

---

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

---

<b>Document information</b>	
Author:	Compliance Manager
Document number	QMS-WIN-812
Revision number	05
Revision date	November 25, 2019
Approved by:	Service Delivery Team Manager

## TABLE OF CONTENTS

<b>1</b>	<b>INTRODUCTION .....</b>	<b>3</b>
<b>2</b>	<b>DEFINITIONS .....</b>	<b>3</b>
<b>3</b>	<b>RESPONSIBILITIES .....</b>	<b>4</b>
<b>4</b>	<b>QEP REQUIREMENTS .....</b>	<b>4</b>
4.1	Personnel Training .....	4
4.2	Quality management system .....	5
4.3	Envirotainer related procedures .....	5
4.4	# of containers/month handled by station .....	6
4.5	GDP or CEIV certification .....	6
<b>5</b>	<b>QEP IMPLEMENTATION.....</b>	<b>6</b>
5.1	Planning .....	6
5.2	Development.....	6
5.3	Training .....	6
5.4	Accreditation .....	6
<b>6</b>	<b>QEP APPLICATION.....</b>	<b>6</b>
<b>7</b>	<b>RENEWING QEP STATUS.....</b>	<b>8</b>
<b>8</b>	<b>QEP ACCREDITED PROVIDERS LIST .....</b>	<b>8</b>

## 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

Freight forwarder and airline stations that both provide Envirotainer container services and are invited by Envirotainer can participate in the QEP program. 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 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.
- 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, advanced and expert levels are defined in Figure 1. The participating company can have stations at different QEP levels. QEP basic accreditation is valid for 2 years. QEP advanced and expert accreditation is valid for 1 year.

	QEP basic <sup>o</sup>	QEP advanced <sup>o</sup>	QEP expert <sup>o</sup>
Personnel training	Every 2 yrs.	Every 1 yr.	Every 1 yr.
Quality management system	✓	✓	✓
Envirotainer procedures	✓	✓	✓
# containers handled / month		≥ 2	≥ 15
GDP or CEIV certification			✓

*Figure 1- 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 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.

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 (in accordance to International Air Transport Association ULD Regulations) regardless of the station’s QEP level.

	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>
Perform dry ice calculations	<ul style="list-style-type: none"> <li>• Dry ice calculations</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

## 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.

## 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. 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.

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

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

#### 4.5 GDP or CEIV certification

The station is to have either IATA CEIV or 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 Development

The QEP Sponsor and Envirotainer determines actions needed to meet QEP requirements and makes necessary changes. 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 by the QEP Sponsor to manage the QEP station 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.
- Add a new QEP station.

The QEP Sponsor can authorize user(s) to access the QEP Application by sending the designated person's email address to support@envirotainer.com

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 (Figure 4) 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.

**Station**

**Company**

**Certifications** Certifications for this location

 ISO Certified  
 GDP Certified  
 CEIV Certified

**Station IATA Code** REQUIRED

**Email of QEP Responsible Person at location** REQUIRED

**Location Services**

**Does this location have a warehouse?** REQUIRED

 Yes  No

**Can this location change or recharge container batteries?** REQUIRED

 Yes  No  Not applicable

**Does this location set up or load containers?** REQUIRED

 Yes  No

**Are status updates provided to the shipper?** REQUIRED  
(e.g. flown as booked, landed, off-loaded, etc)

 Yes  No  Not applicable

**Does this location physically handle containers?** REQUIRED

 Yes  No

**Is a message sent to the destination station pre-alerting them of handling, reicing and/or recharging requirements?** REQUIRED

 Yes  No**Temperature**

**Does this location have a designated pharma storage area that maintains +15°C to +25°C?** REQUIRED

 Yes  No

**Does this location have a designated pharma storage area that maintains +2°C to 8°C?** REQUIRED

 Yes  No  Not applicable

**Does this location use a time/temperature check sheet when accepting a shipment?** REQUIRED

 Yes  No  Not applicable

**Can this location provide dry ice slices or blocks if requested?** REQUIRED

 Yes  No  Not applicable**Training**

**Number of company employees trained at this location** REQUIRED

**Employee recurring training frequency** REQUIRED

**Primary method used for Envirotainer training of company employees** REQUIRED

**Remarks**

Remarks, if any

I verify that all information provided is accurate to the best of my knowledge and that I will abide by the terms and conditions of the QEP Program Participant Briefing.

SUBMIT

Back

Figure 4- QEP Application

## 7 Renewing QEP status

Envirotainer will send an email to the QEP Sponsor and 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 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>. The QEP Sponsor must submit a QEP Application to change that station back to a QEP advanced<sup>o</sup> or QEP expert<sup>o</sup>. QEP basic<sup>o</sup> stations who do not renew by the expiration date will be removed from the QEP Accredited Providers list.

## 8 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 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.