

## TEAP III TERSP Standard Assessment

### Summary

TERSP company assessed:	QM Environmental
TERSP location:	Unit 140 1415 90 Avenue NW Edmonton, AB T6P 0C8
TERSP location's area of coverage:	Alberta, Western Saskatchewan, Eastern B.C.
Date assessed:	2019-12-06
Assessors:	Team Leader: Randy Mak, Senior Operations Technician, Dow Canada Team Member: Stephane Johnson, ECRC Response Center Manager Team Member: Ryan Thiessen, CN DGO
TERSP Representatives:	Chase Porter - Operations Manager - West Greg Mossman – Team Lead
Opportunities for improvement:	Verbal confirmation to start debriefing all exercises
Best practices for sharing:	
Recommendation for registration:	Approved by TEAP III Editorial Board: 2019-12-13  Next location assessment due: 2021-12

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Capability Chart								
Contact Details	TDG Class	Mode of Transport			Means of Containment	Stabilization <sup>1</sup>	Mitigation <sup>2</sup>	Remarks and Examples
		M	RR	R	(X, S, O, SO)	(X, S, O, SO)		
<b>Company name:</b> <b>QM Environmental</b>  <b>Address:</b> Unit 140 1415 90 Ave. NW Edmonton, AB T6P 0C8  <b>Office</b> • Telephone: 789-467-8881 • FAX: 780-467-8991 • Website: www.qmenv.com  <b>24-hour Activation</b> • Telephone: 1-877-378-7745 • Contact Position: QM call centre – links to area on call ER Team Lead  Regional coverage from this location: Alberta, Western Saskatchewan, Eastern B.C.  Is coverage outside this region available via this location? Yes [X] No [ ]  Date: 2019-10-01 By Location Leader (name): Chase Porter Position: Operations Manager - West E-mail: Chase.Porter@qmenv.com	1	X	X	X	T/T, SC, IM	XS	XS	Explosive transfer license under the MNR, 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
	2.2	X	X	X	T/T, c, IM	X	X	Nitrous oxide, oxygen, inert gas
	2.3	X	X	X	T/T, T/C, c, IM	X	X	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, c, IM	X	X	Transfer gasoline, diesel, petroleum products
	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	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.
	5.2	X	X	X	T/T, T/C, SC, LC, IM	X	X	
	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	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								

**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 shipping name or UN number

**Commented [EW3]:** TERSP: Title used by the person (e.g. On Call Team Leader, On Call Manager)

**Commented [TEAP III4]:** TERSP: Within 6 hour travel time by road averaging 65 km/h.

**Commented [TEAP III5]:** TERSP: Means via TERSP(s) from other location(s).

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**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.

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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 Corporate Environment Health and Safety Policy Statement, also posted on the wall in the hallway, and as listed in page 22 the SOG's dated 2019-01-01
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 140.	X		Viewed the Operating Documents and Administrative Control document page 140 in the SOG's dated 2019-01-01
3	Has the <i>TEAP III TERSP Standard Annual Update</i> been completed and submitted?	X		QM submitted annual update in 2018.	X		Viewed the QM Annual Update dated 2018-09-29
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 WHMIS, TDG, WCB, Unit 616 CVIP #, hose testing records, ER trailer CVIP#
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 insurance certificates expiry date 202-11-15
5b	Public Liability and Property Damage, \$5	X		QM holds greater than \$5	X		Viewed insurance certificates

**Commented [TEAP III16]:** 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 III17]:** 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 III18]:** 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 III19]:** TERSP: Obtain current certificate from relevant workers compensation authorities (not to exceed 12 months).  
Assessor: View certificate and record date (check for expiration date).

### TEAP III TERSP Standard Assessment

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	Yes	No		Yes	No	
million?			million coverage			expiry date 2020-11-15
5c Environmental, \$5 million?	X		QM holds greater than \$5 million coverage	X		Viewed insurance certificates expiry date 2020-11-15
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 140	X		Viewed the Operating Documents and Administrative Controls document on page 142 in the SOG's dated 2019-01-01
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 was retained and produced for this assessment	X		Viewed the TEAP III Assessment draft report dated 2017-12-06

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

**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, spill number is operated and manned 24/7 365 by QM employees in Stoney Creek office.	X		Called the 24 hour line at 19:15, call was answered within 30 seconds, was asked for my name and callback number, asked for Team Lead on call and was patched through, and Greg Mossman answered within 1 minute. Total elapsed time at 3 minutes.
1b	Is there another 24-hour telephone number that can be used to activate a response?		X		---	---	
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 SOG, Pg.15-16	X		Viewed the Activation Flow Chart on page 9 of the SOG's dated 2019-01-01
3	Does the TERSP use a form to record incident information?	X		Outlined in QM SOG, Pg. 12-13	X		Viewed the Initial Activation Report page 12/13 in the SOG's dated 2019-01-01
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 Lead using smart phones or laptops. All ERAP clients have SDS in job folder.	X		Viewed Team Lead's cell phone containing Wiser, NIOSH apps.

**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 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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	Yes	No		Yes	No	
4b		X	ER Team Leads are trained on calling Canutec and use this service regularly during responses	X		Viewed Team Lead's cell phone for CANUTEC contact number
4c		X	ERAPs will include SDS's from shipper/manufacturers. Shipper/manufacturer can also provide MSDS during the event.	X		Viewed SDS documents for several clients on the QM G drive.
4d		X	NIOSH pocket guide, WISER, Google, client website, International Chemical Safety cards. Through laptop and smart phone	X		Viewed Team Lead's cell phone containing Wiser, NIOSH apps.
4e		X	Request client to send via email to the EAC or to the Team Lead	---	---	
5		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.	X		Viewed the Pre-Departure Checklist listing all classes for response in the SOG's page 14 dated 2019-01-01
6		X	ER Team Lead and/or home base co-ordinator log all activities from the activation of a spill call	X		Viewed Job #211905 documented in the Work Flow Book dated 2019-11-19
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 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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Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	
7a	During regular business hours?		X	15-60 minutes	X	Viewed Job #210776 dated 2019-02-08, elapsed time from callout to departure was 45 minutes, 1 team leader and 3 team members responded
7b	Outside regular business hours?		X	30-90 minutes	X	Viewed Job #211905 dated 2019-11-19, elapsed time from callout to departure was 90 minutes, 1 team leader and 3 team members responded
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 per SOG Pg. 134-137		X	Viewed Debriefing document page 135 in the SOG's dated 2019-01-01
8b	Does the debrief identify gaps and corrective actions?		X	Debrief and corrective actions are part of QM's Emergency Management Workbook are completed.	X	Viewed Corrective Action Form for Job #211905 documented in the Work Flow Book dated 2019-11-19.
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. These are logged via corrective action log and reviewed monthly		X	Reviewed Corrective Action Form for Job #211905 - Sulphuric acid poly tote to poly tote transfer. Receiving tote and pump were placed in spill trays. Spill trays and acid absorbent pads were placed under hose connections. Documented in the Work Flow Book with completion dated 2019-11-21.  Operations manager is responsible for completion of Action Items.

**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) minimum of 2 persons deployed.

**Commented [EW21]:** TERSP: Identify outside regular hours of business (e.g. after 1700 hours)  
Assessor: View, note date(s), time(s) to scene(s) and size of team(s) minimum of 2 persons deployed.

**Commented [TEAP III22]:** TERSP: Describe criteria (e.g. Client request, injury, duration, ERAP).  
Assessor: If applicable, view and note dates.

**Commented [TEAP III23]:** TERSP: Provide debrief records of corrective actions required and taken.  
Assessor: Review / examine and note corrective action(s) identified and assigned.

**Commented [TEAP III24]:** 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 a client's ERAP specifically naming QM as a responder.
10 How do you track updates of your client's ERAP?			Semi-annual written communication for coverage updates to clients – Master Client Spreadsheet. Updates are through our Emergency Management department	X		Viewed the Master Client list which includes the ERAP holders and expiry dates, and it is updated weekly.
11 If you are listed in another TERSP client's ERAP, do you have a copy of that client's ERAP?		X	This location is not listed in another TERSP client's ERAP	---	---	

**Commented [TEAP III25]:** TERSP: Transport Canada expect a copy of each client's approved ERAP or parts that apply to TERSP. If does not apply, indicate NA. Assessor: If applicable, view and note ERAP(s) approval date(s).

**Commented [TEAP III26]:** 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 does not apply, indicate NA. Assessor: If applicable, view and note ERAP(s) approval date(s).

### TEAP III TERSP Standard Assessment

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 <u>contact lists</u> available for:					
1a	Response coordinators?	X		The list is maintained in mobile devices through the exchange server, also available through EAC.	X	Viewed the Home Base Coordinators list dated 2019-11-12
1b	Team Leaders and team members?	X		The list is maintained in mobile devices through the exchange server, also available through EAC.	X	Viewed the Contact list dated 2019-11-12
1c	Clients?	X		All client contracts are reviewed semi-annually with client acceptance to ensure accuracy - Master Client Spreadsheet	X	Viewed the Master Client list dated 2019-11-29
1d	Government agencies?	X		Available via cell phone or EAC	X	Viewed the QM Vendor Resource List, cell phone contact on Team Lead'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 server – Resource List	X	Viewed the QM Vendor Resource List, cell phone contact on Team Lead's cell phone
3a	Describe any personnel or <u>unique</u> equipment outsourced?	X		Contracted explosive management group, contracted radiation safety and analytical group.	X	Viewed the QM Vendor Resource List for Class 1 under the Subcontractor tab dated 2019

**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.

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	Yes	No		Yes	No	
3b	If yes, does a written agreement exist:		Both parties respond under a letter of agreement.	X		Viewed written agreement with Rapid Response dated 2015-12-03
4	Are written agreements established with other TERSPs for:					
4a	Coverage in your region?		Rapid Response	X		Viewed written agreement with Rapid Response dated 2015-12-03
4b	Coverage outside your region?		Written CCFs that support response capabilities with other contractors outside of this region	X		Viewed written agreement with Euoway dated 2019-08-06
4c	You to support them in your region?		We will always support through our CERCA network	X		Viewed written agreement with MD-UN dated 2017-02-13
5	Are these other TERSPs registered with TEAP III for:					
5a	Coverage in your region?		Rapid Response	X		Viewed written agreement with Rapid Response dated 2015-12-03
5b	Coverage outside your region?		GFL, MD-UN	X		Viewed written agreement with MD-UN dated 2017-02-13
5c	You to support them in your region?		Good working relationship with supporting contractors	X		Viewed written agreement with MD-UN dated 2017-02-13

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

### TEAP III TERSP Standard Assessment

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	The Home Coordinator and the incident scene?	X		Cellular, land lines, computer systems, satellite phone.	X	Viewed Team Lead's cell phone, laptop
1b	Personnel at the incident scene?	X		Cellular, computer systems, two-way radios.	X	Viewed intrinsically safe radios, cell phones
2	Does the company meet the requirements of the <i>TEAP III TERSP Standard Essential and Specialty Equipment List</i> for:					
2a	Essential Equipment items at the location?	X		QM meets and exceeds the standard essential equipment list.	X	Viewed QM's equipment meets the Essential Equipment list requirements
2b	Specialty Equipment items at the location?	X		QM meets many of the requirements held on the specialized equipment list.	X	Viewed QM's specialty equipment meets the requirements of the CI Addendum  Reviewed Cl <sub>2</sub> capping kits have all required tools and the gaskets are dated 2016.
3	Does the list include equipment required to respond to all chemicals, modes of transport and means of containment identified in the Capability Chart?	X		QM holds all equipment required to service the products and means of containment outlined on our capability chart.	X	Viewed all equipment meets the requirements of the modes of transportation per the Capability Chart
4	Are programs in place for ensuring equipment meets applicable Canadian certification and registration requirements?	X		QM's equipment meets or exceeds all applicable Canadian certification and registration requirements.	X	Viewed Maintenance document in the SOG's on page 140 outlining monthly equipment maintenance

**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	
						inspections dated 2019-01-01. Viewed hose testing dates, SCBA, and Level A suit records.

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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>					
<b>1a</b>	TEAP III registered Team Leaders?	<b>2</b>	<b>G. Mossman, J. Derkach</b>	<b>X</b>		<b>Reviewed TEAP III training records for G. Mossman, J. Derkach for Fit Test, Air Monitoring, ICS 200, First Aid</b>
<b>1b</b>	TEAP III registered team members?	<b>2</b>	<b>D. McGuire, N. Brisson</b>	<b>X</b>		<b>Reviewed TEAP III training records for N. Brisson, D. McGuire for Fit Test, TDG, Air Monitoring</b>
<b>1c</b>	Other Team Leaders?	<b>0</b>		---	---	
<b>1d</b>	Other team members?	<b>2</b>	<b>M. Maclean, C. Connell</b>	---	---	
<b>2</b>	Is there a fit for duty program?	<b>X</b>	<b>SOG's Pg. 21</b>	<b>X</b>		<b>Viewed the Fit For Work Policy on page 21 in the SOG's dated 2019-01-01</b>
<b>3</b>	Is there post-incident stress management program?	<b>X</b>	<b>Outlined in QM's SOG Pg.138</b>	<b>X</b>		<b>Viewed the Incident Stress Management document on page 138 in the SOG's dated 2019-01-01</b>

**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 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 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 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 [EW38]:** 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 [EW39]:** 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 III40]:** TERSP: Describe the elements of your fit for duty program and frequency of re-assessments. Assessor: View program documentation, note document titles.

**Commented [TEAP III41]:** 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		Reviewed the QM training matrix covers all aspects of the TEAP III Training Matrix
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 the specialty training at JIBC dated 2018-09-28 installing chlorine capping kits, flammable liquid tank truck transfer
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 internally provided	X		Viewed the QM NFPA 472 internal training course which include all objectives, lessons, and competencies dated 2017-09-13
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 training records (archived) for G. Mossman, J. Derkach on the QM database
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 or equivalent training.	X		Viewed the QM training matrix to verify G. Mossman and J. Derkach have the Tank Car Specialist training
5b	If yes, which TEAP III registered Team Leaders and team members have attended training?	G. Mossman, J. Derkach			X		Viewed the QM training matrix to verify G. Mossman and J. Derkach have the Tank Car Specialist training

**Commented [TEAP III42]:** 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 III43]:** 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 III44]:** 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 III45]:** TERSP: Provide evidence of railway ER training (e.g. RAC, ERTC, JIBC, CN, CP Rail).  
Assessor: Review, note titles and source.

**Commented [TEAP III46]:** 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 the SOG Sign Off Sheet 2019 and Product Specific from Clients database for the Team Leads.  Viewed the training matrix for annual off-site training.
2	Are exercise activities documented?	X		All exercises are documented in workflow booklet or on training job performance checklists.	X		Viewed Exercise Job #211717 including G. Mossman. Hydrochloric acid poly tote to poly tote transfer. Receiving tote and pump were placed in spill trays. Spill trays and acid absorbent pads were placed under hose connections.
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 Debriefing document page 135 in the SOG's dated 2019-01-01
3b	Does the debrief identify gaps and corrective actions?	X		Debrief and corrective actions are included in the QM workbook which is used for documentation in exercises as well as true events.	X		Viewed Corrective Action Form for Job #211717 documented in the Work Flow Book dated 2019-09-19.  Gaps were identified and logged for followup.
3c	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	X		Viewed Corrective Action Form for Job #211717 documented in the Work Flow Book with completion dates

**Commented [TEAP III47]:** 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 III48]:** 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 III49]:** TERSP: Describe criteria (e.g. Client request, injury, duration, ERAP). Assessor: If applicable, view and note dates.

**Commented [TEAP III50]:** TERSP: Provide debrief records of corrective actions required and taken. Assessor: Review /examine and note corrective action(s) identified and assigned.

**Commented [TEAP III51]:** 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	
			proper completion. These are logged via corrective action log and reviewed monthly			dated 2019-09-19. Operations manager is responsible for completion of Action Items. No debrief done for the exercise. Verbal confirmation that they will begin debriefs on all training exercises.

### 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. 140	X		Viewed Maintenance document in the SOG's on page 140 outlining monthly equipment maintenance inspections dated 2019-01-01
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		Viewed maintenance logs for Level A suits, SCBA's, gas techs
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 the CVIP for the transfer trailer, Unit #616 CVIP

**Commented [TEAP III52]:** 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 III53]:** 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 III54]:** 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 all classes of dangerous goods outlined on its capability chart.	X		Viewed the Hazardous Waste Consignor Registration document dated 2018-06-15
1b	Receive to dispose or recycle hazardous waste and/or hazardous recyclable materials?		X		---	---	
2	Are any of the above performed by a sub-contractor?	X		Some capabilities are third party sub-contractors.	X		Viewed the QM Vendor Resource List dated 2019

**Commented [TEAP III55]:** 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 III56]:** 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 III57]:** 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/WCRC marine requirements.
4	Do you have boat(s) or other means for accessing vessels not at berth?	X		Jet Boat

**Commented [TEAP III58]:** 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 <small>(optional and not part of TERSP Assessment)</small>				
		Yes	No	TERSP Comment
1	Who in your company has attended <i>TEAP III Transportation Emergency Response Service Provider Standard training</i> ?	C. Porter, G. Mossman, N. Brisson		
2a	Do you participate in TRANSCAER® outreach events?	X		
2b	If yes, how? Provide list of dates and activities for the past two years.	TRANSCAER – Fort Saskatchewan, AB 2019-06-25 Cranbrook, BC 2019-05-24		
3a	Do you belong and participate in a trade association such as CERCA, CIAC, RDC, RAC and/or other (describe other)?	X		QM LP is a member of CERCA with three sites assessed under CERCA.
3b	If yes, describe your involvement.			
4a	Do you belong or contribute to a local community enhancement program?		X	
4b	If yes, describe your involvement. <b>NOTE: Do not include donations to local hockey team-sweater purchase fund or the like.</b>			

**Commented [TEAP III59]:** 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 III60]:** 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>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) \*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							
2.2							
2.3	Anhydrous Ammonia, UN1005			2019-09-30	J. Derkach	Hands on set up anhydrous ammonia hoses for transfer and flare of the product. Simulation of Hot, Warm and Cold zones while walking through numerous types of responses.	
3	Petroleum Distillates, N.O.S UN1268	2019-09-14	G. Mossman			Truck rollover. Drill and transfer 26m3 of condensate	Reviewed Job#211647 dated 2019-09-14 <ul style="list-style-type: none"> <li>Initial Activation Report</li> <li>Chronological Incident Report</li> <li>Internal Incident Debrief includes action items completed</li> </ul>
	Petroleum Distillates, N.O.S UN1268			2019-07-17	J. Derkach	Simulated condensate pipeline release in a creek. Deployment watergate	Reviewed Job#211361 dated 2019-07-17 <ul style="list-style-type: none"> <li>Initial Activation Report</li> <li>Chronological Incident Report</li> <li>Internal Incident Debrief shows no action items</li> </ul>
4.1	Solids Containing	2019-05-04	J. Derkach			Removed contaminated soil	

**Commented [EW61]:** TERSP: Activity must be hands-on, tabletop does not qualify

**Commented [TEAP III63]:** 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: Note date and file number of least 3 reports and review one of those for completeness as to the company process.

**Commented [TEAP III62]:** 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 [EW64]:** 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

	Flammable Liquid, N.O.S UN 3175				containing diesel	
4.2						
4.3						
5.1	Sodium Nitrate UN1498 Hydrogen Peroxide UN2014	2019-02-13	G. Mossman		Spilled on warehouse floor and racking. Ensured we did not use anything organic for cleanup. Used water, squeegees and rags to cleanup. Placed rags in drum and filled with water.	Reviewed Job#210792 dated 2019-02-13 <ul style="list-style-type: none"> <li>• Daily Safe Work Permit</li> <li>• Activation Report</li> <li>• Internal Incident Debrief</li> <li>• Corrective Action Form with actions and completion dates</li> </ul>
5.2						
6.1						
6.2	Bio-Hazard Substance, UN3373	2019-05-17	G. Mossman		Used cavicide to LRT railcar to disinfect bodily fluids	
7						
8	Nitric Acid UN2031	2019-07-25	J. Derkach		800L spill in production warehouse. FD neutralized floor with soda ash. Had to clean floor and neutralize approx. 300L in containment.	
9						
Other	Hydraulic Oil	2019-07-11	G. Mossman		40-100L spill in parking lot. Used granular absorbent for cleanup	

Table data entered: 2019-10-01

**Commented [EW65]:** TERSP: List all activities related to NaOH, NaClO, HCl Assessor: Review any available documents.