

Transportation Emergency Response Service Provider (TERSP) Standard Assessment

Summary	
TERSP company assessed:	Quantum Murray LP Emergency Response Division
TERSP location:	10 Kenmore Avenue Stoney Creek, Ontario L8E5N1
TERSP location's area of coverage:	Ontario
Date (year-month-day) assessed:	2010-11-11
Assessors:	Team Leader - Ernie Wong, Principal, EW Compliance & Response Inc. Team member - Andy Ash, Director, Dangerous Goods, Railway Association of Canada
Opportunities for improvement:	None.
Best practices for sharing:	<ul style="list-style-type: none"> • The Emergency Response Management Workbook (ERMW) with multiple sections is well utilized. • Intalex Training Software provides training information, historical and forecast. • Correction Action Log is used to track all items identified in the ERMW Debrief.
Recommendation for registration:	<p>Approved by TEAP III Editorial Board: 2011-04-15</p> <p>Next location assessment due: 2010-11</p>

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CONTACT DETAILS	TDG CLASS	MODE OF TRANSPORT			CONTAINERS (small/large)	STABILIZATION ¹ (X, S, O, SO)	MITIGATION ² (X, S, O, SO)	REMARKS
		M	RR	HW				
COMPANY NAME: Quantum Murray LP – Emergency Response ADDRESS: 10 Kenmore Ave Stoney Creek, Ontario L8E 5N1 MANAGEMENT CONTACT: Mark Jasper TEL: 905-388-4444 FAX: 905-643-3106 EMAIL: mjasper@qmlp.ca 24-HR. ACTIVATION NO: 877-378-7745 24-HR. CONTACT (POSITION): ER TEAM LEADER/ MANAGER Regional coverage from this location: Ontario Is coverage outside this region available via this location? Yes [X] No [] Canada wide coverage available	1	X	X	X	T/T, SC, IM	XS	XS	Explosive transfer License under the MNR. Emulsions and packaged practical explosives. ERAP coverage for some class 1's
	2.1	X	X	X	T/T, T/C, c, IM	X	X	Transfer and flare LPG ERAP coverage for some class 2.1's
	2.2	X	X	X	T/T, T/C, c, IM	X	X	Transfer - Cryogenics, N ₂ , argon, CO ₂ , nitrous oxide ERAP coverage for some class 2.2's
	2.3	X	X	X	T/T, T/C, c, IM	X	X	Transfer/ dilution/ absorption Chlorine A/B/C kits NH ₃ , H ₂ S, SO ₂ , phosphene, nitric oxide ERAP coverage for some class 2.3's
	3	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer - carbon disulphide ERAP coverage for some class 3's
	4.1	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer - Molten sulphur ERAP coverage for some class 4.1's
	4.2	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer sodium hydro-sulphite ERAP coverage for some class 4.2's
	4.3	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer - calcium carbide
	5.1	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer -sodium chlorate, hydrogen peroxide
	5.2	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer - organic peroxide Type A
	6.1	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer - phenol, TDI ERAP coverage for some class 6.1's
	6.2	X	X	X	SC	X	X	Biomedical wastes
	7	X	X	X	SC, LC, IM	XS	XS	Transfer - Uranium fissile, UF6 fissile ERAP coverage for some class 7's
8	X	X	X	T/T, T/C, SC, LC, IM, c	X	X	Transfer - HF, H ₂ SO ₄ , oleum, HCl, nitric, mercury ERAP coverage for some class 8's	
9	X	X	X	T/T, T/C, SC, LC, IM	X	X	Transfer - asbestos, environmentally hazardous	
Other	X	X	X	T/T, T/C, SC, LC, IM, c	X	X	Transfer - lube oils, food based materials, soaps, cleaners.	

Comment [ew1]: T/T = tank truck; T/C = tank car; c = cylinders all sizes; SC = small containers < 450 litres; LC = large container > 450 litres; IM = Intermodal
The possible entries are: "All" or the specific container abbreviations as shown above.

Comment [TEAP III2]: TERSP: Within 6 hour travel time by road averaging 65 km/h.

Comment [TEAP III3]: TERSP: Means via TERSP(s) from other location(s).

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DATE COMPLETED:

November 5, 2010

BY (NAME & POSITION):

Mark Jasper

National Operations Manager

LEGEND:

X - Performs operation in house, S - Sub-contracted, O - Resources from outside area region, M - Marine; RR - Rail; HW - Truck
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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	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 statement dated 2010-01 signed by CEO
2	Has responsibility for the management and updating of the TERSP Standard Assessment (Capability Chart, TERSP comment and Emergency Response or Exercise Table) been assigned and documented?	X		Mark Jasper manages and updates the TERSP assessment as outlined in our SOG.	X		Viewed SOG page 112. Standard Operating Guidelines (SOG) Revision 9, dated 2010-10-28
3	Are the TERSP Capability Chart and Emergency Response or Exercise Table updated and submitted annually?	X		Last Updated and Submitted November 1, 2010.	---	---	TEAP III did not issue request for bi-annual update for 2009.
4	Have you identified all legal requirements pertaining to your TERSP business?	X		Quantum meets and exceeds all legal requirements associated with the running of its business. Quantum was voted one of the top 50 best managed companies in Canada.	X		Viewed vehicle safety decals, hose testing records, TDG training records.
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 of clearance dated 2010-10-24.
5b	Public Liability and Property Damage, \$5 million?	X		Quantum holds greater than 5 million coverage	X		Viewed certificate dated 2010-05-01
5c	Environmental, \$5 million?	X		Quantum holds greater than 5 million coverage	X		Viewed certificate dated 2010-05-01

Comment [TEAP III4]: 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 III5]: TERSP: The individual with responsibility to manage and update the **TERSP Standard Assessment** must be identified and available.
Assessor: View, note the document title.

Comment [TEAP III6]: TERSP: Complete the **Capability Chart** and **Emergency Response or Exercise Table** and submit annually to TEAP III (Director, Technical and Sustainable Logistics, CIAC, 805 – 350 Sparks Street, Ottawa, K1R 7S8); ensure that the chart is both current and dated. The rest of the **TERSP Standard Assessment** is only completed when a location visit by assessors is planned.

Comment [TEAP III7]: 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 workpl...

Comment [TEAP III8]: TERSP: Obtain current certificate from relevant workers compensation authorities (not to exceed 12 months).
Assessor: View certificates and record dates. (Note: Who the certificates are ...)

Comment [TEAP III9]: TERSP: Have copy of policy available - Certificate of Insurance
Assessor: View certificate(s) and record date(s).

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

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6a Is there a system in place to notify TEAP III of any change in capability and/or capacity?	X		Verbal and written communication. As outlined in SOGs.	X		Viewed SOG page 112
6b Is there a system in place to notify affected clients of any change in capability and/or capacity?	X		Verbal and written communication as outlined in SOGs.	X		Viewed SOG page 112
7 If your company has previously had TERSP Standard Assessment, was the DRAFT report retained and produced for this assessment?	X		Draft report available	X		Viewed Draft Report from 2008-11-20 assessment.

Comment [TEAP III11]: TERSP: Provide copies of submissions to TEAP III 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).

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 the Quantum's SOG	X		Not tested see 1b below.
1b	Is there an alternative activation telephone number?	X		1-905-388-4444, the number outlined in Quantum's SOG	X		Viewed SOG page 1. Tested alternate activation number (Question 2.1b) on 2010-11-27 during off hours. Answering service collected information including call back number (repeated information back) before connecting to On Duty Team Leader, total elapsed time 5 minutes.
2	Is there a documented activation protocol (flowchart or other) for coordinators and response personnel in the event of an emergency?	X		Outlined in Quantum's SOG	X		Viewed flowchart SOG page 3.
3	Does the TERSP use a form to record incident information?	X		Outlined in Quantum's SOG	X		Viewed Emergency Response Management Workbook (ERMW), SOG page 4
4	Which methods are used to access a current MSDS on a 24-hour basis:						
4a	Paper copy?		X	Papers copies are not utilized due to defined expiry date.	---	---	
4b	CANUTEC?	X		Team leaders and resource personnel have training on calling CANUTEC.	X		Viewed MSDS from CANUTEC dated 2010-11-01
4c	Shipper/manufacturer?	X		ERAPs will include MSDSs from shipper / manufacturers. Shipper/manufacturer can also provide MSDS during the event.	X		Viewed MSDS from an ERAP dated 2008-10

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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	Yes	No		Yes	No		
4d	CCOHS?	X		Resource personnel are trained to find MSDSs on this site.	X		Viewed CCOHS access to MSDS sulphuric acid dated 2009-09-23
4e	Internet (state method and web sites)?	X		NIOSH Pocket Guide, International Chemical Safety Cards, Pesticide Database	X		Viewed internet access to NIOSH for sulphur dioxide dated 2005-09-05
4f	Internal CD database?		X	Clients have provided us with CD of their product's MSDSs.	---	---	
4g	Other (state method)?	X		Mobile application on iPhones and Blackberrys.	X		Viewed applications NIOSH, ICS and WISER on iPhone.
5	Are there Standard Operating Guidelines for dealing with response to all products/classes/means of containment identified in the <i>Capability Chart</i> ?	X		Generic response guidelines for all classes exist in Quantum'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 one ERAP specific SOG and one SOG for tank car damage assessment.
6	Are response activities for incidents documented?	X		Team Leader and/or home base coordinator log all activities from the activation of a spill call.	X		Viewed ERMW dated 2010-07-01 includes initial call information, all response activities, debrief.
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 mins	X		Viewed incident reports: 2010-07-01 departed in 40 minutes with 2 people; 2010-04-22 departed in 10 minutes with 2 people
7b	Outside regular business hours?		X	30 – 90 min	X		Viewed incident reports: 2010-08-31 departed in 25 minutes with 3 people; 2010-08-14 departed in 15 minutes with 3 people
8	Evaluation and debrief of responses:						

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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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, public disruption, major intervention) are all debriefed.	X		Viewed criterion described in SOG page 108.
8b	X		Debrief and corrective actions are part of Quantum's Emergency Management Workbook and are completed on all major incidents.	X		Viewed incident reports: 2010-08-14 one corrective action assigned with signed completion date; 2010-10-18 one corrective action assigned with signed completion date
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 Log tracks all actions. Viewed Action Form and Follow Up Action Form (signed): 2010-08-15 action completed 2010-09-30
9	X		Performance forms will be submitted to TEAP III following any TEAP III client response.	X		Viewed two completed forms for: 2010-07-02; 2010-10-18
10	X		All ERAPs are accessible to responding team leaders who respond to an incident. Hard and soft copies are kept in the office.	X		Viewed two client ERAPs.
11	How do you track updates of your client's ERAP?		Semi-annual written communication for coverage updates.	X		Viewed one letter dated 2010-09-06
12	X		All ERAPs are accessible to responding team leaders who respond to an incident. Hard and soft copies are kept in the office.	X		Viewed one ERAP listing QM as a secondary TERSP

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).

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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	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 Response Management Workbook. They are reviewed monthly and updated as required.	X	View list in SOG dated 2010-10-28
1b	Team Leaders and team members?	X		Contact lists are maintained in Quantum's Emergency Response Management Workbook. They are reviewed monthly and updated as required.	X	View list in SOG dated 2010-10-28
1c	Clients?	X		All client contracts are reviewed semi-annually with client acceptance to ensure accuracy.	X	Viewed client list on QM server via smartphones that is synchronized with the device.
1d	Government agencies?	X		Contact lists are maintained in Quantum's Emergency Response Management Workbook. They are reviewed monthly and updated as required.	X	Viewed list in SOG page 25 and list is also on QM server via smartphones that is synchronized with the device.
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's Emergency Response Management Workbook. They are reviewed and updated monthly.	X	Viewed list in SOG Appendix 2. Also available on server via smartphones which is synchronized with the device.
3a	Describe any personnel or unique equipment outsourced?	X		Contracted explosive management group, contracted radiation safety and analytical group	X	
3b	If yes, does a written agreement exist:	X		Both parties respond under a letter of agreement.	X	Viewed sub-contract support agreements dated 2008-09-17

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 *TERSP Standard Essential and Specialty Equipment List*. For example, do you outsource for 150 lb cylinder coffin?
Assessor: View, note last revision date.

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

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	Yes	No		Yes	No	
						and 2006-02-20.
4	Are written agreements established with other TERSPs for:					
4a		X		---	---	
4b	X		Written agreements exist with CEDA, Envirotec, Euroway Industrial, Potter Environmental, MD-UN, and RST	X		Viewed two agreements dated 2009-01-01 and 2009-10-27
4c	X		Written agreements exist with CEDA, Envirotec, Euroway Industrial, Potter Environmental, MD-UN, and RST	X		Viewed two agreements dated 2010-03-09 and 2009-07-17
5	Are these other TERSPs registered with TEAP III for:					
5a		X		---	---	
5b	X		All except for Euroway are registered with TEAP III.	X		
5c	X		All except for Euroway are registered with TEAP III.	X		

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	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	X		Viewed two smartphones and radios. Viewed Communications selection section in ERMW.
1b	Personnel at the incident scene?	X		Cellular, computer systems, two way radios	X		Viewed two smartphones and radios.
2	Does the company meet the requirements of the <i>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 the equipment meeting the requirements.
2b	Specialty Equipment items at the location?	X		Quantum meets many of the requirements held on the specialized equipment list.	X		Viewed the equipment for LPG, SO ₂ , phenol, chlorine capping, compressor (2) and flaring.
3	Does the list include equipment required to respond to all chemicals, modes of transport and means of containment identified in the <i>Capability Chart</i> ?	X		Quantum holds all equipment required to service the products and means of containment outlined on our capability chart.	X		Viewed fittings box and three hose boxes each meeting different requirements.
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		See Part 4.3.2a

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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	Yes	No		Yes	No	

Part 3.3 – Resources, Personnel

1	How many response personnel are trained to the <i>TERSP Standard Training Matrix</i> :					
1a	TEAP III registered Team Leaders?	7	Most Team Leaders exceed the minimum training requirements	X		M.Jasper, D. Hill, B.Dalrymple, M. Heeringa, D. Dilts, S. Urquhart, J. Oliver Reviewed training records for B. Dalrymple, S. Urquhart, D. Hill
1b	TEAP III registered team members?	6	Most team members exceed the minimum training requirements	X		S. Campbell, D. Collee, J. Galea, C. Knight, K. McAlpine, R. Dunnett Reviewed training records for S. Campbell, D. Collee, R. Dunnett
1c	Other Team Leaders?	2		---	---	
1d	Other team members?	35		---	---	
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 completed for all Level A and B entries.	X		Viewed policy in SOG page 13
3	Is there post-incident stress management program?	X	Outlined in Quantum's SOG	X		Viewed policy in SOG page 110 and also in ERMW Debrief section page108

Comment [TEAP III36]: TERSP: A TEAP III registered Team Leader must be current on all requirements in the *TERSP Standard Training Matrix*. Registered responders can be for only a single location and company.
 Assessor: Review individual records for compliance with *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 *TERSP Standard Training Matrix*. Registered responders can be for only a single location and company.
 Assessor: Review individual records for compliance with *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.

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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	Yes	No		Yes	No	

Part 4.1 – Preparedness, Training

1	Is the training program established in accordance with the TERSP Standard Training Matrix?	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 training matrix, which has more than 50 disciplines that are monitored.
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 specialty training for Class 2.3 and Class 8.
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 listing of all training modules. Reviewed training for PPE and MOC that includes objectives, presentation and competencies.
4	Are training records maintained for Team Leaders and team members for a minimum of three years?	X		Records are maintained in a computer system called Intalex	X		Viewed Intalex software that tracks all employees training. System also issues notice to employees when due for refresher. Viewed several individual files, which include certificates and completed/signed practical competencies.
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 training matrix that all team leaders are current and some team members. Reviewed certificates for S. Campbell and D. Hill
5b	If yes, which TEAP III registered Team Leaders and team members have	Mark Jasper, Dave Hill, Mike Heeringa			X		Viewed certificate for M Heeringa

Comment [TEAP III40]: TERSP: Describe your training program and how it exceeds the 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?						

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	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 information tracked by Intalex.
2	Are exercise activities documented?	X		Debrief and corrective actions are part of Quantum's Emergency Response Management Workbook which is completed for both real and simulated incidents.	X		Viewed exercise documentation for 2009-12-30 which includes ERMW
3	Evaluation and debrief of exercises:						
3a	How do you choose which exercises to debrief?	All exercises are debriefed			X		
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		Viewed debrief for 2009-12-30 and 2010-10-14 exercise.
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		Reviewed Correction Action Log, which identified follow-up item from the 2010-10-14 exercise.

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).

Transportation Emergency Response Service Provider (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 scheduling utilizing MS Outlook. Viewed records for hose and Level A testing including previous annual testing.
2	Are records kept of inspection, testing and maintenance for at least three years for:						
2a	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		Reviewed records for vehicles, hoses and Level A suits including previous 3 years' information.
2b	Transportation equipment?	X		All maintenance and inspection logs are kept from the date equipment is put into service to present.	X		Viewed maintenance records. Viewed current safety decals on vehicles OPS-07 and OPS-09.

Comment [TEAP III150]: 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 III151]: TERSP: Maintain test, inspection and maintenance records that are relevant to materials on the *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 III152]: TERSP: Maintain test, inspection and maintenance records for vehicles.
Assessor: View, note motor vehicle safety certificates on or in vehicles.

Transportation Emergency Response Service Provider (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.	X	Viewed two certificates dated 2008-04-07
1b	Receive to dispose or recycle hazardous waste and/or hazardous recyclable materials?	X		7577-4XGL5P C of A for non-hazardous industrial waste	X	Viewed certificate dated 2001-09-28
2	Are any of the above performed by a sub-contractor?	X		Some capabilities are third party sub-contractors.	X	

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 1500 ft of boom.
1c	In port or while loading or unloading?	X		We cover many clients for loading and unloading operations from boat/barge to on land containment.
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 24 ft craft for coastal operations. We also have contracts with commercial operators for on 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 initial Training?			Mark Jasper, Patrick Knight, Andy Jevess, John Pretzer
2a	Do you participate in TransCAER® outreach events?	X		Quantum participates in many TransCAER events across the country. The last local event Quantum was invited to was in March. There has been no other opportunity the TransCAER group has opened to Quantum to attend.
2b	If yes, how? Provide list of dates and activities for the past two years.			March of this year.
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.			Mark Jasper is the present Chair of CERCA and Patrick Knight is the present Treasurer of CERCA, Mark Jasper also sits on various CIAC driven Committees including MACTDG (Multi Association Transportation of Dangerous Goods), TransCAER. John Clarke Presently sits on the RAC committee. Mark Jasper actively assists subcommittees within CACD on Emergency Response issues.
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 and the BCA. Quantum Murray hosts meeting and lead presentation at all groups annually.

Comment [TEAP III157]: 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 III158]: TERSP: Identify by name (e.g. L. Laferriere) those who have attended.

Transportation Emergency Response Service Provider (TERSP) Optional Information

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

Transportation Emergency Response Service Provider (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	Registered Team Leader, last response	Date	Registered Team Leader(s)	Activity performed during exercise or response	Documentation viewed?
1				2010-11-02	M. Heeringa D. Hill M. Jasper J. Oliver D. Dilts S. Urquhart	Training session for small means of containment – ammunition shipment and Tank truck transfer of Explosive Emulsions. Practical scenario of spill transfer tank truck to tank truck.	
2.1	1077 Propylene	2010-03-01	M. Jasper B. Dalrymple D. Dilts J. Oliver S. Urquhart			Cylinder Capping Flare	Viewed incident report.
	1001 Acetylene 1075 Propane	2010-07-11	D. Dilts J. Oliver			Cylinder Removal of BLEVE cylinders and verification of safe, secure cylinders using metering and damage assessment.	
2.2	1072 Oxygen 1006 Argon	2010-07-11	D. Dilts J. Oliver			Cylinder Removal of fire damaged cylinders and verification of safe, secure cylinders using metering and damage assessment.	
2.3	1079 Sulfur Dioxide	2010-10-24	M. Heeringa M. Jasper D. Hill J. Oliver B. Dalrymple			Rail car Transfer from rail car to rail car	Viewed the incident report.
	1079 Sulfur Dioxide			2010-03-03	M. Heeringa M. Jasper	T/C, T/T, IM Transfer	Viewed the exercise report.

Comment [TEAP III59]: TERSP: State dates as year, month, day (e.g. Use 2010-06-15 for June 15, 2010).

Comment [TEAP III61]: TERSP: State dates as year, month, day (e.g. Use 2010-06-15 for June 15, 2010).

Comment [TEAP III64]: 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 III60]: TERSP: State all registered Team Leaders names as initial of first name and full last name (e.g. E. Wong).

Comment [TEAP III62]: TERSP: State all registered Team Leaders names as initial of first name and full last name (e.g. E. Wong).

Comment [TEAP III63]: 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).

Transportation Emergency Response Service Provider (TERSP) Standard Assessment

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

	1053 Hydrogen Sulfide				J. Oliver B Dalrymple S.Urquhart D.Dilts	Flare Scrubbing	
	1079 Sulfur Dioxide 1053 Hydrogen Sulfide 1017 Chlorine Cylinder many products			2010-02-02	B. Dalrymple D. Dilts M. Heeringa J. Oliver	T/C, Cylinder Container assessment Leak repair Capping	
	1017 Chlorine			2010-06-03	B. Dalrymple	The Chlorine Institute's Canadian Level II Training	
3	1203 Gasoline	2010-09-24	D.Hill B.Dalrymple M. Heeringa S. Urquhart			Float Plane Containment Bound and Ground Transfer	
	1202 Diesel	2010-08-31	J. Oliver M. Heeringa D. Dilts			Tank truck Leak detection, plugging and patching, transfer of saddle tanks, containment of leaked fuel, removal and waste disposal.	
	1202 Diesel 1203 Gasoline			2009-11-18	D.Hill J. Oliver M. Heeringa B. Dalrymple M. Jasper	T/T, T/C, Bonding and Grounding Decontamination Defensive Action Drilling Transfer	
4.1	Magnesium			2010-03-23	B. Dalrymple M. Jasper D. Dilts M. Heeringa D. Hill J. Oliver	Tote, super sack Review of risk assessment and hazards. Transfer	
4.2	Sodium Hydrosulphite			2010-03-23	B. Dalrymple M. Jasper D. Dilts M. Heeringa D. Hill J. Oliver	Super Sack Review of risk assessment and hazards. Transfer	

Transportation Emergency Response Service Provider (TERSP) Standard Assessment

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

4.3	Calcium Carbide			2010-03-23	B. Dalrymple M. Jasper D. Dilts M. Heeringa D. Hill J. Oliver	Super Sack, Small means of containment Review of risk assessment and hazards. Transfer procedures small and large means of containment.	
5.1	Hydrogen Peroxide			2010-03-23	B. Dalrymple M. Jasper D. Dilts M. Heeringa D. Hill J. Oliver	Review of risk assessment and hazards. Transfer procedures small and large means of containment.	
5.2	Organic Peroxide Type "A"			2010-03-23	B. Dalrymple M. Jasper D. Dilts M. Heeringa D. Hill J. Oliver	Review of risk assessment and hazards. Transfer procedures small means of containment	
6.1	Various Crop protection products	2010-08-01	M. Jasper M. Heeringa			Response to fire water run-off from a crop protection storage facility into waterway. Product Containment, Removal for waste disposal.	
6.2	Blood Cleanup	2010 – 08	B. Dalrymple M. Heeringa J. Oliver			Small Means of containment	
7				2010-10-05	D. Dilts D. Hill M. Jasper J. Oliver M. Heeringa B. Dalrymple S.Urquhart	Tonne Containers Risk Assessment Plug patch Metering	
8	1831 Oleum Rail Cars	2010-07-01	M. Jasper J. Oliver			Rail Car Transfer of two Rail Cars. Risk assessment, Transfer, Neutralization,	Viewed the incident report.

Transportation Emergency Response Service Provider (TERSP) Standard Assessment

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

						decontamination,	
	1830 - Sulfuric Acid	2010-10-18	M. Heeringa B. Dalrymple			T/C Assessment Transfer from rail car to tank truck	
	1830 – Sulfuric Acid	2010-08-15	D. Dilts M. Heeringa D. Hill J. Oliver			T/T Containment Plug and patch Transfer tank truck to tank truck	
9	Methyl Diisocyanate	2010-04-11	Mike Heeringa Dan Dilts Dave Hill Jay Oliver Brad Dalrymple			T/C Transfer rail car to rail car Scrub Cleaning	Viewed the incident report
	2590 Chrysotile Asbestos	2010-03-09	Mike Heeringa			Removal of Asbestos	
Other	Soap	2010-06-10	Jay Oliver Jim Galea Mark Jasper Dave Hill Mike Heeringa			Stationary Tank Transfer	

Table data entered (e.g. 2010-06-15) **2010-11-05**