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**QUALIFIED ENVIROTAINER PROVIDER**  
**PARTICIPANT BRIEFING**

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<b>Document information</b>	
Author:	Compliance Manager
Document number	QMS-WIN-812
Revision number	c
Revision date	March 05, 2019
Approved by:	Head of Reliability and Cold Chain Support

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## 1 Introduction

The Qualified Envirotainer Provider Training and Quality Program (QEP) formally recognizes those freight forwarder and airline stations who meet industry standards for managing Envirotainer container shipments.

Since its launch in 2007, the award-winning QEP program has proven to be a tremendous success measured in both the number of participating stations and the tens of thousands of persons who have received training on both Envirotainer and industry best practices.

QEP not only promotes Good Distribution Practices (GDP), but also 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 QEP@envirotainer.com.

## 2 Definitions

Authorized User – Person(s) permitted by the QEP Sponsor to access the QEP Application and edit information, add or renew QEP stations.

QEP Application – An online form, located on the Customer Login page of the Envirotainer website used to manage QEP-related information.

QEP Expiration Date- The date by which a station's QEP status is to be renewed (two years from the initial approval date for QEP basic<sup>o</sup>, one year for QEP advanced<sup>o</sup> and expert<sup>o</sup> levels).

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.
- Responds to QEP Applications with-in three business days.
- 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 Eligibility

Freight forwarder and airline stations that provide Envirotainer container services are eligible to participate in the QEP program. The participating company may have stations at different QEP levels. QEP advanced<sup>o</sup> and expert<sup>o</sup> levels require an Envirotainer Master Lease Agreement (MLA). QEP basic<sup>o</sup> accreditation is valid for 2 years. QEP advanced<sup>o</sup> and expert<sup>o</sup> accreditation is valid for 1 year.

### 5 QEP Requirements

The requirements for QEP basic<sup>o</sup>, advanced<sup>o</sup> and expert<sup>o</sup> levels are defined in Figure 1 and below.

	QEP basic <sup>o</sup>	QEP advanced <sup>o</sup>	QEP expert <sup>o</sup>
Training (GDP & Envirotainer-related)	Every 2 yrs.	Every 1 yr.	Every 1 yr.
Quality management system	✓	✓	✓
Envirotainer-related procedures	✓	✓	✓
CAPA cooperation agreement		✓	✓
Airline: verified ground handler training		✓	✓
GDP or CEIV certification			✓
Dedicated +15°C to +25°C pharma storage			✓
# of containers/month handled by station		≥ 2	≥ 15

Figure 1- QEP program levels and requirements

### 5.1 Training (GDP & Envirotainer-related)

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 on a reoccurring basis according to the station’s QEP level requirements using one or more of sources and methods defined in Figure 2. Training provided by the QEP participant or third party is to be approved by Envirotainer. Hands on (on-the-job) training is suitable for persons who have limited role related to the Envirotainer container. Training is to be documented and periodically reviewed to ensure the content aligns with Figure 3 recommendations.

	Computer based	Instructor led
Envirotainer	✓	✓
QEP participant	✓	✓
Third Party		✓

Figure 2- Approved training methods and sources

Area of responsibility	Academy course / content
Container start-up and loading / Troubleshooting	<ul style="list-style-type: none"> <li>• Cold Chain Handling</li> <li>• t Container Advanced Handling</li> <li>• e Container Advanced Handling</li> </ul>
Ground handling activities	<ul style="list-style-type: none"> <li>• Cold Chain Handling</li> </ul>
Develop cold chain procedures	<ul style="list-style-type: none"> <li>• Cold Chain Handling</li> <li>• t Container Advanced Handling</li> <li>• e Container Advanced Handling</li> <li>• Quality Management</li> </ul>
Perform dry ice calculations	<ul style="list-style-type: none"> <li>• Dry ice calculations</li> <li>• Container Operations Manual</li> </ul>
Provide customer service / Customer-facing activities	<ul style="list-style-type: none"> <li>• Cold Chain Handling</li> <li>• t Container Advanced Handling</li> <li>• e Container Advanced Handling</li> <li>• Commercial</li> </ul>

Figure 3- Recommended academy courses / training content source

## 5.2 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.

## 5.3 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.

## 5.4 CAPA cooperation agreement

The station is to have written instructions that defines how to file a quality case with Envirotainer and includes the station's responsibility to cooperate in the investigation of non-conformities.

## 5.5 Airline: verified ground handler training

Airlines who employ agents to perform Envirotainer-related tasks are to ensure they are trained on Envirotainer-related responsibilities, at a minimum, every 2 years, according to International Air Transport Association ULD Regulations and Section 5.1.

## 5.6 GDP or CEIV certification

The station is to have either IATA CEIV or GDP certification.

## 5.7 Dedicated pharma +15°C to +25°C storage

The station is to have a warehouse with a dedicated area for storing pharmaceutical products that is maintained between +15°C to +25°C. The area is to allow the storage of unit load devices.

## 5.8 # of containers/month handled by station

The station must have experience of either physically handling or managing a certain number of Envirotainer shipments per month.

# 6 QEP implementation

This section describes the QEP implementation process.

## 6.1 Program clarification and planning

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

## 6.2 Gap analysis and development

The QEP Sponsor appoints a QEP Responsible Person at each station and determines if any actions are needed to meet QEP requirements. To proceed to the next step, Envirotainer must approve the training methods and content.

## 6.3 Implementation and training

Envirotainer reviews and approves related procedures and documents. The station conducts training and implements any necessary changes. Envirotainer gives the QEP Sponsor and any other Authorized Users access to the QEP Application.

## 6.4 QEP 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.

# 7 Using the QEP application

The QEP Application is an online form used by the QEP Sponsor and other Authorized Users to manage the QEP program information and perform related actions:

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

## 7.1 Adding / removing an Authorized User

Authorized Users must not allow others to use their login information. The QEP Sponsor can authorize user(s) access to the QEP Application by sending the designated person's email address to QEP@envirotainer.com. Envirotainer will arrange access and email instructions. The QEP Sponsor is to notify Envirotainer when Authorized Users change responsibilities or leave the company and their access will be removed.

## 7.2 QEP Application required information

The following information is required to add a QEP station, or renew or change a station's QEP status:

Field Name	Remarks
Station IATA code	Mandatory
Physical address	Mandatory
Telephone Number	Mandatory
Email of QEP Responsible Person at location	Mandatory
Air Carriers: Airport ground handling company name	Not applicable for forwarder Mandatory for air carriers who use a ground handling agent at that station
Is this location ISO Certified?	Mandatory (YES , NO)

Is this location GDP Certified?	Mandatory (YES , NO)
Is this location CEIV Certified?	Mandatory (YES , NO)
Does this location physically handle Envirotainer containers?	Mandatory (YES , NO)
Does this location set up or load containers?	Mandatory (YES , NO)
Does this location have a warehouse?	Mandatory (YES , NO)
Does this location have a designated pharma storage area that maintains +2°C to 8°C?	Mandatory (YES, NO, Not applicable)
Does this location have a designated pharma storage area that maintains +15°C to +25°C?	Mandatory (YES, NO, Not applicable)
Does this location use a time/temperature check sheet when accepting a shipment?	Mandatory (YES, NO, Not applicable)
Air Carriers: Does this station allow for late cut off to tender pharma products?	Not applicable for forwarder Mandatory for air carriers (YES , NO)
Air Carrier: Is the IATA time and temperature label mandatory?	Not applicable for forwarder Mandatory for air carriers (YES , NO)
How often are active ULDs checked while at the airport?	Mandatory to choose one or more: <ul style="list-style-type: none"> <li>• Not applicable</li> <li>• 4 or 6 hours</li> <li>• 8 hours</li> <li>• Once a shift</li> <li>• Other</li> <li>• Not Applicable</li> </ul>
Can this location provide dry ice slices or blocks if requested?	Mandatory (YES, NO, Not applicable)
Can this location change or recharge container batteries?	Mandatory (YES, NO, Not applicable)
Air Carrier: Does your pharma service allow priority loading/unloading?	Not applicable for forwarder Mandatory for air carriers (YES , NO)
Air Carriers: Does this location provide a Notice To Captain for temperature sensitive products or Active ULDs?	Not applicable for Forwarder Mandatory for air carriers (YES , NO)
Is a message sent to the destination station pre-alerting them of handling, reicing and/or recharging requirements?	Mandatory (YES , NO)
Are status updates (e.g. flown as booked, landed, off-loaded, etc) provided to the shipper?	Mandatory (YES, NO, Not applicable)
Does this location physically handle $\geq 15$ Envirotainer container shipments per month	Mandatory (YES , NO)
Number of company employees trained at this location	Mandatory
Method(s) used for training company employees at this location	Mandatory to choose one or more: <ul style="list-style-type: none"> <li>• Envirotainer eLearning</li> <li>• Envirotainer instructor</li> <li>• Company eLearning</li> <li>• Company classroom</li> <li>• On-the-job training</li> <li>• Other</li> </ul>
Employee reoccurring training frequency	Mandatory to select 1 or 2 years
Air Carriers: Number of ground handling agents trained at this location	Not applicable for forwarders Mandatory for air carriers who use a ground handling agent at that station



Air Carriers: Method(s) used to training ground handling agents at this location	Not applicable for forwarders Mandatory for air carriers to select all that applies: <ul style="list-style-type: none"> <li>• Envirotainer eLearning</li> <li>• Company eLearning</li> <li>• Envirotainer face-to-face</li> <li>• Company face-to-face</li> <li>• On-the-job</li> <li>• Other</li> </ul>
Ground Handling agent reoccurring training frequency	Not applicable for forwarders Mandatory for air carriers to select either 1 or 2 years
Remarks, if any	Optional

Figure 4- Information required for QEP Application

### 7.3 QEP Application login

For Authorized Users to access the QEP Application:

- Go to the Customer Login page.
- In the 'QEP' section, enter your email and password and click 'Login'.
- If there are problems during login, reset your password or contact QEP@envirotainer.com.

### 7.4 Reset password

The password is the same for both QEP and the Envirotainer Academy<sup>o</sup>. To reset your password:

- Go to the Customer Login page.
- Under 'Envirotainer Academy<sup>o</sup>', enter your email address and click on the forgotten password link.
- You will receive an email to reset your password.
- If there are problems resetting your password contact QEP@envirotainer.com.

### 7.5 Unable to submit form

If you are unable to submit the QEP Application, ensure all mandatory fields, noted with a red asterisk, are answered. Contact QEP@envirotainer.com for further support.

### 7.6 Updating station information

For Authorized Users to update existing QEP station information:

- Log in to the QEP Application.
- Select 'Renew or change QEP station status'.
- From the dropdown, select the station that you wish to update (the form is pre-populated with the previously provided information).
- Select 'Update QEP Station Info'.
- Make the necessary changes to the information and click on 'Submit form'.

## 7.7 Adding new QEP stations

For Authorized Users to add a new QEP station:

- Log in to the QEP Application.
- Select 'Request to add new QEP station'.
- From the dropdown, select the station that you wish to add as a new QEP station.
- Enter information in the fields provided.
- Select 'Submit form'.
- You will receive an email confirming the form has been submitted.

The application will be reviewed by Envirotainer within 3 business days and, if approved, the station will be added updated to the on the QEP Accredited Providers on the Envirotainer website and a link to access your QEP certificate will be emailed to the QEP Sponsor and QEP Responsible Person.

## 7.8 Upgrade / downgrade QEP status

For Authorized Users to request an upgrade or downgrade a station's QEP level:

- Log in to the QEP Application.
- Select 'Renew or change QEP station status'.
- From the dropdown, select the station that you want to change status.
- Select the relevant action from the Requested Action list.
- Enter information in the fields provided.
- Click 'Submit form'.
- An email will be sent to confirm the form has been submitted.

Envirotainer will review the QEP Application within 3 business days and, if approved, the station information will be updated on the QEP Accredited Providers list. A link to access the QEP certificate will be emailed to the QEP Sponsor and QEP Responsible Person.

## 7.9 Renewing QEP status

Envirotainer will notify the QEP Sponsor and station's QEP Responsible Persons via email 90 days before the QEP Expiration Date to remind them to complete a QEP Application for each QEP station.

QEP advanced<sup>o</sup> and QEP expert<sup>o</sup> level stations who do not renew QEP by the expiration date will change to QEP basic<sup>o</sup>. An Authorized User must re-apply to change that station back to a QEP advanced<sup>o</sup> and QEP expert<sup>o</sup>.

QEP basic<sup>o</sup> stations who do not renew by the expiration date will be automatically removed from the QEP Accredited Providers list.

To renew QEP status:

- Log in to the QEP Application.
- Click on 'Renew or change QEP station status'.
- Select the station that you wish to renew.
- Select the relevant action from the Requested Action list.

- Enter the information in the fields provided.
- Click on 'Submit form'.
- You will receive an email confirming the form has been submitted.

Once the form has been submitted, it will be reviewed by Envirotainer within three business days. An approval email will include a link to the QEP certificate and the station information will be updated on the QEP Accredited Providers list.

## 8 QEP Accredited Providers list

Envirotainer will maintain a QEP Accredited Providers list on Envirotainer.com to recognize participating companies. This list notes the company name and the number of stations at basic<sup>o</sup>, advanced<sup>o</sup> and 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.