

June 10, 2022

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

Subject: Request for Approval of Module 2 Operator Course Application for CEU's

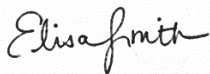
Good afternoon Judy,

Thank you for your recent correspondence with our team. We are following the submission of our **Module 1** Compliance & Reporting Course asking for accreditation CEU's of 1.5 hours for our 10 Section – **Module 2** Operator Course: *Roles and Responsibilities in Compliance & Reporting*.

Module 2 provides training for all Operators to know and understand their roles and responsibilities with regard to observing, reporting and documenting the compliance record. Every Operator plays a role in compliance and shares the responsibility of participating in the process to improve compliance throughout the Company. This Course provides a detailed description of roles and responsibilities to support and ensure compliance and how our Operators can best support their Managers in the compliance process. Module 2 also directs Operators to understand their permit requirements in order to ensure compliance and instructs guidance regarding the process to follow when conditions shift toward non-compliance or when an event of non-compliance occurs.

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

Attachments: Module 2 Operator Course Application
Module 2 Operator Course Online Payment
Module 2 C&R Course Syllabus
Elisabeth A. Smith, Curriculum Vitae

Pay Registration Fees

Below is the course you just entered. You must now pay the registration fee(s).

You will be able to add documents attached to the course after paying.

[Paypal](#)

[Cancel Registration](#)

Course Title

Module 2: Operator Course

Target Audience

WW + DW Operators

Instructor

Elisabeth Smith

Training Location

Jacobs Project Sites

Dates

To be Determined

DWP CEUs

.15

WW CEUs

.15

OnsiteInstall CEUs

OnsiteOandM CEUs

.15

MaxCEUs

0.15

Fees Charged

75

SponsorID

522

CurrentContactName

Annie Smith

Business Name

Jacobs Engineering Group, Inc.

ContactAddress

1501 W Fountainhead Pkwy, Ste 401

ContactCity

Tempe

ContactState

AZ

ContactZip

85282

CurrentContactPhone

4807719300

CurrentContactFax

CurrentContactEmail

Annie.Smith@jacobs.com

Date Course

Received

6/10/2022

Fees Paid

CheckNumber

PrelimAprvDate

MailedReceipt

Final Approval Date

1/1/1900

HomeStudy

no

Recurring

URL

TakeOffWeb

Inactive

Moderated

Does Course

Promote a Product?

no

BetaTested

NA

Comments

Module 2 provides training to Operators furthering the Company's goal of Perfect Compliance and Perfect Reporting of Non-Compliance. The Course provides a detailed description of Operators' and Managers' roles to support and ensure compliance. Module 2 also directs Operators to understand their permit requirements in order to ensure compliance and instructs guidance regarding the process to follow when conditions shift toward non-compliance and when an event of non-compliance occurs.

SponsorID

522

Sponsor's Business

Name

Jacobs Engineering Group, Inc.

Sponsor's Address

1501 W Fountainhead Pkw Suite 401

Sponsor's City

Tempe

Sponsor's State

AZ

Sponsor's Zipcode

85282

Sponsor's Phone

4807719300

Sponsor's Fax

Sponsor's Name

Annie Smith

Sponsor's Email

Annie.Smith@jacobs.com

Smith, Annie/GRE

From: service@paypal.com
Sent: Friday, June 10, 2022 3:28 PM
To: Smith, Annie/GRE
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

[2T0550378P795671A](#)

Transaction date

Jun 10, 2022 15:28:01 PDT

Merchant

Oregon Environmental Services Advisory
Council
info@oesac.org

Instructions to merchant

You haven't entered any instructions.

Offer may be canceled or modified at any time. Terms apply' dir='ltr'/>

Description	Unit price	Qty	Amount
Module 2: Operator Course Item# 9576	\$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
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Issues with this transaction?

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



[Help & Contact](#) | [Security](#) | [Apps](#)



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Please don't reply to this email. To get in touch with us, click [Help & Contact](#).

PayPal Customer Service can be reached at 888-221-1161.

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thank you

This is your receipt for:

Module 2: Operator Course

Course ID: 9576

Fees Charged: \$75.00

date paid: 06/10/2022

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"

Jacobs



**Module 2 Operator Course:
Roles and Responsibilities in Compliance & Reporting
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

**Module 2 Operator Course:
Roles and Responsibilities in Compliance & Reporting**

Contents

Executive Summary 3

1. Course Syllabus Description 4

2. Module Lesson Plan 6

3. Program Tracking and Accountability 7

Appendix A. Course Descriptions

Appendix B. Course Completion Sign-Off Sheet

Appendix C. Compliance & Reporting Certificate of Completion

Executive Summary

Jacobs holds all associates personally accountable for compliance. Knowing the requirements for compliance and reporting is a process, not a one-time event or activity. Compliance is the culmination of every decision we undertake all day long, every day. Every associate plays an important role in compliance and shares the responsibility of participating in the process to improve compliance throughout the Company. It is through the efforts of each and every one of us that together we as a Company have established a sound values system that serves our clients, protects our company and ensures our position as a leader in the industry. This course provides information about Operators and Managers roles and responsibilities in compliance, how to handle non-routine inspections and reporting of non-compliance.

Module 2 Operator Course: 'Roles and Responsibilities in Compliance & Reporting'

Module 2 provides training to Operators furthering the Company's goal of *Perfect Compliance and Perfect Reporting of Non-Compliance*. This Course provides a detailed description of roles and responsibilities to support and ensure compliance and how our Operators can best support their Managers in the compliance process. Module 2 also directs Operators to understand their permit requirements in order to ensure compliance and instructs guidance regarding the process to follow when conditions shift toward non-compliance or when an event of non-compliance occurs.

Purpose

The purpose of this module is to ensure all Operators know and understand their roles and responsibilities with regard to observing, reporting and documenting the compliance record. Always meet all laws and regulations to maintain "Perfect Compliance and Perfect Reporting of Non-Compliance". Your primary role with the Company is to perform your job, to achieve and maintain compliance with all laws and regulations at all times. Your responsibilities include:

- Identify when the Project's conditions may be in non-compliance and learn to recognize trends that may be leading to non-compliance.
- Take immediate and appropriate action(s) notifying your supervisor when you see conditions that concern you.
- Document the issue and action taken toward resolution.
- Accurately notify, report and fully document your observations.
- Discuss with your team the lessons learned, and train on prevention techniques for the future.

1. Course Syllabus Description

The Module 2 Operator Course: *Roles and Responsibilities* has been developed with All O&M Project Locations and Facilities supported or operated by the Company in mind.

This training will outline how our people will work together in their roles and responsibilities for ethics and integrity in our business. Our corporation has always been a leader in recognizing that all associates are important and contribute to the success of our company. Nowhere is this more important than compliance and ethics. Every action by every individual contributes to the overall image of our company and our ability to grow, prosper and continue to be the best in our industry. It is therefore vital that we always perform our best work in an honest and competent manner. That is why we aim to recruit talented and ethical individuals, train them, and empower them so they will make decisions that help us achieve our goal of Perfect compliance and Perfect reporting of non-compliance.

1. Know the process requirements for compliance and reporting.
2. Understand how we establish trust and protect the Company with regulators.
3. What role and personal responsibilities do you have in compliance?
4. What does the Company SOP on C&R Roles & Responsibilities outline?
5. What are 'Evolving Requirements'?
6. How do you handle non-routine inspections?
7. How do you report non-compliance?
8. What are the consequences for falsifying company records? Does dishonesty with the Company have the same results?
9. What should you do when a non-routine and unannounced regulator shows up to perform an inspection? Are there guidelines to follow?
10. Who do you notify when a compliance issue has been noticed, and what are the corrective actions to follow?

Module 2 Operator Course: Roles and Responsibilities in Compliance & Reporting

The Module 2 Operator Course: *Roles and Responsibilities* consists of 10 Sections in a 25+ minute video to watch, review and complete at the Employee's convenience. 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 in the Appendix.

2. Module Lesson Plan

Module 2 Operator Course: *Roles and Responsibilities* is a self-paced video presentation designed to allow the participant opportunity to read 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 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 Modules are offered in the recommended progression:

Module	Description	Duration
Section 1 – Process Requirements for Compliance & Reporting	This section explains knowing the requirements for C&R is a process not a one-time event or activity. Compliance is the culmination of every decision we undertake all day long every day. What is your role for the team within the process?	3.00 min.
Section 2 – Communication with Regulators	In this section we discuss how to keep good communication with our regulators which helps establish trust and also protect the Company. Never sacrifice compliance for money, time or any other reason.	1.15 min.
Section 3 – Our Personal Roles & Responsibilities	This section explains how each team player can understand permit compliance requirements specific to their location. Know the 4 rules of compliance to everyone's job, realize the three essential components for business success, along with understanding our most important operational goal.	3.10 min.
Section 4 – Companywide SOP	This section discusses how the companywide SOP outlines specifically what is expected from each of us in terms of compliance and how individual acknowledgement of our responsibilities and performing them correctly ensures compliance at our facilities.	1.25 min.
Group 1 Workbook Discussion –	Real life examples with enactment/participation, Q&A and digging deeper in expanding Operator knowledge base.	15 min.
Section 5 – Human Resources: Ethics of the Company	This section provides understanding regarding what our most important asset is, ethics of the Company and consequences we have with our clients and the Company for not following them.	.20 min.

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**Module 2 Operator Course:
Roles and Responsibilities in Compliance & Reporting**

Module	Description	Duration
Section 6 – Record Keeping & Falsifying Records	This section identifies the Company's policy regarding the falsification of company records such as manipulating or misrepresenting laboratory samples and monthly permit reports. Also, know the Company's most important operational goal and the consequences for an unintentional error that leads to a permit violation.	4 min.
Group 2 Workbook Discussion –	Real life examples with enactment/participation, Q&A and digging deeper in expanding Operator knowledge base.	15 min.
Section 7 – Reporting to Regulators and Documentation	This section teaches the procedure to follow when you see information trending toward non-compliance or actual non-compliance. Also understand who specifically reports non-compliance to the regulator.	5 min.
Group 3 Workbook Discussion –	Real life examples with enactment/participation, Q&A and digging deeper in expanding Operator knowledge base.	15 min
Section 8 – Communication with Regulators	This section reviews who to notify when non-compliance has been observed, as well as who the site contact is who notifies the regulator. Know how the Company resolves suspected unethical behavior and the process to resolve it.	1.5 min.
Section 9 – Our Roles During Inspections	As an Operator understand the guidelines to follow in a non-routine, unannounced regulator inspection and what information to provide the regulator / inspector with. If the inspector gathers samples, observe the process used to gather them and do so for the Company in the same way.	2.05 min.


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**Module 2 Operator Course:
Roles and Responsibilities in Compliance & Reporting**

Module	Description	Duration
Section 10 – Reaching the Goal	Know and understand the compliance process from identifying the compliance issue in the beginning to reporting and finding resolve in the end, in addition to training on prevention techniques for the future.	2.25 min.
Group 4 Workbook Discussion -	Real life examples with enactment/participation, Q&A and digging deeper in expanding Operator knowledge base.	15 min.
Module 2 – Final Exam	13 Question Exam requiring 70% or higher score	30 min.
Evaluation Report	Provide Operator Evaluation	5 min
Total Hours	All Hours Listed are Firm Estimates	1.5 Hours

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.

		Course Completion Sign-Off Sheet State: __ Course # _____ Employee Name _____		
Module 2 Operator Course: Roles & Responsibilities	Start Date	Completion Date	Minutes to Complete	Supervisor Signature
Section 1 – Process Requirements for C&R				
Section 2 – Communication with Regulators				
Section 3 – Our Personal Roles & Responsibilities				
Section 4 – Companywide SOP				
Group 1 – Workbook Discussion				
Section 5 – HR: Ethics of the Company				
Section 6 – Record Keeping & Falsifying Records				
Group 2 – Workbook Discussion				
Section 7 – Reporting to Regulators				
Group 3 – Workbook Discussion				
Section 8 – Communication with Regulators				
Section 9 – Our Roles During Inspections				
Section 10– Reaching the Goal				
Group 4 – Workbook Discussion				
Module 2 Final Exam				
Evaluation Discussion				
Total Hours Awarded for CEU Credit			1.5 Hrs	.15 CEU
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.				
_____ Employee Signature		_____ DD/MM/20YY 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.

Jacobs
CERTIFICATE OF COMPLETION
First Last Name

has successfully completed:

Module 2 Operator Course:
Roles & Responsibilities

State
Awarded 0.15 CEU, 1.50 TCH
Course ID # n/a
License / Certification # _____

On _____ (Date)
As reviewed and approved by:

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.