

Clean Water Act Compliance Training - Cultivating a Culture of Compliance

Kenneth Wayne Richardson – ARCADIS U.S., Inc.

Eric Chang – Norfolk Southern Railway

Are you consistently meeting all your Clean Water Act compliance metrics? Do your team members recognize that compliance is part of their daily responsibilities? Is your environmental group successfully cultivating a culture of compliance? Unless you can answer “Yes!” to all those questions, you may want to consider reviewing your approach to raising awareness of the requirements of the various provisions and programs of the Clean Water Act and assessing how you measure success related to your compliance objectives.

A successful Clean Water Act Compliance Training Program is not checking boxes, going through the motions, or passing a test. Instead, success is about fostering a level of class participation and engagement that results in learning, heightened awareness, and growth of a “compliance culture” similar to the “safety culture” that is pervasive throughout the rail industry. So, how can a training session convince attendees to make Clean Water Act compliance a crucial part of their everyday job? In this presentation, we’ll present a discussion of best practices and pitfalls to consider as you develop a training strategy focused on continuous improvement in the delivery of this annual Clean Water Act requirement. Specific items to be presented include:

- Development and continuous improvement of the training program
- Logistics pertaining to registering for the class, delivering the class, and recording attendance
- To quiz or not to quiz – pros and cons
- Gathering feedback – surveys
- Strategies for improving trainee engagement and participation
- Challenges of training everyone that is required to be trained
- Measuring success

Measuring improvement in your “compliance culture” is critical for determining if your CWA training program is working. This presentation will describe methods for assessing the current state of the compliance culture of your organization, achieving your compliance objectives, and applying best practices to gauge the success of your training program.
