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| **INTEGRATED SYSTEM PROCEDURE**  COMPETENCE, TRAINING & AWARENESS |

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1. **Purpose**

The purpose of this procedure is to provide a system and instructions, and to assign responsibilities for determining the needs of awareness and training related to quality, health, safety and environment. Develop the training programs for training and awareness of the employees and implement these training programs.

1. **Scope**

This procedure is used to provide trainings and awareness to all the employees of Bin Rasheed Colors and Chemicals (BRCC) & Pakistan Coating Chemicals (PCC).

1. **Responsibility**
   1. Compliance team along with the head of departments, is responsible for identifying QHSE training needs of personnel and preparing annual QHSE training plan
   2. CEO/MD/GM will review and approve annual QHSE training plan
   3. Compliance team will be responsible for execution/implementation of trainings related to technical activities (e.g. QC, QA etc.) and IMS awareness while Manager HR will be responsible for execution of trainings other than technical & IMS subjects (e.g. negotiation skills etc.)
   4. HR and Compliance team maintain training Documented Information of their respective training domains.
2. **Procedure**
   1. **General**

The objective of Integrated Management System (QHSE) awareness and training program is to ensure that all personnel know;

1. The importance of the QHSE policy, procedures, and the QHSE System, and their roles in achieving the policy and maintaining the QHSE System
2. Actual and potential impact of their work on environment, potential consequences of departure from procedures, and benefits of improved personal performance
3. Emergency preparedness and response requirements
   1. **Identification of QHSE Training Needs**

At the start of each year, Compliance team along with the head of departments reviews the current QHSE performance levels and identifies the QHSE training and awareness needs of the personnel. Following factors are taken into account while identifying the training needs;

1. Changes in the QHSE System, such as new or revised procedures, or changes in the QHSE policy;
2. Changes in processes, or operations;
3. Changes in applicable laws, regulations, and other requirements;
4. New significant QHSE issues, objectives, or targets;
5. New management programs;
6. Results of internal audits of the QHSE System;
7. Non-compliance against applicable laws, regulations, and other requirements;
8. Non-attainment of specified QHSE performance, or decreasing performance;
9. Inadequate performance of individuals or groups of personnel.
10. Risk Anticipation & Management Program
11. Any other topic related to the quality improvement of the system.

Based on the identified training needs, Compliance team prepares a yearly QHSE Training Plan. Training Plan is reviewed and approved by CEO/MD/GM. Compliance team then follows-up the implementation of QHSE Training Program.

* 1. **QHSE Awareness and Training Program**
  2. 1. **General QHSE Orientation Training**

Compliance team provides QHSE orientation training to all new and existing employees. It presents basic concepts, principles, and requirements of the Integrated (Quality, Health, Safety and Environment) Management System, discusses the BRCC & PCC QHSE policy, the company’s significant QHSE issues, objectives, and targets. General Awareness on IMS is also communicated through banners/postings, IMS awareness programs/events, etc.

* + 1. **Training on IMS Documentation Control**

Training sessions of management and section in charges are carried out on the understanding and implementation the documentation information requirement of ISO 9001 Quality Management System, ISO 14001 Environmental Management System and ISO 45001 Occupational Health & Safety Management System Requirements. The Documented Information of training is maintained by Compliance department.

* + 1. **Training on Emergency Preparedness and Response**

Personnel assigned with specific responsibilities in implementing emergency response procedures are trained in how to carry out the tasks and activities assigned to them. This training may include operating emergency equipment, using personal protective equipment, coordinating evacuation, notifying external emergency services, and so forth. The Compliance team ensures that all personnel designated for specific emergency response activities are adequately trained. Training may be in the form of demonstrations, drills, classroom instruction, and participation in external seminars or conferences. All emergency response training is recorded.

* + 1. **Competence and Skill Training**

Departmental Heads and Compliance team are responsible for ensuring that personnel whose work can cause a significant environmental impact are sufficiently competent and skilled in performing their work.

Personnel who have proven experience in operating relevant processes and equipment are also required to undergo any refresher training program to update their skill level. Competence acquired through experience may be identified and recorded in the form of experience certificates or bio-data, which are maintained by HR/admin department.

Non-experienced personnel who newly hired should be provided by training to achieve acquired competence, Head of department should prepare fresher training program for concern personnel.

* + 1. **External Training**

The company also sends employees to participate in approved seminars, conferences, and other forms of external training. Compliance team/Departmental Heads recommend employees for external trainings, which will be approved by CEO/MD/GM. HR department then makes arrangements for registration of participants in the training program. Copies of certificates of training are maintained in the personal files by the HR department.

* 1. **Evaluation of Effectiveness of Training**

After attending training employee(s) submit copy of the certificate (if any) of training attended to the Manager HR/admin. Certificate of training is placed in the employee personal file. To ensure the effectiveness of the provided training (internal or external) Head of Department (HOD)/ Compliance team /Trainer will carry out assessment of the trainee(s) with at least one of the following methods.

1. **Verbal Test:** This method is used when level of awareness needs to be assessed
2. **Written Exam/ Quiz:** This method is used when understanding of the trainee needs to be assessed
3. **Practical Demonstration:** This method is used when coordination between procedure and practical application the trainee need to be assessed

Training is evaluated by the HOD/ Compliance team /Trainer and record of the evaluation of individual participant is updated in the employee file by the HR/admin department. Evaluation of the employee, who has attended the training, is conducted by his immediate supervisor/HOD/Trainer, filling the Training Effectiveness Evaluation form within three (03) months and forwards it to the HR/admin department to evaluate and to maintain the record in the employee personal file. In case any HOD gets training then this form will be filled by GM/CEO.

1. **AssociatedDocumented Information**
   1. Annual Training Plan
   2. Training Attendance Sheet
   3. Individual Training documented information.
   4. Training Effectiveness Evaluation

**Amendment History Record**

| **Revision Number** | **DCR Number** | **Section** | **Amended Text** |
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