

Procedure for Competence, Training and Awareness

1. Purpose, scope and users

The purpose of this procedure is to define the need, planning, methods for training, and assessment of training results in order to provide competent employees whose work influences quality, occupational health and safety, and environmental effectiveness. Additionally, the purpose of this procedure is to define the need for training and awareness of subcontractors, suppliers, and customers whose actions influence environmental and OH&S effectiveness.

This procedure is applied to all processes and/or areas (parts of organization) within the IMS (Integrated Management System).

A user of this document is Construction Manager of Crystele Homes.

2. Reference documents

- ISO 9001:2015 standard, clauses 7.1.2; 7.2; 7.3
- ISO 14001:2015 standard, clauses 7.2; 7.3
- ISO 45001:2018 standard, clause 7.2, 7.3
- Integrated Management System Manual
- Quality Policy, Environmental Policy and OH&S Policies
- Process Aspect Chart
- Procedure for Operational Control and Significant Environmental Aspects
- Hazard Evaluation Record
- Procedure for Operational Control

3. Planning and conducting training

3.1. Defining needed competence

The Operations Manager define all working positions, number of employees needed for every work position and their competence based on appropriate education, training, skills and experience. The Operations Manager determines and provides persons necessary for the effective implementation of the IMS and operation and control of Crystele Homes processes.

The Operations Manager forms a Training Register that contains above-mentioned data. Defining need for training, competence and awareness raising

3.1.1. Employees

The purpose of this activity is to define the gap between existing and required competence and awareness of employees, and the training necessary to overcome this gap. The Construction Manager is responsible for conducting this activity and to define the need for training and awareness regarding:

- Quality, Environmental and OH&S Policies
- Organisational or technical change that influences working processes or types of products that the organization delivers
- Significant quality risks and opportunities
- Significant environmental aspects and impacts and risks and opportunities
- Significant OH&S hazards and OH&S risks and opportunities
- Effectiveness records of previous or current trainings
- Assessment of organization regarding the competence of employees to perform specific work tasks related to the quality, environmental aspects, and OH&S hazards
- Records about change of skill needed or seasonal fluctuation of labour force
- Compliance obligations
- Qualification for performing activities resulting in significant environmental aspects
- Explanation of roles and responsibilities of employees in achieving compliance with ISO 9001 ISO 14001, and ISO 45001 standard requirements
- Emphasizing implication and possible consequences in case of nonconformance with requirements defined and procedures
- Employee contribution to OH&S processes effectiveness and benefits of the improved performance
- Incidents, and the results of their investigation, when relevant
- Arrangements providing workers with the ability to remove themselves from work situations that they perceive as dangerous, as well as protecting them from undue consequences for doing so
- Qualification for performing activities resulting in significant OH&S hazards and risks

3.1.2. Subcontractors and suppliers

According to the Procedure for Purchasing and Evaluation of the Suppliers, the Construction Manager defines needed competence and awareness of subcontractors who perform activities in the facilities and property of Crystele Homes related to the IMS.

The Construction Manager conducts training of subcontractors, which includes rules and procedures related to the IMS established by Crystele Homes.

3.1.3. Customers

According to the Procedure for Sale, the Construction Manager defines the necessary instruction for usage of product and services of Crystele Homes to decrease the impact on the environment, and to decrease the OH&S hazards and risks.

3.2. Competence and awareness raising training planning

According to the defined needs for training, the Construction Manager creates a Training Program, which is approved by the Director.

The Construction Manager and the Operations Manager plans annual refresher training for all employees of Crystele Homes. Refresher training doesn't need to be conducted for all employees at the same time, but all employees must attend the training annually.

According to the Process Aspect Chart, the Construction Manager identifies processes with significant aspects and plans competence training for employees from such processes.

According to the Hazard Evaluation Record, the Construction Manager identifies workplaces with significant OH&S risks and plans competence training for employees in such workplaces.

While planning the training, the Construction Manager must consider limitations that may affect the training process such as deadlines and schedules, financial resources, availability of trainees, motivation and capability of trainees, availability of trainers, and limitations regarding other resources.

Based on the results of internal audits, customer complaints, nonconformities, and management review outputs, the Construction Manager assesses the need for awareness-raising sessions and enters them in the Training Plan. After each awareness-raising session, the Office Manager enters the names of the attendees and all necessary data into the Attendance Report.

3.3. Defining objectives and organizing training

The Construction Manager defines the training objectives and enters them into the Record of Attendance. Defining objectives and organizing training are done considering the following:

- Expertise and competence of employees, education, need for additional training and specific knowledge and experience
- Results of previously conducted trainings
- Special requirements of clients
- Competence testing of individuals to perform specific work related to significant environmental aspects

3.4. Conducting training

Trainings defined in the Training Plan can include taking courses outside the organization and in-house training and can be performed by experienced workers within the organization.

The Office Manager conducts awareness training for all newly employed within a month after hiring.

According to Training Plan, competence training is conducted by the process owner, together with Office Manager, or by an external organization at least once a year.

After completion of each training session, Office Manager creates a Record of Attendance and enters the training results into the employee's personnel file or fills in the form prescribed by legislation.

3.5. Assessing training effectiveness

According to the nature of the training, the Construction Manager defines the frequency of evaluation to evaluate training effectiveness through interviewing employees and enters the results into the Training Record. This can be conducted by trainers (confirmation or certificate if training was outsourced), or Office Manager based on monitoring and interviewing trainees.

Training effectiveness is the ratio between realized and planned activities during training.

The Office Manager enters the results of the assessment into the Record of Attendance.

4. Managing records kept on the basis of this document

Record name	Code	Storage		Responsibility
		Retention time	Location	
Training Program	05.1	2 years	Office Manager	Office Manager
Training Register	05.2	2 Years	Office Manager	Office Manager
Training Record	05.3	2 Years	Office Manager	Office Manager

Only the Director or Operations Manager can grant other employees access to the records.

5. Appendices

- Appendix 1 – Training Program
- Appendix 2 – Training Register
- Appendix 3 – Training Record

6. Change history

Date	Version	Created by	Description of change
1/7/2021	0.1	S.Pauley	Document Creation
2/8/2021	1.0	S.Pauley	Document Approved