

 MEDA Water  EUROPEAID CO-OPERATION OFFICE	 MEDA Water  EUROPEAID مكتب التعاون		<b>GP-03</b>
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**TRAINING, AWARENESS AND COMPETENCE**

Rev	Date	Improvement's description

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<u>ELABORATED:</u>	<u>REVISED:</u>	<u>APPROVED:</u>
Date:	Date:	Date:

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## **1 PURPOSE**

To provide procedures for addressing Environmental Training, Awareness and Competence as required by the International Standard ISO 14001, section 4.4.2. The track training will help WWTP staff to minimize Environmental Impact and increases operating efficiencies.

## **2 SCOPE**

The following procedure describes the process for Training, Awareness and Competence, of the WWTP employees.

The International Standard ISO 14001, section 4.4.2 requires the Utilities to identify training needs and provide specific training to those WWTP staff whose work activities could cause adverse Environmental Impact.

## **3 RESPONSIBILITY & AUTHORITY**

### **3.1 Department Director(s)**

Each Relevant Department Director(s) shall identify Training Needs.





### **3.2 EMS Team**

- The EMS Team is responsible for maintaining environmental Training Requirements.
- Environmental Training Needs will be evaluated annually by EMS Team.

## **4 PROCEDURE**

### **4.1 Identification of Training Needs**

The knowledge and skills of staff necessary for the department to achieve Environmental Objectives will need to be identified. Knowledge and skill levels should

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be considered in recruitment and personnel selection. Ongoing development of staff skills will occur through internal and external training and education programs.

#### 4.2 Conduct of Environmental Training

Training appropriate to the achievement of Environmental Policies, Objectives & Targets will be provided to all personnel within the department. WWTP staff members should have an appropriate knowledge base, which includes training in the methods and skills required to perform their tasks in an efficient and competent fashion and knowledge of the impact their activities can have on the environment if performed incorrectly.

#### 4.3 Legal and Other Requirements

Education and training will be performed in each department to ensure that staff members have appropriate and current knowledge of Regulatory Requirements, Environmental Policy and the department's procedures and objectives. The level and detail of training will be determined according to the work assignment or task.





#### 4.4 Training Elements

Departmental Environmental Training Programs should have the following elements:

- Identification of staff training needs to accomplish job assignment.
- Documentation of training received.
- Evaluation of training received.

#### 4.5 Adequate Resources

Adequate resources are to be made available to provide the identified training. In certain cases, training may require certified trainers. Environmental training will also be

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provided within six months of a staff hire date. Annual refresher training will be conducted on the Utilities policy, and departmental Objectives & Targets annually.

#### 4.6 Tracking the Training

To document compliance with regulatory and policy requirements, training will be collected and policy goals are met. Training Matrix will be updated by the EMS Coordinator as needed.

- Staff name.
- Procedure name.
- Procedure #.
- Training Sufficient.
- Trainers Name and Date.