

## ISO 14001 TRAINING, AWARENESS AND COMPETENCE (4.4.2)

In order to be in conformance with this provision of ISO 14001 an organization must be able to answer the overall question: "**Who needs to be trained?**". The organization must determine overall training needs required for competence with respect to the environmental management system. In order to answer that question two specific points will need to be addressed under the Training, Awareness and Competence section of the standard. First, the entire organization must receive training that provides a baseline understanding of the concepts underlying the environmental management system. Second, individuals and units that have the potential to perform activities which could cause significant impact on the environment may require specific technical and skill training related to those impacts.

The baseline training that covers the entire organization should cover the following issues:

- A. the importance of the environmental management system (environmental policy statement, objectives and targets, etc.);
- B. the various roles within the organization in achieving and maintaining the environmental management system; and,
- C. the consequences of deviating from the environmental management system.

In summary every individual in the organization must understand the conceptual requirements of the environmental management system and their specific role.

The specific technical and skills training should be focused on two distinct areas. First, training should be provided for individuals and units that are responsible for activities or processes that may create significant environmental impacts. The scope and degree of training will depend upon the complexity of the process and the level of education and experience of the personnel involved. The organization must determine the necessary level of competence required. Second, the individuals and units responsible for emergency preparedness and response should be trained and competent to respond under the procedures developed to respond to those events if and when they occur.

The organization must provide both general awareness training and specific technical and skills training where appropriate. For both cases the organization must have developed competency standards.

## Questions That Need To Be Answered:

The following questions will need to be answered in order to determine whether the Training, Awareness and Competence Section meets the intent of ISO 14001:

1. Has the organization defined its training needs?
2. Has the entire organization been provided baseline training related to the following?
  - a. importance of the EMS,
  - b. roles within organization related to the EMS, and
  - c. consequences of deviating from the EMS.
3. Does the organization require and provide training for those positions that could have a significant impact on the environment based upon education and experience?
4. Does the organization require and provide training with respect to emergency preparedness and response?
5. Has the organization developed competency standards?