

**Training, Awareness and Competence
OH&S Management System
PTCL Group**

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1. Document Revision History

Sr. No	Edition/ Revision	Date of Change	Change Description	Updated By	Review By	Review Date

2. Purpose

The purpose of this Procedure is to conduct and implement HSE related training & awareness to enhance and develop competences of PTCL group's employees.

3. Scope

All employees of PTCL group including BPS, NCPG, NTC, management & non-management.

4. Abbreviations

CBT:	Competency Based Training
EPA:	Environmental Protection Agency
HSE:	Health, Safety and Environment
JSA:	Job Safety Analysis
MOC:	Management of Change
OEM:	Original Equipment Manufacturer
PPE:	Personal Protective Equipment

5. Definitions:

- Training:** A formal sessions of more than one hour will be considered as training session. This session can be in classroom, in field, in exchange, in office or online. This session can include theoretical and practical parts.
- Awareness:** A formal or informal session of less than one hour will be considered as awareness session. Toolbox talk (TBT), awareness on OHS policy and risks/ hazards will be considered as awareness session.
- Competence:** (Ability to apply knowledge and skills to achieve intended results). Each worker have enough/appropriate education, training and/or experience to identify risks/hazards.
- Evaluation and Feedback:** Evaluate the effectiveness of training and keep record (Hard or soft).

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- e. **Record:** Maintaining documented evidence of training & awareness sessions. This can be maintained digitally or as hard copy.
- f. **Competency-Based Training (CBT)** is learning by doing. It emphasizes how the participant performs (i.e., a combination of knowledge, attitudes and, most important, skills) rather than what information the participant has learned. In CBT, participants’ progress is continually measured against pre-established performance criteria (standards)
- g. **Core Training:** Core training programs for employees are implemented to ensure adequate understanding of relevant processes and procedures which include appropriate aspects of the job, i.e., potential hazards, emergency response, safety critical procedures and equipment, safe work practices, safety engineering design, process requirements etc.
- h. **Facilitator:** A person who makes it easier for people to learn an activity by determining the best way to make that information available.
- i. **Learning:** Life-long process of acquiring new knowledge, attitudes, and skills. It may occur formally during a learning event or informally during personal reading or study.
- j. **On the Job Training:** Training that occurs on the job and often is accomplished through personal instruction, guidance from a supervisor or even observing coworkers.
- k. **Qualification:** The final step in the process of developing new knowledge, attitudes, and skills in a specific skill area. After the trainee demonstrates mastery of the knowledge and skills presented in a course and successfully completes a demonstration, that individual is assessed as competent and therefore ready to perform that skill(s) or provide that service independently.
- l. **Refresher Training:** Re-training imparted to an individual to maintain certification and competency.
- m. **Trainer:** Person who has knowledge and skills in a specified subject area and the ability and training to transfer them to others. Trainers are proficient (expert) in the skills and activities in which they provide training. In addition, they have received specialized training and practice in training skills on “Train the Trainer” concept.

6. Training & Awareness Requirements:

Properly trained and performing personnel are one of the essential requirements for keeping all operations and processes operating safely. Many serious incidents are caused by lack of adequate training & competence. Personnel must be trained in how to maintain safe working conditions within the specified range and when to stop if conditions go outside the specified range. Prior to assigning work, each employee should be trained in an overview of the assignment, and in the safety and health hazards, emergency operations and safe work practices. Maintaining these trained personnel is of utmost importance for safety and smooth work. Refresher training is also required to maintain high levels of proficiency and competence.

7. Training Model and Basic Elements of Effective Training

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An effective training system results in increased safety awareness, increased productivity, fewer errors, reduced waste, improved customer relations, lesser time spent in direct supervision and higher morale. All related details are available in learning & culture procedures (No. ICT/SOP/02/04) and will be followed accordingly.

8. Refresher Training

Some of the refresher training guidelines are given below:

1. Refresher training shall be provided to all employees as per the frequency defined in training matrix to ensure that the employee understands and adheres to the current operating procedures of the process.
2. The refresher training shall include assessments of employee knowledge and skills relative to job requirements.
3. Refresher training requirements for all personnel as per training matrix
4. Employee’s feedback on type of methods used and interval of training shall be incorporated in the training program.

9. Contractor Training

Management shall consider contractor training as and when required, for complete guidelines see “Vendor Safety handbook”

10. Roles & Responsibilities

a. Corporate HSE

1. Prepare and revise training matrix every 2 years.
2. Coordinate with the learning & culture team to plan and arrange all trainings.
3. Review content of all training including content prepared by functional HSE and other departments.
4. Provide approved training content to learning & culture before 10 working days of training date.
5. Conduct ToT session of respective HSE trainings as per requirement and SOP of learning & culture team.
6. Respective zonal corporate HSE lead will ensure that only approved trainer of respective training shall be deputed for training by learning & culture team.
7. Decide the training medium (Physical or online) and inform the learning & culture team.
8. VP HSE will decide and approve if any 3rd party training is required.
9. VP HSE will also arrange budget required for all trainings, applications, arrangements etc. Estimation and requirement for budget will be shared by the learning & culture team prior to the training program.
10. GD HSE will review and approve the 3rd party/ training provider company, trainer, and content of training.
11. GD HSE can also define any new training if required immediately during the year after locking the training matrix.

b. Functional HSE

1. Coordinate with learning & culture team to conduct training in due time.

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2. Provide support in preparing and reviewing training content required for training.
3. Ensure that respective line managers relive required staff for training and awareness sessions.

c. Learning & Culture

1. Include all trainings of HSE training matrix in their training calendar.
2. Set training content as per training hours/ sessions/ audience and requirement. The learning team can only change the training content after discussion with corporate HSE team.
3. Conduct all communications of training programs in consultation with Corp HSE
4. The competence of the trainer shall be ensured by both corporate HSE and Learning & Culture, especially where GD HSE will be reviewing and approving the external consultant. A complete list of HSE trainers shall be maintained by the learning and culture team.
5. Evaluate effectiveness of each training and take feedback at the end of training as per training design/requirement.
6. Keep record of each training session as evidence as per existing SOP of learning & culture (No. ICT/SOP/03/04). This record must include title of training, date, duration, trainer, attendees (Name, EPI, Section/department, signatures), location as minimum.
7. Retain HSE trainings records for 05 years at least and 10 years at max.
8. Share record of all training on quarterly basis or on requirement basis with corp & func HSE teams.
9. Prepare & Upload online training module(s) on required platforms/ applications after review and approval of Corporate HSE Prior to the training program.
10. Issue training certificate when advised by corporate HSE as per existing SOP of learning & culture (No. ICT/SOP/11/00)
11. Make all required arrangements as per duration and requirements of training which includes seating, room/ hall, multimedia, speakers, tea, lunch etc for participant.
12. Prepare estimate of budgets for each training and share at least 30 days before with GD & VP HSE and keep follow up till approval.
13. When 3rd party training is required, will make all required arrangements to engage 3rd parties as per existing SOP of learning & culture.
14. Take pictures of each session and maintain record.

d. Respective Line Manager of Training attendees

1. Inform all staff who are required to attend the training after receiving the invitation of training.
2. Relive all nominated staff whenever get notification/ invitation of training.
3. Ensure each staff member attends full length training in the classroom or online.
4. Ensure timely provision of new participant in case of any absenteeism and include all remaining/ missed participants in makeup session(s).

e. Training participants/ attendees

15. All participants will ensure that they completely attend the whole sessions without gaps.
16. Provide feedback at end of each training as per SOP of learning & culture (ICT/SOP/11/00)

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11. Attachments

Training Matrix

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