

# Human Resource Management

## Level-II

**Based on March 2022, Curriculum Version 1**

**Human Resources Development in  
Ethiopian WaSH Sector (draft 12/12/2013)**



**Module Title: - Developing Employee Participation**

**Module code: LSA HRM2 02 1122**

**Nominal duration: 90Hour**

**Prepared by: Ministry of Labour and Skill**

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Addis Ababa, Ethiopia

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## Acronym

<b>BRD</b>	<b>Business Requirements Document</b>
<b>CEO</b>	<b>Chef Executive Officer</b>
<b>HR</b>	<b>Human Recourse</b>
<b>OHS</b>	<b>Occupational Health and Safety</b>
<b>MSDS</b>	<b>Materials Safety Data Sheets</b>
<b>SWOT</b>	<b>Strengthen, Weakness, opportunity and Threat</b>
<b>WHS</b>	<b>Workplace health and Safety</b>

## Introduction to the Module

In modern organization, especially in business organization, the contributions of human resource to word achievement of organization goal are very crucial. Employees make contribution by participating through work in organizational requirements, developing effective work habit, identify current resource use act with environment regulation and seek opportunities for resource efficiency improvements.

This module is designed to meet the human resource industry requirements under the human resource particularly the unit of competency: Developing employee participation

### This module covers the units:

- Work within organizational requirements
- Develop effective work habits
- Identify current resource use
- Act with environmental regulations
- Seek opportunities to improve resource efficiency

### Learning Objective of the Module

- work within organizational requirements
- develop effective work habits
- identify current resource use
- act with environmental regulations
- seek opportunities to improve resource efficiency

### Module Instruction

For effective use this modules trainees are expected to follow the following module instruction:

1. Read the information written in each unit
2. Accomplish the Self-checks at the end of each unit
3. Read the identified reference book for Examples and exercise

## Unit one: Work within organizational requirements

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Identifying organization's requirements and responsibilities
- Employee and employer rights and responsibilities
- Complying responsibilities, goals and objectives
- Identifying roles and responsibilities of colleagues and supervisors
- Identifying standards and values
- Identifying behavior to safe work environment

This guide will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- apply organization's requirements and responsibilities
- understand employee and employer rights and responsibilities
- comply responsibilities, goals and objectives
- identify roles and responsibilities of colleagues and supervisors
- identify standards and values
- identify behavior to safe work environment



## 1.1 Identifying organization's requirements and responsibilities

### 1.1.1 Organization's requirements

**Organization's** requirements are critical activities the organization must perform to meet stakeholder needs and organizational objectives. Business requirements are set and documented in a Business a Business Requirements Document (BRD)

The followings are typical organizational requirements

#### A. organizational policies and procedures

Every business has its own way of carrying out operations within the organization, and its own rules and regulations, values and standards which all employees are required to follow. These are known as organizational policies and procedures.

**Organizational policies:** are decisions made by management on what operations need to be done, and why they need to be done, in order to fulfill the functions and ultimately the goals of the business.

**Organizational procedures:** Is how these operations are performed by the people who have to do them. If your office does not have well-planned procedures, your work will build up to create a 'bottleneck' or barrier, which will create problems such as those listed below, resulting in loss of customers, with a consequent drop in business and profits.

The advantages of well-planned and organized procedures are:

- Simplicity of operation of tasks
- The use of minimum supervision
- Utilization of specialist staff and equipment
- Avoidance of non-essential steps
- Less duplication of work
- Less need for checking work
- the allocation of work according to ability and essential experience
- The need for fewer rules
- Reduction in paperwork
- Better revision and updating
- Improved quality and uniformity of work and documentation

## B. Organizational goals and objectives

The prime function of an organization is the purpose for which it is in business; that is:

The manufacture of specific goods or the supply of specific services in order to achieve a profit for the business owners.

**Goals and objectives** are decided by management, and are essential for an organization to operate effectively.

The primary goal of a business, in the private sector of industry, is to make a profit. If it is not making a profit it will go out of business. The objectives of the staff in each department of a business organization are set to reach this goal. In an effective organization:

- Clear goals and objectives have been outlined to all personnel in the organization, so that everyone in the business is working towards the same goals
- The functions necessary to achieve the goals have been determined from the objectives
- The staff and resources necessary to perform the functions have been established
- Organizational values, standards and behaviors are followed by all employees.

## C Business and performance plans

The organization sets the goals and objectives of the business through business and performance plans.

**Strategic planning** is the process of selecting an organization's goals through:

- Determining the policies and strategic programs necessary to achieve the goals
- Establishing the methods necessary to ensure that policies and programs are implemented.

Managers must make plans that give purpose and direction to the organization as follows:

- Establish a goal or set of goals
- Define the present situation
- Identify the aids and barriers to the goals
- Develop a plan or set of actions for reaching the goals

**D. Enterprise agreements:** - An enterprise agreement has terms and conditions for the employees it covers. It sets out what entitlements the employer agrees to provide for those employees in their business or organization.

**E. Equal employment opportunity:** - is the idea that everyone should be treated fairly when they're considered for various employment decisions (including hiring, promotion, termination, compensation, etc.).

This means, for example, that anyone competing for a position at a company should have the same chances of succeeding if they're right for the job

#### **F. Anti-discrimination**

#### **G. Quality and continuous improvement**

**H. Access and equity:** - Access and equity are principles of social justice. Equity relates to fairness. It recognizes that some people are more disadvantaged than others in being able to access services and facilities and therefore there is a responsibility to address this lack of equity.

**I Ethical standards:-** Ethical standards are a set of principles established by the founders of the organization to communicate its underlying moral values. This code provides a framework that can be used as a reference for decision making processes.

**J. OHS Procedures:** - Occupational health and safety (OHS) is a branch of public health aimed at improving workplace health and safety standards. It studies injury and illness trends in the worker population and offers suggestions for mitigating the risks and hazards they encounter on the job.

**K. Employment agreements:-** employment contract, is a contract between an employee and employer that includes the terms and conditions of employment. This agreement may detail under what conditions the employee can expect to work. Employees and employers can negotiate the terms of the agreement prior to signing and hiring.

**L. Industrial awards:-** grants all wage earners in one industry or occupation the same minimum pay rates and conditions of employment such as leave entitlements, overtime and shift work, as well as other workplace-related conditions. The national awards, with the National Employment Standards, provide a minimum safety net of terms and conditions of employment for all national system employees

### **1.1.2 Organizational responsibilities**

An organization cannot run without implementing organizational responsibilities. Organizational responsibilities take a balanced approach to ensuring the organization runs efficiently and benefits the most people at all times. Any organization in effect represents rationally ordered instruments for the achievement of stated goals. Protocol for organizational responsibility varies by the individual organization but generally follows a uniformed guideline. This is can be based on the type of organization and the manner in which it functions.

#### **1.2 Employee and employer rights and responsibilities**

According to the standards set by the Federal Industrial Relations Commission, both employers and employees have rights and responsibilities within the contract of employment.

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### 1.2.1 Rights and responsibilities of employees

#### A. Rights of employees include, to

- Be paid the correct wage
- Be able to join a union
- Have sick leave or annual leave
- Be provided with a safe work environment
- Work in an environment free from discrimination and harassment
- Resign
- Not be dismissed unfairly
- Have access to a grievance resolution process
- Be given explicit instructions regarding work tasks
- Receive advice and training
- Seek promotion based on merit

#### B. Responsibilities of employees include, to

- Treat all co-workers equally
- Take reasonable care of the health and safety of others
- Report any unsafe work practices, accidents or injuries
- Attend work and to be punctual, giving an honest day's work
- Obey all lawful instructions
- Observe confidentiality and privacy of enterprise, clients and colleagues
- Know the terms of their employment
- Be accountable for money, material and property belonging to the employer
- Be courteous and give good service to clients/customers
- Respect cultural and social diversity among employees and clients
- Advise the employer of inability to work
- Give up all inventions made within the employer's time

### 1.2.2 Rights and responsibilities of employers

#### A. Rights of employers include, to

- Dismiss workers according to the Commonwealth Workplace Relations Act
- Expect loyalty from employees
- Expect reasonable care to be taken by all employees

- Expect employees to be accountable for money or resources in their care

## **B. Responsibilities of employers include, to**

- provide a safe work environment
- provide a workplace free from discrimination and harassment
- report to Work Cover any serious accidents
- hold worker's compensation insurance
- provide risk management
- provide appropriate safety equipment
- consult with employees with respect to occupational health and safety
- pay employees the correct wage
- provide conditions in line with the award
- treat all employees fairly, applying Equal Employment Opportunity(EEO) principles
- not unfairly dismiss an employee
- give clear instructions
- evaluate performance and provide feedback to employees
- provide advice and training
- give due consideration to all relevant legislation

### **1.1. Complying responsibilities, goals and objectives**

Understanding the goals and objectives of an organization will help you perform your own job more effectively. Sometimes the goals and objectives might be clearly written down in an information folder, or talked about at staff meetings. At other times they might just be assumed, with employees knowing how things are done without actually writing it down on paper.

The organization's policies and procedures manual ensure the business complies with all relevant legislation and regulations. It is important to adhere to workplace policies and procedures

### **Benefits of a Strong Workplace Compliance**

Corporate policies and procedures need to be continuously evaluated and updated.

The main benefits of a strong workplace compliance program include:

- Prevents illegal or unethical actions committed by uniformed employees
- Encourages reporting of illegal and unethical actions of administrators, managers, and colleagues

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- Reduces the likelihood for waste, fraud, abuse, discrimination, and corruption
- Sets employee expectations
- Supports the goals of the organization
- Increases productivity
- Promotes corporate growth and sustainability
- Prevents corporate crisis and failure
- Helps in the defense of the corporation should a lawsuit occur

When employees are properly trained and educated on corporate compliance and its importance to corporate success, businesses can operate effectively and efficiently.

## 1.4 Identifying roles and responsibilities of colleagues and supervisors

### Roles and responsibilities

Roles refer to one's position on a team or in the organization. Responsibilities refer to the tasks and duties of their particular role or job description. To summarize, your role is your job title, and your responsibilities are your job description.

### 1.4.1. Roles and responsibilities of colleagues

A **colleague** generally means a person you work with that has the same professional end goals as you do, although you may have different roles, skills and rank. Therefore, the word can refer to anyone within a group of people that work together.

**Coworkers** are people who work for the same company. They can have different ranks, job specializations and specific roles within a company or a project, but the fact that they all have a common goal, which is the success of the organization they work for, makes them coworkers. From a customer service representative to the CEO (Chief Executive Officer), each person at an organization plays a role.

Let's take the role of a customer service representative as an example. Customer Representatives is a role job description while the followings are responsibilities of customers representative

The duties and responsibilities of a customer service representative are to:

- communicate with customers via phone, email, and social media
- respond promptly to customers' complaints and questions
- give customers information about products and service

- process orders, forms, applications, and requests
- maintain a positive and professional attitude toward customers
- process orders, forms, applications, and requests
- maintain a positive and professional attitude toward customers

### **The followings are some examples of Roles responsibilities of colleagues:**

- Participate in meetings and shares knowledge, expertise, ideas and information.
- Respect others' contribution.
- Listen carefully and ask questions.
- Be enthusiastic.
- Work for consensus on decisions.
- Be committed to team objectives.
- Carry out assignments between meetings such as collecting data, observing processes, charting data and writing reports.
- Respect human dignity
- Promote professional satisfaction
- Establish and maintain relationships of respect, trust, and cooperation with co-workers
- Share resources and information with co-workers
- Support coworkers in meeting their professional needs and in their professional development
- Accord co-workers due respect
- Understand own job responsibilities, requirements, and expectations.
- Work with supervisor to ensure job description is current and accurate.
- Is an active participant in educating self on the specifics of the compensation program (attending trainings, becoming familiar with the tools and other resources available, etc.).
- Proactively reach out to supervisor to obtain feedback on performance.
- Communicate openly and regularly with supervisor to address any issues and concerns.
- Seek opportunities for development and advancement through outreach to supervisor, functional leader, and/or human resource manager

### **1.4.2 Roles responsibilities of supervisors**

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A supervisor belongs to lower-level management. One of the prime responsibilities of a supervisor is to monitor and regulate the performance of employees for the tasks given to them.

A supervisor has authority over the employees whom he supervises at the workplace. A supervisor can also be known as coordinator, facilitator, foreman, overseer, or gaffer. A person can be a supervisor when he is given a responsibility to supervise a person or a group of people in an official manner.

### **1. Responsibility to monitor and train employees**

Monitoring comes to the forefront when we speak about responsibilities of a supervisor. She has to handle a team of employees and make sure that they complete their work efficiently and on time.

A supervisor also provides training to employees for whatever work they should be doing as their job. Along with giving training to employees, she also monitors the performance of employees and makes sure that they work properly and help them if they face any problem while working on the task at hand.

### **2. A supervisor helps in planning and organizing task**

When a manager is given the responsibility to supervise a project then he is expected to plan and organize the project in such a way so that the project gets completed on time and with the least wastage of resources.

### **3. A supervisor plays a role in human resource management**

One more amongst the important responsibilities of a supervisor is to assist the human resources management function of management. A supervisor is the one who works with his employees closely and is responsible for their work performance..

### **4. A supervisor ensures 100% productivity of employees**

A supervisor is responsible for the performance of his team. Therefore, he makes sure that each member of his team works best for his ability. He talks with the employee if he observes a decline in the productivity of the employee and tries to provide a solution to him.

### **5. A supervisor is a communication link between employees and management**

It is a very critical one amongst the responsibilities of a supervisor to establish a communication link between the management of the organization and the employees of his team. He takes instructions from the management and passes them to the employees on behalf of the management.

### **6. A supervisor works towards employee development**



A good supervisor is also a leader. He is not only responsible for the completion of the task but also will be concerned about the development of his team members.

He learns about the special skills and talents of his team members and provides them with an opportunity which will help them to grow in their career.

He leads his team members towards betterment and not just orders them around.

#### **7. A supervisor is responsible for defining the task to employees**

A supervisor gets a project and a deadline to complete that project from the management. After that, he is responsible for dividing the work into small tasks and defining those tasks to his team members.

He explains the task in detail and also takes doubts from the employees. At last, when he is finally confident that each employee understood the task then only he let them start working on the project.

#### **8. A supervisor is responsible for facilities provided to employees**

A worker can complete their work and can work at their 100% productivity if only they are provided with the all required facilities to complete the work efficiently.

Therefore, it is the responsibility of a supervisor that his team member gets all the required facilities and that they feel comfortable to work in the work environment provided to them. To do this he makes sure that employees get a proper sitting place, lighting, water facilities, and ventilation, etc.

#### **9. A supervisor makes sure that necessary resources are available for the job-at-hand**

An employee can't complete his work if he is not provided with all the tools, materials, and machinery required for the work. Therefore, it is another important one amongst the numerous responsibilities of a supervisor to make sure that all the tools and machinery are available and in working condition.

#### **10. A supervisor evaluates the performance of employees and presents a performance report to management**

A supervisor establishes contact between the employees and management. Therefore, naturally, a supervisor is the one who will provide the information about the work performance of employees to the management which will help them to take an important decision like promotion, salary hike, bonus, and even termination from the job. A supervisor observes the performance of each employees by working close to them and prepare a report for the performance of each employee and present it to the management.

#### **11. A supervisor is responsible for maintaining discipline**

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When a group of people works together they tend to create nuisance and waste their time in unproductive activities then the role of a supervisor becomes important as he is the one who is responsible for creating discipline in the organization and to make sure that the employees are not spending their working hours doing work which is not related to the job.

### **12. A supervisor provides moral support to employees**

During work, it is common for employees to lose their morale when something doesn't go the way that it should be. At that time, a responsible supervisor listens to the problems that the employee is facing and tries to provide solutions.

Responsibilities of a supervisor require him to be empathetic. He should give the employees moral support which helps them to perform their work effectively.

Sometimes, a supervisor can help his employees to unleash their hidden talent by just giving them motivation and a little push.

### **13. A supervisor ensures the optimum utilization of resources**

Efficient and effective utilization of resources is one amongst the highly important responsibilities of a supervisor. Resources such as human resources, material, and machinery are an asset of the organization.

Every organization wants to make sure that their resources are being utilized properly and are not being wasted. A supervisor is the one who works closely with the employees and sees that they are making the full use of resources given to them and no resources are being wasted.

### **14. A supervisor addresses conflicts among the team members**

Conflicts are inevitable when people work together. Conflicts if not addressed on time can impact the performance of employees and can also impact the project. If there is a conflict between two employees, then they might try to create problems in each other's work.

### **The importance of defining roles and responsibilities**

The running of any business depends on everyone understanding their roles and responsibilities. By understanding their duties, they can perform their assigned tasks efficiently.

Employees are held accountable for completing several tasks in the workplace. The clearer their supervisor outlines the tasks, the better employees can achieve their team's goals and succeed in their roles at the company

**Everyone knows what to do.** When you set clear roles and responsibilities, especially formal ones, everyone knows what's expected of them within the group. They know how to behave, what they need to accomplish, and how to reach the group's goals.

**Everything gets done.** When you're short on time, it's easy for small pieces of the project to be overlooked. This is especially true if no one is completely clear on who is responsible for accomplishing those tasks. Less-desirable tasks are often left alone because no one wants to claim them. When people understand their job responsibilities, on the other hand, nothing gets forgotten in the process

**People work together better when they understand their roles.** There's less jockeying for position, fewer arguments, and higher overall creativity when everyone understands their responsibility as part of the group.

**Less energy is wasted.** Any time there's a lack of clarity, people waste energy dealing with things that don't matter. They argue over things that aren't important, fail to focus on things that are, and miss out on opportunities. Define roles and responsibilities, and a great deal of that energy becomes accessible for other purposes.

## 1.5 Standards and values to be detrimental to organization and communicate to supervisor

**Types of standards include:**

- Internal standards – set by top management and filter down
- External standards – set by other organisations such as the government and industry bodies
- Predetermined standards – set by a budget or strategic plan

The followings are the standard and value or unacceptable behaviors that affect organization

Unacceptable behavior in the workplace often involves bullying, harassment or discrimination. It may also be things like being rude, not respecting the privacy of others, not respecting confidentiality and gossiping. These behaviors upset people and lead to good, productive people leaving an organization.

Following are some examples of unacceptable behavior:

- Making jokes or comments about a person's race or nationality.
- Criticizing people in their absence.
- Making unwanted sexual advances.
- Threatening a person that they may lose their job or fail to be promoted.
- Using foul and offensive language or gestures.
- Making deliberate unwanted physical contact, ranging from touching to assault.

For example, the business has a policy that says that the lights must be switched off each night to save on electricity costs. Possible ways to deal with the issue of a staff member always leaving the lights on are:

- Confront the person directly and explain why they should turn the lights off at night.
- Complain to another work colleague about the issue.
- Talk to your supervisor and ask them to talk to the person.
- Make sure you are the last to leave so you can turn the lights off yourself.
- Bring the issue up at a staff meeting.
- Put a copy of the environmental policy on the person's desk.
- Make a sign that says 'Turn the lights off' and put it next to the light switch

## 1.6 Identifying behavior to safe work environment

Workplace cooperation is about working in harmony with both your colleagues and your supervisors within the requirements of the organization. Cooperation is a two-way behavior and applies equally to employers and employees. You can begin to work cooperatively by:

- Working as a team member
- Discussing and negotiating problems and tasks with other employees
- Solving problems as a group
- Listening to the ideas and opinions of other employees in the team
- Sharing your knowledge and skills.
- identifying and reporting any risks or hazards
- solving problems as a team
- using business equipment according to guidelines

## Behavior in the workplace

Most organizations expect you to behave in a courteous and polite way, and to treat colleagues, customers and visitors with respect. This requires an understanding of the organization's requirements in relation to interpersonal communication, workplace procedures, customer service and values and behaviors.

Goals and rules differ from organization to organization. What might be accepted in one company may not be in another. It is your responsibility to be familiar with the requirements of the organization, and if in doubt, to seek assistance from an appropriate person. For example,

- What are the dress rules for your organization?
- What are the rules about personal phone calls and emails?

### **Acceptable Behavior**

Having a positive work environment for its employees can mean the difference between success and failure for an organization. There are many ways in which employees can help to create a positive workplace. One way is to demonstrate behaviors that are professional and acceptable for the workplace.

Every organization expects that all of its employees will perform their job by applying the highest standard of behavior. We call this professionalism. To achieve this standard it is essential that employees work in an environment that does not tolerate unacceptable behavior at any time.

### **Acceptable behaviors include:**

- Respect for others and yourself
- Acceptance of others regardless of age, physical appearance, disability, race, nationality and position
- Open and honest communication
- Trustworthiness, reliability and professionalism in everything that you do
- An understanding of how good and bad behaviors can affect others
- The ability to give honest feedback based on real evidence, not on innuendo and accusations
- An understanding that people are usually working to the best of their ability

## Self-check-1

### Par I True/ False

Write True if the statement is correct and “False “ if the statement is incorrect.

- 1 Making jokes or comments about a person’s race or nationality is a type of acceptable behaviors
- 2. A supervisor ensures the optimum utilization of resources
- 3. A supervisor ensures 50% productivity of employees
- 4. Internal standards are set by other organisations such as the government and industry bodies
- 5. Provide a safe work environment is the responsibilities of employer.

### Part II: Choice

Choose the best answer from given option

- Which one the following is not advantages of well-planned and organized procedures
  - Complexity of operation of tasks
  - The use of minimum supervision
  - Utilization of specialist staff and equipment
  - Avoidance of non-essential steps
- decisions made by management on what operations need to be done, and why they need to be done
  - Processes
  - Operational policies
  - Goals and objectives
  - Plans
- The importance of defining roles and responsibilities includes except one
  - Everything gets done.
  - People work together better when they understand their roles
  - Less energy is wasted
  - Everybody do not know what to do
  - None

### Part III

Filling the Blank Space

- \_\_\_\_\_ is a branch of public health aimed at improving workplace health and safety standards.

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2. \_\_\_\_\_ is a \_\_\_\_\_ contract between an employee and employer that includes the terms and conditions of employment.
3. \_\_\_\_\_ a set of principles established by the founders of the organization to communicate its underlying moral values.

### Part III

#### Writing

##### 1. List at least five organization requirements

- a) \_\_\_\_\_
- b) \_\_\_\_\_
- c) \_\_\_\_\_
- d) \_\_\_\_\_
- e) \_\_\_\_\_

##### 2. Write at least four employee responsibilities

- a) \_\_\_\_\_
- b) \_\_\_\_\_
- c) \_\_\_\_\_
- d) \_\_\_\_\_

## Unit Two: Develop effective work habit

This unit to provide you the necessary information regarding the following content coverage and topics:

- Balancing work and personal priorities
- Time management strategies and work duties
- Appropriate dress and behaviour
- This guide will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- identify and balance work and personal priorities
- apply time management strategies and work duties
- apply appropriate dress and behaviour



## 2.1. Balancing work and personal priorities

Work-life balance is the idea that a fulfilling life outside of work helps improve work performance while reducing stress. The time a person spends working should be balanced by time spent with friends and family, keeping fit, traveling, and doing other fulfilling hobbies. Work-life balance is the division of one's time and focus between working and family or leisure activities:" he needs to get his work-life balance right"

### 2.1.1 personal priorities

A priority is the concern, interest or desire that comes before all others.” Our priorities are the areas of our lives that are meaningful and important to us. They’re usually activities, practices, or relationships that we want to put genuine effort and time into. Priorities are the things that give life meaning and a purpose. Because these goals are so important, you’re willing to put in the extra effort and time into them. As a result, you’ll be more effective at time management. Priorities also keep you motivated to progress towards your goals.

The followings are the top 7 Personal Priorities to Have in Life

- Your life Mission. Your life missions are priorities that give you meaning and happiness. Physical Health. Your health is highly crucial and should be first on your list of priorities.
- Quality Time with Family.
- Healthy Relationships.
- Mental Health.
- Finances.
- Self-Improvement

### 2.1.2 Work Life priorities

Prioritizing work is an important time management skill. To effectively prioritize your projects, you need to identify how urgent and how important all your different work tasks are, and rank them accordingly. Important work should align with your long-term goals and mission, whereas urgent work simply needs to be done as soon as possible. By learning proper prioritization techniques, you’ll become more productive in your work life and more focused on your goals.

Example list of priorities for work

- Publishing articles
- Attending to high-value or time-sensitive customers or clients

- Creating new programs
- Drafting the newsletter
- Researching topics to write about
- Answering emails
- Accounting
- Meetings
- Website maintenance

These topics show you how to prioritize work and improve your efficiency:

Prioritizing work involves making difficult decisions about the importance of your ongoing jobs. Follow these seven steps to learn how to prioritize work effectively:

### **Identify Your Goals**

To prioritize your work properly, you first need to establish your goals so you have a big picture view of what you're working toward every day. Set long-term goals that clearly demonstrate what you hope to accomplish in your career and personal life.

### **Create a List of Your Tasks**

The next step in prioritizing work is identifying all the tasks you have ahead of you. Create a master list that includes all your current and future tasks. Once you've captured all your jobs on a master list, break them down into monthly, weekly and daily tasks.

### **Assess Importance and Urgency**

Now that you have a grasp of all the tasks ahead of you, it's time to identify how important and how urgent each task is. Urgent tasks are those that need to be completed quickly, for example, a report that a client needs by the end of the day. They might not be important, though; in fact many urgent tasks aren't important. Important tasks are those that bring you closer to your long-term goals and mission.

### **Measure Value**

When you have a list of your urgent tasks and you need to decide which to give priority to, it can help to assess the value of each task. For example, if one of your urgent tasks is a project for your clients and the other is an internal report you need to create for your business, give priority to the client project.

### **Order Similar Tasks by Effort**

If you still have tasks that seem to tie for priority, make an estimate of how much time each task will take to help you prioritize. You might feel more motivated and energized if you first tackle the tasks of equal priority that take the shortest amount of time to complete.

## Be Open to Changes

It's important to understand that your priorities aren't static; they can change throughout the week or in the middle of the day. Maybe a client will reach out and ask for help on a new urgent job that needs to be completed by the end of the day and you don't want to turn them down. Just be sure you can stay focused on the big picture and reorder your priorities when necessary to quickly get back on track.

## Know What to Drop

You only have so much time in the day and you won't always be able to get to everything at once. When you've set your top priorities and scheduled them in for the day, cut the remaining tasks and focus on them another day, when they become a higher priority. Then, focus on the day's projects and get to work tackling your priorities.

### 2.1.2 Balance Work-life priorities

The followings are ways of balancing personal- work priorities

- Monitor your own work performance.
- Deal with competing work demands.
- Plan for the occasional technological breakdown with backup files and hard copy.
- Ask for feedback on your performance.
- Personalise your workstation (within corporate guidelines).
- Organise your work space.
- Use electronic aids to better manage your time

In order to stay healthy and happy, it is essential to find out the best balance for you between your working life and your personal life. The right balance will change as your career progresses. It will be different if you are single to if you are raising children or nearing retirement.

## Need for Work life balance

The outcomes of imperfect work-life balance faced in the day-to-day life are :

**Stress:** employees must be ever performing and ever learning to adapt themselves to the dynamic market conditions. Adding to this is the constant pressure from the superiors to meet the targets. Thus, employees have no other choice but to sacrifice their personal space. The entire process is creating stress on the employees which are the root cause for many other problems.

**Physical problem:** The numbers of employees suffering from physical ailments like hypertension, diabetes, heart attacks have grown considerably in the past. Women employees are the worst affected due to the long and stressful working hours and are facing severe gynecological problems like cancer and abortions, etc.,

**Relational problems:** since employees are spending more time at work rather than at home, spouses, parents, children are no longer given the time they deserve.

**Hangover:** working for longer hours at the office, increases employee interaction. The employees tend to stay in their professional world (mentally) though they are at home. The effect of professional anger is carried to home.

**Unethical practices:** to handle the stress, the employees tend to adopt Unethical practices like boozing, smoking, drugs, improper relation etc. Also there are chances that the employee may resort to unfair means to get their work done ultimately by hook or crook.

**Disturbed families:** the worst hit is the family members of the employees. Fighting with the target achievement may sometimes result in neglecting the family. The number of broken family has gone up drastically.

**Decreased performance:** employees in the organization are never at peace.

When they are at work place issues at home are a concern and vice-versa.

Unknowingly, the employees get into a frustration and cannot give their best to their profession.

**Organization in jeopardy:** it all starts with stress and ultimately the employee ability and performance is at crossroads. The output to the situation may be that the organization may not achieve its goals or the employee is no longer satisfied with

The role of HR in achieving Work-Life Balance:

The HR department should assist the employee to maintain a Work-Life Balance. The HR manager must carefully identify the issues and find a solution with the cooperation of the employer. Organizations must include providing Work-Life Balance as an HR policy.

Some of the decisions which HR can help in are:

- Planning the work
- Providing a Flexi approach towards work
- Job analysis specifications/ descriptions
- Being empathetic towards the employees
- Proving space for the personal lives of the employees
- Family get-together's at the work place

- Conduct frequent
- Effective communication system
- Organizational culture
- Worker's participation in management

training programs

## Work-life balance initiatives by the organization

Work-life balance initiatives may take many forms including:

- Creating flexible working arrangements
- Job sharing
- Working from home
- Providing health-related programs in the workplace

### Benefits of work-life balance programs for the organization include:

- Improved staff retention and turnover
- Less sick leave
- Less stress-related illnesses
- Better work cooperation
- Increased motivation and productivity
- Greater ability to meet customer demands through flexible working arrangement

### Benefits of work-life balance programs for the employee include:

- More time to pursue personal activities such as creating a healthy lifestyle
- Improved personal and work relationships
- Less stress and improved health
- More opportunities to participate in activities with family and friends
- More time to pursue areas of interest such as studying, travelling and hobbies.

## 2.2 Time management strategies and work duties

Time management is organizing the time you have available in a way that allows you to get the most done.

Effective time management involves:

- Setting priorities
- Taking charge of situations
- Experimenting with different ideas to find the best way to make maximum use of time
- Changing habits or activities that waste time

- Being disciplined in management strategies

following your time

### Time management strategies

The followings are time strategies

- Prioritise your own work schedule.
- Listen actively and effectively:
  - Does the body language match the verbal language?
  - Does the speaker get to the point or dither around?
- Question actively and effectively:
  - Know when to use open and/or closed questions.
- Are you effective or efficient?
- Know your job.
- Understand your abilities and skills.
- What are your values and attitudes (relative to work)?

Time management + Stress management = Work-Life Balance

Tips for Time management:

- Proper planning
- SWOT analysis
- Expert advice
- Reminders
- Motivators
- Self-motivation

Tips for Stress management:

- Take it easy
- Try to get solution instead of brooding over the problem
- Accept the fact and stop the blame game
- Boost yourself
- Enjoy your work

## 2.3 Appropriate dress and behavior

### Observing appropriate dress and behavior

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How an employee behaves and dresses reflects on the image that an organization is trying to project. A code of conduct is a set of rules explaining the responsibilities of an individual for the way they deal with other people and organizations. Employees must become aware of the standards required for their workplace. Some codes of conduct provide details about dress code and acceptable and unacceptable types of behavior.

#### Dress and behaviour codes

- Does your workplace demand a specific dress code, e.g. business suit/attire for all staff, or is there a corporate uniform supplied?
- Are you over-/under-dressed for your particular work group or department?
- Is dealing with clients given top priority or do internal dealings come first?
- Is there a code of conduct or mission statement which explains corporate goals and objectives?

#### Dress Standards

A **work dress code** is a set of standards that provide guidance about what is appropriate to wear to work. The main objective in establishing a dress code is to make a good impression and allow employees to work comfortably while projecting a professional image to customers, other employees and visitors.

Dress codes set by your employer should:

- Be applied equally to men and women
- Relate to the job and be a reasonable requirement
- Allow workers to follow their cultural or religious beliefs
- Be fair to people with disabilities.

You will always need to use a certain amount of judgment in your choice of clothing to wear to work as dress codes cannot cover every possibility. If you are unclear about what is acceptable, ask your supervisor. Workplace dress must be neat, clean and appropriate for the work being performed and for the setting in which the work is performed. Torn, dirty or frayed clothing is unacceptable in any workplace. Any clothing that has words or pictures that may be offensive to other employees is also unacceptable.

## **Self-check-2**

### **Part I**

#### **True/False**

-----1. Increase sick leave the benefit of life balance program

-----2. Questions actively and effectively is strategies of time management

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-----3. In order to stay healthy and happy, it is essential to find out the best balance for you between your working life and your personal life.

## **Part II**

### **Choice**

#### **Choose the best answer**

1. \_\_\_\_\_ is a set of standards that provide guidance about what is appropriate to wear to work
- A. A work dress code
  - B. Time management
  - C. Behavior
  - D. Proprieties
2. If you are unclear about what is acceptable, ask your
- A. Parents
  - B. friends
  - C. supervisor
  - D. customer
3. \_\_\_\_\_ is a set of rules explaining the responsibilities of an individual for the way they deal with other people and organizations.
- A. code of conduct
  - B. work dress code
  - C. Behavior
  - D. all

## **Part III**

### **Filling blank space**

1. \_\_\_\_\_ is organizing the time you have available in a way that allows you to get the most done.
2. \_\_\_\_\_ the concern, interest or desire that comes before all others

## **Part IV: Answer the following questions**

### **1. The top 7 Personal Priorities to Have in Life**

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2. Write at least five needs for work life balance

### Unit Three: Identify current resource use

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Identifying environmental and resource efficiency issues
- Using Resources in own work role
- Documenting and measuring current resources
- Recording, filling and measuring current use of documentation using technology

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify environmental and resource efficiency **issues**
- Identify resources use in own work role
- Document and measure current resources
- Record, file and measure current use of documentation using technology

### 3.1 Identifying environmental and resource efficiency issues

Many organizations are finding that they can save costs and create a competitive advantage by reducing their greenhouse emissions. The environmental performance of products and services has become a key issue in today's business environment.

Organizations are investigating ways to improve their environmental performance. This can often be achieved through better resource efficiency. Environmental and resource efficiency issues will vary depending on the industry, organization, and activities conducted.

However, some of the resource efficiency issues that you may face include:

- Maximizing opportunities to improve business environmental performance.

#### *Ways for organizations to improve business environmental performance*

- Comply with relevant laws and regulations, such as how to dispose of waste.
- Reduce environmental footprint – the amount of land that must be regenerated to make up for the resources consumed to carry out the organization's activities.
- Reduce greenhouse gas emissions – emissions of gases such as carbon dioxide that are a by-product of energy and fuel used in our daily activities.
- Minimizing environmental risks.
- Promoting more efficient production and consumption of natural resources, for example minimizing waste by participating in or using a waste management system.
- Using resources efficiently such as material usage, energy usage (seeking alternative sources of energy or energy conservation) or efficient water usage.
- Use less resources .Using less resources, whether renewable or not, will reduce environmental impact and also generally save the organization money.

#### 3.1.1 Resource efficiency

Resource efficiency looks at energy, water and material use and waste generation.

##### **A. Energy use**

Reducing energy consumption can lead to cost savings and a reduction of greenhouse emissions generated from burning fossil fuels.

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You can save energy by:

- Turning off lights and equipment when not in use.
- Using power saving functions on office equipment.
- Using efficient motors.
- Using efficient lights.
- Replacing incandescent tubes with fluorescent tubes.



- Installing skylights.
- Keeping heating at 20 degrees Celsius.
- Insulating rooms.
- Fitting self-closing doors.
- Minimizing the use of hot water.
- Using alternative energy source

The strategies used will depend on the activities the business participates in, the type of industry, and the resources and budget available.

## **B. Water use**

You can save water by:

- Comparing your water usage to others and make adjustments where needed.
- Fixing dripping taps.
- Fixing leaking pipes.
- Installing a rainwater tank for watering gardens
- Installing a grey water system for re-using wastewater
- Installing half-flush devices on toilets if they are not already in place
- Avoiding using water wherever possible.

- Investigating ways to use or treat wastewater.
- You may also be able to save water by using alternative treatments or chemicals for production purposes.
- Use dishwashers and washing machines that use less water, or choose the eco settings for each wash.



Washing machines that use less water

### C. Material use

To improve the way you use materials, you could look at:

- The way packaging is used.
- Using materials that produce less waste.
- The environmental standards of your suppliers.
- Using recycled materials.
- Using products designed for long life.
- Avoiding buying products or services that have a high risk.
- Only storing materials that you need.
- Storing all materials in designated areas.
- Keeping stored materials labeled.
- Keeping storage areas clean.
- Ensuring storage containers are sealed.
- Keeping spill kits in chemical storage areas.

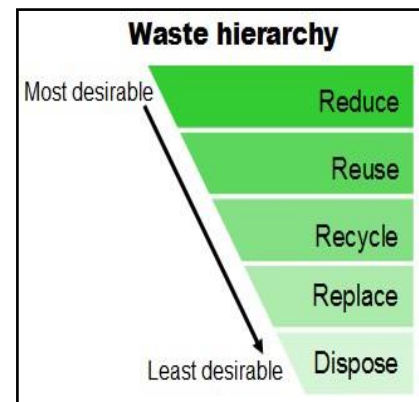
The procedures in your workplace will depend on the types of materials that are used. Dangerous or hazardous goods will have strict procedures regarding their use, storage and disposal.

## D. Waste generation

In regards to waste generation, it is important to remember the 4 R's: *Reduce, Reuse, Recycle* and *Replace*

You can reduce waste by:

- Quantifying the waste you produce.
- Accounting for the difference between raw materials and products produced.
- Examining work activities to identify ways to reduce waste.
- Keeping a running tally for waste production



You can reuse by:

- Reusing drums and other containers.
- Reusing materials within work activities.
- Selling waste to other production processes.

**Replace:** There may be alternative materials or procedures that could be employed to reduce our environmental impact. These tactics may also be healthier for us as well. Many of the cleaning products used in the workplace will have less toxic replacements that still do the same job. Washing detergents have improved, it may not be necessary to wash in hot water, use cold water as an alternative.

You can recycle by:

- Segregating waste where possible.
- Composting organic waste.
- Separating recyclable waste.

### Environmental sustainability

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So much of what we buy, do or use every day has an environmental impact or effect. Using petrol in our cars, electricity in our homes and paper in our offices makes an impact on the environment. In our modern lives, it is not realistic to expect that we stop using our cars or our appliances completely. But we can start to use them in a way that reduces their environmental impact.

If something is environmentally sustainable, it can be continued to be used at certain rate, without interruption. Environmental sustainability means that something can be used or produced without affecting the ability of future generations to either have the same thing, or enjoy the natural environment from which it came or where it was used.

Sometimes environmental sustainability means taking things from the natural environment at a slower rate. For example, there are strict rules on how many of particular species of fish may be harvested each season. This is to ensure that there are enough fish remaining to replenish the population, so there are enough left to harvest in future seasons.

### **3.2 Using Resources in own work role**

Having identified environmental and resource issues in the context of the workplace, and having gained some insight into the scope of these issues, it is now appropriate for you to conduct an assessment of the resources that are used by you in your work role and your own approach to environmental efficiency.

You should look to identify possibilities for improving environmental and resource efficiency within your own work role. This includes being familiar with the environmental hazards and resources used.

You, as a worker, are the closest and most familiar on a daily basis with the materials, products and equipment you use. Whatever your role in the organization, there is an effect or product that results from what you do. Resources are all the materials and energy that go in to producing that effect or product. The resources used may include

- Plant and machinery.
- Tools
- lights,
- Office equipment,
- Stationery,
- Raw materials,

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- Chemicals
- Toilet facilities,
- Lunchroom facilities
- And other products.

If you work in an office environment, you may consider such items as all

- Paper
- Cardboard
- Glass and plastic containers
- Toner cartridges and
- Mobile phones.

What do you do when these are used?

Do you order environmentally friendly resources?

You might also consider electronics, fluorescent tubes, and food waste and so on and how the residue from these is disposed. You will be asking whether the resources you use on a daily basis are being used as effectively as possible.

Do you actually need all the materials and resources you use?

Could the resources be replaced with recycled materials or other more eco-friendly systems?

Could you change your work practice to reduce the use of materials and resources?

In each of the above workplace examples there will be efficiencies that can be made to reduce waste. Exhibition material is an area of great wastage where stands and displays are made just for one event. Think of how this problem could be addressed by an event organization in terms of the waste management hierarchy

### **3.3 Documenting and measuring current resources**

#### **3.3.1 Document resource usage**

If you are going to collect the same data regularly, then a template helps make the collection quicker and ensures that you are always collecting the same data.

It is easy to identify if there were errors, if the total paper requisitioned by each department did not equal the amount of paper ordered. If paper is held in stock, then you may need to consider this to ensure the paper ordered matches the paper requisitioned. Measuring the paper

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requisitioned provides data at a higher level of detail than may be available from the supplier and helps identify who is using the most paper

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It is easy to identify if there were errors, if the total paper requisitioned by each department did not equal the amount of paper ordered. If paper is held in stock, then you may need to consider this to ensure the paper ordered matches the paper requisitioned. Measuring the paper requisitioned provides data at a higher level of detail than may be available from the supplier and helps identify who is using the most paper

### **3.3.2 Measuring current resources**

Once you have identified the resources used, you will need to calculate a usage rate. This will provide a basis for tracking and monitoring your progress towards becoming more efficient.

Some resource usage may be readily available by reviewing supplier invoices. Current water and electricity bills provide usage rates that can easily be compared over time.

To determine your organization's current resource use, you will need to conduct an assessment.

Firstly, you will need to determine what resource usage you are going to look at.

The next step is to determine how you will measure the resources use. You can either:

- Conduct a desktop assessment.
- Conduct a physical assessment.

A desktop assessment will involve reviewing reports and records. You will need to determine which records can provide you with the information needed to determine energy usage.

The records needed may include:

- Purchasing logs.
- Receipts.
- Water or energy bills.
- Waste bills.
- Equipment lists and specification

A physical assessment will involve physically counting items or observing employees/workers. You may want to undertake a workplace inspection.

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### 3.3.3 Resource use, waste generation and efficiency profile

The purpose of establishing your resource use, waste generation and efficiency profile is to collect and analyze baseline data for your premises. This baseline data can then be used to identify an appropriate efficiency indicator and track your progress as you implement your environmental strategies.

There are 5 steps in the process:

#### Step 1 – collect data

To undertake this assessment, you need to collect the following information:

- The quantity of resources used by type.
- The quantity of production or activity at the site by type.
- The quantity of waste generated by type.
- The quantity of greenhouse gas emissions associated with each input and output.
- If possible, a separation or estimation of the amount of water used for fire testing.

Where possible, this data should be collected over a 2- year period and recorded on a monthly basis. Having monthly data collected over this timeframe will help you identify seasonal trends.

#### Step 2 – analyze data

Compare the resource consumption and waste generation to your business activities. Some industries have resource efficiency indicators that are already set. You can use these as a benchmark.

#### Step 3 – establish a baseline period

Using the information collected, you will need to establish baseline data. This is the data you will use to evaluate your improvements against. The data you use should be current (i.e. No more than 2 years old) and contain at least 12 months data. The baseline data needs to be reviewed against your 2-year period data.

#### Step 4 – identify activities

When analyzing your data, it is preferable to divide it by activities at your workplace rather than departments or sections. Use of resources and the waste generated is usually relevant to particular activities so this will give you more accurate information to work with. You will need to start by listing all the common activities.

#### Step 5 – estimate resource use and waste generation for key activities

As the use of resources and the wastes generated are often inter-related, you should firstly undertake an integrated mass and energy balance for the whole site.

When estimating the resource use and waste generation for each activity, remember these key principles:

sum(individual activity resources/wastes) = total resource/wastes. Sum (inputs) = sum (outputs).

In other words, as you estimate the individual resources and wastes for each activity, you need to ensure that the total of these is the same as the estimate you have given to the whole site. As you estimate the usage against activities, you will use more and more of the total figure. In order to competently measure your resource usage you will require sound literacy, numeracy and technology skills. These skills may include reading, writing and comprehension skills, use of numbers and operations, computation, measurement, and use of computers and related software

You too can keep track of resource usage by monitoring meters and checking invoices from utility suppliers. Many businesses now contract expert environmental consultants to come into the business to conduct a resource usage audit. Consultants prepare a very detailed report of resource use identifying positive practice and the gaps in efficiency that can be improved. Further they will suggest, and perhaps even arrange, training for staff and also provide information about industry benchmarks for the business to aspire to.

## **1.4 Record and file usage documentation**

Once you have documented your resource usage, you will need to file your documents. Most organizations will have filing practices or procedures to be followed.

So that information is not lost, it is important that it is filed correctly. Good filing practices include:

- Setting aside time for filing on a regular basis.
- Removing paperclips or staples from hardcopy files so they don't damage the documents.
- Checking files for damage and mending them before filing.
- Attaching small documents to an a4 sheet before filing them.
- Creating secondary files if there are larger files rather than overfilling them.
- Returning files promptly after they are used

Most organizations will have a computer system in place to manage their files. These systems usually require you to save your records electronically. For this reason it is important that you have sound technology skills appropriate to the tasks to be performed.

### **1.4.1 Saving a file**

When you save a file, you will need to determine the folder it is to be saved in. This is called the file path. An example is provided below.

Your organization will have specifications for how you name and save your files. It is important that you follow them so that others can find and use the same files.

#### **Why record and file documents?**

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The previous section explained the importance of measuring resource usage. This is because it helps provide information on how effectively an environmental initiative has reduced resource usage, identifies opportunities for improvement and helps us understand any cost savings.

It is important that this data is recorded and filed for future access..

### 3.5 Identify and Report Hazards

**A hazard** is a situation, activity or substance that has the potential to cause harm, injury or illness to a person or the environment.

**Environmental risk** is likely hood or probabilities, of injury, disease or death resulting from environmental hazard environmental hazards could include chemicals, fertilizers and other pollutants that can be caused by runoff, spills, leaks or inappropriate disposal, noise pollution, air pollution, chemicals, dust, fumes and disposal hazards.

When considering what environmental hazards might exist in a workplace, think about what might happen if things go wrong. For example, storing chemicals may not be a significant environmental hazard, but a leak or spill can create a more significant hazard. Therefore, when assessing environmental hazards, you should think about all possibilities, not just what happens in daily business. Here are some examples of workplace environmental hazards.

**Noise pollution:** Prolonged periods in a noisy environment can cause damage to hearing such as tinnitus (ringing in the ears) or permanent hearing loss. This can occur in manufacturing environments, for example. If you work in such an environment, you may be required to use protective equipment such as ear plugs or ear muffs to protect your hearing.

**Air pollution:** Air pollution can come from many sources, the most common being general smog levels, vehicle emissions and industrial emissions. Air pollution can cause a range of health problems including eye and throat irritations or more severe conditions such as bronchitis

**Chemicals:** There are many potentially hazardous chemicals used in workplaces. These include corrosives such as sulphuric acid and caustic soda, irritants such as ammonia, and sensitizing agents. Exposure can cause skin disease, poisoning or respiratory illness. These chemicals must be handled using the appropriate procedures and protective equipment.

**Dust and fumes:** Dust and fume hazards can be created in a variety of ways and may result in respiratory concerns. Most people are aware of the risks when handling lead or asbestos but some timbers, other building

materials, paints and cement can also potentially affect your health and the environment. Be sure to use the appropriate protective equipment

**Disposal hazards:** There are regulations for the correct disposal of many chemicals and other potentially hazardous materials. It is not appropriate to pour some chemicals down the sink or to throw some things, like batteries, into general rubbish. These materials are usually clearly marked and you should follow the instructions carefully.

### 3.5.1 Identify hazards

The followings are ways of hazard identification

- a. Undertake an inspection of your workplace.
- b. Talk to other employees/workers.
- c. Look at Materials Safety Data Sheets (MSDS) and manufacturer's instructions for tools and equipment.
- d. Examine accident and incident records

### 3.5.2 Reporting hazard

Once you have identified hazard, it is your responsibility to report to appropriate persons.  
Hazard reporting procedures

- 1) Report it immediately to your supervisor, OHS/WHs Officer or Environment Officer.
- 2) Control the hazard if you can do so safely.
- 3) Complete any required documentation or forms.
- 4) Follow your workplace safety procedures.

Controlling the hazard may involve eliminating or isolating the hazard, or minimizing the risk to those involved. Remember, only attempt to control the hazard if it is safe to do so and always follow the safety procedures for your organization.

It is an important environmentally sustainable workplace practice to identify environmental hazards, and act on them as appropriate.

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### Self-Check 3

#### Part I True/False

- 1. Hazard result in a risk
- 2. Sometimes environmental sustainability means taking things from the natural environment at a faster rate.
- 3. Using petrol in our cars, electricity in our homes and paper in our offices makes an impact on the environment.
- 4. Fitting self-closing doors is ways to save water
- 5. Using efficient motors is ways saving energy.

#### Part II Choice

Choose the best answer

1. When you save a file, you will need to determine the folder it is to be saved in. This is called \_\_\_\_\_
- A. the file path
- B. saving

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C. documenting

D. disposing

2. controlling the hazard may involve

A. eliminating

B. isolating the hazard,

C. minimizing the risk to those involved

D. all

3. You can save energy by: \_\_\_\_\_ one?

A. Turning off lights and equipment when not in use.

B. Segregating waste where possible

C. Using power saving functions on office equipment.

D. Using efficient motors.

.Part III. Filling blank space

1. \_\_\_\_\_ Air pollution can cause a range of health problems including eye and throat irritations or more severe conditions such as bronchitis

2. \_\_\_\_\_ and \_\_\_\_\_ hazard can be created in a variety of ways and may result in respiratory concerns.

3. \_\_\_\_\_ is a situation, activity or substance that has the potential to cause harm, injury or illness to a person or the environment.

#### **Part IV Writing**

**1. Explain the 4R's**

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_

d) \_\_\_\_\_

**2. Write at least 5 ways to save water consumption**

a) \_\_\_\_\_

b) \_\_\_\_\_

c) \_\_\_\_\_

d) \_\_\_\_\_

e) \_\_\_\_\_





## Unit Four: Act with environmental regulations

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Following workplace procedures
- Reporting breaches
- Scheduling work practices and work safely
- Selecting and using safely materials, tools and equipment

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Follow workplace procedures
- Report breaches
- Schedule work practices and work safely
- Select and using safely materials, tools and equipment

## 4.1 Follow workplace procedures

The followings are workplace procedures to be followed

**Law** - legislation passed by governments which is enforceable by courts.

**Regulation** - a rule designed to control or governs conduct.

**Code of practice:-** written guidelines issued by an official body setting out recommended or preferred processes, actions or organizational structures to be applied in a given setting.

**Best practice** - methods and techniques that have consistently shown superior results which are used as benchmarks.

**Industry guidelines and regulations:** Industry guidelines and regulations are specific to particular industries; for example, building and manufacturing regulations that must be complied with by workers and organizations in those industries.

**Local council by-laws and regulations:** Local council by-laws and regulations cover a number of environmental issues, including waste disposal

**Compliance** is about meeting the requirements of accepted practices, legislation, prescribed rules /regulations, specified standards, or the terms of a contract. Businesses must comply with environmental standards to ensure sustainability.

Compliance means conforming or agreeing to something. Non-compliance is a breach. Businesses comply with environmental regulations because: they are required to by law stakeholders expect that they will the broader community shares that expectation organizations themselves are generally committed to protecting the environment.

## 4.2 Reporting breaches

Environmental Reporting Breach means any actual or alleged misrepresentation or failure to provide written disclosure of information relating to climate change. Such written disclosure includes but is not limited to any mandatory Greenhouse Gas Inventory or similar document issued by the Company

Once you have identified a breach or potential breach, you should report it to the appropriate personnel. This can be difficult when you have identified a breach or potential breach performed by another employee. Most

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people do not like to feel like they are creating trouble for their peers or colleagues. However, you must remember that breaches can put you, other employees or the environment at risk. In some cases, they may also affect the organization's compliance with external laws and regulations.

The following are basic information when reporting breach

1. Date, time and location.
2. Vehicle registration (if applicable).
3. Actions and equipment involved.
4. Description of the people involved.
5. Cause of the incident
6. Recommendations for future actions to prevent such incidents.

Your workplace may have specific forms or documents you need to complete. If you are unsure of your workplace procedures for identifying and reporting hazards, it is important that you speak to your supervisor or manager.

### **The followings are the appropriate persons to report breach**

How you should report the breach or potential breach will depend on your organization's structure. You should find out who in your organization is responsible for managing breaches or potential breaches of workplace procedure, particularly those relating to environmental regulations.

- Environment officer
- Supervisor
- The owner or owner
- Ohs/whs officer
- Environment officer

Things that might affect who you report a breach to include:

- Where the breach occurred, which will affect if you tell your supervisor or one in another area
- The time at which the breach or potential breach was observed and who is available to report it to

- Whether it is an actual breach that is currently occurring and represents a risk, or a potential breach that requires preventative action.

### 4.3 .Scheduling work practices and works safely

Safe work practice is a set of guidelines established to help work men to perform a task which may not require a step by step procedure. Safe work practices are generally written methods outlining how to perform a task with minimum risk to people, equipment, materials, environment, and processes.

Whether you are developing these regulations from scratch or are looking at modifying an existing safety plan, here are five workplace safety practices every company must adhere to:

#### Be Mindful of Your Surroundings

Any job site, from a typical office to a huge plant, can have inherent dangers lurking in the background. Having a sharp awareness of your surroundings is important in preventing these dangers, as they might cause unnecessary injuries or in serious cases, death.

Take time to be more familiar with every corner of your workplace and the tasks that you do daily so you'll have an increased awareness of the potential hazards that might arise anytime. With this knowledge, you'll be able to protect yourself and your co-workers from danger and frame your mind with the proper response when these situations take place.

#### Identify Different Hazards in the Workplace

Management should encourage employees to immediately report health and safety issues to their supervisors or managers. Supervisors and managers should also conduct routine inspections to identify and assess these workplace hazards as well as evaluate work practices that may not be safe. Once these hazards have been identified, the management team should take action to minimize the risks of work-related accidents. You can also get regular safety inspections from a professional workplace health and safety company to make sure that you are on par with your industry's standards.

- **Maintain cleanliness.** Clutter can cause safety issues and cloud the mind, affecting focus and concentration. Keep your work area clean to encourage productivity. Get rid of other potential dangers like messy floors and tangled cords to prevent trip hazards.
- **Eliminate distractions.** For high-risk workplaces (*e.g.* manufacturing plants where workers operate heavy machinery), distractions must be eliminated as they can easily interrupt operations. It

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might be best to set a No Electronic Device Policy during work hours to ensure that the attention of the workers is always on the task at hand.

- **Remove fire hazards.** Are you using combustible materials in the workplace? Prevent fire hazards by securely storing flammable items and separating them from any sources of ignition. Combustible waste must be stored in metal receptacles and disposed of daily.

### **Take a Break**

In several cases, workers who are tired and burnt out are prone to accidents because they cannot detect dangers around them. Replenish your energy by using your break times to stay alert and focused. Try tackling difficult tasks for the day at times when your concentration is at its peak. For the majority of workers, it is during the first few hours of their shift in the morning.

### **Stay Updated on New Safety Regulations**

Participate in safety orientations and procedure training when your company buys new equipment. While it's true that it's the employers' responsibility to educate the employees and assign them the appropriate training so they can perform their job roles safely, employees are required to be knowledgeable of the safety procedures in the workplace and abide by them when using machines.

### **Practice Proper Communication**

Occupational health and safety must be founded in proper communication. Failure to communicate can cause accidents. Clear communication of best practices helps everyone in the workforce

## **4.4. Selecting and using safely materials, tools and equipment**

To maintain industrial standards, there are guidelines laid out by the OSHA (Occupational Health and Safety Act). Following these guidelines alone can set a strong foundation for material handling equipment safety tips.

### **Material Handling Equipment Safety Tips and Measures**

Taking these considerations into account can help avoid any kind of injury while enhancing productivity:

#### **Inspection of the Equipment**

Moreover, in case you do find a fault, inform the management about all the issues. Operating damaged equipment before repairs can set you up for big troubles later on.

#### **Finding the Right Material Handling Equipment Supplier**

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One of the most important material handling equipment safety tips is to source reliable units. While this does seem obvious at first, many people do miss out on recognizing the importance.

For one, make sure you source lift equipment from authorized suppliers. Additionally, it's even better if you can get parts and repair support from the company you source your equipment from.

#### Training and Certification of Operators

Before starting operations, check whether your employee is actually certified to operate the equipment. In case they are not, you can always choose to train them and add to their skills.

**Material Handling Equipment Training** is also often offered by equipment distributors as well. Also, consider retraining your staff if there are upgrades to your fleet.

#### Assess the Load

Well, it goes without saying that you can't overload lifting equipment to get the work done quickly. A much more prudent thing to do would be to divide the load into shifts.

It's the responsibility of the operators as well as supervisors to ensure the load is appropriate for the machinery in use.

Moreover, always raise and lower the load when the equipment is not in motion.

#### Consider the Surroundings

Oftentimes, a worksite may require you to take special precautions, especially if it has obstacles around it.

Thus, consider putting work zone signs to keep people and stationary objects away from the area where you operate the machinery.

- Ensure that your tools are properly maintained and that you use them correctly in order to avoid hazards
- Ensure that you keep your eyes open for any signs of problems with electrical equipment in the work environment (this may include signs such as faulty connections, smoke, sparks, loose wires, etc.)
- Ensure that you don't tamper with any electrical equipment that you suspect needs repair (consult with qualified personnel to do the necessary repairs)
- Ensure that you switch off computers, printers and other electrical equipment at the socket
- Ensure that you never overload the socket outlet
- Ensure that you use the right adapters for items of equipment that have two-pin plugs

## Self-check-4

### Part I

Filling Blank space

- 1\_\_\_\_\_ legislation passed by governments which is enforceable by courts.
- 2\_\_\_\_\_ a rule designed to control or governs conduct.
- 3\_\_\_\_\_ written guidelines issued by an official body setting out recommended or preferred processes, actions or organizational structures to be applied in a given setting.

### 2. Part II

Writing

1. Write basic information when reporting breach

- a) \_\_\_\_\_
- b) \_\_\_\_\_
- c) \_\_\_\_\_
- d) \_\_\_\_\_
- e) \_\_\_\_\_
- f) \_\_\_\_\_

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2. Write four appropriate persons to report breaches

- a) \_\_\_\_\_
- b) \_\_\_\_\_
- c) \_\_\_\_\_
- d) \_\_\_\_\_

### Unit Five: Seek opportunities to improve resource efficiency

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Following organizational plans for improving
- Identifying possible areas for improvements
- Making suggestions for improvements

This guide will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- follow organizational plans for improving
- identify possible areas for improvements
- make suggestions for improvements

## 5.1 Follow organizational plans for improving

Your organization may have a documented plan for improving its environmental practices and resource efficiency. You should review your workplace's standard operating procedures, policies and procedures. This will help you to identify your organization's plan for improvement and how it applies to your regular work practices.

**The organization plan should include:**

- Actions and any associated sub-actions.
- Who is responsible?
- Timeframes for implementation.
- Any other relevant notes or comments

The plan should detail all of the key actions required to implement any improvement strategies.

### 5.1.1 Resource Efficiency Systems

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The following are some of the resource efficiency systems your organization may utilize to improve its own environmental practices.

### **Environmental and Resource Sustainability Initiatives**

Governments have a wide range of sustainability initiatives. These are often specific to particular industries or resources; however there are a few generic ones.

To find out more, try looking up some of the following national initiatives:

- ICT Sustainability in Government Operations.
- Environmental Reporting.
- Public Sector Environmental Reporting.
- Environmental Management Systems.
- Environmental Purchasing.
- Water Efficiency in Government Operations.

You could also review your state and local government websites or your industry representative body websites for environmental initiatives.

### **Waste Management Hierarchy System**

The waste management hierarchy provides advice for making decisions on waste disposal. It ranks the preferred methods, as follows:

The most preferred methods are at the top of the hierarchy. The least preferred are at the bottom.

### **Reduce Use of Non-Renewable Resources System**

A non-renewable resource is a natural resource that cannot be grown, produced or generated on a scale that can sustain its consumption rate. Once these resources are depleted, there will be no more available for future use.

Examples of non-renewable resources include:

- 1 Fossil fuels.
- 2 Nuclear power.
- 3 Aquifers.

Where possible, the use of these resources should be avoided or reduced.

### **Supply Chain Management System**

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Consumers and investors are beginning to look more closely at the activities of an organization's suppliers, as well as the activities of the organization itself. This means that your suppliers will also need to have environmentally sustainable purchasing practices.

The strategies organizations put in place may include:

- Influencing suppliers to take up environmental sustainability approaches.
- Researching and participating in programs such as a supply chain program to purchase sustainable products.
- You may also need to consider the environmental practices of your suppliers.

### **5.1.2 Standards, Guidelines and Approaches**

Standards, guidelines and approaches can help you to determine and integrate your environmental plan. These standards and guidelines will provide you with advice on how to put your plan into action:

- Ecological foot printing.
- Global Reporting Initiative.
- Green office program – a cultural change program.
- Green purchasing.

## **5.2 Identifying possible areas for improvements**

When you are familiar with resource efficiency systems, you may be able to identify possible improvements to work practices in your own work area.

One way to identify improvements is to consult with other members of your team. They will be familiar with the tasks that they perform and may have suggestions for improvements.

When consulting with your team, you need to use effective communication skills. One way to do this is to focus on the questions that you ask. If you don't ask the right questions, you won't get the right answers. Try using open questions rather than closed questions. Closed questions are questions that only require a simple "yes" or "no" answer. For example, "do you think we can save more energy?" An open question is a question that requires a much longer answer. For example, "how can we save more energy?" Make sure you actively listen to your team's answers. When they have finished speaking, ask questions or paraphrase to check you have understood.

## **5.3 Making suggestions for improvements**

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Once you have identified areas where you can improve, you need to report these. Your suggestions may relate to ideas that:

- Improve energy efficiency.
- Increase use of renewable, recyclable, reusable and recoverable resources.
- Maximize opportunities such as use of solar power or other alternative forms of energy, where appropriate.
- Prevent and minimize risks.
- Reduce emissions of greenhouse gases.
- Reduce use of non-renewable resources.

Your workplace may have specific meeting forums set up to discuss potential improvements. If not, discuss your ideas and suggestions with:

The followings are the appropriate persons to discuss suggestions

- Your supervisor.
- Occupational safety and health officer
- Environmental officer.
- Team leader

When providing suggestions, be very clear and specific. Provide examples of the area requiring improvement to support your argument.

You also need to explain how your idea will improve resource efficiency and how you can measure the improvement. Where possible, provide an estimate on what the reduction or improvement will be.

Look at the following example of an improvement recommendation.

“I think that we can save energy by reducing the number of lights we use in the office during less busy times. Currently, we turn all of the lights on in the morning even if there are only a few people here.

The accounts department doesn’t come in until 9am but their lights are on from 7am when the factory workers arrive. If we left the lights in their office off, we could reduce our energy consumption by 2 hours a day. Over a year, that would save around 520 hours of light use in their office. This would lead to cost savings for the company.”

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### **Self-check-5**

Part I True/False

- 1. One way to identify improvements is to consult with other members of your team
- 2. When providing suggestions, be very clear and specific is not important
- 3. “Do you think we can save more energy?” is an example of closed questions

### **Part II**

Part I choice

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Choose the best answer

1. Non-renewable resources include all except one
  - A. Fossil fuels.
  - B. Nuclear power.
  - C. Aquifers
  - D. Timber
2. The organization plan should include:
  - A. Actions and any associated sub-actions.
  - B. Who is responsible?
  - C. Timeframes for implementation.
  - D. Any other relevant notes or comments
  - E. all
3. A non-renewable resource is a natural resource that can be
  - A. grown,
  - B. produced or
  - C. generated
  - D. none of the is answer

Part III writing

1. Write at least 4 suggestions for resource improvement opportunities
2. The Standards, guidelines and approaches can help you to determine and integrate your environmental plan.

## Reference

Author:[Authors removed at request of original publisher]

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<https://advancedct.com/tips-for-working-with-tools-and-equipment/>



**Participants of this Module (training material) preparation**

<b>N o</b>	<b>Name</b>	<b>Qualificati on (Level)</b>	<b>Field of Study</b>	<b>Organiza tion/ Institutio n</b>	<b>Mobile number</b>	<b>E-mail</b>
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