

The entity determines the competence requirements for those employees that affect, or could affect, its OSMS performance. This requirement also concerns employees operating under the control of the entity such as contractors, outsourced employees, etc.

Once these competence requirements have been determined, the entity must then ensure that those employees possess or acquire the necessary competence, including the ability to identify hazards, through appropriate education, training or experience.

It is imperative that all employees have the knowledge and skills required to identify hazards and manage risks associated with their work and workplace.

If employees are deemed not to be competent, the entity is required to take action (e.g. refresher/remedial training, recruitment of additional personnel or hiring/contracting of external expertise) to enable them to acquire the necessary competence.

Training process includes:

- Identification of training needs
- Preparation of a training matrix to address identified training needs
- Delivery of the training
- Evaluation of the effectiveness of the training
- Documentation, monitoring and review of the training received

Obligatory safety training provides to employees free of charge during paid working hours.