

August 17, 2022

Judy Grycko  
OESAC CEU Committee  
PO Box 577  
Canby, OR 97013-0577

Subject: Request for Approval of Module 3 Operator Course Application for CEU's

Good afternoon Judy,

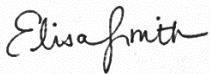
Thank you for your recent correspondence with our team. We are following the submission of our **Module 2** Compliance & Reporting Operator Course asking for accreditation CEU's of 2.25 hours for our 5 Section – **Module 3** Operator Course: *'Little Ways our personal actions can lead to Big Trouble'*.

Module 3 highlights how together through the work we have performed a reputation of honesty, integrity and trust has been earned. This module provides training to all Operators regardless of their length of service. With the records each Operator completes during the course of their daily work, this training is applicable at all levels. Additionally, this module gives Operators a deeper understanding of how legal issues surrounding our work are viewed by regulators and clients/customers.

The purpose of this module is to ensure all Operators know some small issues that, if not addressed properly, have the potential to lead to big problems for the Company. This training message is one of the most important delivered by the C&R Group to date. As a result of attending this training, Operators will have a deeper understanding of how legal issues surrounding our work can be interpreted by regulators and customers. They will also be aware of small, seemingly meaningless situations that can lead to misinterpretations, non-Compliance and decreased trust. Associates are taught how to avoid these situations, be attentive to details and operate in a way that removes misunderstandings.

As the course author, I have 23 years of wastewater experience as a compliance inspector, manager and trainer. I hold an active Grade 1 Environmental Compliance Inspector license in California, and work with a group of 15 members in the C&R group who contribute to our courses and collectively have over 300 years of wastewater and water utility experience.

Sincerely,



**Elisabeth A. Smith**  
Companywide Compliance Trainer  
(208)420-9800  
[elisabeth.smith@jacobs.com](mailto:elisabeth.smith@jacobs.com)

Attachments: Module 3 Course Application and Payment  
Module 3 Operator Course Syllabus  
Elisabeth A. Smith, Curriculum Vitae

thank you

This is your receipt for:

## Module 3 Operator Course

Course ID: 10641

Fees Charged: \$75.00

date paid: 08/17/2022

### Next steps:

Your course application will be reviewed and the administrator will contact you with any concerns.

Accurate course applications will be forwarded to the CEU committee for approval.

Until moderator ok's your course you will see your course in the "Waiting for Moderator's OK"

**Smith, Annie**

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**From:** service@paypal.com  
**Sent:** Wednesday, August 17, 2022 1:44 PM  
**To:** Smith, Annie  
**Subject:** [EXTERNAL] Receipt for Your Payment to Oregon Environmental Services Advisory Council

Hello, Ana Smith



You sent a payment of \$75.00 USD to  
Oregon Environmental Services Advisory  
Council (info@oesac.org)

It may take a few moments for this transaction to appear in your account.

**Transaction ID**

57T02563U1127184G

**Transaction date**

Aug 17, 2022 13:43:38 PDT

**Merchant**

Oregon Environmental Services Advisory  
Council  
info@oesac.org

**Instructions to merchant**

You haven't entered any instructions.

## Congrats! You've been selected to apply for PayPal Credit.

Next time you buy, pay over time. Find out if you're approved today.

Subject to credit approval. [See terms.](#)

Description	Unit price	Qty	Amount
Module 3 Operator Course Item# 10641	\$75.00 USD	1	\$75.00 USD

**Subtotal** \$75.00 USD

**Total** \$75.00 USD

**Payment** \$75.00 USD

Charge will appear on your credit card statement as "PAYPAL \*OESAC"

Payment sent to info@oesac.org

Payment sent from Annie.Smith@jacobs.com

### Funding Sources Used (Total)

Visa x-5572 \$75.00 USD

### Issues with this transaction?

You have 180 days from the date of the transaction to open a dispute in the Resolution Center.



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# Jacobs



**Module 3 Operator Course:**  
***'Little Ways to get in Big Trouble'***  
**OMFS Training Series for Jacobs (formerly CH2M)**

**2022 Syllabus Course Description**  
**Operations Management Group**

**Document history and status**

Revision	Date	Description	Author	Checked	Reviewed	Approved

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## Executive Summary

One of the strongest foundations for our growth and recognition in the industry is the incredibly robust and ethical operating record of the Company. We have earned a reputation for honesty, integrity and trust. Our operations reflect those ideals every day. At the same time, out in the field, there are times when ignoring data, taking shortcuts, and similar decisions can be viewed as small issues that won't hurt anything. But they can. They are Little Ways our personal actions can lead to Big Trouble. We must all be aware of those issues and take a strong stand against them because they affect our ability to grow and expand, and ultimately achieve the level of success of which we are capable.

### Module 3 Operator Course: 'Little Ways to get in Big Trouble'

Module 3 highlights how together through the work we have performed a reputation of honesty, integrity and trust has been earned. This module provides training to all Operators regardless of their length of service. With the records each Operator completes during the course of their daily work, this training is applicable at all levels. Additionally, this module gives Operators a deeper understanding of how legal issues surrounding our work are viewed by regulators and clients / customers.

### Purpose

The purpose of this module is to ensure all Operators know some small issues that, if not addressed properly, have the potential to lead to big problems for the Company. This training message is one of the most important delivered by the C&R Group to date. As a result of attending this training, Operators will have a deeper understanding of how legal issues surrounding our work can be interpreted by regulators and customers. They will also be aware of small, seemingly meaningless situations that can lead to misinterpretations, non-Compliance and decreased trust. Associates are taught how to avoid these situations, be attentive to details and operate in a way that removes misunderstandings.

- Identify various Compliance practices that are improper and know how to correct those practices.
- Know who to contact when you have questions or need assistance.
- Remember sometimes the appearance of doing the wrong thing is actually just as harmful as doing the wrong thing.
- People will make assumptions about our work based on first impressions, so it is important to make a good first impression. It is also important to prevent misconceptions in our work by conducting ourselves with integrity and being attentive to detail in every situation of performance.
- What Lab method you are required to use and if an alternative method is possible to use.
- What permitting authority can update or change the method used.
- What to do if a Lab method is not specified in your permit.



## 1. Course Syllabus Description

The Module 3 Operator Course '*Little Ways to get in Big Trouble*' has been developed with all O&M Project Locations and Facilities supported or operated by the Company in mind.

Together we assure that our practices, tools and technology support our ongoing work as well as help us develop new work in new markets and varied service areas. This training will outline how an incredible and ethical operating record is one of the strongest foundations for growth and continued solid performance. Together we have earned a reputation for honesty, integrity, respect and trust. Our everyday excellence reflects these ideals. Out in the field when it comes to environmental compliance, there are times when ignoring data, taking shortcuts and similar decisions can be viewed as only small issues that won't hurt anything. But they can and do lead to Big Problems, so we need to make a commitment for our everyday actions, even the little ones, to always reflect our commitment to follow the law, protect public health and protect the environment. Together we will grow, expand and ultimately achieve the excellence level of success we are all capable of.

1. Know what Pretesting is and whether it is a proper method of testing.
2. Understand what Selective Monitoring is and describe why it is or is not correct.
3. Describe a situation that would be considered Selective Monitoring.
4. Identify if it is company policy to take Process Control tests at the same time as Permit Compliance tests.
5. Identify what company slogans are a part of the Company's Compliance program.
6. How do these slogans encourage you to perform your work?
7. What is the basic preservation temperature required for most samples?
8. What is the maximum holding temperature for most samples?
9. State what you should do if our permit says to use one method of analysis and a regulator tells you to use a different method that is not listed in our permit.
10. In what Federal regulation would you find APPROVED methods of analysis?
11. Be able to indicate what methods of analysis are REPORTABLE on the monthly report to the State and EPA.

### Module 3 Operator Course: *Little Ways to get in Big Trouble*

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The Module 3 Operator Course: *'Little Ways to get in Big Trouble'* consists of 5 Sections in a 45+ minute video to watch, review and complete by each Operator. Each Section includes:

1. Simple Text (designed for ease of reading and comprehension).
2. Content Examples.
3. Content Illustrations within the videos.
4. Module Final Exam.

Each Section encourages personal accountability, provides examples of the evolving requirements, communication and due diligence required in Compliance & Reporting. The course provides guidance, direction and confidence for attaining our goal "Perfect Compliance and Perfect Reporting of Non-Compliance" to be achieved. Course retention is critical with our Clients' / Customers' satisfaction in our perfect compliance with all laws and regulations. Our Companywide Compliance Trainer and Program Administrator will be available to help Employees understand, practice and apply what they have learned.

Each Section will require the Employee to complete an attendance sheet that includes Course title with approval ID, Date, Printed name, and Signature. The Project Manager (or designee) is also required to provide their signature ensuring Operators are utilizing the course material appropriately, for the noted duration and following up with their performance in the field, confirming Operators are successfully applying what they have learned.

The course content, duration and brief description of each section is provided within the Appendix.

## 2. Module Lesson Plan

Module 3 Operator Course: '*Little Ways to get in Big Trouble*' is a self-paced video presentation designed to allow the participant an opportunity to read the course materials and then observe or experience examples of the content. The *video* presentation accompanied by questions and answers will encourage understanding and learned knowledge through course completion. This module will have a Final Exam at the end that will be scored, recorded and tracked.

The learning environment will be in a quiet area (the training room for example), furnished with a desktop, or laptop computer loaded with the assigned course files. The Project Manager will be responsible for providing the Employee with a computer, assigned Courses, Sign-In Sheet, and other materials (calculator, scratch paper for notes and computations) and will collect the Final Exam after completion.

The Final Exam will serve to confirm the Employees retention of the Module and may be utilized as part of the Employee Performance Program internally known as e3.

### **3. Program Tracking and Accountability**

The Companywide Compliance Trainer, or e3 corporate software framework, will score and file the Final Course Exams. A score of 70% is required to Pass. Results will be made available to the site supervisor. If the Employee does not achieve the minimum score of 70%, the Employee will repeat the course.

The Companywide Compliance Trainer and Program Administrator will be available to those participants showing a need for specific course assistance. Employees will be given the course material objectives as part of their quarterly performance evaluation.

## Appendix A. Course Module Descriptions

The following Sections are offered in the recommended progression:

Section	Description	Duration
Section 1 – Learning Objectives	This section covers subjects that are known to not be well understood giving the potential to be problematic for the Company. Here we examine the issues and take steps to ensure every team member understands them.	2.25 min.
Section 2 – Pretesting and Selective Monitoring	Here we discuss the definitions of and differences between Pretesting, Selective Monitoring and the actual test taken for reporting. We also cover the issues each form of testing has, tricky behaviors, correct procedures for process tests, timing of sampling and Compliance tests in addition to the protection of public health.	18.45 min.
Operator Group 1	Real life examples with enactment/participation, Q&A and digging deeper in expanding Operator knowledge base.	15.00 min.
Section 2 – Continued	<b>Driving the Point Home</b> – Video Section with additional: <ul style="list-style-type: none"><li>• Details</li><li>• Definitions</li><li>• Slogans</li></ul>	5.20 min.
Section 3 – Sampling	This section explains the Compliance sampling schedule for Operators, procedures, dos and don'ts of sampling location, timing and handling.	3.00 min.
Section 4 – Methods of Analysis	This section instructs on Lab methods approved for use vs alternative methods, what permitting authority can update or change the method used and what the formal process looks like. Also covered is what to do in times a method is not specified in your permit.	6.30 min.
Operator Group 2	Real life examples with enactment/participation, Q&A and digging deeper in expanding Operator knowledge base.	15.00 min.

Cont. on next page

Module 3 Operator Course:  
*Little Ways to get in Big Trouble*


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Section	Description	Duration
Section 4 – Continued	<b>Driving the Point Home</b> – Video Section with additional coverage re: <ul style="list-style-type: none"><li>• Basic preservation temperature<ul style="list-style-type: none"><li>• Cooling to max temp 6° C</li></ul></li><li>• Methods of Analysis<ul style="list-style-type: none"><li>• Approved</li><li>• Accepted</li><li>• Unaccepted</li><li>• Processing Testing</li></ul></li></ul>	1.50 min.
Section 5 – Reporting the Result	This section demonstrates the methods for calculating averages, using the method specified in your permit, reporting maximum and minimum values with no averaging unless your permit allows. Read your permit very carefully for the means of reporting, for example geometric means.	7.10 min.
Group 3	Real life examples with enactment/participation, Q&A and digging deeper in expanding Operator knowledge base.	15 min
Module 3 – Final Exam	13 Question Exam requiring 70% or higher score	30 min.
Evaluation Report	Provide Operator Evaluation	8.55 min
<b>Total Hours</b>	All Hours Listed are Firm Estimates	<b>2.25 Hours</b>

## **Appendix B. Course Completion Sign-Off Sheet**

Upon completion of each Section, the Operator will legibly print their name and provide a valid signature and date to receive credit. The Companywide Compliance Trainer (or designee) is responsible for Attendee enrollment. The Attendee must commit to full participation, and application of acquired knowledge towards individual professional growth. The Program Administrator will file the signature sheets with the Companywide Trainer into a secure filing network.

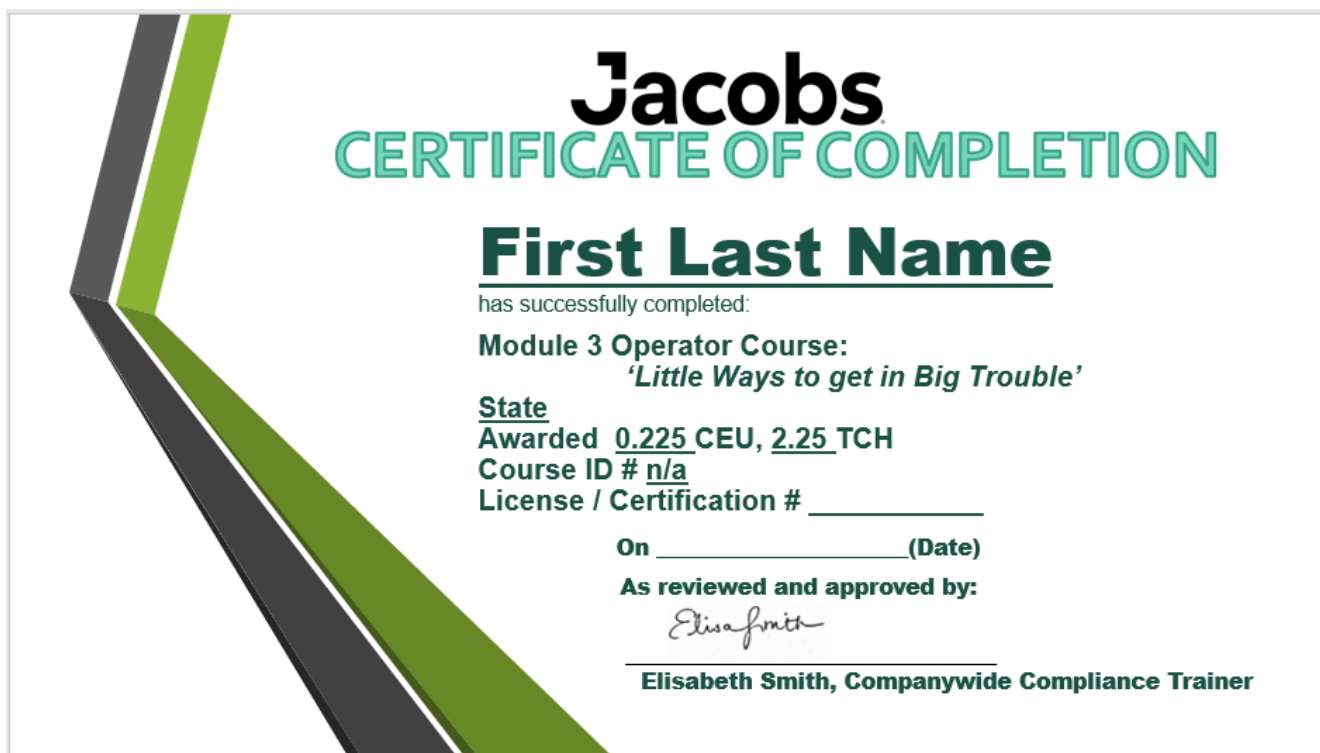
Module 3 Operator Course:  
*Little Ways to get in Big Trouble*

		<b>Course Completion Sign-Off Sheet</b> State: _____ Course # _____ Employee Name _____		
Module 3 Operator Course: 'Little Ways to get in Big Trouble'	Start Date	Completion Date	Minutes to Complete	Supervisor Signature
Section 1 – Learning Objectives			2.25	
Section 2 – Pretesting and Selective Monitoring			18.45	
Operator Group 1 – Enactment/Participation, Digging Deeper			15.00	
Section 2 Continued – Driving the Point Home			5.20	
Section 3 – Sampling			3.00	
Section 4 – Methods of Analysis			6.30	
Operator Group 2 – Enactment/Participation, Digging Deeper			15.00	
Section 4 Continued – Driving the Point Home			1.50	
Section 5 – Reporting the Result			7.10	
Operator Group 3 – Enactment/Participation, Digging Deeper			15.00	
Module 3 Final Exam			30.00	
Evaluation Report			8.55	
Total Hours Awarded for CEU Credit			<b>2.25 TCH</b>	<b>0.225 CEU</b>
I understand that it is incumbent upon me to complete all modules in this Course and that Jacobs verifies and audits the completion of training by employees. My signature indicates that I personally reviewed and completed all portions of this Course and no one has completed any portion of this course on my behalf.				
DD/MM/20YY				
Employee Signature _____	Date _____	# _____ License /Certification #		



## Appendix C. Compliance & Reporting Certificate of Completion

Upon completion of the Module, the Program Administrator will complete the below Completion Certificate and provide a copy to the Operator for their records. At the site level, the Operator is responsible for submitting their Certificate to the State and paying any applicable state CEU fees. The Program Administrator may assist, as needed. When required, this form will be customized to include necessary State specific information.

The image shows a 'Jacobs CERTIFICATE OF COMPLETION' form. On the left side, there is a decorative graphic consisting of several overlapping diagonal stripes in shades of green and grey. The text on the right side of the form is as follows:

**Jacobs**  
**CERTIFICATE OF COMPLETION**

**First Last Name**  
has successfully completed:

**Module 3 Operator Course:**  
*'Little Ways to get in Big Trouble'*

**State**  
**Awarded** 0.225 CEU, 2.25 TCH  
**Course ID #** n/a  
**License / Certification #** \_\_\_\_\_

**On** \_\_\_\_\_ **(Date)**

**As reviewed and approved by:**  
*Elisa Smith*  
\_\_\_\_\_  
**Elisabeth Smith, Companywide Compliance Trainer**

### EDUCATION

- Awarded Air Force ROTC college scholarship
- University of California, Riverside, California
- Harvey Mudd College, Claremont, California
- University of California, Sacramento, California, Office of Water Programs:
  - Industrial Pretreatment Inspections
  - Water Treatment Plant Operation, Volumes 1 and 2
  - Operation of Wastewater Treatment Plants Volumes 1 and 2

### CERTIFICATIONS

- California Water Environmental Association (CWEA) Grade I Environmental Compliance Inspector

### PROFESSIONAL AFFILIATIONS

- American Water Works Association (Emergency Preparedness & Security committee member)
- CWEA (member)

### AWARDS

- Rocky Mountain Water Environment Association Industrial Pretreatment Coordinator of the Year, 2004
- CWEA Safety Award, Santa Ana River Basin Section, 2002

### Summary/Profile

Ms. Smith is skilled in all aspects of compliance training, managing industrial pretreatment programs, and treatment facility security. She has conducted environmental auditing, prepared legal framework to support local industrial pretreatment, and supported investigative teams working under attorney privilege. Ms. Smith is a certified California Grade 1 Environmental Compliance Inspector.

### Project Experience

#### *Companywide Compliance Trainer*

#### *Jacobs*

#### *Colorado Springs, Colorado*

Ms. Smith provides regulatory compliance training to O&M staff for Jacobs. She provides training to project management staff on company tools to facilitate understanding, tracking, and improving permit compliance. Ms. Smith works closely with the Compliance and Reporting Group to update compliance training as new regulatory changes and issues arise.

Ms. Smith has been instrumental in developing and producing a series of multimedia training on a variety of topics that are delivered to all eligible associates and then become part of required onboarding training for new hires. An external review of systems by a nationally recognized authority described the program as “far and away the leader in the environmental field.”

She regularly delivers webinars on a variety of topics to project workers in the field. Previous topics include cybersecurity, active shooter, data handling, workplace security, sampling protocols, and spill reporting.

Ms. Smith has studied security issues related to O&M facilities – cybersecurity and physical security. She sits on the AWWA Emergency Preparedness & Security committee, which works to shape and influence regulations and industry guidance. She monitors security warnings and communicates them to company personnel.

### ***Industrial Pretreatment Coordinator***

**CH2M HILL**

***Rio Rancho, New Mexico***

Ms. Smith served as the Industrial Pretreatment Inspector, developing a pretreatment program under a compliance order from the U.S. Environmental Protection Agency. She conducted an industrial waste survey, developed the monitoring and reporting program, identified and categorized significant industrial users, developed the implementation manual, developed local limits, drafted the sewer use ordinance, and drafted the enforcement response plan. During this process, Ms. Smith met regularly with the Utility Director, City Attorney, City Clerk, and other city departments to coordinate program elements. In addition, she made several presentations to the Utility Commission and the City Council regarding pretreatment program implementation. For her work in Rio Rancho, Ms. Smith received the 2004 Industrial Pretreatment Coordinator of the Year Award from the Rocky Mountain Water Environment Association.

### ***Industrial Pretreatment Inspector***

**CH2M HILL**

***Rialto, California***

As Industrial Pretreatment Inspector, Ms. Smith managed the pretreatment program and served as the program inspector. She conducted inspections, performed grab and composite sampling, and documented results. She prepared monthly client reports and quarterly and annual regulatory reports. Ms. Smith also surveyed and inspected new businesses in the City to determine if they needed regulation under the pretreatment program. She interfaced with regulatory agencies, industrial users, and the City of Rialto, preparing documents for permitting and enforcement activities.

Ms. Smith also served as Project Safety Team Leader. She implemented a comprehensive training program to comply with Occupational Safety and Health Administration (OSHA) requirements as well as California OSHA requirements. She coordinated weekly staff safety training topics, monthly plant inspections by the safety team, and annual plant inspections by the company. She presented Rialto project's training system during the Project Safety Team Leader Summit 2000 as a model for other projects. Under her leadership, the Rialto project earned the 2002 Safety Program of the Year Award from the Santa Ana River Basin Section of the CWEA.

### ***Legal Secretary***

***Bonne, Bridges, Mueller, O'Keefe and Nichols***

***Riverside, California***

As a legal secretary in a medical malpractice defense firm, Ms. Smith worked with an attorney responsible for 10 to 20 cases. Familiar with each local district's rules for court and filing, she managed the attorney's calendar and filed motions and documents in court on a wide variety of alleged medical malpractice cases. She established cooperative relationships with insurance carrier representatives, doctors, attorneys, courtroom clerks, and attorney service personnel.