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# QUALIFIED ENVIROTAINER PROVIDER

## PARTICIPANT BRIEFING

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## 1 Introduction

The Qualified Envirotainer Provider program (QEP) formally recognizes freight forwarder, ground handling and airline stations with the training and quality processes for shipping Envirotainer containers.

Since its launch in 2007, the award-winning QEP program has proven to be a tremendous success measured in both the number of participating and the tens of thousands of persons who have received training on both Envirotainer and industry best practices. QEP helps ensure service provider competence while providing clear benefits to cold chain stakeholders:

### Manufacturer

- A benchmark for vendor selection
- Use to assess a station's capability
- Reduce qualification costs

### Transport Service Providers

- Free GDP and Envirotainer-related training
- Proof of good practices
- Official recognition in the market
- Assistance in developing GDP-compliant quality systems

There is no charge for becoming QEP Accredited, nor for using the Envirotainer academy for training. If you have questions, or are interested in participating in the QEP program, please contact [support@envirotainer.com](mailto:support@envirotainer.com).

## 2 Definitions

QEP Application – An online form, located on the Envirotainer Portal that is used to add, change or renew QEP status at a station.

QEP Expiration Date- The date by which a station's QEP status is to be renewed. QEP renewal is every three years.

QEP Responsible Person – The person, located at the station, which helps ensure the station complies with QEP requirements. This person can also be the QEP Sponsor.

QEP Sponsor – The person, typically at corporate level, who ensures QEP receives necessary support.

Station- A freight forwarder or airline location that provides Envirotainer container services.

### 3 Responsibilities

The following persons have responsibilities related to the QEP program:

Envirotainer

- Maintains the QEP Application platform.
- Processes QEP Applications.
- Verifies QEP participants comply with QEP requirements.

QEP Responsible Person

- Performs QEP-related tasks as defined by the QEP Sponsor.

QEP Sponsor

- Ensures the QEP program receives necessary resources at their company.
- Obtains Envirotainer approval before any QEP marketing.
- Manages Authorized User’s access to the QEP Application.
- Notifies Envirotainer when Authorized Users change responsibilities or leave the company.
- Ensures QEP Application information is accurate and current.

### 4 QEP Requirements

The requirements for QEP basic<sup>o</sup>, QEP advanced<sup>o</sup> and QEP expert<sup>o</sup> levels are defined below. The participating company can have stations at different QEP levels. QEP accreditation is valid for 3 years.

	QEP basic <sup>o</sup>	QEP advanced <sup>o</sup>	QEP expert <sup>o</sup>
Personnel training	✓	✓	✓
Quality management system	✓	✓	✓
Envirotainer procedures	✓	✓	✓
# containers handled / month		≥ 5	≥ 15
GDP or CEIV certification			✓

*QEP program levels and requirements*

#### 4.1 Personnel Training

All company staff and agents involved in the shipment of Envirotainer containers are to be trained on GDP and Envirotainer as needed to perform their designated role.

Training is to be conducted every three years, or less, using one or more of sources and methods described below. Training provided by the QEP participant, or third party is to be approved by Envirotainer. On the job training is suitable for persons who have limited role related to the Envirotainer container.

### Instructor Led Training

Training can be conducted by your company via teleconference, classroom or on the job site.

### Company Online Training

Company online training should be specific to Envirotainer and the Learner's responsibilities.

### Envirotainer Online Training

The Envirotainer Academy offers a free online training. Course(s) are recommended based on the Job Role entered at registration. A training certificate will be issued upon course completion. The below courses satisfy QEP training requirements:

#### Cold Chain Handling (Course Code EXT-001-05)

For ground handling and warehouse staff who handle containers but do not start-up or load them

#### E Container Advanced Handling (Course Code EXT-002-06)

For persons who start-up and load E containers or troubleshoot, take contingency decisions, or advise others who do

#### T Container Advanced Handling (Course Code EXT-003-03)

For persons who start-up and load T containers or troubleshoot, take contingency decisions, or advise others who do

#### Commercial Processes (Course Code EXT-004-03)

For customer service and customer-facing persons having activities that involve Envirotainer

The Envirotainer Academy is accessed from the [Portal home page](#) using the link under the 'Resources' section. Persons without Portal access are to self-register:

- Go to: <https://academy-registration.envirotainer.com/> and complete your details
- An email will be sent to confirm and complete your password
- Access the Academy from the [Portal home page](#) using the link in the 'Resources' section.

## 4.2 Quality management system

The station is to have the organizational structure and resources needed to maintain a quality management system that includes, at a minimum, Document and Change Control, Corrective and Preventative Action (CAPA), Personnel Training and Written Procedures. Companies having ISO Certified quality management system satisfy this requirement.

## 4.3 Envirotainer related procedures

The station is to have written instructions for activities relating to the preparation and handling of Envirotainer container shipments. Written instructions are to align with the best practices defined in the Envirotainer Container Operations Manual and Envirotainer academy content. The station is to have a current copy of the Envirotainer Operations Manuals for staff to access.

#### 4.4 Number of Envirotainer containers/month handled by station

The station's staff or agent must have experience gained from handling or processing a certain number of Envirotainer shipments each month.

#### 4.5 GDP or CEIV certification

The station is to have either IATA CEIV or a third-party GDP certification.

### 5 QEP implementation

This section describes the QEP implementation process.

#### 5.1 Planning

The company appoints a QEP Sponsor who arranges a call with Envirotainer to discuss implementation. Envirotainer and the QEP Sponsor agrees on the participating stations, with preference given to stations that handle the most Envirotainer container shipments.

#### 5.2 Procedure review

The QEP Sponsor and Envirotainer review related procedures and change as needed to meet requirements. Envirotainer must approve Envirotainer-related procedures and training content.

#### 5.3 Training

The station conducts training and implements any necessary changes. Envirotainer verifies training is completed and gives the QEP Sponsor access to the QEP Application.

#### 5.4 Accreditation

The QEP Sponsor submits a QEP Application for each station. Envirotainer reviews the application and, if approved, sends the QEP Certificate via email to the QEP Sponsor and QEP Responsible Person. The new QEP station is added to the QEP Accredited Providers list.

### 6 QEP Application

The QEP Application is used to by the QEP Sponsor, or authorized user, to manage the QEP station information and perform related actions:

- Renew a station's QEP status
- Request to change a station's QEP level from QEP basic<sup>o</sup>, QEP advanced<sup>o</sup> or QEP expert<sup>o</sup>
- Update station information
- Add a new QEP station

To access the QEP Application, login to the Envirotainer Portal. Under the Resources tab, choose the QEP option. Select whether to renew or change an existing QEP station or add a new QEP station.

Complete the application and click the Submit button. The application will be reviewed by Envirotainer and, if approved, the station will be added updated to the on the QEP Accredited

Providers on the Envirotainer website and the QEP certificate will be emailed to the QEP Sponsor and QEP Responsible Person.

The following information is needed to submit a QEP Application:

- Station IATA Code
- Email of QEP Responsible Person at station
- Certifications (ISO / GDP / CEIV)
- Does this location physically handle containers?
- Does this location have a warehouse?
- Does this location set up or load containers?
- Can this location change or recharge container batteries?
- Are status updates (e.g. flown as booked, landed, off-loaded, etc) provided to the shipper?
- Is a message sent to destination pre-alerting them of reicing requirements?
- Does this location have a designated pharma storage area that maintains +2°C to 8°C?
- Does this location have a designated pharma storage area that maintains +15°C to +25°C?
- Does this location use a time/temperature check sheet when accepting a shipment?
- Airlines: Does this station allow for late cut off to tender pharma products?
- Airline: Is the IATA time and temperature label mandatory?
- How often are active ULDs checked while at the airport?
- Can this location provide dry ice slices or blocks if requested?
- Airline: Does your pharma service allow priority loading/unloading?
- Airline: Does this location provide a Notice To Captain for temperature sensitive products?

## 7 Renewing QEP status

Envirotainer will contact the QEP Sponsor and/or QEP Responsible Persons at least 90 days prior to the QEP Expiration Date to remind them to complete a QEP Application for each QEP station.

QEP stations who do not renew by the expiration date will be removed from the QEP program. QEP participation is by invitation and, as such, Envirotainer may elect not to renew QEP status.

## 8 QEP Compliance

Participating stations who fail to follow the best practices defined in the Envirotainer Container Operations Manual may be requested to submit a corrective action report to Envirotainer and take necessary action. Failure to take actions may result in removal from the QEP program.

## 9 QEP Accredited Providers list

Envirotainer maintains a QEP Accredited Providers list on Envirotainer.com to recognize participating companies. This list notes the company name and the number of stations at QEP basic<sup>o</sup>, QEP advanced<sup>o</sup> and QEP expert<sup>o</sup> level. Users who click on the company name, will go to a page where they can also see the city, airport code and QEP level. The participant can elect to display their Company logo and have a link to their website.