

ESMS Procedure

ESMS 4.4.2-1 EP_Competence, Training & Awareness Procedure

Person(s) Responsible:	<ul style="list-style-type: none"> ➤ Director of Maintenance and/or Designated Appointee ➤ Sr. Manager of Risk & Environmental Safety and/or Designated Appointee ➤ Human Resources and/or Designated Appointee 		
Area(s) of Application:	Hillsborough Transit Authority (HART) – Organization Wide		
Document Location:	HARTs Intranet / SharePoint Websites		
Originator:	S. Taylor	Date:	04/02/2014
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Approved By:	ESMS Core Team/ESMS Mgmt. Rep	Date:	09/18/2014

Revisions

Revision No.	Date	Description	Name
001			

Recurring Action Items

	Activity	Responsibility	Frequency
1.	Develop and evaluate annual training plan	Respective ESMS Core Team Member, HR, Risk & Safety and Maintenance representatives	Review Annual
2.	Provide training and refresher training as appropriate	Respective ESMS Core Team Member, HR, Risk & Safety, Maintenance and respective Supervisor representatives	As Required
3.	Review training progress	Respective ESMS Core Team representative, or their assigned designee	As Required
4.	Coordinate new employee training with Human Resources	ESMS Coordinator, in conjunction with HR, Risk & Safety and Maintenance representatives	As Required

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1.0 Purpose

- 1.1 The purpose of this procedure is to establish practices related to environmental *Competence, Training and Awareness* for the Hillsborough Transit Authority – Organization Wide.

2.0 Scope

- 2.1 This procedure is responsive to element **ESMS 4.4.2 Competence, Training and Awareness**, of the ISO 14001:2004 standard and covers operations of the Hillsborough Transit Authority.
- 2.2 This procedure pertains to all persons working for or on behalf of the Hillsborough Transit Authority and the decisions that will influence activities, products and services of the facility.
- 2.3 Persons working for or on behalf of the HART includes all full-time, part-time and casual employees employed at HART as well as contract personnel working on their behalf or providing services.
- 2.4 The design and delivery of ESMS training programs will ensure that personnel have the required competencies to effectively carry out the tasks and responsibilities associated with job descriptions defined in **ESMS 4.4.1-1 EP_Resources, Roles, Responsibilities & Authority Procedure**.

3.0 Responsibility

- 3.1 **Director of Maintenance** is responsible for:
 - 3.1.1 Participating with the **ESMS Core Team** in the annual review, evaluation and updating of the ESMS Training
Plans: training materials and schedule at least annually to ensure its continuing adequacy;
 - 3.1.2 Coordinating with respective department Supervisors the scheduling and conducting of environmental training; and
 - 3.1.3 Maintaining the training records for employees.
- 3.2 **Sr. Manager of Risk & Environmental Safety** is responsible for:
 - 3.2.1 Participating with the **ESMS Core Team** in the annual review, evaluation and updating of the ESMS Training
Plans: training materials and schedule at least annually to ensure its continuing adequacy;
 - 3.2.2 Coordinating with respective department Supervisors the scheduling and conducting of environmental training; and

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- 3.2.3 Maintaining the training records for employees.
- 3.3 **Sr. Manager of HR & Org. Development** is responsible for:
- 3.3.1 And/or their **Designated Appointee(s)** participating on an **ESMS Sub-Committee** in the annual review, evaluation and updating of the ESMS Training **Plans**: training materials and schedule at least annually to ensure its continuing adequacy;
- 3.3.2 Coordinating with respective department Supervisors the scheduling and conducting of environmental training; and
- 3.3.3 Maintaining the training records for employees.
- 3.4 **ESMS Management Representative** is responsible for:
- 3.4.1 Participating in the annual review, evaluation and updating of ESMS Training Plans and materials with the **ESMS Core Team**;
- The ESMS Training Plan will ensure employee awareness, identifying training needs, and maintain the training schedule.
- 3.4.2 Ensuring the ongoing development and maintenance of the **ESMS 4.4.2-3 ED_Annual ESMS Training Plan**.
- 3.5 **ESMS Core Team** is responsible for:
- 3.5.1 Participating in the annual review, evaluation and updating of the ESMS Training Plans: training materials and schedule at least annually to ensure its continuing adequacy; and
- 3.5.2 Ensuring that HART Managers, Supervisors and Training Staff are well trained and educated on the ISO 14001:2004 standard.
- 3.6 **ESMS Coordinator** is responsible for:
- 3.6.1 Ensuring that the respective **ESMS Core Team Representative**, and/or their **Designated Appointee(s)** implement the Annual ESMS Training Plan each year;
- 3.6.2 Coordinating training efforts with the various HART Departments (i.e. **HR, Safety & Risk and Maintenance Departments**);
- 3.6.3 Ensuring that annually scheduled commitments are met to review, evaluate and update the ESMS Training Plans and materials to ensure continuing adequacy.
- 3.7 **Other Designated Appointee - Supervisors** are responsible for:
- 3.7.1 Determining competence for all employees whose jobs are associated with significant aspects.

Note -- Only competent employees will be permitted to do work that is associated

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with significant aspects. When determining competence, Supervisors shall consider factors such as training, education, experience and observation.

3.8 **Other Designated Appointee(s) – Procurement Department** is responsible for:

3.8.1 Maintaining the records of qualification/competencies and training contacts for HART's contractors, suppliers and vendors.

4.0 Definitions

4.1 Refer to **ESMS 4.4.4-2 ED_ESMS Related Definitions Procedure**.

5.0 Process

5.1 **The Annual ESMS Training Plan will be divided into four categories:**

- 5.1.1 **General ESMS Awareness** - basic ESMS training including New Employee Orientation;
- 5.1.2 **Job -Specific ESMS Training** - Significant Aspects & Operational Control (Work Instructions);
- 5.1.3 **Emergency and Regulatory-Required Training** - Responders or any HART employee apt to be exposed to an emergency situation; and
- 5.1.4 **Contractor ESMS Training** – for approved Contractors/Suppliers/Vendors.

5.2 **General ESMS Awareness**

- 5.2.1 The initial ESMS **General ESMS Awareness** training is given to all employees of the HART. The ESMS Coordinator, in conjunction with the **HR, Safety & Risk and Maintenance Departments** will coordinate and conduct the training;
- 5.2.2 New employees of the HART are given **General ESMS Awareness** training as part of the new employee orientation; and
- 5.2.3 Ongoing **General ESMS Awareness** training will be conducted according to the Annual ESMS Training Plan and will include training on the HART's:
 - a) *Environmental Policy*;
 - b) significant *Aspects* and environmental impacts of work activities;
 - c) relevant *Objectives, Targets and Programs*;
 - d) roles and responsibilities;
 - e) general ESMS performance;
 - f) environmental benefits of improved personal performance;
 - g) potential consequences of departure from operating procedures;
 - h) emergency preparedness and response requirements.

5.3 **Job-Specific ESMS Training**

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- 5.3.1 All employees whose work may create a significant impact on the environment must have the necessary skills, experience, and awareness to perform their duties in a manner that conforms to the *Environmental Policy, Procedures and Work Instructions*, under normal, abnormal and emergency working conditions;
 - 5.3.2 **Job-Specific ESMS Training** for *Operational Control* (Work Instructions) is monitored and tracked by the ESMS Coordinator, in conjunction with the ESMS Management Representative and coordinated with the **HR, Risk & Safety and Maintenance Departments**;
 - 5.3.3 **Qualified Trainers or Supervisors** will conduct **Job-Specific ESMS Training** on the Work Instructions for the employees under their supervision. **Qualified trainers or Supervisors** will train employees using training subject matter and material approved and/or approved by the ESMS Management Representative. Supervisors will ensure that **Job-Specific ESMS Training** is effective and relevant for employees whose work may create a significant environmental impact; and
 - 5.3.4 Supervisors shall determine and schedule **Job-Specific ESMS Training** for their employees upon initial assignment, reassignment to new duties and responsibilities, assignment of new tasks, or annually as appropriate.
- 5.4 **Emergency and Regulatory-Required Training**
- 5.4.1 All employees who are directly involved in responding to an emergency situation or require regulatory training must have the necessary skills, experience, and awareness to carry out the environmental activity; and
 - 5.4.2 Employees who are directly involved in responding to an emergency situation or who are more apt to be exposed to an emergency situation, as identified in the **ESMS 4.4.7-1 EP_Emergency Preparedness and Response Procedure**, will receive the necessary and required training per the specific emergency plans.
- 5.5 **Contractor ESMS Training**
- 5.5.1 Approved contractors, suppliers and vendors working on projects that involve significant environmental aspects on behalf of the HART will be briefed on the HART ESMS; *Environmental Policy*; relevant *Objectives, Targets and Programs*; and appropriate Work Instructions. Contractor communication, briefings and training will be documented per **ESMS 4.4.6-1(1) EP_Contractor Management Procedure**.
- 5.6 **Competence**
- 5.6.1 Supervisors will determine the competence of employees based upon their observation and evaluation of the employee's ability to carry out environmental management functions;

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- 5.6.2 A review of the training programs should not be completed until the competencies of the employees, who completed the training program, can be adequately observed. Whenever possible, employee competencies will be evaluated in the work setting;
 - 5.6.3 As revisions and changes are required for ESMS procedures and Work Instructions, the ESMS Management Representative will revise the Annual ESMS Training Plan as necessary. Training on the revisions and changes will be directed by the ESMS Management Representative in an appropriate time frame; and
 - 5.6.4 Reassigned employees from other departments receive **Job-Specific ESMS Training** from the Supervisor as part of their new assignment if needed.
- 5.7 **Training Records**
- 5.6.5 All ESMS training for the HART employees will be documented by use of the **ESMS 4.4.2-5 (F)_ESMS Training Sign-in Sheet**. The **Qualified Trainer or Supervisor** conducting the training will forward the completed sign-in sheets to the ESMS Coordinator. The original sign-in sheets will be maintained by the ESMS Coordinator as ESMS records. Copies will be forwarded to the HR Department for a complete employee training history; and
 - 5.6.6 The ESMS Training records will be audited as per **ESMS 4.5.5-1 EP_Internal Audit Procedure**.

6.0 References / Related Documents

- 6.1 **Individual Employee Training Records maintained by ESMS Coordinator, Maintenance, Risk & Environmental Safety and HR Departments**
- 6.2 **ESMS 4.4.1-1 EP_Resources, Roles, Responsibilities & Authority Procedure**
- 6.3 **ESMS 4.4.2-3 ED_Annual ESMS Training Plan**
- 6.4 **ESMS 4.4.4-2 ED_ESMS Related Definitions Procedure**
- 6.5 **ESMS 4.4.7-1 EP_Emergency Preparedness and Response Procedure**
- 6.6 **ESMS 4.4.6-1(1) EP_Contractor Management Procedure**
- 6.7 **ESMS 4.4.2-5 (F)_ESMS Training Sign-in Sheet**
- 6.8 **ESMS 4.5.5-1 EP_Internal Audit Procedure**
- 6.9 **ISO 14001:2004(E) Standard: 4.4.2 Competence, Training & Awareness**

The organization **shall** ensure that any person(s) performing tasks for it or on its behalf that have the potential to cause a significant environmental impact(s) identified by the organization is (are) competent on the basis of appropriate education, training or experience, and **shall** retain associated records.

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The organization **shall** identify training needs associated with its environmental aspects and its environmental management system. It **shall** provide training or take other action to meet these needs, and **shall** retain associated records.

The organization **shall** establish, implement and maintain a procedure(s) to make persons working for it or on its behalf aware of

- a) The importance of conformity with the environmental policy and procedures and with the requirements of the environmental management system,
- b) The significant environmental aspects and related actual or potential impacts associated with their work, and the environmental benefits of improved personal performance,
- c) Their roles and responsibilities in achieving conformity with the requirements of the environmental management system, and
- d) The potential consequences of departure from specified procedures.