4.0 Training

The Operations Manager shall ensure that the induction and training procedures are current and in place, engaging specialists as required for updates. The completion of Induction and Training Records shall be verified through audits and during offshore visits.

The Operations Team, supported by HR shall be responsible for:

* Conducting onshore Induction of new personnel.
* Ensuring Individual personnel files contain up-to-date training records.
* Providing copies of transferred crew training records to receiving manager.
* Ensuring each employee has completed the 'One Compass' Welcome.

The Unit Manager shall be responsible for ensuring that offshore induction and training are carried out in accordance with the procedures details in this section.

The Unit Manager shall ensure that Training Records are kept up to date. Additional 'Induction & Training Record' booklets should be requested via the HR department.

4.1 Induction Procedures

In accordance with the Company's induction procedure, all new employees must receive Induction Training appropriate to their place of work.

For offshore employees, this takes the form of the following elements:

* Onshore Induction - organised by the Recruiting Manager
* Offshore Induction - conducted by Unit Manager
* Training - conducted by Unit Manager / Supervisor

The Unit Manager holds overall responsibility for ensuring that the offshore induction is carried out to the standards laid down and that the individual employee has understood all elements of the induction programme.

In addition to the detailed ESS induction requirements, the specific HR & Personnel Logistics Coordinator and Unit Manager will ensure that any specific client company induction/safety training has been undertaken as required.

RECORDING THE TRAINING

Individual records must be completed for all new employees and held in their personal file at the induction location:

* Onshore - Aberdeen Office.
* Offshore - Unit Manager's Office.

These will be inspected during routine audits.

TERMINATED OR TRANSFERRED EMPLOYEES

When employees are leaving the installation / vessel, their individual records are to be returned to the HR Department for retention, or on passing.

TRANSFERS

When employees are to be relocated, the following procedures are to be followed:

On-shore: Induction & Training Record and Performance Reviews to be forwarded to the receiving manager.

Off-shore: Unit Manager to ensure that the employee receives an offshore induction as for a new employee and that a record is completed.

Induction & Training Record is to be reviewed and any additional items completed as necessary

4.2 Onshore Induction

This procedure is provided for the information of Unit Managers in verifying whether new staff have received this part of their induction.

The Operations Manager shall ensure that the induction and training procedures are current and in place, engaging specialists as required for updates.

The initial stage of the induction is designed to introduce new employees and give them a back- ground to the Company, preparing them for travelling to work offshore and what to expect when they arrive. At this stage, the staff handbook and Substance Abuse Policy are to be issued to and signed for, by the employee. The new employee will also be issued with a Self-Health Questionnaire Card.

The employees are issued with details of the online Food Safety course to be completed within the first three months of employment. When completed they are to advise their manager, who will note this within their Induction & Training Booklet.

TRANSFERRING EMPLOYEES

Employees transferring from one installation to another shall undergo the necessary client induction.

PROGRAMME

The programme followed during the onshore element of induction is shown on the next page.

4.2 Onshore Induction – Programme Cont.

PROGRAMME OBJECTIVE:

On completion of this part of induction, the new employee will know his/her terms and conditions of work and be prepared for their first trip offshore.

CONTENT: HANDOUTS:

The following handouts are given to the new start at the end of onshore induction:

COMPANY INTRODUCTION

Onshore support team

TERMS & CONDITIONS OF EMPLOYMENT

Tour of duty

COTA pension scheme Uniform standards Change of personal details

Responsibility to carry training wallet

WORKING SAFELY

Safety Goal

Personal safety commitment Safety Observation

Location of policy documents offshore

HSE TRAINING

Safety Observation Personal Safety Objectives Human Factors

Staff Handbook

Self-Health Declarations (Client Specific for COVID)

Substance Abuse Policy

No Smoking Policy

Equal Opportunities Policy

Computer Usage Policy

WORKING OFFSHORE

Check-in & health declaration Preparing to travel:

What to take

What not to take

Restricted items Procedure at Heliport

Procedure on board the platform

POLICIES AND PROCEDURES

Staff Handbook Substance Abuse Policy Computer usage policy Data Protection Policy

PLAYING YOUR PART

The ESS Way

4.3 Offshore Induction

The Unit Manager is responsible for ensuring that all new starts are met on arrival offshore and undergo a full induction programme within their first trip onboard the installation/vessel.

The purpose of induction is to:

* Quickly settle the new employee into the unfamiliar surroundings.
* Ensure that all safety provisions are understood, and safety procedures can be followed.
* Enable the new employee to become a productive team member as soon as possible.
* Provide support and foster team spirit.

The Unit Manager will commence induction on the first day by describing the standards of work and behaviour expected. By the end of the first trip, he/she will have completed the induction as detailed in the Induction Record, which both the Unit Manager and the new employee shall sign and date.

Part 1: SPONSOR

A responsible member of the crew, ideally from the same workstation, should be nominated as sponsor to the new start for their first trip to help settle them in and provide informal instruction and support.

Part 2: CONDUCTED BY UNIT MANAGER

The following notes are provided to assist the Unit Manager with the content of induction.

* Muster Duties - Explain the muster duties of the new start demonstrating where appropriate. (E.g., checking a cabin).
* Work Duties - Explain the deployment chart and issue Job Designation / Task Analysis sheet.
* Training Arrangements - Show the Induction & Training record and explain how on-job training and competence assessment are carried out.
* Working safely, hygienically and with care for the environment - explain the individual's responsibility for the safety of him/herself and others and give examples that relate to their job. Remind the new start of their legal obligation to work hygienically and to provide safe food. Explain the arrangements on board for the protection of the environment, any recycling procedures.
* Hazard spotting, risk assessment, Energy General Risk Assessment & Safe Working Essentials Observation Cards- Need to be alert to hazards to the safety of self and others. If you spot a hazard - warn others; decide if you can rectify; always report hazards to your manager even when you have been able to rectify them.
* Stop before commencing a task and carry out a simple risk assessment:
* consider the hazards to safety or the environment that are present in the task.
* what controls will prevent an accident - e.g.
* putting out warning signs when washing a floor
* wearing the appropriate protective equipment when handling cleaning materials
* get someone to assist you with a manual handling task etc.

4.3 Offshore Induction Cont.

* Accident and near miss reporting - It is the responsibility of the employee to report all accidents and incidents to their Line Manager no matter how minor. All accidents must also be investigated to identify the root cause with a view to preventing recurrence. Near misses should also be reported e.g., cartons fall out of the container on opening the door, but no-one is injured. Reporting this would mean that the supplier would be involved in preventing a similar (and possibly injurious) event. Show Safe Work Essentials Observation Card and its location.
* Occupational Health and Management System (OHSMS) - show the new employees the description of ESS OHSMS and familiarise the new employee with the poster - Know your OHSMS.
* Personal hygiene and dress and customer relations - We must remember that we are in a service job, and, despite the environment, we must display a professional standard when always dealing with customers. This means keeping yourself and your clothes clean and tidy and treating customers in an appropriate manner.
* Food service and complaints procedure - Explain food service and complaint handling procedure as shown in Procedure 7.10.
* Timekeeping breaks and attention to work standards - You could be asked to work unaccompanied at certain times - supervision will not be constant, so you are required to display personal discipline, good timekeeping, appropriate break times and attention to and achievement of the laid down standards of work. If you are unsure, ask! At the end of your trip, you will be appraised as to your performance. This information may affect your future employment and opportunities for advancement.

HANDYMAN

On units where ESS have handyman responsibilities, Unit Manager shall ensure that an Induction & Training Record is completed.

* A brief outline of the work scope required under ESS contract on the installation shall be given, and any areas of concern raised.
* Describe the need to:
	+ Plan work in advance ensuring there are no conflicts with other on- going work and all materials and required authorisation has been obtained.
	+ Always prepare and maintain the work site in a safe condition.
	+ Utilise appropriate personal protective equipment.
* Confirm any requirement for training on clients permit to work system, this shall be arranged through the installation management. Emphasise the importance of such systems and that no work requiring a permit is carried out without the required permit.
* Platform specific requirements, including levels of training/competence relative to tasks per- formed, must be agreed locally and responsibility for training established.

Details of further training requirements/competence assessments identified on the Induction & Training Record.

NB It is essential to impress on the new start that he/she must never proceed with any task involving hazards to him/herself or others until full training has been completed.

4.4 Core Training

RESPONSIBILITY

The Unit Manager is responsible for ensuring that all new ESS employees receive training appropriate to their job within the first three months of employment. It is an essential aspect of training that no crew member be asked to undertake any tasks involving hazards to themselves or others until the relevant training has been completed.

CARRYING OUT THE TRAINING

Training will be carried out by the individual's Supervisor or the Unit Manager. Outline training instructions are detailed below and must be adhered to. An Individual Training Record must be completed for each employee.

**Workplace Safety**

* Manual Handling Competence Assessment - Follow the process on the Competence Assessment Form, including practical lifting and handling exercise, and sign off accordingly. These assessments should be reviewed annually.

**Galley Knife Policy** –

* Ensure that the new start understands the ESS Knife Policy
* Explain the 'Knife Time-out' and competence assessments.
* Complete competence assessments as appropriate to range of tasks expected of the individual and review this annually.

**Hazardous Material Handling - Control of Substances Hazardous to Health (COSHH)**

* Identify any hazardous materials that the individual crew member will encounter during his/her work and list these in the Training Record. (Hazardous Materials are generally, but not exclusively, the cleaning materials.) Advise the individual not to handle any hazardous material without full training.
* For each material identified, a specific training session must be given at the work location. These sessions must be based on the information available from the relevant COSHH assessment and Manufacturer Safety Data Sheet and cover instructions and training as shown over- leaf:
* Instructions must ensure that the individual knows:
* Correct use of the material.
* Precautions to be observed and when they should be taken.
* Emergency procedures.

**COSHH Training** must also ensure that the individual can effectively apply and use:

* Safe procedures for use, storage, and disposal.
* Personal protective equipment, as appropriate.
* Emergency measures.

On completion of any training subject individual is to confirm full understanding then sign and date within the training record. The training record must be kept up to date with any additional training required should they use any different material and be reviewed annually.

4.4 Core Training Cont.

**Dangerous Machines**

* The Supervisor/Unit Manager must identify all pieces of mechanical or electrical equipment that the individual will encounter during his/her work and list these in the Training Record.
* The individual must be advised not to use or clean any piece of equipment without full training.
* For each piece of equipment, a specific training session must be given at the work location using the relevant SWPs.

Training must cover instruction and demonstration of safe operation; trainee practice to show competence; and identification and explanation of hazards and the procedures to be followed in the event of an emergency or breakdown. Include safe cleaning procedures in the training as appropriate. On completion of each piece of training, the individual is to confirm full understanding and then complete that line of their Training Record by date and sign.

**Hygienic Practices**

* Hazard Analysis & Critical Control Points
* The Unit Manager is responsible for ensuring that the individual understands the HACCP Process described in Section 7 of the manual and summarised on the chart displayed in the galley and for getting the individual to confirm this by them dating and signing this section.
* The Unit Manager is responsible for ensuring that the individual understands the correct procedures for the handling and storage of different foodstuffs as described in procedure 7.5 of the Offshore Operating Manual and for getting the individual to confirm this by them dating and signing this section.

**10 Golden Rules of Food Hygiene**

* The Unit Manager is responsible for ensuring that the individual understands the ESS 10 Golden Rules as shown in the appendix to this section of the manual and on the poster displayed in the galley and for getting the individual to confirm this by them dating and signing this section

**Food Safety**

* The individual must complete the Compass Health & Food Safety modules online within their first three months with the company.
* Chef level and above should complete Compass Level 3 Food Safety training.

Following completion of food safety training, the Unit Manager should sign the individuals Induction & Training Record.

Training to help new employees attain the required standards of competence must be planned de- pending on the previous experience of the individual and the future requirements of the company. This competence assessment shall be carried out jointly by the new start and the Unit Manager or Supervisor.

4.4 Core Training Cont.

**Environmental Policy**

* Introduce the new start to ESS Environmental Policies and the Aspects and Impacts Register. Record the date and sign when the new start has successfully completed the Environment Toolkit briefings.

4.5 Job Training

The Unit Manager shall be responsible for ensuring that an Induction & Training Record is raised for each member of his/her staff and for ensuring adequate on the job training. A blank record is provided for use as a continuation sheet where necessary.

The training given to individual members of staff will be dependent on their previous experience. Inexperienced staff will require full training, experienced staff may only require assessment to ensure performance to ESS standards. The trainer shall date and sign the Training Record on completion of each item of training.

After training, staff shall be assessed on the job to confirm competence. When repeated observation of competent performance and appropriate questioning has been carried out, the trainer shall date and sign the record as appropriate.

In the event of subsequent nonstandard performance, refresher training may be required. This shall be recorded as appropriate.

CARRYING OUT THE TRAINING

Depending on the size of the unit, on-the-job training and assessment shall be carried out by the Manager or the relevant Supervisor.

Staff should not be expected to perform to ESS standards until adequate training has been given. Assessment of their performance following training may reveal inadequacies. Before criticising the member of staff, it is necessary to consider whether the training has been well delivered and sufficiently comprehensive.

Recording the training completed gives the trainee encouragement and enables the Manager to monitor progress. It also provides a basis for reviewing the effectiveness of training.

WHEN DOES THE TRAINING HAPPEN?

Job training can begin on the first day of employment. In this way it speeds effective use of new staff and motivates the new employee by making them part of the team and productive at an early stage.

The progression of training should be from easy to more complex tasks, bearing in mind the need to build-in interesting as well as mundane tasks in the early stages.

The duration of training will depend upon the complexities of the job as well as the aptitude of the trainee.

Progress should be monitored, and feedback given at regular intervals. The new employee should be advised when he/she has reached experienced worker standard.

4.5 Job Training Cont.

TRAINING FOR CHANGE

When procedures, menu or equipment change, all staff affected will require some element of training. This training should precede the change, be planned, recorded, and reviewed.

A review of an individual’s performance is formally carried out on an annual basis at the Performance Review. At this time an individual’s personal development plan can be agreed to achieve any short- falls in performance or development for succession.

UNIT MANAGER TRAINING

Unit Managers will receive training and development to enable them to carry out their job and to meet identified development needs. Unit Managers are responsible for maintaining their own training records and requesting any necessary endorsements from their line manager.

4.5.1 Knife Training & Competence

POLICY & UNDERPINNING KNOWLEDGE

Before employment in the galley, all employees must:

* Have full understanding of the galley knife policy.
* Be able to describe and demonstrate how to sharpen a knife.
* Correctly identify the right knife for a specific task.
* Explain why one should never attempt to catch a falling knife.
* Describe how a knife should be carried.
* Explain why a knife should never be put in the wash up but should always be washed and cleaned by the user.
* Carry out a '*Knife Time Out'* assessment and in doing so be able to assess whether an alternative can be used requiring less knife work or involving use of the robot coupe during preparation and whether a cut-resistant glove would be an advisable additional precaution.

*KNIFE TIME OUT*

* *Do I need to use a knife?*
* *Am I wearing my cut resistant glove? Is this the right knife for the job?*
* *Think my way through the task don’t cut until I'm sure*
* *Keep my mind on the job*

TRAINING

The Unit Manager shall provide on-job training where the employee's knife skills are not to the level of required competence.

For skilled employees a successful competence assessment is all that is required.

COMPETENCE ASSESSMENT

The range of assessments selected are considered representative of the main knife skills required in the galley. A blank sheet is provided should further assessment be considered necessary. Similar details should be completed.

Galley steward tasks will normally only require the page 1 assessments. Two methods of onion peeling are addressed. The galley steward should be assessed in the competences they prefer.

4.6 Competence Assessment

Unit Manager is responsible for ensuring that a Competence Assessment is completed within the first three trips for all new starts. Ongoing competence assessments should be completed with core crews as a minimum annually.

The employee profile document contains the following information: position overview; job description; competence profile and competence evaluation documents.

It is the responsibility of the Unit Manager to advise employees and complete the competence assessment process within the identified timescales.

Identified training needs require to be addressed to enable satisfactory close out and completion at unit level. Unit managers should discuss identified requirements with the relevant support function and their Line Manager.

Completed competence documents should be held on the employees personnel file offshore

4.7 Personal Development

Personal development is important in improving current skills and acquiring new skills relevant to the changing needs of the company.

All individuals shall take ownership of their own development, enlisting the support of their line man- ager as appropriate.

Identification of development needs may stem from the appraisal process or from the individual self-diagnosis of his/her strengths and weaknesses or individual career goals.

The establishment of learning objectives and selection of appropriate development methods may be carried out in conjunction with the Operations Manager or as an individual exercise.

Development opportunities exist in a variety of sources. These included

* reviewing one's own performance in dealing with problems or other situations at work.
* discussion groups.
* structured project work.
* reading management texts.
* secondments to other areas of the business.
* attending learning events and following structured courses of study.

RECORDING TRAINING

The Unit Manager is responsible for keeping his/her training records up to date. The Training Record should be completed for both managers.

Competence in the 'Essential Elements' should be assessed by the Operations Manager. If necessary, training should be given, and the 'Confirmation of Competence' only completed when properly assessed.

Previously gained qualifications and certifications should be recorded. Copy certificates should be filed with the record and the Operations Manager shall endorse the record on inspecting the certificate.

Other training courses and development events should be entered on the record as they are completed, again the Operations Manager should be asked to add his/her confirmation of training.

4.8 Training Appendix

Instructions for the use and completion of the forms are detailed in the appropriate procedures in this section of the manual.

* Offshore Induction
* Induction & Training Record Booklet
* Competence Assessments - Knife Use
* Competence Assessment - Manual Handling
* General Safety Statement
* 10 Golden Rules of Hygiene