

What is Safety Management System awareness training?

Safety Management System (SMS) awareness training is the process of passing on information that explains your safety system and the processes you've implemented in your business to manage safety. It ensures your employees, contractors, subcontractors and all other involved third parties know what your SMS requires of them.

Your SMS awareness training should meet the specific needs of your business. It can be scaled up or down to suit your business's size and complexity.

Why is SMS awareness training necessary?

SMS awareness training is necessary because you want everyone who works with you to clearly understand your commitment and expectations regarding safety, your SMS and the role they play in eliminating or minimising the risks that may exist in your business.

The aim of SMS awareness training is to ensure employees have the appropriate skills and knowledge to play their part in effectively managing the business's safety risks. SMS awareness training enables employees to know what's required of them and how to do it.

Training your employees in their roles and responsibilities within your SMS is key to ensuring your SMS functions effectively. SMS awareness training should demonstrate to your employees that your business and its management team are committed to safety and you have the processes and systems in place to back up that commitment. Effective training gives your employees a better understanding of your SMS and, in the process, helps them to feel they're part of your business's safety goals and objectives.

How do you deliver SMS awareness training?

SMS awareness training should focus on your commitment to safety, the people responsible for managing safety in your business, and the processes and systems you have in place to manage safety. It may be as simple as sitting down with people one on one or in a small group to discuss what makes up your SMS and how they can contribute to it.

IMPORTANT: SMS awareness training should:



- emphasise that you want all your employees, contractors, subcontractors and other third parties to be involved
- be delivered in a way that everyone can understand
- be recorded, with a signed copy of the record kept on the individual's file.

Your SMS awareness training could include:

	The business	Explain your business and the transport activities you're involved in.
	Safety Policy	Explain your safety policy in detail, emphasising and reinforcing your commitment to safety.
	Safety responsibilities	Introduce the people in your business who have specific safety responsibilities and clarify to whom people should speak if they have any safety-related concerns or issues.
	SMS processes and forms	Explain your SMS processes and forms relating to hazard reporting, risk management and incident reporting, stressing their importance in improving the safety of your transport activities.
	Internal investigations and reviews	Explain your incident investigation, internal review, audit and monitoring processes.
	Positive safety culture	Explain that you promote a positive safety culture and encourage open and honest two-way communication. Emphasise that incidents are an opportunity to learn and improve safety rather than allocating blame.
	Promote and communicate safety	Explain how you promote safety and how you'll inform them of safety issues through toolbox meetings and safety briefings.
	Encourage input from employees	Explain how they can contribute to the safety of operations and that you encourage and value their input.
	Job-specific training	Explain that all employees will be given job-specific training, which will include information about responsibilities and the hazards and risks associated with their duties.

Related documents

The NHVR has developed additional guidance material and templates to assist you in developing your SMS.