

Quality, Health, Safety, Environmental & Energy Manual:

Document No: SM-24

Training

To ensure that adequate and appropriate training, including but not limited to Safety, Environmental, Energy and Technical training is given to all TMHUK team members and recorded.

General:

- 1.0 Departmental Leaders are responsible for ensuring that all team members under their supervision receive appropriate safety, environmental, energy performance and technical training, appropriate to their respective duties and in accordance with the requirements listed below.
- 1.1 Departmental Leaders are responsible for requesting any additional Safety, Environmental, energy and technical training required as a result of any change likely to affect the safety of persons, the environment or energy performance. See SM procedures "Work Process Risk Assessment" & "Aspects and Impacts Activity Review".
- 1.2 During their probation period all team leaders are required to complete an induction checklist with new team members covering the main internal processes and procedures. This will be complimented by "on the job" training, normally given by experienced colleagues. Alternatively, the new starter may be sent to another depot for a short training period.
- 1.3 All team members are required to complete mandatory eLearning modules during their probation which include but not limited to:
 - Code of Conduct (annual refresher)
 - Company Induction
 - Competition Compliance (annual refresher)
 - Information security (annual refresher)
 - Health, Safety and Wellbeing
 - Sustainability
- 1.4 All team members (Includes temporary and short-term contract workers) will undergo appropriate Induction Training at the earliest convenience. The elements covering safety, environment and energy performance should be covered fully, with a combination of eLearning modules and face to face learning.
- 1.5 **Nobody should be asked, or undertake, any task for which he/she has not received adequate training or is not in possession of appropriate Work Instructions or Safe Working Practice / Risk Assessment.**
- 1.6 Team members handling any chemical listed in the company's COSHH register, including any waste product from such substances, must receive instruction on the safe handling, storage, use and disposal of such substances. See SM-29 -Chemical Handling and SM-31 - Waste Generation Storage and Disposal.
- 1.7 The results of auditing, activity reviews, accident/incident reports and investigations etc. will form the basis for the review of training at Management Reviews.
- 1.8 At such reviews, the adequacy of the various Safety, Environment, energy performance and Technical Training packages will be reviewed and documented.

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- 1.9 Team Leaders may, in certain circumstances, request specialist training to be conducted by 'outside' companies. The Training Academy Manager should be consulted prior to this being arranged.
- 1.10 Further Specialist and refresher courses are available on demand to cover more specialised tasks. It is the Leaders responsibility to monitor this need, and when recognised request the appropriate courses.
- 1.11 Team members expected to drive forklift trucks must have had the appropriate training and be in possession of a driving certificate suitable for machines being operated and the task being performed. These will be refreshed every 5 years.
- 1.12 Team members successfully completing their probationary period will be considered competent in all aspects of their normal duties.

Safety Training:

- 2.0 All new team members will receive induction training which incorporates safety in the workplace. During this course they will be guided through the company intranet advising on where all QHSE company documentation is located. In addition, they will receive information on:
 - I. Emergency procedures
 - II. Accident and Near Miss/Unsafe circumstance Reporting
 - III. Fire precautions
 - IV. First Aid provision
 - V. PPE provision and use
 - VI. Manual Handling
 - VII. Risk assessments
- 2.1 The Training Department is responsible for the construction of specific appropriate Safety Courses for all groups within the company.
- 2.2 "Specific Training" may include training in such areas as:
 - I. Use of equipment provided;
 - II. Handling substances (COSHH);
 - III. Manual handling;
 - IV. PPE provision and use;
- 2.3 The above lists should not be considered as complete and is intended only as a guide to assist those responsible for providing suitable appropriate training.
- 2.4 Company Safety & Quality Advisors will be required to hold the Nebosh General Certificate in Occupational Health & Safety or its equivalent.

Environmental & Energy Performance Training:

- 3.0 All team members receive sustainability training new starters will complete this as part of their induction training or no later than the end of probation.
- 3.1 All team members will be guided through the company intranet advising on where all company documentation is located and instructed on the company objectives and targets.

3.2 Energy performance training may include but not limited to:

- a. Driving efficiency;
- b. Procurement;
- c. Awareness of the impact of activities or behaviour with respect to energy performance;
- d. Team members contribution to the effectiveness of the EnMS, including achievement of objectives and energy targets and the benefits of improved energy performance;

Team Leader Training

- 4.0 Team Leaders having reached this status are considered to have attained acceptable standards in most of the foregoing. They will however attend further training courses as necessary to continually improve their competence.
- 4.1 The availability of these courses is notified annually through the Training Department. It is the responsibility of the Team Leaders immediate leader to monitor these needs and organise accordingly. There is no set time scale or mandatory attendance in this regard.
- 4.2 Where the leader has an influence on energy performance or is a member of the energy management team, further energy performance and management training may be provided.

Depot Based Managerial/Administrative and Sales Team Members

- 5.0 In addition to the company standard training programme, all depot based managerial/administrative and sales team members will receive "on the job" training, given by experienced colleagues.
- 5.1 Where additional training is required point 1.8 applies.
- 5.2 All sales representatives undergo stringent product training.

Engineering Team Members

- 6.0 Technicians complete the Service Technician Engineering Programme (STEP) induction and training programme which has been arranged into several separate modules. On completion of the appropriate modules Technicians should be competent in all areas, requiring only specialist courses on the unusual or complex machines.
- 6.1 Works Technicians will receive "on the job" training and instruction and / or complete the STEP Training programme. The completion of a satisfactory probationary period will confirm training to the required level. At the discretion of the Works Team Leader, Technicians may undergo selected modular training available from the Training Department.

Welding Team Member

- 7.0 Welding by un-certificated Team Members is not permitted. Nor must anyone undertake welding work beyond his or her certificated skill level. Non-Dedicated welding operators will not carry out any structural welding repairs, they are restricted to non-load bearing welds only.
- 7.1 All welding team members will hold copies of their current certificate(s). These will then be available for immediate inspection by anyone requesting proof of competency.

- 7.2 Certified Welders will be tested by a qualified person from a recognised independent test house in accordance with the relevant British Standard.
- 7.3 Dedicated welding operatives are required to be re-tested every two years.
- 7.4 Non-Dedicated welding Team Members i.e. those not employed exclusively as welders will be retested every 4 years.
- 7.5 Non-Dedicated welding Team members will be required to maintain a welding log - form Q020. Once the log is full and not less than biannually (January and July of each year) the welding Technician will submit the log to his respective line manager and commence a new one.
- 7.6 Non-Dedicated welding Team members must be able to show that they have carried out at least 3 welding repairs in any 6 month period. Team members not carrying out the minimum number required will be instructed to cease welding or at the discretion of the Service Support Manager, the individual may be tested locally and allowed to continue. Training certificates must be available following any local training.

Apprentice Training

- 8.0 Apprentices by definition are under an extended period of training, consequently it is unlikely that any training outside that of the actual apprenticeship will be required. However, if any training is delivered in addition to the apprenticeship scheme then it must be recorded.
- 8.1 During the course of any apprenticeship the Apprentice Support Co-ordinator will be responsible for monitoring progress, liaising with the appointed training providers e.g., colleges and providing managers with relevant college reports and feedback.

Records

- 9.0 The respective Departmental Leader will advise the Training Department of all external training undertaken by members of their team in order for this to be recorded on the individual training records.
- 9.1 Training records are stored electronically and will be available to view via approved leaders and will be retained indefinitely.
- 9.2 Copies of certificates, where issued, including Welding Training/Test certificates are to be held by HR for the duration of employment and for not less than 5 years after termination of employment.
- 9.3 Team Leaders should be taken reasonable steps to ensure timely re-testing of welding team members.
- 9.4 All Team members are required to complete and sign a training acknowledgement form, including course feedback. This document will be stored electronically on the individuals training record and all course feedback will be collated in order to determine if a review of the course content is required.
- 9.5 Team Leaders will conduct an annual Personal Performance and Development Review (PPDR) where training will be reviewed. This and the Induction Check List will be held for at least the period of the individual's employment and longer, as deemed necessary by the head of Human Resources.
- 9.6 Induction training -The completed/signed acknowledgement form must be returned to Human Resources.