



<p>Standard Operating Procedure – EMS-0100.005 Name: Competence, Training, and Awareness Procedure</p>	<p>Corresponding Requirements: ISO Standard: 4.4.2 EMS Manual: 4.4.2 NBP Element: 8</p>
<p>Prepared By: Beth Eckert, Environmental / Administrative Manager; Modified by Arlene Roman, EMS Coordinator</p>	<p>Revision Date: 4/21/08 Revision: 15</p>
<p>Approved By: Arlene Roman, EMS Coordinator</p>	<p>Effective Date: 11/4/99</p>
<p>Signature:</p>	<p>Page 1 of 5</p>

Competence, Training and Awareness

1.0 Purpose

1.1 This procedure is a guide for the training of Public Works and Utilities (PWU) personnel, and those persons working on their behalf, on the Environmental Policy, Environmental Management System (EMS) awareness, related documents and procedures. It is also a guide for determining competency for those persons that have the potential to cause a significant environmental impact while working for the PWU Department.

2.0 Definitions:

- 2.1 SOP – Standard Operating Procedure. Only used for procedures with the EMS prefix in the document control number
- 2.2 SOI – Standard Operating Instructions. Used for all procedures other than those noted in 2.1

3.0 Associated Documents

- 3.1 EMS-0101.000A Document Control Matrix for the EMS
- 3.2 EMS-0101.003E Significant Aspect and Impact Ranking Form
- 3.3 EMS-0101.005A and EMS-0101.005C Training Forms
- 3.4 EMS-0101.005B Master Contractor List Form
- 3.5 Divisional Training Matrices
- 3.6 EMS-0101.017 Critical Control Point Identification Form
- 3.7 National Biosolids Partnership EMS Guidance Manual
- 3.8 National Biosolids Partnership Manual of Good Practice
- 3.9 ISO 14001 – 2004 standard

4.0 Procedure:

4.1 Trainer Qualifications

- 4.1.1 Trainers must be trained on the Training Procedure EMS-0100.005
- 4.1.2 Trainers must be trained initially on the SOP or SOI by the writer or signer of the procedure, or someone who has been trained by the writer or signer. The date of this training must be noted in the appropriate Training Matrix
- 4.1.3 Trainers must be experienced or knowledgeable of this procedure

4.2 Required Training

The employee’s supervisor is responsible for ensuring all training requirements are met.

4.2.1 The new employee must be trained on the Environmental Policy, general EMS awareness and site specific Emergency Action Plans within 5 days of reporting to their duty station, preferably on the first day on the job site. They will be trained on EMS procedures appropriate to their position within 30 days of first reporting to work.

4.2.2

4.2.3 Employees must be trained on procedures relevant to their job duties and the significant environmental aspects they can affect. Where applicable, employees will also be trained on the Critical Control Points they can affect. (See current EMS-0101.003E Significant Aspect and Impact Ranking Report for specific divisions and EMS-0101.017 Critical Control Point Identification Report).

4.3 Determination of Who Gets Trained on Which Procedures

- 4.3.1 The EMS Coordinator or designee will determine the EMS SOPs and PWU SOIs on which employees will be trained
- 4.3.2 The employees immediate supervisor will determine the divisional SOIs on which the employee will be trained.
- 4.3.3 This will be noted by a gray box under the employees name for that procedure in either the EMS, PWU or Divisional Training Matrices as appropriate
- 4.3.4 Persons either preparing, revising or approving a procedure are determined to be trained and competent on these procedures. An “NR” (training not required) will be noted in the gray box for those persons for that procedure in the appropriate Training Matrix.

4.4 When Training Will Occur

- 4.4.1 New hires upon reporting to work (see 4.2 above)
- 4.4.2 Reassignment to a different facility or job type
- 4.4.3 Refresher Training
 - 4.4.3.1 Periodically as noted in a procedure (ex. Emergency Action Plans)
 - 4.4.3.2 Periodically as noted in the Training matrices
 - 4.4.3.3 As a result of a C/PAR
 - 4.4.3.4 As determined by the employees supervisor
 - 4.4.3.5 Upon request of the employee
- 4.4.4 Revision Training
 - 4.4.4.1 All employees designated as requiring training in the Training Matrices (gray boxes) for a SOP/SOI will be retrained as a result of a SOP/SOI revision.

4.5 SOP/SOI Revision Notification

- 4.5.1 The EMS Coordinator or designee will notify affected Departmental personnel if there is a new or revised EMS SOP or PWU SOI
- 4.5.2 Employees who have written or revised a Divisional SOI must notify supervisors in their Division of the new or revised procedure
- 4.5.3 E-mail is the preferred method of notification
- 4.5.4 Supervisors will then evaluate the training needs of their staff and determine the appropriate means of retraining their staff on the revised procedure.
 - 4.5.4.1 Self-training may be done on revisions unless the Author or Approver specifies otherwise (see 4.7)

4.6 How Training is Done:

- 4.6.1 Qualified trainers (see 4.1 above) may train in any of the following manners (check off the appropriate box on the Training Sign-in Form)
 - 4.6.1.1 Discussion with the employee or group of employees

4.8 Training Record Keeping

- 4.8.1 The trainer will send the completed Training Sign-in Form to those persons in their divisions with access to the ISO drive, who will enter the information on the appropriate Training Matrix
- 4.8.2 The paper Training Sign-in form will then be sent to:
 - 4.8.2.1 EMS Coordinator or designee – EMS or PWU procedures
 - 4.8.2.2 Divisional files – Divisional procedures
- 4.8.3 These training records will be kept on file for 5 years.

4.9 Records of Employee Qualifications

- 4.9.1 Pertinent records of PWU employees experience, certifications, licenses, registrations and other qualifications will be kept in divisional files.

4.10 Contractor/Vendor Training and Competency

- 4.10.1 The PWU contact person responsible for contractors/vendors working, or planning to work on the City's behalf, will evaluate the company's actual or potential environmental impact while employed by the City of Gastonia.
- 4.10.2 The PWU contact person will inform the EMS Coordinator of these companies along with the company's address, phone numbers, e-mail address and contacts.
- 4.10.3 Those determined to have a significant environmental impact will be listed on the Master Contractor Form EMS-0101.005B and kept as a yearly report
- 4.10.4 The EMS Coordinator will send a copy of the City's environmental policy to contractors/vendors listed on the Master Contractor Form EMS-0101.005B. This letter will also have a request for qualifications, experience, licenses and/or other information from which PWU staff can establish contractor/vendor competency.
 - 4.10.4.1 A copy of this letter and any qualifications will be kept for a period of 5 years with the contractor records.
 - 4.10.4.2 It will be the contractors responsibility to ensure that each of it's employees working with Gastonia PWU are aware of the City's Environmental Policy and are appropriately trained and qualified.
- 4.10.5 Internal training requirements of contractor personnel will be established on a case-by-case basis by the City staff who serve as the contractor's contact person.

4.11 Special Areas of Training

- 4.11.1 **Internal EMS Auditors:** All internal EMS Auditors must:
 - 4.11.1.1 Receive documented training on the EMS Auditing SOP
 - 4.11.1.2 Have observed at least one internal audit
 - 4.11.1.3 Audited under the guidance of a previously qualified auditor
 - 4.11.1.4 Optional but encouraged: take an external EMS auditing training course
 - 4.11.1.5 Optional but encouraged: observe an EMS audit at another municipality or company.
- 4.11.2 **Compliance Auditors :** Compliance auditors are chosen by the Division Manager or designee based on their knowledge and experience in the area they will be auditing. They must receive documented training on the appropriate Compliance SOI and observe at least one audit prior to becoming a compliance auditor.

V. Revision History

Revision		C/PAR #	Reason for Revision	Description of Revision
Date	#			
3/3/03	6	EMS-0084	C/PAR	Added a modification history section
		EMS-0116	C/PAR	Added NBP requirements as a part of the WWTD's participation in the NBP demonstration group.
3/19/04	7	N/A	Augmented Training Improvement Program	<ul style="list-style-type: none"> Added section for SOIs to be written or revised as soon as practical after need is identified. Added specific instructions to training process section Included notation of when retraining is required on training matrix Added methods of judging sufficiency on training form Added spot for recording training over several days
2/7/05	8	N/A	EMS Expansion	Removed references to the Wastewater Treatment Division
5/5/05	9		External Audit; new standard	Incorporated language to address the competency of persons working on our behalf and evaluation of competency of departmental employees.
6/21/05	10		New standard	Modified Contractor competency evaluation
6/27/05	11		2004 / External Audit	Modified competency to include a "demonstration of competency" by employees prior to establishing competency.
10/30/05	12	670	CPAR	Added method for employees who have been previously deemed competent on a procedure to be able to review procedures themselves for refresher and revision training requirements. Added requirement to send email notification when procedures have been updated.
9/18/06	13	818	CPAR	Added a requirement for training assessment and training when re-organizations / re-assignments occur within the department.
5/1/07	14	892	CPAR	Added a requirement to require staff to evaluate what they do and to inform their supervisors if they are performing tasks that they have not been trained on. Added a requirement for annual refresher training of contractor. Added a requirement to notify EMS coordinator when working with contractor.
4/21/08	15	992 1039 1046	CPAR	Major rewrite of procedure for clarification. Removed sections requiring the City of Gastonia to train contractor and vendor on Environmental Policy and EMS procedures. Replaced with our responsibility to communicate our policies to the contractor or vendor and their responsibility to train their personnel working on our behalf. Added section on how employee can request additional training on Training Form. Added: procedures that require refresher training will be noted on training matrix. Separated Critical Control Point Identification from Significant Aspect and Impact Ranking.