Technical Competence Policy Statement

Welsh Water recognises that the protection of our environment and human health is an integral part of our business and is committed to reducing the risk of pollution to land, air and water by ensuring that we operate within the performance standards set out by our Regulators, Natural Resources Wales and the Environment Agency.

We acknowledge that it is vital that our colleagues who operate our Advanced Anaerobic Digestion Facilities and Sludge Treatment Centres have the necessary knowledge, skills, and technical competency to satisfy regulatory requirements and comply with the environmental permit.

We will achieve this by:

—— Senior management demonstrating leadership and commitment and taking accountability for the effectiveness of the Competence Management System, ensuring its integration with the strategic direction and processes of Welsh Water.

—— Providing a framework for establishing and reviewing competence related objectives and targets.

—— Continually improving the effectiveness of our Competence Management System and the enhancement of our permit compliance through regular review of performance and the evaluation of feedback from our Regulators and customers.

—— Engaging, directing, and supporting each employee to have a good understanding of the importance of the Competence Management System, their responsibility in contributing to its effectiveness and its direct relevance to permit compliance.

—— Providing each colleague with a comprehensive job description that defines the role, responsibilities, reporting lines and the levels of competence required to comply with environmental permits.

—— Supporting each job role with a defined knowledge and skills framework that is regularly reviewed in line with Regulatory changes.

—— Providing the budget and resources required to deliver planned programmes of training and development for our colleagues.

—— Undertaking regular performance reviews of our colleagues to determine ongoing levels of competence.

—— Operating and continuously improving a Competence Management System that is certified to a recognised competence standard.

—— Communicating the content of the Competence Management Policy to all Welsh Water colleagues and relevant interested parties.

The Competence Management System is supported by the Welsh Water Integrated Management System which is certified to ISO 9001 and ISO 14001.

This Policy will be reviewed annually and/or when significant changes are identified.

Steve Wilson
Steve Wilson
Managing Director of Wastewater Business Customers and Energy
Welsh Water
April 2022

Competence Management System Objectives
2022-23

	Objective	Target	Key Measure	Due Date	Owner
1	Colleagues operating within the scope of the Competence Management System have clearly defined roles and responsibilities.	Review 100% of all applicable job descriptions. Update the IMS Roles and Responsibilities Matrix to include IED permit and CMS roles and responsibilities. Communicate the roles and responsibilities to all applicable colleagues.	Number roles that have clearly defined roles and responsibilities in relation to compliance with the IED Permit and the CMS.	31st July 2022	All Managers
		IED Permit responsibilities are incorporated within the Personal Work Plans of each colleague operating within this CMS .	Number of PWPs have been updated with requirements.	31st August 2022	All Managers
2	Define the competency standards needed to comply with the IED Permit and the Competence Management System.	100% of knowledge and skills frameworks reviewed and updated with competency requirements.	Number of roles that have clearly defined competency and training requirements.	31st July 2022	Head of Biosolids Business Head of Wastewater Treatment Technical Training Manager
3	Evaluate the performance and competence levels of colleagues operating within the scope of the CMS to ensure ongoing compliance with the management system and IED Permit	100% of colleagues have regular one to ones and PMRs.	Number of one to ones and PMRs completed.	End March 2023	All Managers
4	Continually develop the skills of our colleagues to ensure compliance with IED permit conditions	100% of new starters operating at IED permitted ADD Treatment Facilities and Sludge Treatment Centres will be scheduled to complete the City and Guilds Competent Operator Training Programme.	Number of colleagues scheduled to complete the City and Guilds Level 3 Competent Operator Training Programme.	End March 2023	Head of Biosolids Business Head of Wastewater Treatment Technical Training Manager
		100% of our colleagues operating within the CMS will have received training on CMS and the IED Permit.	Number of colleagues completed the CMS Training Programme	End Sept 2023	Wastewater Quality Business and Improvement Manager All Managers
5	Continually improve the effectiveness of the CMS through a programme of internal audit	Deliver a risk based programme of internal audits on CMS	Percentage of planned audits completed.	End Dec 2022	Wastewater Quality Business and Improvement Manager
6	Gain certification to a recognised competence management standard	Zero major non-conformances raised during certification audit resulting in CMS certified to recognised competence management system standard.	Results of external audits.	End October 2022	Head of Biosolids Business Wastewater Quality Business and Improvement Manager

Set the Standard

CERTIFICATION PROPOSAL

Contract offer
Proposal number:
Proposal date:
Standard Name:
ISO/Ref Number:

SGS

Why partner with SGS for your Certification Services

SGS services enable your organisation to demonstrate that it's products, processes, systems or services are compliant with either national or international standards and regulations or customer defined standards, through certification.

Overview of your organisation's requirements

What SGS can do for your organisation?

SERVICE REQUIREMENTS			
LEGAL ENTITY / COMPANY NAME	**Dŵr Cymru Welsh Water**		
ADDRESS	**Linea, Fortran Road, St. Mellons, Cardiff, Wales, CF3 0LT**		
CONTACT	**Paul Marsh**	**POSITION**	**Compliance Manager**
PHONE	**07827 848 009**	**EMAIL**	**paul.marsh@dwrcymru.com**

STANDARDS(S)	**CMS**
ACCREDITATION BODY(S)	**UNACC (Accredited Affiliate:)**
EFFECTIVE NO OF EMPLOYEES	**64**
PROPOSED SCOPE(S)	
The Competency Management System for permitted activities, including; handling, storage, treatment, recovery and transfer of hazardous and non-hazardous waste and all associated transport activities.	

FREQUENCY OF VISITS	**Annual**
TOTAL NO. OF SITES	**4**

FEES			
CURRENCY: GBP Expenses Included			
YEAR	**AUDIT TYPE**	**DURATION**	**TOTAL RATE**
2022	Stage 1 Audit	2 Days	1,950.00
2022	Stage 2 Audit	3.5 Days	3,412.50
2023	Surveillance	2 Days	1,950.00
2024	Surveillance	2 Days	1,950.00

YEAR	**AUDIT TYPE**	**DURATION**	**TOTAL RATE**
2025	Recertification Audit	3.5 Days	3,412.50

- We keep our fees clear and transparent and the only fees you may pay on top of those listed are:
  - VAT at the current rate.
  - Charges may be made for cancellation of any agreed visit dates.
  - Additional charges will be made for certificate changes, extra work arising from assessment findings and non conformances being identified and additional regulatory requirements where applicable.
- If an indicative start date has been discussed, then this is reflected in the Example Date above, if not, then this is an example to illustrate when fees would be charged.
- In all cases the actual dates of the stages will be agreed with you by the scheduling team allocated to manage the next stage of your service journey.

Should any of the information provided above (on which this offer is based) change at any time before the service provision takes place, the offer may need to be amended accordingly. This could be a result of you informing us, or something that we identify during our review processes.

Please ensure that you have read and understood the **"Service Process Explained"** documents which form part of this contract offer. Signing below acknowledges all the information and accepts all the conditions contained in these documents.

SGS cannot guarantee a particular date until your application has been received and the technical requirements reviewed. However, we will try to accommodate your needs and will confirm the audit date as quickly as we can.

SGS United Kingdom Limited | Station Road Oldbury West Midlands B69 4LN t+44(0) 121 541 4748 www.sgs.co.uk

Member of the SGS Group (SA Group)
Registered in England No:1193985   Registered Office: Rossmore Business Park   Ellesmere Port   Cheshire   CH65 3EN

PROPOSED AUDIT SITES
CMS
DWR CYMRU/WELSH WATER, Cardiff AAD Facility, Tide Fields Road, Tremorfa, Cardiff, CF24 2RX
DWR CYMRU/WELSH WATER, Cog Moors Wastewater Treatment Works Advanced Anaerobic Digestion Facility Green Lane Dinas Powys CF64 2TR
DWR CYMRU/WELSH WATER, Five Fords WwTW AAD Facility. Cefn Road, Wrexham, Clwyd, LL13 0PA
DWR CYMRU/WELSH WATER, Linea, Fortran Road, St. Mellons, Cardiff, Wales, CF3 0LT

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DECLARATION

On behalf of Dŵr Cymru Welsh Water

By signing this document, we apply for assessment by SGS United Kingdom Ltd. and agree to abide by the SGS Codes of Practice, the Rules governing the use of the SGS certification mark and SGS General Conditions for certification services accessible at: www.sgs.com/systems_and_services_certification as well as the conditions contained in this proposal.

We agree to abide by the terms and conditions located at 'www.sgs.com/en/certification' which have been provided via this link and with this proposal. We confirm that we have read and understood these Terms of Business, which you acknowledge will apply over any other contractual terms. You also confirm that the information provided to SGS for the application process is accurate and agree to pay all fees stated in this proposal irrespective of whether or not registration is granted. If any of the details provided during the application process change prior to assessment, you agree to inform SGS in writing as soon as possible.

We confirm that our attention was drawn to the clauses on limitations of liability and indemnification and jurisdiction. We also confirm that the above information provided to SGS for application process is accurate and agree to pay all costs as stated in this application.

NAME		POSITION	
SIGNATURE		DATE	

Client Billing Information

Registered Address if different to the above	
Company name to appear on invoices:	
Invoicing Address if different to the above	
Company registration number:	
VAT number:	
(If not VAT registered please provide proof of exemption)	
Invoicing Contact name:	
Contact position:	
Accounts Payable Phone Number	Email:
Alternative Invoicing Contact name:	
Alternative Invoicing Contact Email	

Purchase Order (PO's)

If your company issues Purchase Orders, and one shall be required, please tick the PO Validity below. Please note that if you tick and do not provide a PO, your visit dates may be at risk.

PO's are not required ☐	PO's are mandatory for each visit ☐	PO's shall be issued Annually ☐

PO's Shall be issued for the life of the contract ☐	Purchase Order number:

Does your company require SGS to use your Billing Portal/Supplier Portal for invoicing	☐ Yes

If yes please provide details :	
The name of the Portal	
Contact point for Billing Portal Set- Up and Queries	
Instructions for usage	

Related Documents

Your certification process explained

This document defines the audit process for this standard. It outlines the stages of the audit and gives guidance on what you need to do at each stage and includes any specific terms and conditions relating to your certified standard and accreditation body.

Important links

Please ensure that you read all of the below documents

Terms and Conditions of Service

SGS Code of Practice

Regulations governing the use of SGS System Certification Marks

Regulations governing the use of SGS Product Certification Marks

National accreditation logo and symbols - UKAS: conditions for use

Training
Our training solutions are developed by subject matter experts to help organisations and individuals improve personal competence and skills.

Find out more

Environmental, Social, Governance (ESG)
In recent years, sustainability reporting has developed and matured. Today, sustainability disclosure is an integral part of the best practices of any company which wants to develop and demonstrate its green or community-oriented credentials.

Find out more

Responsible Business Services
To break into new markets and exceed your stakeholders' expectations, you need to make sure that all aspects of your business are socially responsible, from design stages through to production and delivery.

Find out more

Supply Chain Management
Supply chain security is key to ensure that theft, corruption and bribery are minimised in your organisation.

Find out more

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