**Purpose**

This procedure defines the activities to achieve customer satisfaction with regard to:

* Vehicle de-pollution
* Scrap waste

**Procedure**

**Purpose**

This procedure defines how we are to ensure that each member of staff on behalf of A1 Group is made aware of their responsibilities required by our Management System.

Competencies are suitably recorded with any certifications as required.

**Competencies**

All our employees have received information setting out company policies and what their role will be to ensure that our Management System achieves its objectives and targets.

We have ensured that all personnel performing any task which;

* could or have the potential to cause significant impact on the environment
* impact Occupational Health & Safety in the workplace, or
* affect our service provided to our Customers;

will be competent.

All personnel have a full understanding of their duties, including any specific job training and no employee shall be placed in a job or task that they have had insufficient training for.

It is the responsibility of our management team to ensure that every individual within the company receives sufficient training in order to meet the requirements of their duties and is aware of;

1. The importance of conformance to the policies, procedures and the requirements of the Management System.
2. The impacts and Occupational Health & Safety consequences of their work activities, actual or potential and the benefits of overall improved personal performance.
3. Their role in achieving conformance with the Management System and our company policies; including emergency preparedness and response requirements.
4. The potential consequences of departure from our company procedures.
5. The environmental significant aspects identified through the aspect assessment process.

Other job related training will be carried out in house and by external sources as and when required, ensuring certificates and or other relevant documentation are filed in the employee’s training file.

**Induction Training**

Any new employees of the company will go through our induction process. Information inducted will include the following;

* Overview of Company policies
* Their responsibilities, such as conformance to environmental waste controls, procedures, forms and recycling initiatives.

During this induction process the inductee will be supervised and subject to extra checks by the senior manager or supervisor, to assess their competency and if required extra training maybe given to satisfy any needs.

**Training Records and Review**

Company training records are retained for the company on an individual basis and are retained within Company personnel files held for each employee of the Company.

Records of all training shall also be recorded; with any certificates obtained filed under the relevant employee.

Training records are reviewed regularly by the Company with any needs for re-training identified satisfied as necessary.

Note: Training will only be recorded on the employee’s training records once they are deemed competent, training determined effective and signed off as being so.