

TEAP III TERSP Standard Assessment

Summary

TERSP company assessed:	QM Environmental	Website:	www.QMenv.com	
TERSP location address:	735 Strathearne Ave Hamilton ON L8H 5L3	Regional coverage from this location:	Ontario, Quebec	
Location Leader	Name & position: Kyle Gravelle Operations Manager	Email:	Kyle.Gravelle@QMenv.com	Cell: 365-999-1647
Alternate Contact	Name & position: Richard Robertson Regional Manager	Email:	Richard.Robertson@QMenv.com	Cell: 365-999-1773
24-Activation Number	Number: 1-877-378-7745	Contact Position:	Call Centre	
Submission completed by	Date: 2025-07-02	Name:	Kyle Gravelle	
Date assessed:	2025-12-10			
Assessors (name, title, company):	Assessment Team Leader: S. Croome, Director Dangerous Goods, Railway Association of Canada Assessor: M. Magee, Dangerous Goods Officer, CPKC			
TERSP Representatives: (name, title)	K. Gravelle, Operations Manager, QM Environmental M. Scanlin, ER Team Leader, QM Environmental			
Opportunities for improvement:	---			
Best practices for sharing:	OPS Ready, good system for data			
Recommendation for registration:	Approved by TEAP III Editorial Board:	2026-05-05		
	Next location assessment due:	2027-12		

TEAP III TERSP Standard Assessment

Capability Chart

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				
1	X	X	X	T/T, SC, IM	X,S	X,S	UN0081
2.1	X	X	X	T/T, T/C, c, IM	X	X	UN2203
2.2	X	X	X	T/T, T/C, c, IM	X	X	UN1073
2.3	X	X	X	T/T, T.C, c, IM	X	X	UN1660
3	X	X	X	T/T, T.C, c, LC, IM	X	X	UN1268
4.1	X	X	X	T/T, T/C, SC, LC, IM	X	X	Molten Sulfur
4.2	X	X	X	T/T, T/C, SC, LC, IM	X	X	UN3394
4.3	X	X	X	T/T, T/C, SC, LC, IM	X	X	UN1402
5.1	X	X	X	T/T, T/C, SC, LC, IM	X	X	UN2015
5.2	X	X	X	T/T, T/C, SC, LC, IM	X	X	UN3113
6.1	X	X	X	T/T, T/C, SC, LC, IM	X	X	UN3390
6.2	X	X	X	SC	X	X	Biomedical waste
7	X	X	X	SC, LC, IM	X, S	X,S	Yellow cake, uranium
8	X	X	X	T/T, T/C, SC, LC, IM, c	X	X	UN1790
9	X	X	X	T/T, T/C, SC, LC, IM	X	X	Environmentally hazardous materials, cooking oils
Other	X	X	X	T/T, T/C, SC, LC, IM, c	X	X	Lube oils, cleaners, food products, bio-haz materials

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.

TEAP III TERSP Standard Assessment

Status of Verbal Confirmation since last assessment

Date of last Assessment: **2023-07-27**

Question Number (Part and Number)	Verbal Confirmation Remarks (copy from assessment)	Status of Activities (e.g. no activity, in progress, 50% complete, system developed & implemented)	Assessor Remarks
None Identified			

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

Part 1 – Management

1	Is there a statement of the TERSP's commitment addressing health, safety, and environment?	X		Outlined in QM Environmental EHS Corporate Policy Statement, Code of Conduct and Health and Safety Policies. Refer to our Standard Operating Guidelines (SOG pg. 18,19).	X		Viewed Environmental Health and Safety Policy included in SOG effective 2020-05-06.
2	Has responsibility for the management and updating of the <i>TEAP III TERSP Standard Assessment (Capability Chart, TERSP comment and Emergency Response or Exercise Table)</i> been assigned and documented?	X		Regional Manager delegates and updates the TERSP assessment as outlined in SOG p.138.	X		Viewed Standard Operation Guide and administrative Controls Page 138.
3	Has the <i>TEAP III TERSP Standard Annual Update</i> been completed and submitted?	X		2024-09-24	X		Reviewed the TEAP III Standard Annual Update completed on 2024-09-24. Approved by Editorial Board.
4	Have you identified all legal requirements pertaining to your transportation emergency response business? For example: TDG, WHMIS, CSA, manufacturers' recommendations	X		QM Environmental meets and exceeds all legal requirements associated with the running of its business.	X		CofA MOE doc viewed A821289 approved 2018-04-07, WHMIS viewed (in date) TDG cert viewed.
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 current letter of clearance A0000JI5IC EXP 2026-02-19

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment	
	Yes	No		Yes	No		
5b	Public Liability and Property Damage, \$5 million?	X		QM Environmental holds greater than \$5 million	X		Viewed insurance certificate expiry:2025-12-15
5c	Environmental, \$5 million?	X		QM Environmental holds \$10 million coverage	X		Viewed insurance certificate expiry: 2025-12-15
6	Is there a management system in place to notify affected clients of any change in capability and/or capacity?	X		Verbal and written communication as outlined in SOG Pg. 138	X		Viewed Standard Operation Guide section on Operations Documents and Regional Controls, identifying responsibility dated: 2023-01-20.

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

Part 2 – Activation and Response

1	Is there a 24-hour emergency response activation telephone number?	X		24/7 Emergency Action Number 1-877-378-7745, processed outlined in QM Environmental SOG p.8.	X		Called on 2025-12-12. Received a call back 15 minutes later.
2	Is there a documented activation protocol (flowchart or other) for coordinators and response personnel in the event of an emergency?	X		1-905-388-4444, the number is outlined in QM Environmental SOG p.8-9.	X		Viewed and tested the Response Activation flowchart in SOG dated: 2023-01-20.
3	Does the TERSP use a form to record incident information?	X		Outlined in QM Environmental SOG p.11.	X		Viewed SOG P. 11 including an example of an activation from 2024-11-26.
4	Which methods are used to access a current SDS on a 24-hour basis:						
4a	Internal (paper or electronic)?	X		Electronic copies are saved in app called Site Docs.	X		Viewed copy of SDS stored in app called site Docs.
4b	CANUTEC?	X		Team Leaders and resource personnel have training on calling CANUTEC. SOG Pg 129	X		Viewed SOG p. 129 Viewed CANUTEC contact on Regional Manager's phone contact list.
4c	Shipper/manufacturer?	X		ERAP's will include SDS's from shippers / manufacturers. Shippers / manufacturers can provide SDS during the event.	X		Viewed electronic copy of SDS
4d	Internet (state method and web sites)?	X		NIOSH pocket Guide, Pesticide Database, client websites.	X		Online systems used

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	
4e Other (state method)?	X		Mobile applications on cell phones.	X		Have an app on phones
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 existing in QM Environmental SOG's. Specific response guidelines exist for all ERAP products. Team Leader and Resource personnel may contact Technical Advisors by phone/email for additional information, p. 20-127.	X		Viewed Response Guidelines in Standard Operating Guideline, P, 20-127. Dated 2023-01-23.
6 Are response activities for incidents documented?	X		Team Leader and/or home base coordinators log all activities of an activation in our web based software (Light Ship) and in our Emergency Management Workbook.	X		Reviewed OPS ready (web-based) activation form including an example of activation from 2025-09-25.
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		08:00 to 16:00 1 hour	X		Viewed Activation report with mobilization within 30 minutes dated 2025-03-06. Arrived to scene at 13:20 2 people deployed

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	
7b	X		16:00 30-90 min	X		Viewed activation report dated 2025-01-06 4 people deployed
8	Evaluation and debrief of responses:					
8a	How do you choose which responses to debrief and document?		All ER responses are debriefed by ER Team Leaders after every call per SOG p. 132.	X		Viewed, Standard Operating Guideline, Page 132 Dated: 2023-01-20
8b	Does the debrief identify gaps and corrective actions?		X		X	Reviewed debrief form including section on Corrective Actions in SOG dated: 2023-01-20
8c	Describe how corrective actions are tracked to completion.		QM Health and Safety have a database of corrective actions that are assigned a number for tracking on a spread sheet with incident date and time, review date, expected completion date, and actual completion date with a sign off column.	X		Reviewed example from 2024-08-20 including corrective action documentation and gap closure.
9	If you are listed in an ERAP, do you have a copy of the ERAP?		X		X	Viewed Client ERAP using SharePoint on file EX 2-1904 Dated 2021-09-23
10	How are ERAP updates obtained / provided and tracked requests?		Semi-annual written communication for coverage is updated on Master Client spread sheet.	X		Viewed client ERAP list stored in SharePoint.

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

Part 3.1 – Resources: Contact list, third party resources and mutual aid

1	Are current contact lists available for:						
1a	Response coordinators?	X		Contact lists are maintained by our Emergency Management Team. They are reviewed monthly and updated as required.	X		Viewed contact list titled ON Region On call Schedule Managed by Operations. Current as of 2023-09-18. Stored on SharePoint
1b	Team Leaders and team members?	X		Contact lists are maintained by our Emergency Management Team. They are reviewed monthly and updated as required.	X		Viewed contact list titled ON Region On call Schedule Managed by Operations. Current as of 2023-09-18. Stored on SharePoint
1c	Clients?	X		All client contracts are reviewed semi-annually with client assurance to ensure accuracy.	X		Viewed client list stored in SharePoint.
1d	Government agencies?	X		Contact lists are maintained by our Emergency Management Team. They are reviewed monthly and updated as required.	X		Viewed contacts on page 129 of SOG
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 by our Emergency Management Team. They are reviewed and updated monthly.	X		Viewed resource list located in OPS READY. Truck share Tracked in GEO TAB
3a	Describe any personnel or unique equipment outsourced?		X		---	---	

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment	
	Yes	No		Yes	No		
3b	If yes, does a written agreement exist:		X		---	---	
4	Are written agreements established with other TERSPs for:						
4a	Coverage in your region?	X		Written agreement with SRS (Specialized Response Services).	X		Viewed written agreement with SRS dated 2014-07-10
4b	Coverage outside your region?	X		Written agreements exist with RST.	X		Viewed written agreement with RST Dated 2015-06-23
4c	You to support them in your region?	X		QM Environmental will cover for RST.	X		Viewed written agreement with RST 2021-11-16.
5	Are these other TERSPs registered with TEAP III for:						
5a	Coverage in your region?	X			---		---
5b	Coverage outside your region?	X		RST is registered with TEAP III.	X		Viewed RST assessment dated 2024-11-24
5c	You to support them in your region?	X		RST is registered with TEAP III.	X		Viewed RST assessment dated 2024-11-24.

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

Part 3.2 – Resources, Equipment and Materials

1	Is there equipment for communications between:					
1a	The Home Coordinator and the incident scene?	X		Cellular, land-lines, computer systems, cloud technology.	X	Viewed cell phones, computers and cloud technology
1b	Personnel at the incident scene?	X		Cellular, land-lines, computer systems, cloud technology, and two-way radios.	X	Viewed cell phones, computers, cloud technology, and radios.
2	Does the company meet the requirements of the <i>TEAP III TERSP Standard Essential and Specialty Equipment List</i> for:					
2a	Essential Equipment items at the location?	X		QM Environmental meets and exceeds the Standard Essential Equipment list.	X	Viewed equipment at location. Meets Standard Essential Equipment List.
2b	Specialty Equipment items at the location?	X		QM Environmental meets many of the requirements on the specialized equipment list.	X	Viewed equipment at location. Meets requirements in Standard Specialty Equipment List.
3	Are programs in place for ensuring equipment meets applicable Canadian certification and registration requirements?	X		QM Environmental holds all equipment required to service the products and means of containment outlined in your compatibility chart.	X	Viewed level A suits Test dates. Tested on 2025-06-20 Due 2026-06-20 Viewed Standard Operating Guideline, Page 137 Dated 2023-07-26

TEAP III TERSP Standard Assessment

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?	5	H. Flagg M. Scanlin J. Chassie N. Nero D. Nedilsky	X		Reviewed Training Matrix – December 2025, indicating training for 5 team leaders and 2 team members
1b	TEAP III registered team members?	2	B. Flagg J. Bennett	X		Reviewed Training Matrix – December 2025, indicating training for 5 team leaders and 2 team members
1c	Other Team Leaders?	0		---	---	
1d	Other team members?	4	T. Glover Y. Canlas B. Schanbacher C. Earley	X		
2	Is there a fit for duty program?	X	QM SOG pg. 17	X		Viewed SOG Policy EHS POL – 12-0. Dated REV 23-01-20

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	
3 Is there post-incident stress management program?	X		Outlined in QM Environmental SOG p. 135.	X		Viewed Post Incident Stress Management Section of SOG. Pg 135.

Part 4.1 – Preparedness, Training

1 Is the training program established in accordance with the <i>TEAP III TERSP Standard Training Matrix</i> ?	X		QM Environmental training matrix meets and exceeds the requirements. Additional areas for training include Confined Space Entry/Rescue and Specialized product handling training.	X		Reviewed QM Training Matrix including TEAPIII Standard Training Matrix items. Stored in SharePoint.
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		Reviewed Linde training for E2 EQ for NH3 Reviewed Training Matrix and Training list for Chlorep Level 2 Date: 2023-05-05
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		Reviewed Internal QM Respiratory Protection module last updated in 2018 including table of contents including selection, hazard, types, etc. Reviewed current Internal QM TDG Course modules on LMS training platform including Marking, Shipping Documents, Containment, etc

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment	
	Yes	No		Yes	No		
						<p>Reviewed CHLOREP certificate for M. Scanlin dated 2023-05- 05.</p> <p>Reviewed CHLOREP certificate for H. Flagg dated 2022-05-06</p> <p>Reviewed ERAC records for Team Leads and Team Members</p>	
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. Any written tests are stored for minimum of 3 years.	X		Reviewed training records for personnel FA, Fit Testing 2023-06-29 NFPA 472 2017 Jun 16.
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		Reviewed QM Training Matrix. All Team Leaders have completed Rail training and all Team Members have received Erailsafe training. Including Tankcar specialist for team leaders.
5b	If yes, which TEAP III registered Team Leaders and team members have attended training?	J. Oliver, K. Gravelle, H. Flagg			X		<p>Reviewed training records for J. Chassie, Tank Specialist, SERTC</p> <p>Reviewed records for K. Gravelle, Erailsafe, RailInc</p>

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

Part 4.2 – Preparedness, Exercises

1	Have Team Leaders demonstrated competency for each SOG through training or equivalency granted for a response?	X		The contents of QM Environmental SOG is covered in the training matrix completed over a 12-month period on our server.	X		Reviewed training matrix including all classes on Capability Chart all team leads are listed.
2	Are exercise activities documented?	X		QM Environmental Emergency Management Workbook is completed for both real and simulated incidents.	X		Reviewed activation report, attendance, agenda. Stored on OPS ready and SharePoint.
3	Evaluation and debrief of exercises:						
3a	How do you choose which exercises to debrief?			All exercises have a debrief at end of exercise with all participants. Feedback is used throughout the program. A summary debrief is completed and filled out with each course/exercise.	X		Viewed ERAC exercise dated 2025-09-25.
3b	Does the debrief identify gaps and corrective actions?	X		Debrief and corrective actions are included in QM Environmental Emergency Management Workbook which is used for documentation in exercises as well as true events.	X		Reviewed QM Emergency Management Workbook used to document gaps and corrective actions.
3c	Describe how corrective actions are tracked to completion.			Corrective actions are tasked to the appropriate individual with dates assigned for completion. On the assigned date, the responsible manager will follow up to ensure proper completion. There is a corrective	X		Reviewed minutes from OPS meeting which include corrective action logs with due dates and responsibility.

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	
			action logbook to log progress. Generally they are reviewed monthly or as needed on OPS meetings.			

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

Part 4.3 – Equipment Maintenance

1	Is a program established for equipment inspection, maintenance and testing?	X		Outlined in QM Environmental SOG our internal program tracks whether any equipment is to be tested daily, monthly, or annually. SOG outlines expectation of inspection, but calendars and paperwork track it all. SOG p. 137 moving to OPS Ready tracking system.	X		Viewed Maintenance Section in SOG Manual dated 2023-07-25. Section identifies frequency of equipment maintenance, equipment maintenance logs retention, and Outlook system for scheduling. Documentation is still majority paper based.
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 for a minimum of 3 years.	X		Reviewed paper documents for Diaphragm Pump PPV-1 dating back to 2014-07-03
2b	Transportation equipment?	X		All maintenance and inspection logs are kept from the date equipment is put into service to present. Logs also kept by Element Fleet Management.	X		Reviewed vehicle inspection records on Site Docs Platform.

TEAP III TERSP Standard Assessment

Question	TERSP		TERSP Comment	Assessed		Assessor Comment
	Yes	No		Yes	No	

Part 5 – Hazardous Waste and Hazardous Recyclable Materials

1	Does the TERSP have a permit or certificate to:						
1a	Transport hazardous waste and/or hazardous recyclable materials?	X		QM Environmental Waste Transportation license allows them to ship most classes of dangerous goods outlined in its capability chart (except class 7 and Biomedical waste).	X		Viewed MOE Certificate A821289 for transport of waste.
1b	Receive to dispose or recycle hazardous waste and/or hazardous recyclable materials?		X		---	---	QM no longer receives waste of any type in Ontario
2	Are any of the above performed by a sub-contractor?	X		Some capabilities are third-party sub-contracted.	---	---	

TEAP III TERSP Standard Assessment

Part 6 – Community Involvement and Sustainability *(optional and not part of TERSP Assessment)*

		Yes	No	TERSP Comment
1	Who at this location has attended <i>TEAP III Transportation Emergency Response Service Provider Standard</i> training?	K. Gravelle, M. Scanlin		
2a	Do you participate in TRANSCAER® outreach events?	X		QM Environmental participates in many TRANSCAER® events across the country.
2b	If yes, how? Provide list of dates and activities for the past two years.	May 13-16 2025 in Cambridge – CPKC Rail held in their yard / 8-11 July in Sarnia ON – CN Rail		
3a	Do you belong and participate in a trade association such as CERCA, CIAC, RDC, RAC and/or other (describe other)?	X		QM Environmental has three sites assessed under CERCA. QM Environmental is a supplier member with the RDC. QM is an associate member of the RAC.
3b	If yes, describe your involvement.			
4a	Do you belong or contribute to a local community enhancement program?	X		QM Environmental has three sites assessed under CERCA. QM Environmental is a supplier member with the RDC. QM is an associate member of the RAC.
4b	If yes, describe your involvement. NOTE: Do not include donations to local hockey team-sweater purchase fund or the like.	Some of the groups include but not limited to Toronto North and West CAER, Burlington CAER, Hamilton CAER and Niagara CAER. QM donates into these groups as well as assisting with volunteer work at food banks, etc...		

TEAP III TERSP Standard Assessment

55 a	Do you have an environmental management system in place such as ISO 14001?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Our environmental management system is in compliance with 14001, not registered at this time.
5b	If yes, describe.			
6a	Do you have a “green initiative” in place?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
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>	Active recycling program for office waste. Active waste diversion/recycling/recovery during demolition operations.		

TEAP III TERSP Standard Assessment

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

*MINIMUM OF 4 EVENTS including at least 1 EXERCISE

Material		Response		Exercise		Assessor Comment	
TDG Class	Shipping Name and UN Number	Date of last response (yyyy-mm-dd)	Registered Team Leader, last response (J. Doe)	Date (yyyy-mm-dd)	Registered Team Leader(s) (J. Doe)	Activity performed during exercise or response	Documentation viewed?
1							
2.1	UN1011 Butane	2025-01-02	D. Nedilsky			Transfer, flare, clean and purge	Reviewed Response Activity Summary Document. Event #218993
2.2							
2.3							
3	UN1203 Gasoline- 219181	2025-03-27	N. Nero			Transfer, clean & purge rail car	Reviewed Response Activity Summary Document #219181
4.1							
4.2							
4.3							
5.1	UN2984 Hydrogen Peroxide- 219171	2025-03-17	D. Nedilsky	2025-05-14	J. Chassie	Clean and purge rail car Live transfer	EVENT – #219171 Reviewed Documentation, Activity Summary and photo log. Exercise – Tabletop and live transfer. Viewed documentation of event. #219337
5.2							
6.1							
6.2							
7							
8							
9							
Other							