



# ENVIRONMENT & SAFETY MANAGEMENT SYSTEM (ESMS)

VERSION 05/07/2010  
**EH&S, Land and Regulatory**

### **3.3 Training, Awareness and Competency Programs**

#### **3.3.1 Training**

##### *Intent*

To ensure that PMC personnel, contractors, temporary workers, visitors and other interested parties who are granted access to PMC facilities are provided with appropriate health and safety training, are made aware of EH&S Policies and Safe Operating Procedures as well as any changes to regulations or operations activities as it pertains to their duties and responsibilities while on PMC facilities.

##### *Roles and Responsibilities*

#### **3.3.1.1 Pre-Qualification**

The Human Resources Department (HR) advertises for a respective candidate based on the Job Description for the role provided them by the EHSL&R department. Requirements are typically extensive depending on the position's expectations, associated hazards, and qualification requirements. It is not uncommon to require years of service, experience, and training or formal education be completed prior to applying for a position within PMC. Résumés are reviewed and candidates are selected based on a set of standards and criteria, specific to the job posting and requirements of the position. A recruitment specialist at PMC conducts reference checks, and then notifies the potential candidate of an interview date. The interviewee is asked to come into the corporate office and an interview transpires typically with an HR representative, senior personnel, manager and/or director in attendance. Once a candidate has been selected internally; the HR department conducts background checks (criminal record and driver's abstract). A drug and alcohol screen may also be required, and will be determined based on the roles and responsibilities of the position applying for, or if deemed safety sensitive - See

## Attachment 1 – Employee Education, Training and Competency

*Drug and Alcohol Policy for Canadian Employees.* Once all checks are complete and the candidate has been cleared to start, he or she is contacted by email or a phone call from a PMC HR employee and a start date is determined.

It is the responsibility of the EHSL&R department to develop, implement, review and monitor the training program which fulfills the requirements of operations, transportation, construction and LPG operations. Review of any and all training program content will be done ongoing and/or when operations or legislation changes, and in accordance to industry best practices and standards. See *Sec 3.6.1 Contractor Selection and Oversight* for specific contractor training requirements.

It is the responsibility of all other departments, and contractors to comply with the health and safety training programs approved by senior management and the EHS department and to keep temporary workers and visitors apprised of the same. As part of any effective program it would be expected that appropriate feedback to the EHSL&R department would occur when new training requirements are identified, or when revisions to current programs are necessary.

### *Process*

#### **3.3.1.2 Safety Orientation**

PMC's Health and Safety Orientation helps new and transferred workers become familiar with PMC's safety program and the requirements and expectations of the job.

Every employee, contractor, and subcontractor who is new to a job or worksite receives a Health and Safety Orientation before they begin work. Some of the items covered in the Orientation include hazard identification and review, company rules and requirements, safe operating procedure review and emergency response and preparedness.

In addition to the health and safety orientation is the new hire process overseen by Human Resources. As part of this process, new employees are made aware of a number of internal policies, some related to health and safety. Human Resources maintain and oversee these policies which are available on the company intranet. Key policies such as; Corporate Code of Conduct, Drug and Alcohol, and Whistle Blower require that employees provide acknowledgement that they have read and understand the policy.

Documented review and acknowledgement records from Health and Safety Orientations are retained both in the field offices and in the EHSL&R department. Any HR policies that require acknowledgement are maintained in HR, who is also responsible to follow up with any PMC employees who have not reviewed and acknowledged policies until they complete this task. *See Sec. 3.8 Document Retention and Control*

### **3.3.1.3 Core Safety Training Program**

PMC has developed a core safety training program which consists of the following industry-approved training courses: Basic Fire Fighting, Confined Space Level I, Defensive Driving, First Aid & CPR, Ground Disturbance Level I or II, H2S Alive, ICS, PST, Spill Responder, TDG, and WHMIS. These courses were selected as control measures for the hazards identified in section 2.1 *Hazard Assessment Recognition and Control*

These training requirements are reviewed Quarterly to ensure that PMC employees, and contractors attend their required training and remain current. Certificates are uploaded into the system and personnel are reminded when their training nears its expiry date. ISNetworld (ISN) monitors all of PMC training progress, and supervisors, inspectors and EH&S advisors verify ISN qualifications in the field. In addition to PMC mandatory training courses, employees or contractors may require additional certification depending on the requirements, hazards and risks associated with their duties.

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PMC also ensures staff is aware of the hazards and mitigation requirements for all processes including those deemed critical through the development and roll out of PMC Safe Operating Procedures (SOP) – *See Section 3.5.1 Safe Operating Procedures*

In addition to the above-noted mandatory training requirements, EH&S supports education and awareness seminars, industry-hosted events and activities or supervisory education and training opportunities for PMC's management, supervisors, EH&S advisors and other departments where warranted. Seminars and industry events keep our employees informed and aware of public responsibilities, legal and other requirements, and health and safety obligations.

Training records and are retained in accordance to PMC records and retention guidelines. *See Sec 3.8 Documents and Records Management.*

### **3.3.2 Competency**

Competency is commonly determined as part of the hiring process depending on the position requirements and expectations *see section 3.3.1 Training, Roles and Responsibilities Pre-qualification*. Additionally, PMC has established a formal written Crude Oil Operations Progression System for employees working in operations. Competency guidelines, roles and responsibilities, and brief job descriptions have been identified for Operations Technicians, Mechanical Maintenance Technicians, Electrical Instrumentation Technicians, Meter Prover Measurement Technician and Control Centre Operators. For each position job expectations and descriptions are provided for each level; entry to 6<sup>th</sup> year in some instances. These competencies are reviewed with employees before they begin work and ongoing, the content of these competencies was developed by supervisory field staff in conjunction with field staff.

More details of position requirements and terms can be found on PMC's 'OpsLibrary' as the Crude Oil Operations Progression System.

### **3.3.2.1 On the Job Training**

On-the-job training is an important part of ongoing job-skills training. It provides hands-on experience in proper work procedures for each job and helps ensure employees are competent to do their work.

The jobs that require on-the-job training are the same list of jobs identified in the Critical Task Analysis, or jobs that resulted in the development of a critical SOP. Employees must be made aware of the hazards associated with the jobs they are to perform and demonstrate competency to perform the jobs safely. Some jobs may require certain qualifications and prior training (i.e. H2S Alive, Confined Space, Defensive Driving, etc.) for employees before they are allowed to begin work. On-the-job training should be repeated when processes or site activities change or when personnel are reassigned.

On-the-job training records and are retained in accordance to our records and retention guidelines. *See Sec 3.8 Documents and Records Management.*