

RESPONSIBLE CARE

PREVENTION FOCUSED, INCIDENT READY

How TQL works with the global chemical industry to drive improvements in safety and excellence

RESPONSIBLE CARE MANAGEMENT FRAMEWORK

Annual audit of facilities and management system

PLAN

TQL PROTOCOLS & POLICIES

- Highly qualified, vetted network of 2,300+ active Hazmat carriers, approved with signed carrier contract, operating authority & insurance coverage
- Required utilization of Cargo Risk Team audits & shipment monitoring
- TQL Chemical & Hazmat policies
- Account specific Standard Operating Procedures
- Custom shipper policies

DO

OVER THE ROAD SUPPORT

- Dedicated Distressed Loads Assistance Team for incident management
- Carrier evaluation through fleet size, years in business, on-time performance & carrier claims performance
- Specialization in multiple modes, equipment & services including Drayage, Intermodal, Truckload, Tanker & Hazmat
- Use of tracking technology

CHECK/ACT

CHECK: INTERNAL AUDITING

- Shipper requirements & needs assessment
- Internal Audits
 - Risk consulting to prevent cargo claims
 - Software capabilities audit
- Metrics tracking and review

ACT: CONTINUOUS IMPROVEMENT

- Adjusting policies
- Initial training & retraining cycle



RESPONSIBLE CARE™
Driving Safety & Sustainability

Each year, **3 out of ~100** certified companies are named **Responsible Care Partner of the Year**. TQL has earned this distinction 6 times (**2018, 2020, 2021, 2022, 2023** and **2024**).



TQL
TOTAL QUALITY LOGISTICS