leads and many team members have received rail-specific training (or equivalent training).	X		Viewed item identified on Training Matrix for TTCl, JIBC, and CN.
5b	If yes, which TEAP III registered Team Leaders and team members have attended training?	A. Baxter, J. Robinson, M. Pogrebski, G. Mossman			X		Viewed J. Robinson's record and certificates from TTCl, JIBC and CN.

**Commented [TEAP III40]:** TERSP: Describe your training program and how it exceeds the *TEAP III TERSP Standard Training Matrix*.  
Assessor: Review TERSP's training matrix for enhancements (e.g. C Kit training, inhibitor injection, flaring...)

**Commented [TEAP III41]:** TERSP: Provide evidence of training on specialty equipment (e.g. SOG, PPE, detection equipment).  
Assessor: Review two records, note subject areas (e.g. application of C Kit while wearing a Level A suit, simulated corrosive liquid tank truck transfer, LPG flaring).

**Commented [TEAP III42]:** TERSP: Provide documentation of training modules (objectives, course content, required resources, competency). Proof via external training certificates must be accompanied by course content.  
Assessor: Review two internal training modules, note titles and list contents; review two external training certificates, note titles and source (e.g. RAC, AAR, Honeywell).

**Commented [TEAP III43]:** TERSP: Provide evidence of railway ER training (e.g. RAC, ERTC, JIBC, CN, CP Rail).  
Assessor: Review, note titles and source.

**Commented [TEAP III44]:** TERSP: List names of those who have attended training.  
Assessor: Review two records; note names, course titles and source (e.g. L. Laferriere, Tank Car Specialist, ERTC).

### TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

#### Part 4.2 – Preparedness, Exercises

1	Have Team Leaders demonstrated competency for each SOG through training or equivalency granted for a response?	X		The content of QM's SOG's is covered in the Training Matrix; completed over a 12-month period.	X		Viewed sign-in sheet for SOG review, pg. 1-10 at the regional meeting.
2	Are exercise activities documented?	X		All exercises are documented in Workflow Booklet or on training Job Performance checklists.	X		Reviewed a completed exercise debrief form.
3	Evaluation and debrief of exercises:						
3a	How do you choose which exercises to debrief?			All exercises are debriefed either in-field or during transit while leaving the scene.	X		Viewed SOG, pg. 108, which describes the protocol and debrief form part of the Field Workflow Book.
3b	Does the debrief identify gaps and corrective actions?	X		Yes, debrief and corrective actions are included in the QM Workbook, which is used for documentation in exercises as well as true events.	X		Viewed a completed exercise debrief form.
3c	Describe how corrective actions are tracked to completion.			Corrective actions are tasked to the appropriate individual with dates assigned for completion. On the assigned date, the responsible manager will follow up to ensure proper completion.	X		Examined corrective action log with cross-reference action item with incident or maintenance.

**Commented [TEAP III45]:** TERSP: Team Leaders should be current in all applicable SOGs (e.g. Disciplined Approach, Safe Work Guidelines; bulk liquid transfer, flaring). Each equivalency for response granted must be noted in the individual's training file  
Assessor: Review that Team Leaders are current on applicable SOGs, note names of those vetted.

**Commented [TEAP III46]:** TERSP: Provide copies of exercise document(s), include names of registered Team Leaders and team members, means of containment, material, hands on activity.  
Assessor: Review, note elements (e.g. MOC, activity performed, participants).

**Commented [TEAP III47]:** TERSP: Describe criteria (e.g. Client request, injury, duration, ERAP).  
Assessor: If applicable, view and note dates.

**Commented [TEAP III48]:** TERSP: Provide debrief records of corrective actions required and taken.  
Assessor: If applicable, view and note corrective action(s) identified and assigned.

**Commented [TEAP III49]:** TERSP: Provide documentation.  
Assessor: View and note process (item, assignment, due date, status).



### TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

#### Part 4.3 – Equipment Maintenance

1	Is a program established for equipment inspection, maintenance and testing?	X		Outlined in QM's SOG for all moving equipment and equipment requiring inspection by manufacturer or regulatory requirement, pg. 111	X		Viewed binder which includes inspection detail and frequency for ER Trailer, Truck, Pump, and Transfer Hose.
2	Are records kept of inspection, testing and maintenance for at least three years for:						
2a	TEAP III TERSP Essential and Specialty Equipment List, where applicable?	X		All maintenance and inspection logs are kept from the date that equipment is put into service to present.	X		Viewed maintenance and inspection of transfer hose with certificate dated 2017-01-06 and Blackmer Pump #P9 dated 2017-11-09.
2b	Transportation equipment?	X		All maintenance and inspection logs are kept from the date that equipment is put into service to present. Logs also kept by ARI Fleet Management.	X		Viewed records for Unit # FO0597, PU620 annual inspection, and CVIP stickers for truck and emergency trailer.

**Commented [TEAP III50]:** TERSP: Show evidence of an equipment testing and maintenance program that is in compliance with manufacturer recommendations or regulatory requirements. Assessor: View program, note elements (e.g. equipment listing, inspection detail, frequency, e-system or paper-based).

**Commented [TEAP III51]:** TERSP: Maintain test, inspection and maintenance records that are relevant to materials on the *TEAP III TERSP Standard Essential and Specialty Equipment List*; (e.g. SCBA, Level A suits, transfer hoses, power generators, pumps, instrumentation, gas detector and calibration, gaskets). Assessor: Review records, note items and frequencies (e.g. suit tests, hose test, generator inspection/test, gas detectors).

**Commented [TEAP III52]:** TERSP: Maintain test, inspection and maintenance records for vehicles. Assessor: View, note motor vehicle safety certificates on or in vehicles, by identification number.

### TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

#### Part 5 – Hazardous Waste and Hazardous Recyclable Materials

<b>1</b>	Does the TERSP have a permit or certificate to:					
<b>1a</b>	Transport hazardous waste and/or hazardous recyclable materials?	<b>X</b>		QM's Waste Transportation License allows them to ship all Classes of dangerous goods outlined on its capability chart.	<b>X</b>	Viewed certificate for Carrier License #ABC10394, and Generator License #ABG13725 dated 2017-01-08.
<b>1b</b>	Receive to dispose or recycle hazardous waste and/or hazardous recyclable materials?		<b>X</b>	All waste is taken in to Third-Party Contractor.	---	---
<b>2</b>	Are any of the above performed by a sub-contractor?	<b>X</b>		Some capabilities are Third-Party Sub-Contractors.	<b>X</b>	Viewed Vendor and Resource List with TERVITA, GFL and Terrapure listed.

**Commented [TEAP III53]:** TERSP: Provide permit/certificate that identifies the class of hazardous waste and/or hazardous recyclable materials.  
Assessor: View, note permit/certificate number and expiry date (where applicable).

**Commented [TEAP III54]:** TERSP: Provide permit/certificate that identifies the class of hazardous waste and/or hazardous recyclable materials.  
Assessor: View, note permit/certificate number and expiry date (where applicable).

**Commented [TEAP III55]:** TERSP: Provide permit/certificate that identifies the class of hazardous waste and/or hazardous recyclable materials for sub-contractor(s).  
Assessor: View, note permit/certificate number(s) and expiry date (where applicable).

## Transportation Emergency Response Service Provider (TERSP) Optional Information

### Part 6 – Marine Chemical Emergency Response *(optional and not part of TERSP Standard Assessment)*

*Note: This section should be completed by those TERSPs that provide or wish to provide emergency response services in the marine mode specifically to vessels carrying or using hazardous materials (hazardous and noxious substances or “HNS”). Such response may be provided to bulk vessels, container vessels, barges, ferries, etc. while in berth, alongside, at sea or in transit.*

		Yes	No	TERSP Comment
1	Does your company provide emergency response to marine HNS incidents in:			
1a	Deep sea operations?		X	No demand in our area of coverage.
1b	Coastal operations?		X	No demand in our area of coverage.
1c	In port or while loading or unloading?		X	No demand in our area of coverage.
2	What marine geographic areas do you cover?	X		Inland lakes and rivers.
3	Do you have specialized documented procedures for marine HNS emergency response?	X		Marine operations manual implemented in QMLP Emergency Response Group. System based on ECRC/WCMRC marine requirements.
4	Do you have boat(s) or other means for accessing vessels not at berth?	X		Jet Boat.

**Commented [TEAP III56]:** TERSP: This is an optional part which you are free to complete or leave blank. There will be no assessment provided for this section.  
Assessor: Do not check or question any information provided here.

## Transportation Emergency Response Service Provider (TERSP) Optional Information

### Part 7 – Community Involvement and Sustainability *(optional and not part of TERSP Assessment)*

		Yes	No	TERSP Comment
1	Who in your company has attended <b>TEAP III Transportation Emergency Response Service Provider Standard training?</b>			<b>J. Robinson, M. Pogrebski, A Baxter.</b>
2a	Do you participate in TRANSCAER® outreach events?	<b>X</b>		<b>QM participates in all TRANSCAER® events in Prairie Region when available to do so.</b>
2b	If yes, how? Provide list of dates and activities for the past two years.			<b>TRANSCAER - Bowden, AB 2017-09-20 Hinton, AB 2016-09-08 Ponoka, AB 2016-09-01 Calgary, AB 2016-08-25</b>
3a	Do you belong and participate in a trade association such as CERCA, CIAC, CACD, RAC and/or other (describe other)?	<b>X</b>		<b>QM LP is a member of CERCA with three sites assessed under CERCA. QM is a supplier member for RAC. QM is a CIAC partner.</b>
3b	If yes, describe your involvement.			<b>QM has representation on the CERCA Operating Committee.</b>
4a	Do you belong or contribute to a local community enhancement program?	<b>X</b>		
4b	If yes, describe your involvement. <b>NOTE: Do not include donations to local hockey team-sweater purchase fund or the like.</b>			<b>Taking personnel and equipment to TRANSCAER events on behalf of our clients for display.</b>

**Commented [TEAP III57]:** TERSP: This is an optional part which you are free to complete or leave blank. There will be no assessment provided for this section. Assessor: Do not check or question any information provided here.

**Commented [TEAP III58]:** TERSP: Identify by name (e.g. L. Laferriere) those who have attended.

### Transportation Emergency Response Service Provider (TERSP) Optional Information

5a	Do you have an environmental management system in place such as ISO 14001?		X	
5b	If yes, describe.			
6a	Do you have a "green initiative" in place?	X		
6b	<p>If so, describe.</p> <p>Examples are vehicle emissions reduction, idling program, office paper recycling, controlling ER activity emissions such as dry connects, purge techniques, controlling run off...</p>	<p style="color: red;">Active recycling program for office waste. Active waste diversion/recycling/recovery during demolition operations.</p>		

## TEAP III TERSP Standard Assessment

**TERSP Emergency Response or Exercise Table (previous 12 months only)**

Material		Response		Exercise		Assessor Comment	
TDG Class	Shipping Name and UN Number	Date of last response (yyyy-mm-dd)	Registered Team Leader, last response (J. Doe)	Date (yyyy-mm-dd)	Registered Team Leader(s) (J. Doe)	Activity performed during exercise or response	Documentation viewed?
1							
2.1							
2.2							
2.3	Sulfur Dioxide, UN1079	2017-09-07	J. Robinson			Reseat and stop leak on "A" end liquid valve on a residue tank car (Job #207893).	Viewed ER Report #207893
3	Diesel, UN1202	2017-04-14	M. Pogrebski			Tank Truck Roll-over (Job #206980) Tapped & Drained.	Viewed ER Report #206980
4.1	Molten Sulfur, UN2448	2017-05-07	M. Pogrebski			Tank Truck Roll-over. Remediation of Contaminated Soil (Job #207128).	
4.2							
4.3	Lithium, UN1415	2017-02-13	M. Pogrebski			Laboratory Explosion Cleanup (Job #206574).	
5.1							
5.2							
6.1							
6.2	Biological Substance, UN3373	2017-10-06	M. Pogrebski			Biohazard Cleanup (Job #208039).	
7							
8	Chlor 12 (Sodium Hypochlorite 12.5%) UN1791	2017-06-14	M. Pogrebski			Transfer product from leaking storage tank to totes (Job #207365).	

**Commented [TEAP III60]:** TERSP: Enter previous year data; an actual response that has been documented and debriefed could fulfil the exercise requirement. Remediation work does not qualify. Assessor: Review and verify reports, note titles and activities.

**Commented [TEAP III59]:** TERSP: Identify the means of containment and activities performed during the response or exercise with product or simulated products (e.g. Tank car plugging, drum over pack, tank truck transfer, cylinder capping, flaring/venting).

### TEAP III TERSP Standard Assessment

#### TERSP Emergency Response or Exercise Table (previous 12 months only)

	UN1789			2016-12-01	J. Robinson	Transfer product from truck to totes.	Viewed training exercise: QM Project #206222, dated 2016-12-01.
9							
Other							

Table data entered: 2017-11-23