# **GFNY Manager Training Policy**

**Environmental Services – ESFM Tesla GFNY**

## **📌 Purpose**

Ensure Managers are **fully equipped to lead daily operations, enforce standards, and drive KPI compliance** across all GFNY zones. Managers must model ESFM/Tesla safety culture, ensure policy adherence, and hold staff accountable to contract expectations.

## **🎓 Core Training Modules**

* **Onboarding Orientation** – Tesla & ESFM policies, safety culture, organizational standards.
* **OSHA Compliance Training** – PPE enforcement, hazard communication, ergonomics, slips/trips/falls prevention.
* **Emergency Response Training** – fire, flood, chemical release, medical incidents, and evacuation protocols.
* **CMMS (Jira) Training** – ticket entry, tracking, escalation, and KPI documentation.
* **Enterprise Tools Training** – use of GPT, Power BI, and analytics dashboards for performance monitoring and reporting.

## **🛠️ Role-Specific Training**

* **Audits & Inspections** – conduct routine quality checks, including the **Friday Manager Audit**.
* **Coaching & Accountability** – corrective action, performance documentation, praise and recognition.
* **Shift Pass-Down Oversight** – ensure complete, accurate outgoing reports and accountability on incoming reports.
* **Cart & Closet Accountability** – spot-check carts and closets for stock, cleanliness, and readiness.
* **Leadership Playbook Enforcement** – ensure all Leads and frontline staff follow standardized operating procedures.

## **📍 Zone-Specific Training**

**Restrooms**

* Audit and inspection standards, including stock levels, odor control, and cleanliness.

**Cafés / Kitchenettes**

* Oversight of sanitation, food-safe separation, and appliance exterior cleaning.

**Offices / Conference Rooms**

* Readiness checks: furniture reset, surfaces sanitized, IT equipment dust-free.

**Warehouses / Production Areas**

* Ensure scrubber route compliance, safety checks, and debris-free line-side areas.

**Exteriors / Entrances / Lobbies**

* Grounds cleanliness, litter and goose droppings removal, mat alignment, window/glass inspections.

## **⏱️ Training Frequency**

* **Onboarding:** Required before assuming management duties.
* **Annual Refresh:** Yearly re-certification on safety, CMMS, and leadership requirements.
* **Quarterly Emergency Drills:** Hands-on scenario training for fire, chemical, flood, and evacuation response.

⚠️ **Important Note:**  
 Managers are **accountable for zone outcomes and team performance**. They must balance compliance with leadership, ensuring Tesla GFNY receives consistent, high-quality service while fostering safety, accountability, and professionalism at every shift.