

EMS 14001

4.4.2 Training, Awareness & Competence

Norma Murphy

919-715-6513

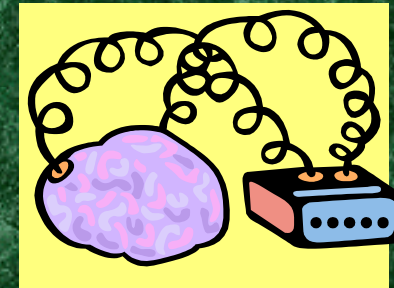
Norma.Murphy@ncmail.net

What do all these words mean?

- **Training: Providing knowledge**



- **Awareness: Having knowledge**



- **Competence: Demonstrating knowledge**



Training Resources

- Existing training programs, procedures and records
- New employee training program
- Hazardous materials handling
- Safety training



Training Records

- Documents training provided and attendance of employee
- Traceable back to policy statement
- Document control procedure
- Retention time and location of records
- Don't forget roles & responsibilities (who takes care of what)



ISO 14001 Requirements

- Identify needs
- Train employees whose work may create significant impact to environment
- Establish & maintain procedures
 - Conformance with policy
 - Significant environmental impacts (actual & potential)
 - Roles & responsibilities of employees
 - Consequences of deviation from procedures



Procedure Requirements

- Roles & Responsibilities
- Document Control (location, responsible party, retention, revision number)
- Records Maintenance (signatures, revision number, location, responsible party)



Procedures Made Easy

- Keep it simple, procedures are not person but system dependent and must be used by the next EMS team, manager or new employees.
- Keep traceable back to policy statement.
- Update according to scheduled review of aspects & impacts.

PLAIN
Simple

Policy Statement Training

- Typically **all** employees are trained on the policy statement
 - the purpose (WHAT & WHY)
 - how they can impact/improve it (HOW)
 - importance of conformance with policy & its components (JOB RESPONSIBILITY)
 - key to EMS success & sustainability
 - What about contractors?



Time of Training

- Policy statement developed and fully supported
- Initial objectives & targets are established
- Refresher before being audited if done early in program



Policy Statement Availability

- Helps to maintain *awareness*
- Post in lobby
- Provide employee personal copy/pocket version/payroll inserts
- Place in employee break areas, cafeterias, copiers and obvious areas of waste generation
- Locate in areas of significant impact



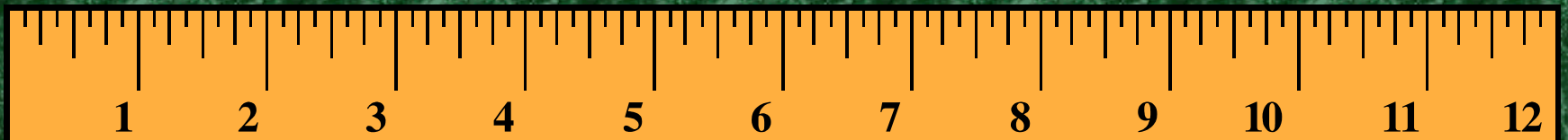
Competency

- *“Personnel performing tasks which can cause significant environmental impacts shall be competent on the basis of appropriate education, training and experience.”*
- Employees demonstrate knowledge and understanding of policy statement and EMS
- Personnel understand consequences of deviating from SOPs



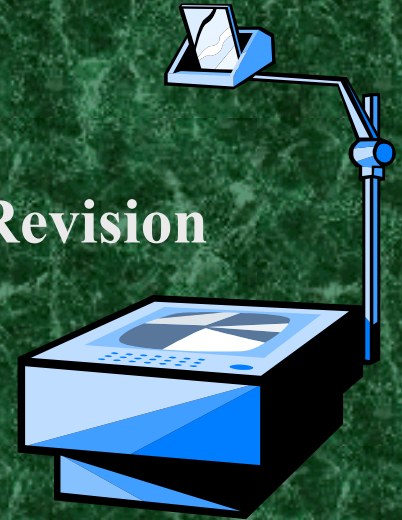
Training/Competency Measures

- Attendance at workshops/sessions
- Employee signature to note attendance
- Employee feedback & evaluation
- Communication of ideas from employees for improvement is key to EMS success
- Quiz, written/oral
- Observation of related work & performance



Training Records: Gastonia Example

- **Training Form:**
 - Procedure Name, Number, Trainer, Date, Revision Date
- **Training Matrix:**
 - Excel spreadsheet showing staff attendance, dates attended, training given, & training sufficient
 - Training sufficient determined by quiz (oral/written)
 - Ensure traceability of records
 - Training forms and matrix are records/documentation that follow the document control procedures.



**PROCEDURE TRAINING
SIGN-IN SHEET**

Procedure Number: _____ Revision Number: _____

Procedure Name: _____

Trained By: _____

By signing this document I certify that I have been trained and fully understand the importance of adhering to the above listed procedure and the possible environmental consequences of deviating from this procedure.

Training Received			Training Sufficient	
Name (please print)	Signature	Date	Trainer's Initials	Date
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Revised Date: 2/16/01

Effective Date: 1/11/00

Revision # 2

Form #: EMS-0101.005 A

[Associated Procedure: EMS-0100.005](#)

Attainable Benefits

- *“Improved communication with employees concerning the facility’s environmental requirements”, Cooper Tools*
- Employees are more likely to accept new roles and excel if they understand the reason for efforts.
- Effective training, employee awareness & competent personnel will help organization reach, sustain, and improve performance goals.

