
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. If you have questions, or are interested in participating in the QEP program, please contact QEP@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- The location or office 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^o, QEP advanced^o and QEP expert^o levels are defined below. The participating company can have stations at different QEP levels.

	QEP basic ^o	QEP advanced ^o	QEP expert ^o
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 Good Distribution Practices and Envirotainer as needed to perform their assigned 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 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 free online training. The below courses satisfy QEP training requirements. Note Academy courses are recommended to the User based on the Job Role entered at registration. If the below courses are not on the User's recommended course list, find the course title using the Academy Search function.

Cold Chain Handling

For person who handle Envirotainer containers but do not start-up or load

E Container Handling

For persons who start-up, load or troubleshoot E containers

Releye Container Handling

For persons who start-up, load or troubleshoot Releye containers

T Container Handling

For persons who start-up, load or troubleshoot E containers

Commercial Processes

For persons involved in Envirotainer sales and customer service

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 Accreditation

QEP accreditation is valid for three years. Participating stations may be asked to take corrective actions in the event of process failures. Envirotainer reserves the right to remove a participant or station from the QEP program for failing to comply with QEP program requirements or Envirotainer best practices.

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.

7 QEP Application

The QEP Application is available to authorized users of the Envirotainer Portal. The QEP Sponsor can request access to the QEP Application by contacting QEP@Envirotainer.com.

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

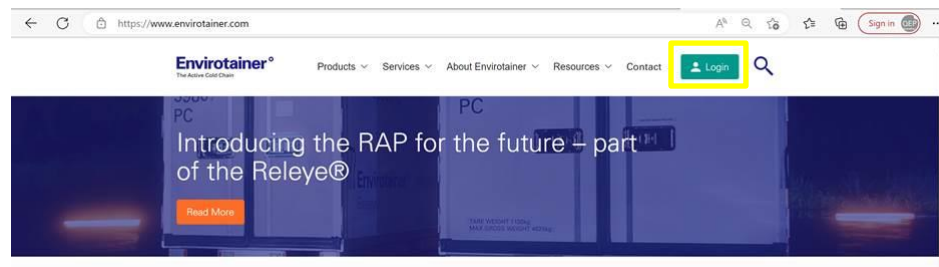
- Add a new QEP station
- Renew QEP accreditation
- Update QEP station information
- Request to change QEP station's status (to/from basic^o, advanced^o or QEP expert^o)

The following information and questions must be provided when submitting a QEP Application:

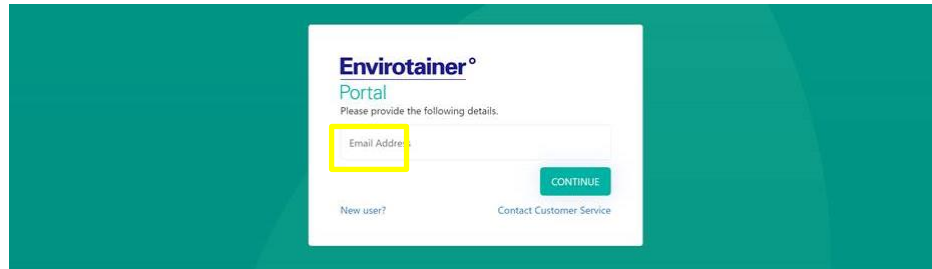
- Station IATA Code
- Email of QEP Responsible Person at station
- Certifications (ISO / GDP / CEIV)
- Does this location physically handle containers?
- Does this location have a warehouse?
- Does this location set up or load containers?
- Can this location change or recharge container batteries?
- 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?

To access the QEP Application:

- 1) Go to the Envirotainer website. At the top menu, click on the (green) Login button:



2) Enter your email and click continue to access the Portal:



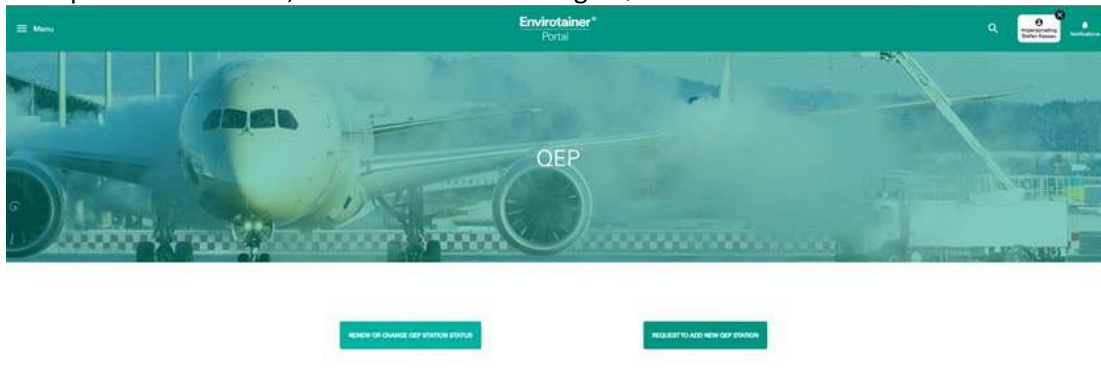
3) From the Portal home page, click menu in the upper left corner:



4) From the drop down menu, select QEP:



5) To add a new QEP station, choose **Request to Add QEP Station**. To renew QEP status or, update information, choose **Renew or Change QEP Station Status**.



- 6) Select the QEP station from drop down menu. If renewing QEP status, select Load Last Form to populate previous data.

Request to add new QEP station

Station

Company (Required: Company Name)

Certification/Compliance for the location:

 ISO Certified
 GDP Certified
 CEV Certified

Status NATA Code (Required)

Select...

Email of QEP Responsible Person at location (Required)

Location Services

Does this location have a warehouse? (Required)

Yes No

Does this location set up for load containers? (Required)

Yes No

Does this location physically handle containers? (Required)

Yes No

Can this location charge or recharge container batteries? (Required)

Yes No Not applicable

Are status updates provided to the shipper? (Required)
(By email or mobile using off board app)

Yes No Not applicable

Is a message sent to the destination station pre-starting them of handling, reving and/or recharging requirements? (Required)

Yes No

Temperature

Does this location have a designated pharma storage area that maintains +15°C to +20°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 shaves or blocks if requested? (Required)

Yes No Not applicable

Training

Number of company employees trained at this location (Required)

Employee recurring training frequency (Required)

Select...

Primary method used for Envirotainer training of company employees (Required)

Select...

- 7) 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.