
QEP PROGRAM

PARTICIPANT BRIEFING

Document information and distribution	
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1 Introduction

Envirotainer has developed the Qualified Envirotainer Provider Training and Quality Program (QEP) to recognize air transport service provider stations that can properly manage Envirotainer container shipments. The benefits of being QEP Accredited include proof of best practices and assistance with training and process development.

2 QEP Requirements

The requirements of QEP are based on industry requirements as defined in Good Distribution Practices. To be eligible for the QEP Program, the participant must have a Master Lease Agreement with Envirotainer and meet the following requirements.

2.1 Management Controls

- 2.1.1 The participant must have adequate organizational structure, processes and resources to maintain a quality management system and the QEP program. A Quality Manual or equivalent documents are to define the quality system and responsibilities of management.
- 2.1.2 The participant must define the following QEP roles to Envirotainer:
 - a. Program Sponsor – This person is responsible to ensure proper support and resources for the QEP program.
 - b. Responsible Person – There must be a Responsible Person at each QEP station to ensure QEP program requirements are met. This person is typically the station manager.

2.2 Training program

- 2.2.1 All personnel, subcontractors or agents, employed in the shipment of Envirotainer containers must be trained to perform their assigned functions on an annual basis. This includes those involved in the following Envirotainer-related activities: recommending or specifying temperature controlled packaging, customer service, developing procedures, ordering containers, container inspection, start-up and loading, along with warehouse and ground handling activities.
- 2.2.2 There must be written instructions that define:
 - a. Which positions or job descriptions require Envirotainer training
 - b. The training requirements and content for each position or job description
 - c. How the Responsible Person can access necessary training
 - d. The frequency of the training and how it is assessed

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- e. Who is responsible to conduct training and their qualification requirements
 - f. How training is reported and records are maintained
 - g. Who is responsible to maintain training content
- 2.2.3 Training content must be periodically reviewed and updated as needed to reflect current Envirotainer products and recommendations.
- 2.2.4 Training records must be provided to Envirotainer annually on an agreed date.

2.3 Procedures and change control

- 2.3.1 All activities relating to the preparation, handling, storage and distribution of Envirotainer container shipments must have written instructions that align with Envirotainer recommendations as defined in the Envirotainer Container Operations Manual and Envirotainer training content.
- 2.3.2 Each QEP station must have a current copy each Envirotainer Operations Manuals. These manual are available at <http://www.envirotainer.com/en/top-Download/Manuals/>.
- 2.3.3 There must be a written process to manage and control change. Personnel with adequate expertise must approve changes to Envirotainer related processes and procedures. There must be a process to notify personnel affected by the change and remove dated content from use.

2.4 Corrective and preventive action

- 2.4.1 There must be a written process for investigating complaints, non-conformances, deviations and audit findings. It must include instructions for requesting support from Envirotainer with investigating temperature deviations and filing complaints against Envirotainer.
- 2.4.2 In cooperation with Envirotainer, there must be a program in place to reduce container damage due to improper handling.

2.5 Self Assessment

- 2.5.1 There must a written process to ensure the effectiveness of the quality management system through self assessments or audits. Audit findings must be documented and follow-up responsibilities defined and assigned to prevent problems from recurring.

2.6 Facilities and equipment

- 2.6.1 The participating station must have the proper facilities and equipment to handle and store Envirotainer container. If appropriate facilities or equipment are not available, the station must have written instructions to manage the exception
- a. Can obtain proper batteries, dry ice and persons authorized to handle dry ice
 - b. Electrical service necessary to charge e1/e2 containers
 - c. Can maintain warehouse and aircraft temperatures with-in the container specified limits
 - d. Have necessary equipment to move the containers (forklift, roller beds)
 - e. Can arrange for temperature controlled truck transport if necessary

3 Implementation Process

The QEP implementation process is described in this section. Envirotainer approval is required before proceeding through the red gates.



Program Clarification and Planning

Envirotainer answers any questions regarding the program and agrees with the participant on the participating stations. Envirotainer typically requires the participant's top inbound/outbound trade lanes to be included in the program, but may elect to limit the number stations.

To proceed to the next step, the participant must provide the contact information for the Program Sponsor and Responsible Person(s).

Gap analysis and Development

The participant conducts a gap analysis to determine where they need to further develop procedures and training content in order to meet QEP requirements.

To proceed to the next step, Envirotainer must approve the training procedure and training content. The participant is also to provide a training list noting the persons to be trained, their job title or description and the training they will receive.

Implementation and Training

The prospective participant implements the training and procedures into their quality system and organizational structure. The participant typically places the Envirotainer related content on an intranet page for access by all relevant persons. In some cases, hard copies of procedures, manuals or training content may need to be controlled.

Internal Review and QEP Audit

The participant's management will conduct an internal review to determine the readiness for the QEP audit.

At a mutually agreed date, Envirotainer will conduct an audit using the QEP Audit Check Sheet. If several stations are participating, Envirotainer may elect to audit one or more stations and the audit results would be used to determine the results of all audits. In that event, the participant must complete and submit the QEP Audit Check Sheet for each station that is not physically audited by Envirotainer.

The station's Responsible Person will attend the audit and provide necessary supporting documentation to demonstrate the program requirements have been met. Personnel may be interviewed to assess their knowledge and training.

Findings will be discussed during the exit interview and audit results reported by Envirotainer in 5 working days. After the audit, proof of corrective actions may be required before Accreditation.

Accreditation

Upon completion of the audit process, Envirotainer will notify the participant of their QEP status. The Program Sponsor and Responsible Person communicates QEP status internally and provides contact info for the Envirotainer website. Envirotainer then give the QEP Certificate in electronic form and posts the station information on [Envirotainer website](#).

4 Terms and Conditions

Cost

Any station that is physically audited by Envirotainer will be billed an audit fee of €350 plus any transportation and lodging costs incurred by the Envirotainer Auditor.

Accreditation

Accreditation is valid for 1 year. To retain QEP status, the participating station must to provide a copy of their training records on an annual basis. Envirotainer may elect to conduct a re-Accreditation audit, at no expense to the participant. Envirotainer may elect not to re-Accredit participating companies or specific stations.

Compliance

By participating in the QEP program, the service provider agrees to abide by the terms, conditions and requirements of this document. Envirotainer will monitor the participant's performance and may request records or corrective actions as deemed required. The Participant will have 60 days to address any compliance related issues before QEP Accreditation is withdrawn.



The Participant is required to communicate any changes in the Program roles or responsibilities to qep@envirotainer.com. The participant can discontinue QEP participation by notifying Envirotainer in writing.

Envirotainer will advise the participant of any QEP program changes and allow a 6 month grace period for the participant to comply.

Marketing Guidelines

Use of the Envirotainer logo or QEP logo requires explicit written approval from Envirotainer. Any external communication regarding the QEP Program, including but not limited to, press releases, marketing material, company web site, or social networking internet sites must be approved before publication by Envirotainer Marketing Department. Submit the proposed content with a description of the type of communication to marketing@envirotainer.com.

Participants in the QEP program are to refer to themselves as “QEP Accredited”, or a ‘Qualified Envirotainer Provider’ and refer to the “QEP Program” or “QEP Training and Quality Program” in all communication. Participants cannot use the terms ‘Certification’, “Global” or “Worldwide” to describe QEP Accreditation. Failure to comply with these requirements may result in a re-evaluation of QEP status.

Participant Acknowledgement

I understand and agree to abide by the terms, conditions and requirements of this document:

Signature _____

Name _____

Title _____

Date _____