

# TRANSPORTATION EMERGENCY RESPONSE SERVICE PROVIDER STANDARD

The Service Provider shall:

## Part 1: Management

- Maintain a written statement of commitment to health, safety, environment or commitment to Responsible Care.
- Assign and document responsibility for maintaining/submitting Capability Chart.
- Complete, document and submit the Capability Chart annually to TEAP III.
- Identify and comply with all legal requirements associated with their business.
- Carry the following insurance coverage (or equivalent) and maintain evidence of:
  - Maintained good standing with federal/provincial Workers Compensation authority.
  - \$5 million Liability & Property Damage
  - \$5 million Environmental
- Only offer services in jurisdictions where their workers are registered and covered by relevant workers compensation board.
- Only offer to perform tasks for which they are competent.
- Notify TEAP III and affected clients within 90 days of all changes to capability.
- For the purposes of this standard, TEAP III means Senior Manager, Logistics, Technical Affairs, CCPA, Ottawa.

## Part 2: Activation and Response

- Maintain a manned 24-hour emergency response telephone number, or equivalent, and a back up system in the event of main system failure.
- Document the activation procedures (flowchart or other) for co-ordinators and response personnel in the event of an emergency call, and share this with clients.
- Collect relevant information for every emergency call received, in order to assess the appropriate response. A standard form/checklist is recommended.
- Implement a strategy to have ready access, 24/7 to MSDS or similar product information for products involved in an incident.
- Maintain documented response guidelines and procedures for all chemicals to which they respond.
- Maintain documented decontamination procedures.
- Document response activities and provide documentation to clients.
- Establish targets for, and measure conformance with:
  - Time to client contact
  - Time to team mobilization
  - Time to on-scene response
  - Conduct an evaluation/debrief on responses, involving the client where appropriate, identify gaps and take corrective action as necessary.

## **Part 3: Resources**

### **3.1 Contact List, 3<sup>rd</sup> party resources and mutual aid**

- Maintain current a list of emergency response team members (with associated skills), clients and government agencies.
- Maintain a list of resource services in their response area (e.g. vacuum trucks, heavy moving equipment, waste transport and disposal options, aircraft/travel, accommodations)
- In the case of specialized equipment (e.g. chemically compatible pump and seals of unique design and application) to be outsourced, identify the source of the equipment and maintain a list of contact information. Formal, written agreements are required.
- Establish formal, written mutual aid agreements with other On-Scene Emergency Response Service Providers as necessary to provide additional Emergency Response capacity and capability when required.
- For the purposes of TEAP III clients, establish formal, written agreements with other ER Service Providers qualified to this standard.

### **3.2 Equipment & Materials**

- Maintain reliable communication equipment that enables contact between all involved parties in an emergency response situation.
- As a minimum, maintain an equipment inventory in accordance with the “TEAP III Essential Equipment List”.
- Ensure the equipment inventory is sufficient, or alternatively that equipment is available elsewhere, to meet the response requirements for chemicals, modes of transport and means of containment identified in the Capability Chart.
- Identify and meet regulatory requirements associated with the equipment.
- Consult with customers to identify any specialized equipment requirements related to their products, and ensure these requirements are met.

### **3.3 Personnel**

- At minimum, have available 24/7 for on-scene attendance two competent responders of which one must be a Team Leader.
- Establish a program for employees and contract employees involved in Emergency Response activities that includes fit for duty and post-response assessment, as necessary.

## **Part 4: Preparedness**

### **4.1 Training**

- Establish a training program for response team members, in accordance with the Emergency Response Training Guideline.
- Ensure all regulatory training requirements are identified and incorporated into the training program.
- Ensure the training program includes any specific training requirements relating to customer products.
- Document the content of training modules delivered to team members.
- Maintain training records for emergency response team members for a minimum of 3 years.

### **4.2 Exercises**

- Have Team Leaders demonstrate competence either through on-scene response or field exercise for each SOG over a three year period.
- Conduct and document an evaluation/debrief of exercises, identify gaps and take corrective actions as necessary.
- Maintain documentation for at least 3 years.
- Complete the Emergency Response Exercise Table annually and submit to TEAP III.

### **4.3 Equipment Maintenance**

- Establish programs for equipment maintenance and testing that includes, at minimum, manufacturer recommendations and any regulatory requirements.
- Maintain records of equipment testing/maintenance for all emergency response and transportation equipment for 3 years.

## **Legal Register for TER Service Providers**

1. Permits/Approvals:
  - Waste carrier – Certificate of Approval number
  - Waste receiver – Certificate of Approval number
2. Employees:
  - Letter of clearance from Workers Compensation Board or equivalent?
  - Driver's licenses (including appropriate class for ER vehicles)
3. Training:
  - TDG Certificates
  - Workplace Hazardous Material Information Systems (WHMIS)
  - Personal Protective Equipment (PPE), Level A,B,C and D
  - Ontario Regulation 347, equivalent in other provinces
4. Equipment:
  - Vehicle certifications/registrations
  - Certification of pressure equipment