

TEAP III TERSP Standard Assessment

Summary

TERSPP company assessed:	Quantum Murray LP – Emergency Response Division
TERSPP location:	10 Kenmore Avenue, Unit 4 Stoney Creek, Ontario L8E 5N1
TERSPP location's area of coverage:	Ontario
Date (yyyy-mm-dd) assessed:	2014-11-05
Assessors:	Team Leader: Bill Preece, Director of Business Development, Regulated Materials Contrans Group. Assessor, Greg Ayres, Regulatory Affairs, Sodrox Assessor, Chris Connors, Logistics Compliance Leader, Dupont Canada Assessor, Stephane Johnson, Response Center Manager, ECRC Assessor-in-Training, Bernard Cook, Manager, Corporate Compliance, Brenntag Canada Inc.
TERSPP Representatives:	Dan Dilts, Commercial Manager, Quantum Murray LP Dave Hill, Regional ER Manager, Quantum Murray LP Michelle Williamson, Technical Advisor, Quantum Murray LP.
Opportunities for improvement:	<ul style="list-style-type: none"> • Utilize the debrief sections of the Emergency Response Management Workbook in training and preparedness exercises and ensure consistent signoff.
Best practices for sharing:	<ul style="list-style-type: none"> • Workbook system for SOGs and Incident Support Documentation. • Dashboard system for tracking client detail and contact information.
Recommendation for registration:	Approved by TEAP III Editorial Board: 2014-12-08 Next location assessment due: 2016-11

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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: Quantum Murray LP- Emergency Response Address: 10 Kenmore Avenue, Unit 4 Stoney Creek, ON L8E 5N1 Office • Telephone: 905-388-4444 • FAX: 905-643-3106 • Website: www.qmlp.ca 24-hour Activation • Telephone: 1-877-378-7745 • Contact Position: ER Team Leader / Manager Regional coverage from this location: Ontario Is coverage outside this region available via this location? Yes [X] No [] Date (yyyy-mm-dd): 2014-11-05 By Location Leader (name): Dan Dilts Position: Regional ER Manager E-mail: ddilts@qmlp.ca	1	X	X	X	T/T, SC, IM	X,S	X,S	Class 1 Consultant on Contract, UN0442
	2.1	X	X	X	T/T, T/C, c, IM	X	X	Transfer and Flare LPG ERAP coverage for UN1075
	2.2	X	X	X	T/T, T/C, c, IM	X	X	Transfer and ERAP Coverage for UN1070, UN1013
	2.3	X	X	X	T/T, T/C, c, IM	X	X	Transfer and ERAP coverage for UN1079, UN1053
	3	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer and ERAP coverage for UN1170, UN1268
	4.1	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer and ERAP coverage for UN2448
	4.2	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer and ERAP coverage for UN1384
	4.3	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer coverage for UN1402
	5.1	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer and ERAP coverage for UN2015
	5.2	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer and ERAP coverage for UN3113, UN3114
	6.1	X	X	X	T/T, T/C, SC, LC, IM	X	X	ERAP coverage for UN2312, UN2078
	6.2	X	X	X	SC	X	X	Package, Contain and decontaminate biomedical waste
	7	X	X	X	SC, LC, IM	X,S	X,S	ERAP coverage for UN2912, UN3321
	8	X	X	X	T/T, T/C, SC, LC, IM, c	X	X	Transfer and ERAP coverage for UN1789, UN1830
9	X	X	X	T/T, T/C, SC, LC, IM	X	X	Environmentally Hazardous Materials, Asbestos	
Other	X	X	X	T/T, T/C, SC, LC, IM, c	X	X	Lube Oils, Cleaners, food products.	
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.								

Comment [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.

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

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

Comment [TEAP III4]: 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 QMLP's Environmental policy, Code of Conduct and Health and Safety Policies. Refer to our Standard Operating Guidelines (SOG).	X		Viewed Environmental Health and Safety Policy January 2014 signed by the Chief Officer
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		Dave Hill manages and updated the TERSP assessments as outlined in our SOG.	X		Viewed SOG, Operating Documents and Administrative Controls, page 117 Dated 2014-01-02
3	Has the <i>TEAP III TERSP Standard Annual Update</i> been completed and submitted?	X		QMLP submitted the Annual Update 2013-11-22	X		Viewed QMLP Annual Update 2013-11-22
4	Have you identified all legal requirements pertaining to your transportation emergency response business? For example: TDG, WHMIS, CSA, manufacturers' recommendations,...	X		QMLP meets and exceeds all legal requirements associated with the running of its business.	X		Viewed CVOR dated 2007-01-24, Viewed Certificate of Approval A821289 dated 2007-09-11
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 WSIB Clearance Certificate dated 2014-11-19

Comment [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.

Comment [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.

Comment [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?

Comment [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.

Comment [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).

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Question	TERSP		TERSP Comment	Assessed		Assessor Comment	
	Yes	No		Yes	No		
5b	Public Liability and Property Damage, \$5 million?	X		QMLP holds greater than 5 million coverage.	X		Viewed Certificate of Insurance dated 2014-05-01
5c	Environmental, \$5 million?	X		QMLP holds greater than 5 million coverage.	X		Viewed Certificate of Insurance dated 2014-05-01
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.	X		Viewed SOG dated 2014-01-02
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.	X		Viewed Assessment dated 2012-12-03

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

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

Comment [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, the number is outlined in QMLP's SOG. QMLP runs an inhouse 24 hour call center for emergency response management and support.	X		Called 16/11/2014 at 22:15. Call answered by QMPL directly. No call back required.
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 QMLP's SOG.	---	---	
2	Is there a documented activation protocol (flowchart or other) for coordinators and response personnel in the event of an emergency?	X		Outlined in QMLP's SOG.	X		Viewed Standard Operating Guide, Activation Report 2014-01-02
3	Does the TERSP use a form to record incident information?	X		Outlined in QMLP's SOG.	X		Viewed Initial Activation Report Form 2014-01-02
4	Which methods are used to access a current MSDS on a 24-hour basis:						
4a	Paper copy?		X	Paper copies are not utilized due to defined expiry date.	---	---	---
4b	CANUTEC?	X		Team leaders and resource personnel have training on calling CANUTEC.	---	--	---
4c	Shipper/manufacturer?	X		ERAPS will include MSDSs from shipper/ manufacturers. Shipper/ manufacturer can provide MSDS during the	X		Viewed MSD for UN1789 dated 2014-01-05 and UN1017 dated 2014-01-20

Comment [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.

Comment [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.

Comment [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.

Comment [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.

Comment [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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Question	TERS P		TERS P Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	
			event.			
4d	CCOHS?	X	Resource personnel are trained to find MSDS on this site.	---	---	---
4e	Internet (state method and web sites)?	X	NIOSH Pocket Guide, International Chemical Safety Cards, Pesticide Database.	X		Viewed MSDS for Chlorine UN1017 2011-04-04
4f	Internal CD database?		X	Clients have provided us with CD of their MSDSs.	---	---
4g	Other (state method)?	X	Mobile application on iPhones and Blackberry's.	X		Viewed Web Portal for Brenntag MSDS file
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 QMLP's SOG's. Specific response guidelines exist for all ERAP products. Team leaders and Resource Personnel may contact Technical advisors by phone for additional information.	X		Viewed SOG for Class 8 dated 2014-01-02 Viewed Incident Workbook and Incident Support Documentation dated 2008
6	Are response activities for incidents documented?	X	Team leaders and/or home base coordinator log all activities of a spill call.	X		Viewed response file 200989 dated 2015-06-05
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 - 30 minutes	X		Viewed incident dated 2014-04-17, response time 30 minutes, 1 Team Lead, 1 Team member

Comment [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.

Comment [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...

Comment [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.

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Question	TERS P		TERS P Comment	Assessed		Assessor Comment	
	Yes	No		Yes	No		
7b	Outside regular business hours?	X		30 - 90 minutes	X		Viewed incident dated 2014-08-17 response time 15 minutes. 1 Team Lead, 1 Team member
8	Evaluation and debrief of responses:						
8a	How do you choose which responses to debrief?			The responses which are of a significant nature (greater than 12 hours in duration, regulator involvement either on scene or off. Could include Ministries or Transport Canada. Public disruption, major intervention) are all debriefed.	X		Viewed debrief 2014-08-17
8b	Does the debrief identify gaps and corrective actions?	X		Debrief and corrective actions are part of Quantum's Emergency Management Workbook and are completed on all major incidents.	X		Viewed debrief 2014-05-17 Corrective action diaphragm pump maintenance issues
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 forms dated 2014-05-19
9	Is the TEAP III TERSP Standard Performance Feedback submitted to TEAP III?	X		Performance forms will be submitted to TEAP III following any TEAP III client response.	X		Viewed TEAP III Standard Performance Feedback form 2014-04-17
10	If you are listed in a client's ERAP, do you have a copy of the client's ERAP?	X		All ERAPS are accessible to the responding team leaders who respond to an incident. Hard and soft copies are kept in the office.	X		Viewed ERAP Interim Approval 2012-07-24
11	How do you track updates of your client's ERAP?			Semi-annual written communication for coverage updated.	X		Viewed Letter Semi Annual Client Review Letter 2014-06-05

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

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

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

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

Comment [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).

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Question	TERS		TERS	Assessed		Assessor Comment
	Yes	No		Yes	No	
12	X		All ERAPS are accessible to the responding team leaders who respond to an incident. Hard and soft copies are kept in the office.	X		Viewed ERAP Revision Date 2012-03-15

Comment [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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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		Contact lists are maintained in Quantum's Emergency Call Centre. They are reviewed monthly and updated as required.	X		Viewed Contact List for Response Coordinators, Team Leaders and Members dated 2014-10-30
1b	Team Leaders and team members?	X		Contact lists are maintained in Quantum's Emergency Call Centre. They are reviewed monthly and updated as required.	X		Viewed Contact List for Response Coordinators, Team Leaders and Members dated 2014-10-30
1c	Clients?	X		All Client contracts are reviewed semi-annually with client assurance to the ensure accuracy.	X		Viewed Electronic Master Client Spread Sheet and Dash Board Dated 2014-04-21 and updated regularly
1d	Government agencies?	X		Contact lists are maintained in Quantum's Emergency Call Centre. They are reviewed monthly and updated as required.	X		Viewed Government Agency List 2014-10-25
2	Has a list of equipment resource services (e.g. vacuum trucks, heavy moving equipment) in TERSP response area been developed?	X		A list of equipment resource services is maintained in Quantum' Emergency Call Centre. They are reviewed and updated monthly.	X		Viewed Subcontractor Reference Material dated 2012-10-25
3a	Describe any personnel or unique equipment outsourced?	X		Contracted explosive management group, Contracted radiation safety	X		Viewed Class 7 Consultant agreement 2014-11-04, Viewed Class 1 Consultant

Comment [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.

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

Comment [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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Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	
			and analytical group.			correspondence 2014-11-04
3b	X		Both parties respond under a letter of agreement.	X		Viewed Class 7 Consultant agreement 2014-11-04, Viewed Class 1 Consultant correspondence 2014-11-04
4	Are written agreements established with other TERSPs for:					
4a		X		---	---	---
4b	X		Written agreements exist with, Envirotec, Euroway Industrial, MD-UN, Atlantic Industrial Cleaners and RST.	X		Viewed Agreement dated 2012-01-13
4c	X		Viewed Class 7 Consultant agreement 2014-11-04, Viewed Class 1 Consultant correspondence 2014-11-04	X		Viewed Agreement dated: 2014-01-02
5	Are these other TERSPs registered with TEAP III for:					
5a		X		---	---	---
5b	X		MD-UN and RST are registered with TEAP III.	X		Information is as listed on the CIAC Website
5c	X		MD-UN and RST are registered with TEAP III.	X		Information is as listed on the CIAC Website

Comment [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	

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, cloud technology.	X	Viewed cell phones, mobile computers and cloud technology.
1b	Personnel at the incident scene?	X		Cellular, computer systems, two way radios, cloud technology.	X	Viewed cell phones, mobile computers and cloud technology.
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		Quantum meets and exceeds the standard essential equipment list.	X	Viewed equipment inventory and verified TEAP III Criteria.
2b	Specialty Equipment items at the location?	X		Quantum meets many of the requirements held on the specialized equipment list.	X	Specialty Equipment List is complete at 2014-11-05
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		Quantum holds all equipment required to service the products and means of containment outlined in your compatibility chart.	X	Viewed Equipment required for transfer and containment class 2.1 and 2.2
4	Are programs in place for ensuring equipment meets applicable Canadian certification and registration requirements?	X		Quantum's equipment meets or exceeds all applicable Canadian certification and registration requirements.	X	Viewed Hose Inspections 2014-06-24

Comment [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.

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

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

Comment [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.

Comment [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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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?	7	Most Team Leaders exceed the minimum training requirements M. Heeringa J. Oliver P. Sobota K. McAlpine A. Leslie G. MacKay K. Gravelle	X		Viewed QMLP Internal Training Matrix Master Electronic File 2014-10-30
1b	TEAP III registered team members?	5	Most Team members exceed the minimum training requirements R. Dunnett C. Langelaam J. Randel J. Scales K Tingley	X		Viewed QMLP Internal Training Matrix Master Electronic File 2014-10-30
1c	Other Team Leaders?	2	S. Christon D. Dilts	X		Viewed QMLP Internal Training Matrix Master Electronic File 2014-10-30
1d	Other team members?	35	See Responder List	X		Viewed QMLP Internal Training Matrix Master Electronic File 2014-10-30
2	Is there a fit for duty program?	X	Sealed medical records for every active individual. Used by EMS if needed during an event. Medical monitoring	X		Viewed SOG dated 2014-01-02

Comment [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).

Comment [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).

Comment [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	
			completed for all Level A and B entries.			
3 Is there post-incident stress management program?	X		Outlined in Quantum's SOG.	X		Viewed EAP Program retaining Letter 2009-12-09

Comment [TEAP III39]: 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		Quantum's training matrix meets and exceeds the requirements. Additional areas of training include Confined Space Entry/ Rescue and Specialized product handling training.	X		Viewed Additional Program for Class 1 dated 2014-07-24 8 members in attendance.
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 Chlorine Training, Class 2 2013-07-09, 6 members.
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.	X		Viewed Training Modules for WHMIS 2014-03-17 Viewed Training Module for Lockout Procedures 2014-03-17
4	Are training records maintained for Team Leaders and team members for a minimum of three years?	X		Records are maintained in the training matrix.	X		Viewed Records dating back past 2010.
5	If you respond to railway mode:						
5a	Is a railway dangerous goods response training course part of your training matrix?	X		All team leaders and many team members have received rail specific or equivalent training.	X		Viewed SERTC Tank Car Specialist Program 2013-11-01 Viewed CN Contractor safety Program expires 2017-04-10
5b	If yes, which TEAP III registered Team Leaders and team members have	M. Heeringa J. Oliver			X		Viewed Records for M. Heeringa 2012-01-26

Comment [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...)

Comment [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).

Comment [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).

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

Comment [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).

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	Yes	No		Yes	No	
attended training?		K. Gravelle T. Jaeckle P. Sobota D. Dilts J. Scales D. Hill			K. Gravelle 2011-12-8	

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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 Quantum's SOGs is covered in the training matrix completed over a 12 month period.	X		Viewed Electronic Records for M. Heeringa and P. Sabota
2	Are exercise activities documented?	X		Debrief and corrective actions are part of the Quantum's Emergency Response Management Workbook which is completed for both real and simulated incidents.	X		Viewed Exercise / HazMat Technician Refresher 2014-09-04
3	Evaluation and debrief of exercises:						
3a	How do you choose which exercises to debrief?	All exercises have a flexible format. Feedback is used throughout the program.			X		Debrief sections of the Exercise workbook are not completed.
3b	Does the debrief identify gaps and corrective actions?	X		Yes, debrief and corrective actions are included in the Quantum workbook which is used for documentation in exercises as well as true events.	X		Debrief sections of the Exercise workbook are not completed.
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 proper completion.			X		Debrief sections of the Exercise workbook are not completed.

Comment [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.

Comment [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).

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

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

Comment [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 Quantum's SOG for all moving equipment and that requiring inspection by manufacturer or regulatory requirement. Program is managed through a computer based reminder and completion program.	X		Viewed Maintenance Binder for pumps current to 2014-11-03
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 records for hoses. Records listed by identification number current to 2014-05-24
2b	Transportation equipment?	X		All maintenance and inspection logs are kept from the date equipment is put into service to present.	X		Viewed Safety Certificate dated 2014-07-30 for response vehicle.

Comment [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).

Comment [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).

Comment [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

1	Does the TERSP have a permit or certificate to:					
1a	Transport hazardous waste and/or hazardous recyclable materials?	X		Quantum's Waste Transportation license allows them to ship all classes of dangerous goods outlined on its capability chart (except class 7 and Biomedical wastes)	X	Viewed Certificate of Approval A821289 Amendment Date 2008-04-07
1b	Receive to dispose or recycle hazardous waste and/or hazardous recyclable materials?	X		7577-4XGL5P C of A non-hazardous industrial waste	X	Viewed Certificate of Approval 7455-4XGL5P dated 2009-06-19
2	Are any of the above performed by a sub-contractor?	X		Some capabilities are third party sub-contractors.	X	Viewed Certificate of Approval for Aevtias dated 2008-06-04

Comment [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).

Comment [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).

Comment [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		Contractor for ECRC for shoreline clean up. Specific training provided by ECRC. Contract exists between ECRC and Quantum. In addition Quantum has their own boat for coastal operations as well as a stock of 4000ft of boom.
1c	In port or while loading or unloading?	X		We offer many clients for loading operations from boat/ barge to in land containments such as tank farms.
2	What marine geographic areas do you cover?	X		Canadian Great lakes and inland water systems.
3	Do you have specialized documented procedures for marine HNS emergency response?	X		Specialized training and procedures have been implemented by ECRC. In addition, training and procedures have been outlined for the Operation of the boat for water response – found in the SOGs.
4	Do you have boat(s) or other means for accessing vessels not at berth?	X		Yes, we have a 24ft craft for coastal operations. We also have contracts with commercial operations for on the water operations. This includes various sized tugs and barges.

Comment [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 TEAP III Transportation Emergency Response Service Provider Standard training?			D. Dilts, S. Christon, D. Hill, S. Campbell, M. Heeringa, A. Jeyes, R. Foster
2a	Do you participate in TransCAER® outreach events?	X		Quantum participants in many TRANSCAER events across the country. The most recent in London on August of 2014.
2b	If yes, how? Provide list of dates and activities for the past two years.			
3a	Do you belong and participate in a trade association such as CERCA, CIAC, CACD, RAC and/or other (describe other)?	X		Quantum Murray has three sites assessed under CERCA and two members sitting on the present committee. Quantum Murray LP is a supplier member with the CACD. Quantum Murray is a supplier member for RAC.
3b	If yes, describe your involvement.			Dave Hill is our current member on CERCA, Actively participate in meeting for CACD.
4a	Do you belong or contribute to a local community enhancement program?	X		
4b	If yes, describe your involvement. NOTE: Do not include donations to local hockey team-sweater purchase fund or the like.			We are active members in many local CAER groups focusing on community awareness and emergency response. Presently members of Hamilton, Oakville/Mississauga, Toronto North, Toronto West, Niagara and the BCA. Quantum Murray hosts meetings and leads presentations at all groups annually.

Comment [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.

Comment [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/recover 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	Dimethyl Ether (UN 1033)	2014-09-16	K. Gravelle J. Oliver			Rail Car Air Monitoring, Risk Assessment, PPE Selection, Transfer Assistance	
2.2							
2.3	Anhydrous Ammonia (UN 1005) Anhydrous Ammonia (UN 1005)	2014-06-06	K. Gravelle	2014-09-04	P. Sobota J. Oliver	Cylinders Air Monitoring, Risk Assessment, PPE Selection, Container Assessment Cylinder Air Monitoring, Risk Assessment, PPE Selection, Product Identification, Containment	Viewed Response 2014-06-06
3	Diesel (UN 1202)	2014-04-12	K. Gravelle			Small Means of Containment, Risk Assessment, PPE Selection, Product Containment, Product Recovery, Product Transfer, Product Packaging	

Comment [TEAP III160]: 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.

Comment [TEAP III159]: 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)

	Resin Solution (UN 1866)	2014-07-09	K. Gravelle			Small Means of Containment, Risk Assessment, PPE Selection, Product Containment, Product Recovery, Product Packaging	
4.1	Sulphur, Molten (UN 2448)	2014-04-16	J. Oliver			Rail Car Air Monitoring, Risk Assessment, PPE Selection, Container Assessment, Product Recovery	
4.2	Sodium Hydrosulphite (UN 1384)			2014-03-22	M. Heeringa	Small Means of Containment, Risk Assessment, PPE Selection, Product Containment, Product Recovery, Product Packaging	
4.3							
5.1	Sodium Chlorate (UN 1495)			2014-09-04	P. Sobota J. Oliver	Small Means of Containment, Air Monitoring, Risk Assessment, PPE Selection, Product Identification, Product Handling & Recovery	
5.2							
6.1	Phenol, Molten (UN 2312)	2014-08-17	K. Gravelle			Rail Car Air Monitoring, Risk Assessment, PPE Selection, Container Assessment, Cleaning or product from rail car	
	Mercury (UN 2024)	2014-09-03	J. Oliver			Small Means Of Containment, Air	Viewed Response of 2014-09-03

TEAP III TERSP Standard Assessment

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

						Monitoring, Risk Assessment, PPE Selection, Product Containment, Product Recovery	
6.2	Biological N/A	2014-08-06	P. Sobota			Risk Assessment, PPE Selection, Product Packaging, Product Recovery	
7	Uranium (UN 2978)			2014-09-16	J. Oliver P. Sobota K. Gravelle	Theory Based Training Product Overview, Means of Containment, Hazards, Handling	
8	Acetic Acid (UN 2789)			2014-09-04	P. Sobota J. Oliver	Piping, Risk Assessment, PPE Selection, Product Identification, Product Containment, Product Handling & Recovery	
	Sodium Hypochlorite (UN1791)	2014-06-06	K. Gravelle			Small Means of Containment, Risk Assessment, PPE Selection, Product Containment, Product Packaging, Neutralization	Viewed Response 2014-06-05
9	Asbestos	2014-03-04	J. Oliver			Small Means of Containment, Risk Assessment, Product Recovery,	Viewed Response 2014-03-04
Other							

Table data entered (yyyy-mm-dd) 2014-10-17