

PART TWO

SECTION 1

TEAP PLAN OPERATION

PART TWO

THE TEAP PLAN -- OPERATION AND RESPONSIBILITIES

SECTION 1

TEAP PLAN OPERATION

- (i) TEAP teams will be provided by responding members, who will furnish the emergency response equipment listed in Schedule "E" of the TEAP Agreement (see Part Four) and an appropriate vehicle, and will provide training of team personnel.
- (ii) Each team provided by a responding member will consist of a minimum of two people at the scene, trained and equipped for on-scene emergency response, backed by a home coordinator.
- (iii) A TEAP team will only be required to respond to an emergency on behalf of another member if that member has signed the TEAP Agreement.
- (iv) When a TEAP member is informed of a transportation emergency involving chemicals for which it must provide a transportation emergency response capability, the member can dispatch its own emergency response team or the member may contact the Regional Response Centre (Schedule "D") responsible for the region in which the emergency has occurred, or an appropriate Voluntary Response Centre (Schedule "D") or another Schedule "A" member requesting that it dispatch a team to the emergency scene.
- (v) The Regional Response Centre will dispatch a TEAP team when an on-scene presence is requested by a TEAP member under the terms of this Plan. A Voluntary Response Centre or another Schedule "A" member may dispatch a TEAP team when an on-scene presence is requested by a TEAP member under the term of this plan. The TEAP team will use its best efforts to arrive on the scene as soon as practical and within six hours of the request. When the TEAP team arrives on the scene, it always has the option of deciding that it is impractical to provide full emergency response services because the team is not properly prepared or equipped, or because there is insufficient information available to permit it to take action.
- (vi) The requesting member shall provide technical data on the chemicals involved in the transportation emergency to the TEAP team prior to its departure. The requesting member must also dispatch a competent technical advisor who will use best efforts to join the TEAP team at the emergency scene as soon as practical and within 6 hours of the member's request for a TEAP team unless the responding member decides in its sole discretion that an on-scene technical advisor is not necessary. In this case the requesting member must provide a direct telephone number to a technical advisor on standby during the course of the incident, in lieu of a technical advisor on the scene. This technical advisor should be prepared to go to the scene on request should it become advisable in the opinion of the TEAP team. The TEAP team must carry with it sufficient emergency equipment to equip the requesting member's technical advisor in a manner similar to a member of the TEAP team itself, except that the technical advisor is responsible for providing his own protective clothing and any specialized equipment required that is not on the TEAP equipment list (Schedule "E").
- (vii) The requesting member shall confirm its request for assistance to the responding member by telex, telegraphic or telefax message within 24 hours.

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SECTION 2

TEAP PLAN RESPONSIBILITIES

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TEAP PLAN RESPONSIBILITIES

(a) CCPA

CCPA through the TEAP Committee is responsible for the overall administration of TEAP including:

- (i) Selection of the response centre locations and obtaining agreement from member companies for the establishment and operation of response centres.
- (ii) Assessing all requests for membership in the Plan and auditing the response capabilities of Plan members.
- (iii) Keeping the Plan up to date and maintaining and amending the Schedules to the Plan.
- (iv) Reviewing and approving any contractor to be used in connection with a Responding Member and the agreement made with the contractor.
- (v) Maintaining insurance coverage to provide liability protection for Responding Members, their directors, employees, agents and contractors and personal accident and death protection for TEAP team members.
- (vi) Holding meetings for review and discussion of transportation emergencies in which TEAP has been involved.
- (vii) Providing appropriate information about TEAP to the government, public and other audiences.
- (viii) Assist with collection of accounts for TEAP team responses when requested.
- (ix) Publishing this Procedures Manual from time to time.
- (x) Preparation of contracts with members and other organizations as necessary.

All amendments to the TEAP Plan proposed by the TEAP Committee must be submitted to the members at least 30 days prior to their consideration by CCPA's Board of Directors. Such amendments do not become effective for at least 120 days following the date of the Board's resolution approving them.

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(b) Responding Members

Companies providing Regional Response Centres are responsible for the following:

- (i) Providing 24 hour, 7 day per week emergency telephone response capability, manned by competent communicators, using appropriate reporting form. A sample form appears as Appendix 1 to this manual. When a Regional Response Centre is to be closed for long or indefinite periods of time due to labour interruptions or other reasons notification shall immediately be sent by telephone (613-237-6215), telefax (613-237-4061), or telex to CCPA - (063666, the first line of the message must contain .To CHL001). At least 30 days notice of such temporary closures should be provided whenever possible.
- (ii) Assigning appropriate personnel to form the TEAP team.
- (iii) Providing training for TEAP team personnel on a continuing basis.
- (iv) Equipping the TEAP team in accordance with the CCPA recommended Equipment List (see Schedule "E" in Part Four of this procedures manual).
- (v) Providing transportation for the TEAP team in the form of an emergency vehicle or pre-arranged transportation that will meet Plan commitments.
- (vi) Providing emergency travel funds for the TEAP team.
- (vii) Ensuring that TEAP Committee representative attends TEAP Committee meetings to review TEAP responses.

Companies providing Voluntary Response Centres are responsible for the following:

- (i) Providing 24 hour, 7 day per week emergency telephone response capability, manned by competent communicators, using appropriate reporting form. A sample form appears as Appendix 1 to this manual.
- (ii) Providing a VRC contact person to serve as contact with CCPA, the RRC in the region and other parts of TEAP.
- (iii) Assigning appropriate personnel to form the TEAP team.
- (iv) Providing training for TEAP team personnel on a continuing basis.
- (v) Equipping the TEAP team as required to handle the chemicals to which the VRC has agreed to respond.
- (vi) Providing transportation for the TEAP team in the form of an emergency vehicle or pre-arranged transportation that will meet Plan commitments.

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- (vii) Providing emergency travel funds for the TEAP team.
- (viii) Detailing their response limitations in Schedule "D".

(c) Requesting Members

Requesting members are responsible for the following:

- (i) Providing a 24 hour, 7 day per week emergency telephone response capability. This must include an effective back-up communications system to quickly alert technical and management personnel.
- (ii) Providing a TEAP contact person to serve as contact with the CCPA and TEAP.
- (iii) Providing knowledgeable, trained technical representatives conversant with technical aspects of the company's products, to provide initial information to the responding member prior to the TEAP team departure.
- (iv) Providing a Technical Advisor prepared to use best efforts to join the TEAP team at the emergency scene as soon as practical within the 6 hour objective, supported by a home coordinator to maintain a communications link with the technical advisor, the requesting member, other organizations and (perhaps) the media. Having available any special or unique equipment in addition to that in Schedule "E" of the TEAP Agreement (see Part Four of this Manual) that may be required for safe and competent handling of the requesting member's chemicals at the emergency scene.
- (v) Providing a team or teams to replace the TEAP team at the emergency scene within 24 hours of the original request for a TEAP response, using either a team from their own organization or a team under contract, equipped as required to deal with the emergency (note that at least basic equipment like that in Schedule "E" will be necessary).
- (vi) Indemnifying and holding harmless the responding member and its TEAP team members and other personnel as set forth in Article 10 of the TEAP agreement.
- (vii) Fulfilling all applicable legal obligations set forth in the TEAP agreement and elsewhere.

(d) Other Contracting Parties

(To be developed after any contracts are arranged pursuant to Article 11.4 of the TEAP agreement).

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SECTION 3

REGIONAL RESPONSE CENTRES AND TEAP TEAMS

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RESPONSE CENTRES and TEAP TEAMS

(a) Organization

TEAP Regional Response Centres and Voluntary Response Centres are responsible for the following:

- (i) Maintaining a high level of training and preparedness for all personnel assigned to the TEAP team. (Note: It is estimated that each Regional Response Centre requires a minimum of 8 trained persons so that it can field a minimum two person team at any time.)
- (ii) Ensuring that emergency equipment is properly maintained and checked on a regular basis and can be readily transported to a transportation emergency scene.
- (iii) Ensuring that a minimum two person team can arrive at the emergency scene as soon as practical and within the 6 hour objective.
- (iv) Providing a 24 hour emergency response telephone that must be maintained and manned at all times by a competent communicator. The emergency communications system should be tested frequently to check its efficiency.
- (v) Seeking all appropriate technical data on the hazards and safe handling procedures for the chemicals involved prior to departure to the emergency scene.
- (vi) Maintaining communications with the TEAP team. Communications must not be broken. Before a TEAP team departs for an emergency scene a qualified person must be designated as home coordinator at the Regional Response Centre to serve as the communications link between the TEAP team, the requesting member, other organizations and (perhaps) the media.
- (vii) Planning transportation arrangements in advance within the zone likely to be covered by the TEAP team by road, rail, air or marine transportation.

(b) Receiving the Request for An On-Scene Response

- (i) When a request for an on-scene TEAP team response is received, the team leader or other responsible person at the Response Centre should obtain the name and affiliation of the caller. The person taking the call should check that the request comes from a TEAP member (see Schedule "A" of the TEAP Agreement or Part Four of this manual), and if not should proceed as described in Part Three Section 3. If the member called is a VRC, or another member other than an RRC, the person taking the call should determine whether they are prepared to comply with the request, (i.e. does it involve chemicals they are prepared to handle). If not, they should refer the caller to the appropriate RRC. If the centre called will handle the call, the TEAP team response mechanism should be activated immediately. A report form (see Appendix 1) should be completed when the initial emergency call is first received and the Response Centre must keep a chronological log of the response, including the initial emergency call.

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- (ii) If the call originates with the police, fire department, a carrier or other non-TEAP member, tactfully explain the roles of TEAP and Transport Canada's CANUTEC and refer the call to CANUTEC. If during this conversation the shipper is identified and it is a TEAP member listed in Schedule "A" to the TEAP agreement, the responding member may wish to notify the shipper directly and discuss the possibility of a TEAP response with him.
- (iii) TEAP responds to transportation emergencies within Canada. Use caution when responding to emergencies at international bridges or other Canada-U.S. border crossing points since the TEAP liability insurance may not apply if the border is crossed.
- (iv) Notification of any emergency for which a TEAP team response is in progress should be communicated to the CCPA offices as soon as possible.

(c) Emergency Scene Responsibilities

- (i) The TEAP team should bear in mind the CCPA policy regarding TEAP team response, which is to protect or minimize risks to people, the environment and property. The highest priority is the safety of the team members - if they are not protected they cannot help others.
- (ii) The role of a TEAP team is to provide advice and technical assistance. The TEAP team must not assume responsibilities which are properly those of the persons directing the emergency service forces, the carrier's personnel and others, nor should the TEAP team appear to have accepted these responsibilities. The TEAP team should in fact emphasize that they are advising and assisting the people who have the legal responsibilities.
- (iii) At the same time the TEAP team should not hesitate to identify to the person in charge any act or failure to act which could prejudice the safety of the emergency workers or the general public or create risks to the environment. For example, Article 7.2 of the TEAP Agreement addresses the situation in which some action is required for a chemical that is not the requesting member's chemical. Failure to take action concerning the other chemical could hinder the emergency response. In such cases, where the chemical belongs to a TEAP member listed in Schedule "A" of the TEAP Agreement (see Part Four), the TEAP team should contact the TEAP member if practical before proceeding with the emergency response. However, Article 7.2 ultimately relies on the best judgement of the TEAP team to deal with the situation.
- (iv) Upon arrival at the scene of a transportation emergency, the TEAP team leader in conjunction with the requesting member's technical advisor, if he is already at the scene, will assess the situation and in collaboration with the person in charge advise those persons on whose behalf the TEAP team is acting, liaise with the various agencies and emergency services already at the scene and decide upon a course of action. Remember that the TEAP team leader has a primary responsibility to protect the safety of his TEAP team members.

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- (v) During the first 24 hours after arrival, at least one member of the TEAP team (which now includes requesting member's technical advisor who meets the TEAP team at the emergency scene with his own protective clothing and any special equipment required for the chemical involved) will be on duty at the emergency scene. This person must always be able to assemble the other members of the TEAP team on short notice.
- (vi) Arrangement shall be made by the requesting member to have the original TEAP team replaced within 24 hours if an on-scene presence is required beyond that length of time. This replacement team will be supplied using the requesting member's own personnel or through contractual arrangements entered into by the requesting member. The leader of the TEAP team and the leader of the replacement team should note in their chronological log books of the incident the exact time when the TEAP team is replaced for liability insurance purposes.
- (vii) A factual, chronological report of the emergency incident must be written by the Responding Member and submitted to CCPA as soon as possible following the incident. This report should exclude any reference to or opinions about the cause of the accident or emergency, or liabilities arising therefrom.

(d) Medical Information

The TEAP team must avoid assuming responsibility for administering medical aid. However, they should, if warranted, urge the person in charge to obtain medical assistance at the scene if this has not already been done. Medical and first aid information contained in available safety and hazard data sheets (usually MSDSs) should be given to doctors, medical health officers, firefighters and ambulance personnel at the scene. The requesting member's technical advisor should be able to provide this information and supplement it with additional information obtained from his company.

(e) Public Information

- (i) When the TEAP team arrives at the emergency scene, it may be approached as "an authority" by the media. If the requesting member's technical advisor is at the scene, any questions should be referred to him. If he is not, it may be appropriate to provide identification of the chemical and hazards involved in the emergency and the time, place and other basic facts pertaining to the transportation emergency but no information or opinion as to the cause of the accident should be offered. Any speculation about the incident should be strictly avoided.
- (ii) It may be necessary for the TEAP team to tactfully correct false information or heresy about the properties of the chemical involved in the emergency. Such action may avoid unwarranted concern or panic on the part of the public and allay fears regarding the hazards resulting from the emergency. If this is necessary, the correct information should be quoted from the MSDS.

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- (iii) The best and most appropriate source of media information about the chemical involved is the producer of that product. Whenever possible requests for information should be referred to the requesting member's technical advisor at the scene or to the requesting member's office.

When he arrives at the emergency scene, the requesting member's technical advisor, as the shipper's representative, will assume responsibility for public relations, except where the interests of CCPA or the responding member are involved or unless other arrangements have been made by the requesting member.

- (iv) On the scene, the TEAP team and the technical advisor should be sensitive to the needs of persons displaced by the incident, working with the authorities as required, as covered in the Transportation Code of Practice, Sec. 3, last clause.

PART THREE

SECTION 1

ACTIONS BY THE REQUESTING MEMBER

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ACTIVATING TEAP

SECTION 1

ACTIONS BY THE REQUESTING MEMBER

- (a) Once a shipper who is a member of TEAP has been informed of a transportation emergency involving one of its products, the shipper will:
 - (i) Respond with its own response team to handle the emergency or;
 - (ii) Call TEAP for assistance in the initial response to the emergency by calling the Regional Response Centre for the region in which the transportation emergency has occurred (Schedule "D"), or by calling an appropriate Voluntary Response Centre (Schedule "D") or another schedule "A" member as per article 6 on the TEAP Contract.
- (b) The requesting member in making a request for assistance will provide to the Responding Members :
 - (i) The name of the requesting member, the name of the person calling and the call-back telephone number.
 - (ii) The name and location of the on-scene contact and call-back telephone number.
 - (iii) A preliminary description of the incident.
 - (iv) Material Safety Data Sheet information on the product involved.
 - (v) Answers to any pertinent questions asked by the responding member.
 - (vi) The name and the estimated time of arrival of the technical advisor unless the need for an on-scene technical advisor is waived by the responding member. Should this occur, the requesting member will provide a direct phone number for the technical advisor for the duration of the incident, and be prepared to send the technical advisor later should it prove advisable to do so.
- (c) The requesting member will also:
 - (i) Confirm its agreement to relieve the responding member(s) TEAP team within 24 hours with its own team, unless other arrangements are mutually agreed upon.
 - (ii) Confirm the request for assistance to the responding member by telex, telegraphic or telefax message within 24 hours.
 - (iii) Activate its own emergency plan as required, alerting the technical advisor, home coordinator, backup team, technical and managerial contacts, etc as required to handle the emergency professionally. Advise outside agencies of the incident (i.e. MOE) as required.

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- (iv) If CANUTEC was involved in alerting the requesting member, or in case of incidents which are liable to assume a high profile, advise CANUTEC of the actions under way, to assure them that the incident is being handled, and avoid duplicate response to the incident.

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SECTION 2

ACTIONS BY THE RESPONDING MEMBER

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SECTION 2

ACTIONS BY THE RESPONDING MEMBER

Before responding to the scene of a transportation emergency, the responding member will:

- (a) Verify that the requesting member is listed in Schedule "A" to the TEAP Agreement (see Part Four of this manual). Confirm that they will provide assistance as requested.
- (b) Review the incident details with the on-scene contact and give an estimated time of arrival.
- (c) Assemble a team and equipment and make appropriate travel arrangements to arrive at the scene as soon as practical and, if best efforts permit, within the six hour guideline.
- (d) Obtain Material Safety Data Sheet information from the requesting member.
- (e) Provide the requesting member with the estimated time of arrival of the TEAP team and the name of its leader.
- (f) Obtain the name and the estimated time of arrival of the requesting member's technical advisor or, when appropriate agree to waive the need for an on-scene technical advisor.
- (g) Appoint a home coordinator who will act as a liaison between the responding team and the requesting member, the CCPA, government authorities and others.
- (h) Ensure that the responding team is in regular contact with the home coordinator.

Following the emergency the responding member will prepare an incident report and chronological log of the response and send copies to the CCPA and the requesting member. It will also bill the requesting member according to Schedule "F" to the TEAP agreement (see Part Four).

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SECTION 3

NON-TEAP MEMBER REQUESTS

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SECTION 3

NON-TEAP MEMBER REQUESTS

- (a) If the caller is a police department, fire department, or a carrier the TEAP member should:
 - (i) Tactfully explain the roles of TEAP and Transport Canada's CANUTEC, suggest that the caller contact the shipper of the material involved or CANUTEC, and provide any pertinent telephone numbers, where possible.
 - (ii) Contact the shipper, if it is a TEAP member listed in Schedule "A" to the TEAP Agreement, and discuss the possibility of a TEAP response with him.
 - (iii) Provide any available general safety information on the product if it is requested.
 - (iv) Prepare a written report for the CCPA.
- (b) If the caller is a shipper or anyone else who is not a member of TEAP, the TEAP member should:
 - (i) Explain the role of TEAP and suggest that the caller contact CANUTEC and provide the telephone number (613-996-6666).
 - (ii) Provide general safety information if it is requested.
 - (iii) Prepare a written report for the CCPA.
- (c) If a TEAP member chooses to provide a transportation emergency response to a shipper that is not a member of TEAP, the following points should be considered:
 - (i) The decision to respond should be taken in accordance with the company's transportation emergency response policy.
 - (ii) The TEAP member will not be covered by the TEAP Agreement for that response at all. The liability insurance and indemnity provisions will not apply.
 - (iii) Subsection 17(3) of the Transportation of Dangerous Goods Act authorizes an inspector to request qualified persons (for example, TEAP teams) to carry out reasonable emergency measures when a transportation emergency occurs. Subsection 17(5) of the Act states that the persons requested to act are not personally liable either civilly or criminally in respect of any act or omission in the course of complying with the request unless it is shown that they did not act reasonably in the circumstances. Therefore, before responding for a non-TEAP member, the TEAP member may wish to contact CANUTEC and see whether this protection would be available to it. Generally TEAP members should be cautious when dealing with requests for assistance from shippers and public authorities who are not party to the TEAP Agreement. On the one hand, it is certainly legitimate to seek protection for the TEAP member if it chooses to act as a "good samaritan".

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(iii) (Continued)

On the other hand, refusing to help and simply referring to contracts, rules and procedures could create the impression that a genuine plea for help in a serious emergency has been summarily rejected. It is up to each TEAP member to use good judgement and tact in such situations so that the matter is addressed properly and within both the TEAP members corporate emergency response policy and CCPA's responsible care policy.