



# Competence, Training & Awareness

ISO 14001:2014 / Section 4.4.2

VA Tech ESMS

**EMS ISO 14001** – a set of management processes and procedures that allow an organization to analyze, control, and reduce the environmental impact of its activities, products, and services and operate with greater efficiency and control.

*Analyze  
Control  
Reduce  
Environmental  
Impacts*





# ESMS Activities for Housing

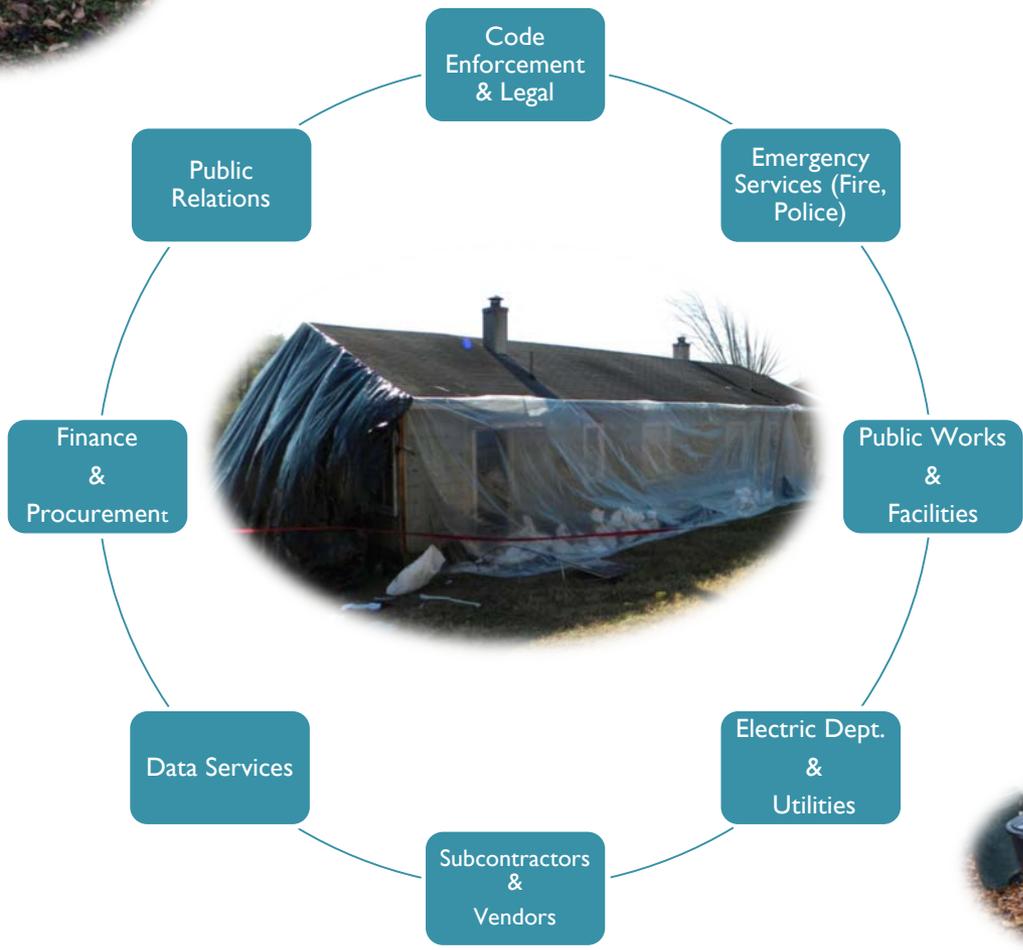
- Sustainment

- Demolition



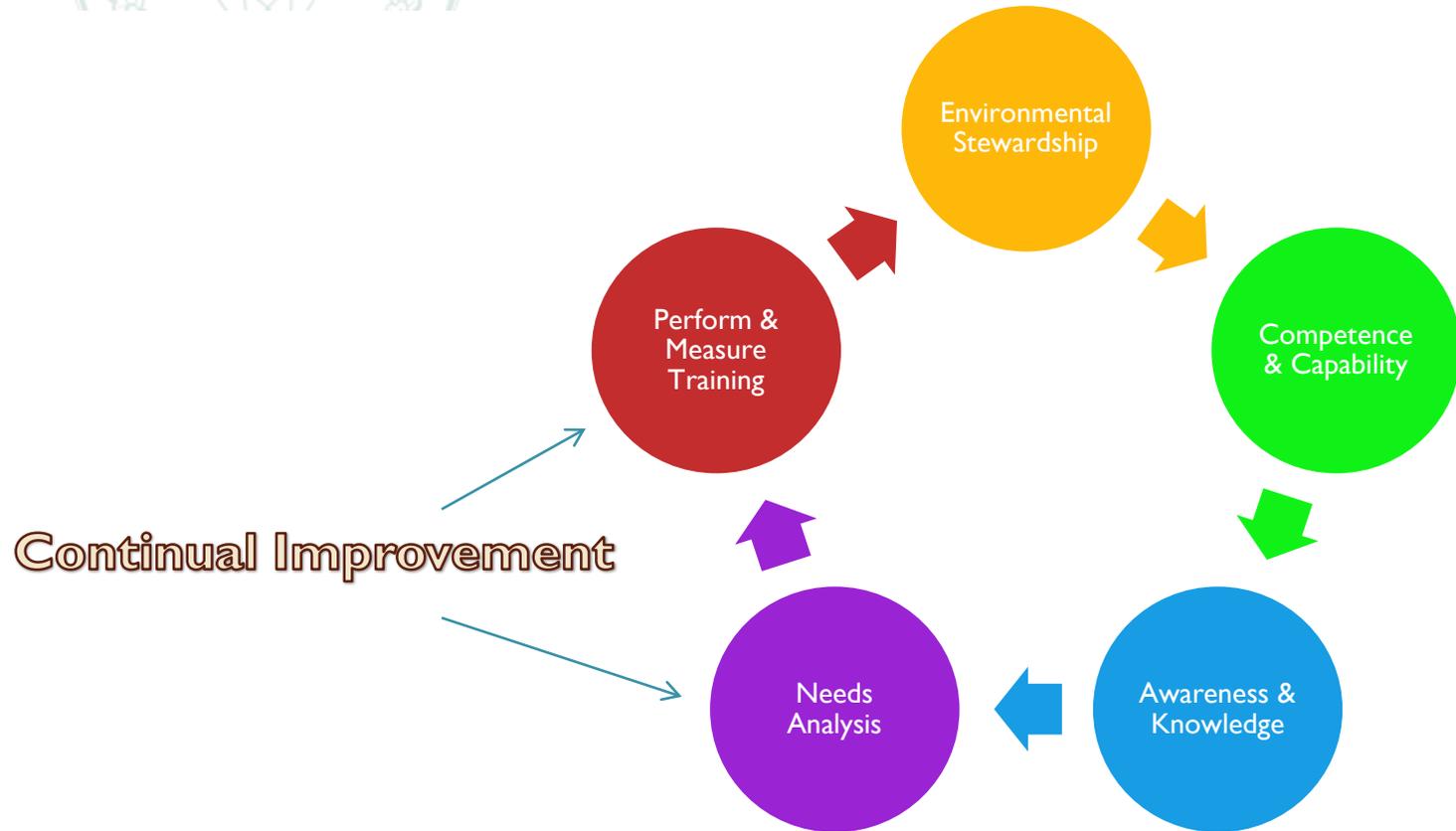


City of  
**Oak Ridge**  
Tennessee





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# Training Matrix



Training	Personnel							Timing	Records
	GENERAL	CONTRACTORS	CODE	PUBLIC SAFETY	UTILITIES	MANAGEMENT	COMMUNITY		
General ESMS Awareness									
1 LEVEL A		X Req.	X Req.		X Req.	X Yr.		Initial implementation of ESMS. Determine need for re-fresher annually.	Personnel records, Sign-in sheets, Agenda, Trainers' notes, Meeting minutes
2 LEVEL B		X Req.	X Qtr.	X Qtr.	X Qtr.			Same as above	Same as above
3 LEVEL C	X Semi			X Semi		X Semi	X Semi	Same as above	Same as above
4 LEVEL D							X Opp.	Same as above	Same as above

LEVEL A: City, State, and Federal Laws; Policies; Required Licenses; Contract Management.

LEVEL B: Zoning; Parking; Fire & Police Neighborhood Issues; Utilities to Recognize Unsafe Structures; City Liability; Obligations; Equipment; Environmental.

LEVEL C: High grass; Trash/Debris; Exterior conditions; Animal; Vehicle Parking; Potholes.

LEVEL D: Neighborhood Associations & Watch; Public Info Officer (PIO); Customer Service; Volunteers.

# WHY break training into levels

- It allows specific training outlines to be customized to a specific audience.
- Communicates “Big Picture” and identifies how individuals fit into housing initiatives.
- Set expectations for all stakeholder levels.
- Empowers stakeholders to take ownership in their respective roles.
- Creates opportunity for City to promote environmental stewardship.

# WHO is conducting this training?

- **LEVEL A:** 3<sup>rd</sup> party professional development and licensure required training. Continuing education.
- **LEVEL B:** Public and Building Safety, Utilities, Public Works, HR, Legal Dept.
- **LEVEL C:** HR, Community Development, Law Enforcement, Public Works & Waste
- **LEVEL D:** City Council, City Manager, Public Information Office, Neighborhood Watch, Volunteers

# WHEN will this training happen?

- Quarterly managers training meetings
- Contractor Licensing and Board meetings
- Department staff meetings
- Public events and meetings
- Neighborhood Association and other non-profit organization functions
- Chamber of Commerce piggy back sessions
- On the Job Training

# Training Records and Materials

- Documented Training Plan
- New Employee Required Training Events
- Attendance Rosters
- Training Certificates
- Departmental Training Measures
- Media Releases of Public Training Events
- Posters
- Flyers
- Website
- Mailers
- Media Releases
- PPT Presentations
- Pre Bid Conferences
- Smart Phone Apps and Social Media

Key Point: A community focused environmental training plan must be **FLEXIBLE** and **ADAPTABLE!**



# Questions or Comments

