



**ISO 45001 LEAD AUDITOR
REFRESHER TRAINING
FOR ENVIRONMENTAL SPECIALISTS**

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ENVIRONMENTAL SPECIALIST CURRICULUM





**SUPPORT
FOR ENVIRONMENTAL PROFESSIONALS**

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LEARNING OBJECTIVES



Clause 7, Support

- 7.1 Resources
- 7.2 Competence
- 7.3 Awareness
- 7.4 Communication
- 7.5 Documented Information





ISO 45001:2018 CLAUSE 7 SUPPORT

Section 7 of ISO 45001 discusses the resources and support needed to be successful with the OH&S management system. "Support" means that the organization has achieved a level of competence among its workers and systems to successfully drive the outcomes of the OH&S plan.

It also discusses the need to establish awareness of the OH&S policy, communicate information about the OH&S management system, outline with whom the information should be shared, manage documentation including tracking of updates, and control information and ensure its accessibility and accuracy.

Essentially, the support system provides an overview of how the organization must support the OH&S management system. Successfully managing an Occupational Health and Safety Management System relies heavily on having the necessary resources for each task. This includes having competent staff with the appropriate training, support services, & effective information & communication means.



7.1 RESOURCES

The organization must determine and provide the resources needed for the establishment, implementation, maintenance, and continual improvement of the OH&S management system.

The organization must initially determine and provide the resources necessary to establish, implement, maintain and continually improve its OH&S management system. The identification, procurement, and provision of resources are the prerogative of senior management, and their absence or diminution can be a limitation on the effectiveness of the OH&SMS. Examples of resources include: Human, Natural, Infrastructure and Technology

Resources should be provided in a timely and efficient manner. Resource allocations should consider the organization's current and future needs. Resources will be required to fulfill the requirements identified during the planning stages of the system to maintain continuous improvement. T



7.2 COMPETENCE

The organization must determine the necessary competence of workers that affects or can affect its OH&S performance. It must ensure that workers are competent including the ability to identify hazards on the basis of appropriate education, training, or experience and where applicable, take actions to acquire and maintain the necessary competence, and evaluate the effectiveness of the actions taken.

It must take retain appropriate documented information as evidence of competence. Applicable actions can include, for example, the provision of training to, the mentoring of, or the reassignment of currently employed persons, or the hiring or contracting of competent persons.

The competence of workers should include the knowledge and skills needed to appropriately identify the hazards and deal with the OH&S risks associated with their work and workplace.



7.2 COMPETENCE +

If workers are deemed not to be competent, the organization is required to take action (e.g. refresher/ remedial training, recruitment of additional personnel, or hiring/contracting of external expertise) in order to acquire the necessary competence. The actions taken to raise competence to the required level need to be evaluated for effectiveness by means of the following mechanisms:

✓Interlocution of the workers on their understanding of their competence to perform the relevant tasks following the prescribed training;

✓Assessment of competence of the workers by observing them undertake the relevant tasks following the prescribed training;

✓Peer review or supervision following the required training.

7.2 COMPETENCE +

Training Gaps are usually identified with the development of new processes, for example, the introduction of new machinery or in achieving compliance with regulatory requirements. No matter how big or small the organization is, training records are essential as reference and evidence of the fulfillment of competence. Consider an overview training matrix identifying fulfilled training gaps including refresher training dates.

In addition, consider individual training records with signatory evidence from the worker to acknowledge completion and understanding of training including hazard awareness. The organization must also consider the competence of external providers including the procurement of contractors conducting tasks on site.

The organization must train all workers to be competent in the ability of hazard identification. It is core to being able to participate in applying the hierarchy of control and to understand when to exercise their right to cease unsafe work.

7.3 AWARENESS

Workers should be aware of the OH&S policy and OH&S objectives. Workers should be aware of how they can contribute to the effectiveness of the OH&S management system, including the benefits of improved OH&S performance. The worker must be aware of the implications and potential consequences of not conforming to the OH&S management system requirements.

Awareness is closely related to competence in the standard. Employees must be made aware of the Occupational Health & Safety policy and its contents, any current and future impacts that may affect their tasks, what their personal performance means to the OH&S Management System and its objectives, including the positives or improved performance, and what the implications of poor performance may be to the OH&S Management System.

Additionally, the standard demands that workers be aware that they can remove themselves from work situations that they consider to be a danger to their life or health. Awareness of the requirements of the OH&S system is critical to both internal and external workers.

7.3 AWARENESS +

There must be a clear understanding of the organization's H&S Policy including the requirement for individuals to protect themselves and others from exposure to hazards. Awareness training starts before work commencement for both internal and external workers and may include:

- ✓ OH&S Policy and requirements
- ✓ Hazards associated with the environment and processes
- ✓ Means to report incidents and receive information following the investigation
- ✓ Means to report near misses or safety-critical defects
- ✓ Structure of supervision
- ✓ Provision of information including Safe Systems of Work or Work Instructions
- ✓ A clear understanding that there are no recriminations for reporting hazards or precautionary removal of individuals from exposure to harm which is life-threatening. This must be actively encouraged as part of a positive safety culture. It is recommended there is evidence of awareness training.



7.4 COMMUNICATION

The communication process(es) established by the organization should provide for the gathering, updating, and dissemination of information. It should ensure that relevant information is provided, received, and is understandable to all relevant workers and interested parties.

The organization must establish, implement and maintain a process or processes for internal and external communications relevant to the OH&S management system, which provides for the gathering, updating, and dissemination of information and which encompasses the following:

- ✓ What topics to communicate on;
- ✓ When to communicate;
- ✓ With whom to communicate (e.g. internally within the organization and/or externally with contractors, visitors, and other interested parties);
- ✓ How to communicate.



7.4 COMMUNICATION +

Communications should be appropriate, comprehensible, and intelligible for the audience at which it is aimed and take into account diversity aspects such as gender, language, culture, literacy, and disability.

The organization should also take into account legal and other requirements and ensure that the information to be communicated is consistent with information generated within the OH&S management system and is reliable. Information transmitted by internal or external communications, of interest to relevant interested parties, must be available when required.

External communication processes often include the identification of a designated contact person from within the organization. This allows for appropriate information to be communicated in a timely and consistent manner. This can be especially important in emergency situations where regular updates are required to be delivered in a clear and unambiguous manner.



7.5 DOCUMENTED INFORMATION

7.5.1 General

The organization must have Document Information (documents and records) as required by ISO 45001:2018 and also those determined by the organization as being necessary for the effectiveness of the OH&S management system. The extent of documented information for an OH&S management system can differ from one organization to another due to the size of the organization and its type of activities, processes, products, and services. It can be due to the need to demonstrate fulfillment of legal requirements and other requirements; the complexity of processes and their interactions; the competence of workers.



7.5 DOCUMENTED INFORMATION +

7.5.2 Creating and updating When creating and updating documented information, the organization must ensure appropriate identification and description (e.g. a title, date, author, or reference number) and format (e.g. language, software version, graphics) and media (e.g. paper, electronic); It must also ensure appropriate review and approval for suitability and adequacy.

7.5.3 Control of documented information Documented information required by the OH&S management system must be controlled to ensure that it is available and suitable for use, where and when it is needed. It must be adequately protected from loss of confidentiality, improper use, or loss of integrity.

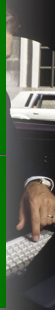


7.5 DOCUMENTED INFORMATION +

For the control of documented information, the organization shall address the following activities:

- ✓distribution, access, retrieval, and use;
- ✓storage and preservation, including preservation of legibility;
- ✓control of changes (e.g. version control); retention and disposition.

Documented information of external origin determined by the organization to be necessary for the planning and operation of the OH&S management system should be identified, as appropriate, and controlled. Access can imply a decision regarding the permission to view the documented information only, or the permission and authority to view and change the documented information. Access to relevant documented information includes access by workers, and, where they exist, workers' representatives.



7.5 DOCUMENTED INFORMATION +

The organization is also required to identify any documented information of external origin that is considered essential for the planning & operation of its OH&S management system & ensure that it is controlled.

All of the controls described are primarily aimed at preventing unintended use of obsolete documented information. As with all management systems, the extent of documented information will vary depending on the size, scope, and complexity of processes within the organization.

A practical approach to the development and control of documented information will assist in business protection as well as providing sources of information for workers relating to hazard identification.

Consider a risk-based approach to the level of documented information required including consideration for literacy and language. Documented information is not restricted to hard copy and will appear in a variety of media including electronic format, emails, and web-based.

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