

TEAP III TERSP Standard Assessment

Summary

TERSP company assessed:	QM LP (dba QM Environmental)
TERSP location:	1707 Cliveden Ave. Delta, BC V3M 6W5
TERSP location's area of coverage:	BC & Yukon
Date assessed:	2018-04-27 (Amended due to change of Location Leader on 2018-06-28)
Assessors:	Team Leader-Stephane Johnson, Response Center Manager, Great Lake Region, ECRC-SIMEC. Assessor-Adrian Michielsen, Regional Emergency Preparedness Advisor, Imperial Oil. Assessor-Bernie Cook, Manager, Corporate Compliance Systems, Brenntag Canada Ltd. Assessor-Matt Leigh, DGO CN.
TERSP Representatives:	Chase Porter – Location Leader Jason Hohert – Team Leader Jessica Kovatch - Tech Ryan Fry – Tech
Opportunities for improvement:	<ul style="list-style-type: none"> • Developing a training management system for automated document expiry / update requirements would be beneficial • Developing a preventive maintenance management system for automated document expiry / update requirements would be beneficial • SOG will be reviewed and signed during regular meetings • Developing a process to update the sub-contractor rates annually
Best practices for sharing:	
Recommendation for registration:	Approved by TEAP III Editorial Board: 2018-07-27 Next location assessment due: 2020-04

Commented [EW1]: Assessor: Must be supported by an Observation or Verbal Confirmation.

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Capability Chart

Contact Details	TDG Class	Mode of Transport			Means of Containment	Stabilization ¹ (X, S, O, SO)	Mitigation ² (X, S, O, SO)	Remarks and Examples
		M	RR	R				
Company name: QM LP (dba QM Environmental) Address: 1707 Cliveden Ave. Delta, BC V3M 6W5 Office <ul style="list-style-type: none"> • Telephone: 604-270-7388 • FAX: 604-270-7389 • Website: www.qmenv.com 24-hour Activation <ul style="list-style-type: none"> • Telephone: 1-877-378-7745 • Contact Position: On-Call Team Leader Regional coverage from this location: Lower Mainland up to and across to Clinton, Kamloops, Kelowna, Osoyoos, Vancouver Island, Sunshine Coast/ Powell River Is coverage outside this region available via this location? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Date: 2018-02-21 By Location Leader (name): Chase Porter Position: Operations Supervisor, Pacific Division E-mail: Chase.Porter@QMenv.com	1	X	X	X	T/C, SC	X	X	Bulk Emulsions, Blasting Caps
	2.1	X	X	X	T/T, T/C, c	X	X	LPG, Butane
	2.2	X	X	X	T/T, T/C, c	X	X	Oxygen, Nitrous Oxide
	2.3	X	X	X	T/T, T/C, c	X	X	Hydrogen Chloride, Chlorine
	3	X	X	X	T/T, T/C, SC, LC	X, S	X, S	Gasoline, Diesel
	4.1	X	X	X	T/T, T/C, SC,	X, S	X, S	Molten Sulfur
	4.2	X	X	X	SC, LC, IM	X, S	X, S	Xanthates
	4.3	X	X	X	SC, LC, IM	X, S	X, S	Magnesium
	5.1	X	X	X	T/C, T/T, SC, LC, IM	X, S	X, S	Hydrogen Peroxide
	5.2	X	X	X	LC, SC	X, S	X, S	Methyl Ethyl Ketone Peroxide
	6.1	X	X	X	T/C, T/T, SC, LC, IM	X, S	X, S	Mercury, Phenol
	6.2	X	X	X	SC	X, S	X, S	Infectious Substances
	7	X	X	X	SC, LC, IM	X, S	X, S	Yellow Cake (Uranium Oxide)
	8	X	X	X	T/C, T/T, LC, SC, IM	X, S	X, S	Sulfuric Acid, Sodium Hydroxide
9	X	X	X	T/C, T/T, LC, SC, IM	X, S	X, S	Polychlorinated Biphenyls	
Other	X	X	X	T/C, T/T, LC, SC, IM	X, S	X, S	BC Hazardous Waste	

LEGEND:
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. **Stabilization** 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. **Mitigation** 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.

Commented [TEAP III2]: 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 III3]: TERSP: Provide examples by shipping name or UN number.

Commented [EW4]: TERSP: Title used by the person (e.g. On-Call Team Leader; On-Call Manager).

Commented [TEAP III5]: TERSP: Within 6-hour travel time by road, averaging 65 km/h.

Commented [TEAP III6]: TERSP: Means via TERSP(s) from other location(s).

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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		Viewed Health & Safety Policy posted in the lobby and signed by CEO dated 2018-01-01.
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. 112.	X		Viewed Standard Operating Guideline, 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 2017-11-23.	X		Viewed Annual Update dated 2017-02-07.
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		Viewed document compliance with: CSA B620 Hose Testing; Level A suit annual pressure test; WHMIS. Observation: Developing a preventive maintenance management system for automated document expiry / update requirements would be beneficial.
5	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 Letter WCB clearance certificate C130203080 dated: 2018-04-26.

Commented [TEAP III7]: TERSP: Provide proof of a full and positive statement of commitment to addressing issues of health, safety, and the environment.
Assessor: View policy statement; note date of issue and verify signature is current.

Commented [TEAP III8]: TERSP: The individual with responsibility to manage and update the *TEAP III TERSP Standard Assessment* must be identified and available.
Assessor: View and note the document title.

Commented [TEAP III9]: 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 (CIAC, 805 – 350 Sparks Street, Ottawa, K1R 7S8).
Assessor: Review the *TEAP III TERSP Standard Annual Update* and note the date.

Commented [TEAP III10]: 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 and note document titles that support legal compliances.

Commented [TEAP III11]: TERSP: Obtain current certificate from relevant workers compensation authorities (not to exceed 12 months).
Assessor: View certificate and record date (check for expiration date).

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Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	
5b Public Liability and Property Damage, \$5 million?	X		QM holds greater than \$5 million coverage.	X		Viewed certificate expired dated: 2018-11-17.
5c Environmental, \$5 million?	X		QM holds greater than \$5 million coverage.	X		Viewed certificate expired dated: 2018-11-17.
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's, pg. 113.	X		Viewed SOG in Standard Operating Guideline, pg. 113, dated: 2017-03.
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 2016 .	X		Viewed copy of working Draft Report 2016-04-05.

Commented [TEAP III12]: TERSP: Have a copy of policy available - Certificate of Insurance.
Assessor: View certificate(s) and record date(s).

Commented [TEAP III13]: TERSP: Have a copy of policy available - Certificate of Insurance.
Assessor: Verify certificate(s) and record date(s).

Commented [TEAP III14]: 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 2018-04-26 during off-hours (20:14 hours). Answering service recorded name, callback number, company name, incident location, and material involved before being transferred to the On-Call Team Leader. Elapsed time was 5 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		Viewed response activation protocol, SOG, pg. 7- 10, personnel contact information and flowchart; dated: 2017-03
3	Does the TERSP use a form to record incident information?	X		Outlined in QM's SOG, pg. 10.	X		Viewed ER Initial Activation Reporting form dated: 2018-03-19.
4	Which methods are used to access a current SDS on a 24-hour basis:						
4a	Internal (paper or electronic)?		X	Paper copies not utilized due to expiry date. They are looked up when needed by ER Team Leader using smartphone or laptop.	---	---	
4b	CANUTEC?	X		ER Team Leaders are trained on calling CANUTEC.	X		Viewed number on smartphone access.

Commented [TEAP III15]: TERSP: State if there is a primary activation telephone number.
Assessor: Assessor will run a check on primary activation telephone number without warning. Assessor will record time of activation call and time of call back.

Commented [TEAP III16]: 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 III17]: 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 III18]: 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 III19]: TERSP: You must have the ability to readily obtain a current SDS for a material identified on your *Capability Chart*.
Assessor: View current SDS selected from the *Remarks and Examples* column of the *Capability Chart*. Note method(s) demonstrated.

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Question	TERSP		TERSP Comment	Assessed		Assessor Comment	
	Yes	No		Yes	No		
4c	Shipper/manufacturer?	X		ERAPs will include SDS from shipper/manufacturer. Shipper/manufacturer can also provide SDS during the event.	X		Viewed ERAP that identifies an SDS.
4d	Internet (state method and web sites)?	X		NIOSH pocket guide, Google, International Chemical Safety cards, through computer and cell phone.	X		Viewed smartphone ERG access SDS for UN 1202.
4e	Other (state method)?	X		Some clients provide CD or memory sticks for their products; sent to us via mobile device. (email).	---	---	
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 Leader and Resource Personnel may contact Technical Advisors by phone for additional information, pg. 38.	X		Viewed Class 1, 2 SOG Bonding and Grounding and Liquids Transfer dated: 2017-03.
6	Are response activities for incidents documented?	X		ER Team Leader and/or home base coordinator log all activities from the activation of a spill call.	X		Viewed elements of a report in the Emergency Response Management Work flow book that includes Activation Questionnaire, pictures, and hand-written field notes.
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:						

Commented [TEAP III20]: TERSP: SOG's 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 and note titles of SOG's.

Commented [TEAP III21]: TERSP: Provide copies of incident(s) document(s) for TEAP III participants; include registered Team Leaders and team members. Assessor: Review and 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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Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	
7a	During regular business hours?		X	15-60 min	X	Viewed report dated: 2017-11-24 Departed < 35 min 1 Team Leader 2 Team Member
7b	Outside regular business hours?		X	30-90 min	X	Viewed report dated: 2018-01-01 Departed < 90 min 1 Team Leader 1 Team Member
8	Evaluation and debrief of responses:					
8a	How do you choose which responses to debrief?		All ER responses are debriefed by ER Team Leaders after every call as per SOG, pg. 108.		X	Viewed SOG, pg. 8(b); describes the protocol and debrief form part of the Emergency Response Management Workflow book, dated: 2017-03.
8b	Does the debrief identify gaps and corrective actions?		X	Debrief and corrective actions are part of QM's Emergency Management Workbook and are completed.	X	Reviewed incident debrief completed forms dated: 2017-09-17.
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	Viewed corrective action form debrief tracking report that tracks all items to completion.

Commented [TEAP III22]: TERSP: Identify regular hours of business (e.g. 09h00 to 17h00).
Assessor: View and note date(s), time(s) to scene(s) and size of team(s); verify minimum of 2 persons deployed.

Commented [EW23]: TERSP: Identify outside regular hours of business (e.g. after 1700 hours).
Assessor: View and note date(s), time(s) to scene(s) and size of team(s); verify minimum of 2 persons deployed.

Commented [TEAP III24]: TERSP: Describe criteria (e.g. Client request, injury, duration, ERAP).
Assessor: If applicable, view and note dates.

Commented [TEAP III25]: TERSP: Provide debrief records of corrective actions required and taken.
Assessor: Review / examine and note corrective action(s) identified and assigned.

Commented [TEAP III26]: TERSP: Provide documentation.
Assessor: Review / examine and note process (item, assignment, due date, status).

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Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	
9 If you are listed in a client's ERAP, do you have a copy of the client's ERAP?	X		All ERAP's are accessible to responding Team Leaders who respond to an incident. Certain hard copies are kept in the office; also available on the computer.	X		Viewed copies of two ERAP dated: 2018-03-27 and 2017-12-17.
10 How do you track updates of your client's ERAP?			Semi-annual written communication for coverage updates to clients – Master Client Spreadsheet.	X		Viewed Master Client Spreadsheet and dashboard current ERAP dated: 2018.
11 If you are listed in another TERSP client's ERAP, do you have a copy of that client's ERAP?	X		Hardcopy and electronic copy available.	---	---	

Commented [TEAP III27]: TERSP: Transport Canada expect a copy of each client's approved ERAP or parts which apply to TERSP. If it does not apply, indicate N/A.
Assessor: If applicable, view and note ERAP(s) approval date(s).

Commented [TEAP III28]: TERSP: Transport Canada expect a copy of each ERAP or parts that apply to the TERSP for which they have an agreement to respond on behalf of another TERSP. If it does not apply, indicate N/A.
Assessor: If applicable, view and note ERAP(s) approval date(s).

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Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

Part 3.1 – Resources: Contact List, Third-Party Resources and Mutual Aid

1	Are current contact lists available for:					
1a	Response coordinators?	X		The list is maintained on mobile devices through the exchange server; also available through our QM Call Centre (Emergency Activation Centre - EAC).	X	Viewed QM Env. Response Coordinators list on computer, 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. Team Leaders and Team Members list on computer dated: 2017-11-23.
1c	Clients?	X		All client contracts are reviewed semi-annually with client acceptance to ensure accuracy – Master Client Spreadsheet.	X	Viewed QM Env. Clients list on computer dated: 2018-04-27.
1d	Government agencies?	X		Available via cell phone or (Emergency Activation Centre - EAC).	X	Viewed contact list on Team Leader's smartphone.
2	Has a list of equipment resource services (e.g. vacuum trucks, heavy moving equipment) in TERSP response area been developed?	X		Available via cellphone or on server – Resource List.	X	Viewed QM Env. Equipment Resource List on computer.

Commented [TEAP III29]: TERSP: Provide copies of contact lists which 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 and note last revision date and document title and location.

Commented [TEAP III30]: TERSP: Provide list of equipment resource support services. Assessor: View and note last revision date.

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Question	TERSP		TERSP Comment	Assessed		Assessor Comment	
	Yes	No		Yes	No		
3a	Describe any personnel or unique equipment outsourced?	X		Contracted explosive management group, contracted radiation safety and analytical group. Open water and inland water response performed in conjunction with third-party organizations.	X		Viewed Class 7 KRMC consultant agreement dated: 2016-04-21. Viewed Rivertec agreement letter dated: 2016-04-26.
3b	If yes, does a written agreement exist:	X		Both parties respond under a letter of agreement.	X		Viewed agreement letter from KRMC dated: 2016-04-21.
4	Are written agreements established with other TERSPs for:						
4a	Coverage in your region?		X		---	---	
4b	Coverage outside your region?	X		MD-UN	X		Viewed Mutual Aid Agreement with MD-UN dated: 2017-02-13.
4c	You to support them in your region?	X		MD-UN	X		Viewed Mutual Aid Agreement with MD-UN dated: 2017-02-13.
5	Are these other TERSPs registered with TEAP III for:						
5a	Coverage in your region?		X		---	---	
5b	Coverage outside your region?	X		MD-UN	X		Viewed Mutual Aid Agreement with MD-UN dated: 2017-02-13.
5c	You to support them in your region?	X		Good working relationship with supporting contractors.	X		Information is as listed on the TEAP3 Website.

Commented [TEAP III31]: 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 and note last revision date.

Commented [TEAP III32]: TERSP: If yes, provide the access protocol and agreement.
Assessor: View and note agreement date.

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Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

Part 3.2 – Resources, Equipment and Materials

1	Is there equipment for communications between:					
1a	X		Cellular, landlines, computer systems, satellite phone.	X		Viewed satellite phone, smartphones and computers.
1b	X		Cellular, computer systems, two-way radios.	X		Viewed two-way handheld radios.
2	Does the company meet the requirements of the <i>TEAP III TERSP Standard Essential and Specialty Equipment List</i> for:					
2a	X		QM meets and exceeds the standard Essential Equipment List.	X		Viewed the equipment that meets the Essential Equipment List.
2b	X		QM meets many of the requirements held on the specialized equipment list.	X		Viewed Emergency Response Specialty Equipment List including equipment for capping Kit A, B, and C. All gaskets replaced in 2018.
3	X		QM holds all equipment required to service the products and means of containment outlined on our Capability Chart.	X		Viewed the equipment required to fulfill the stated capability chart.
4	X		QM's equipment meets or exceeds all applicable Canadian certification and registration requirements.	X		Reviewed SCBA inspected monthly, dated 2018-04-16. Viewed Hose CSA B620 inspections dated 2018-01.

Commented [TEAP III33]: TERSP: Identify equipment and quantities available. Consider cell phones, satellite phones, intrinsically safe radios, portable radios...
Assessor: View and describe equipment and quantity viewed.

Commented [TEAP III34]: TERSP: All *Essential Equipment* must be at the location.
Assessor: View and note that all *Essential Equipment* is at the location.

Commented [TEAP III35]: TERSP: All claimed *Specialty Equipment* must be at the location.
Assessor: View and note that all claimed *Specialty Equipment* is at the location.

Commented [TEAP III36]: 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 III37]: TERSP: Examples are CSA; Transport Canada; provincial transportation, and so on. Provide records of approvals.
Assessor: View and note items and associated approval records and dates.

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Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

Part 3.3 – Resources, Personnel

1	How many response personnel are trained to the <i>TEAP III TERSP Standard Training Matrix</i> :					
1a	TEAP III registered Team Leaders?	2	C. Porter J. Hohert	X		Viewed training records for J. Hohert and C. Porter.
1b	TEAP III registered team members?	2	J. Kovatch R. Fry	X		Viewed training records for J. Kovatch and R. Fry.
1c	Other Team Leaders?	0		---	---	
1d	Other team members?	0		---	---	
2	Is there a fit for duty program?	X	SOG's, pg. 20.	X		Reviewed fit for duty policies EHS #002 dated: 2018-02-09.
3	Is there post-incident stress management program?	X	Outlined in QM's SOG, pg.110.	X		Viewed Incident stress management, SOG, pg. 110.

Commented [TEAP III38]: 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 minimum of 2 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 III39]: 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 minimum of 2 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 [EW40]: TERSP: These individuals do not meet the TEAP III TERSP Standard Training matrix or based in another location.
Assessor: Do not review training records for these individuals.

Commented [EW41]: TERSP: These individuals do not meet the TEAP III TERSP Standard Training Matrix or based in another location.
Assessor: Do not review training records for these individuals.

Commented [TEAP III42]: TERSP: Describe the elements of your fit for duty program and frequency of re-assessments.
Assessor: View program documentation; note document titles.

Commented [TEAP III43]: TERSP: Describe the elements of your post-incident stress management program.
Assessor: View program documentation; note document titles.

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Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	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	<p>Reviewed QM Env. training re: Matrix. The records meet TEAP III training expectations, dated 2018-06.</p> <p>Observation: Developing a training management system for automated document expiry / update requirements would be beneficial.</p>
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 documentation of Chlorine Training provided at client's location, dated: 2016 10-05.
3	Is the training content documented for each module?		X	A training summary outlining the contents, objectives, tests and job performance evaluations are completed for each training module internally provided.	X	Viewed QM Env. Hazardous Materials Response modules.
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 exists for past employees).	X	Viewed paper records / certificate for more than 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 Leaders and many Team Members have received rail-specific or equivalent training.	X	Viewed item identified on Training Matrix for TTCL, JIBC, and CN.

Commented [TEAP III44]: 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 III45]: TERSP: Provide evidence of training on specialty equipment (e.g. SOG, PPE, detection equipment). **If applicable, chlorine and related subjects are part of the training matrix.**
 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). **If applicable, review for chlorine and note.**

Commented [TEAP III46]: 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 III47]: TERSP: Provide evidence of railway ER training (e.g. RAC, ERTC, JIBC, CN, CP Rail).
 Assessor: Review and note titles and source.

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	Yes	No		Yes	No	
5b	If yes, which TEAP III registered Team Leaders and team members have attended training?		C. Porter, J. Hohert.	X		Viewed JIBC certificates for J. Hohert.
Part 4.2 – Preparedness, Exercises						
1	Have Team Leaders demonstrated competency for each SOG through training or equivalency granted for a response?		The content of QM's SOG's is covered in the Training Matrix completed over a 12-month period.	X		Viewed QM Env.'s SOG in the Emergency Management & Environmental Response Service book. Verbal confirmation: SOGs will be reviewed and signed off during regular meetings.
2	Are exercise activities documented?		All exercises are documented in workflow booklet or on training job performance checklists.	X		Viewed exercise documentation for ERAC training dated: 2018-02-18.
3	Evaluation and debrief of exercises:					
3a	How do you choose which exercises to debrief?		All exercises are debriefed either in-field or in transportation leaving scene.	X		Viewed debrief on a training exercise with ERAC dated 2018-02-18.
3b	Does the debrief identify gaps and corrective actions?		Debrief and corrective actions are included in the QM Emergency Management Workbook used in exercises as well as true events.	X		Viewed corrective action in the work flow book which has provision for a debrief.
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		Viewed corrective action form debrief tracking report which tracks all items until completion.

Commented [TEAP III48]: 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).

Commented [TEAP III49]: 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 SOG's; note names of those vetted.

Commented [TEAP III50]: 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 and note elements (e.g. MOC, activity performed, participants).

Commented [TEAP III51]: TERSP: Describe criteria (e.g. Client request, injury, duration, ERAP).
Assessor: If applicable, view and note dates.

Commented [TEAP III52]: TERSP: Provide debrief records of corrective actions required and taken.
Assessor: Review /examine and note corrective action(s) identified and assigned.

Commented [TEAP III53]: TERSP: Provide documentation.
Assessor: Review / examine 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 that requiring inspection by manufacturer or regulatory requirement, pg. 111.	X		Viewed SOG, pg. 111, and preventive maintenance log which includes inspection detail and frequency for pump, capping kits, and gas detector.
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 equipment is put into service to present.	X		Examine records for chlorine kits including Viton gasket and inspection log of chemical transfer hose.
2b	Transportation equipment?	X		All maintenance and inspection logs are kept from the date equipment is put into service to present. Logs also kept by ARI Fleet Management.	X		Viewed records for Unit ERT P612 Inspection dated: 2019-03; QER 069 inspection dated: 2018-11.

Commented [TEAP III54]: TERSP: Show evidence of an equipment testing and maintenance program that is in compliance with manufacturer recommendations or regulatory requirements. **If applicable, what is the assurance program for the inventory of the chlorine kits.**
 Assessor: View program, note elements (e.g. equipment listing, inspection detail, frequency, e-system or paper-based).

Commented [TEAP III55]: 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 / examine 2** records, note items and frequencies (e.g. suit tests, hose test, generator inspection/test, gas detectors).
Review / examine records for chlorine kits including Viton gasket service date (within 4 years) if applicable and note.

Commented [TEAP III56]: 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

1	Does the TERSP have a permit or certificate to:					
1a	Transport hazardous waste and/or hazardous recyclable materials?	X		QM's Waste Transportation license allows them to ship Classes 2, 3, 4, 5, 6, 8, 9 of dangerous goods outlined on its capability chart.	X	Viewed certificate #LT 1471 expired date: 2019-05-18.
1b	Receive to dispose or recycle hazardous waste and/or hazardous recyclable materials?		X	All waste is taken in to third-party contractor.	---	---
2	Are any of the above performed by a sub-contractor?	X		Some capabilities are third-party sub-contractors.	X	Viewed Z&R Trucking certificate #LT1043, expired 2018-12-18. Comment: have process to update the sub-contractor rates annually.

Commented [TEAP III57]: 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 III58]: 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 III59]: 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	
1b	Coastal operations?	X		Small vessel for shoreline clean-up.
1c	In port or while loading or unloading?	X		Booming strategies and oil recovery with skimmer.
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~SIMEC/WCMRC marine requirements.
4	Do you have boat(s) or other means for accessing vessels not at berth?	X		14' Jon Boat (Delta) 16' welded aluminum boat (Victoria)

Commented [TEAP III60]: TERSP: This is an optional part that 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			C. Porter, R. Fry, J. Kovatch, J. Hohert
2a	X		QM participates in all TRANSCAER® events in the Pacific.
2b			<p>QM supports TRANSCAER® by having staff and equipment present to showcase response capabilities of response contractors.</p> <p>QM has also joined National TRANSCAER® (January 2018).</p> <p>There have been no outreach events in the last two years; two events were cancelled because of low registration, but QM was registered for both. QM has attended the following meetings:</p> <p style="margin-left: 20px;">March 17, 2016 – Coquitlam’s Burke Mountain Fire Hall May 26, 2016 – Chevron Burnaby September 29, 2016 – Surrey Fire December 15, 2016 – North Vancouver Emergency Management offices March 21, 2017 – PoCo Inn & Suites June 15, 2017 - Vancouver Fire and Rescue September 21, 2017 – Chevron Burnaby December 14, 2017 – North Vancouver Emergency Management offices</p>
3a	X		<p>QM LP is a member of CERCA with three sites assessed under CERCA.</p> <p>QM is a supplier member for the RAC.</p> <p>QM is a CIAC partner.</p>
3b			QM attends all CERCA meetings with at least two staff attending each meeting; one from the east and one from the west.
4a	X		
4b			Taking personnel and equipment to TRANSCAER® events on behalf of our clients for display.

Commented [TEAP III61]: TERSP: This is an optional part which you are free to either 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 III62]: 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	If so, describe. Examples are vehicle emissions reduction, idling program, office paper recycling, controlling ER activity emissions such as dry connects, purge techniques, controlling run off...	Active recycling program for office waste. Active waste diversion/recycling/recovery during demolition operations.		

TEAP III TERSP Standard Assessment

TERSP Emergency Response or Exercise Table (previous 12 months only) *MINIMUM OF 4 EVENTS including at least 1 EXERCISE

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	Liquefied Petroleum Gas UN 1075	2017-10-11	C. Porter			Flaring of multiple LPG residue rail cars.	Viewed Response Report # 207941.
2.3	Anhydrous Ammonia UN 1005	2017-11-24	C. Porter			Sparge Anhydrous Ammonia into Ammonia solution.	Viewed Response Report # 208321.
3	Diesel UN 1202			2018-03-19	C. Porter	ERAC Exercise Transfer Railcar of Diesel.	Viewed exercise report.
4.1	Self-reacting solid type c, temperature controlled (2,2,- Azobis isobutronitrile) UN 3234	2018-01-18	C. Porter			Repack into proper UN spec drums and under weight limit for ERAP.	
4.2							
4.3	Cyclopentylmagnesium Bromide UN 3399	2017-10-06	C. Porter			Overpack non-spec drum for transportation.	
5.1	Hydrogen Peroxide UN 2015			2017-06-16	J. Hohert	Table-top and hands-on transfer with H2O2 pump.	
5.2							
6.1	Dichloromethane UN 1539	2017-02-15	C. Porter			Call came in as hydraulic oil in pond. Oil was sampled and came back positive for Dichloromethane	
6.2	Biological Substance UN 3373	2017-11-29	C. Porter			Clean up sharps inside substation.	
7							

Commented [EW63]: TERSP: Activity must be hands-on; table-top does not qualify.

Commented [TEAP III64]: 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).

Commented [TEAP III65]: TERSP: Enter previous year's data; an actual response that has been documented and debriefed could fulfil the exercise requirement. Remediation work does not qualify. Assessor: Note date and file number of least 3 reports and review one of them for completeness as to the company process.

Commented [EW66]: TERSP: List all activities related to chlorine. Assessors: Review chlorine and anhydrous HCl activities.

TEAP III TERSP Standard Assessment

**TERSP Emergency Response or Exercise Table (previous 12 months only)
*MINIMUM OF 4 EVENTS including at least 1 EXERCISE**

8	Hydrochloric Acid UN 1789	2017-12-28	J. Hohert			Pressure transfer railcar.	Viewed response report # 208502.
9	Polychlorinated Biphenyls UN 2315	2017-01-19	J. Hohert			Spilled transformer.	
Other	Multiple transformer oil spill due to forest fires.	2017-09-01	C. Porter			Forest fires caused multiple transformers to spill throughout interior.	

Table data entered: 2018-02-21

Commented [EW67]: TERSP: List all activities related to NaOH, NaClO, HCl.
Assessor: Review any available documents.