

TEAM COMPETENCE & TRAINING POLICY

It is the policy of Atlantica to continually develop the competency levels of our team members in order to provide a level of service to our customers that meets or exceeds their expectations. In order to help our teams achieve our common goals, ongoing competency and developmental training will be central to our success.

People also have an inherent need to grow and develop their skills which is why we have committed to training levels that go beyond basic requirements in order that our people can expand their knowledge, which will in turn make their decisions, contributions and actions that much more effective. Knowledgeable and competent Team Members are better positioned for advancement if the desired motivation and leadership behaviors are also demonstrated.

At Atlantica, we will attain the desired outputs of this policy by:

- Taking pride in providing safe and gainful employment for its team members and helping them to grow, advance and improve within the company.
- Believing that people prefer to work in an environment that fosters opportunities for professional and personal growth.
- Providing an environment to help our team members develop and advance within the company through a professional development program.
- Whenever possible we will strive to promote from within our ranks when knowledgeable and competent team members demonstrate the desired motivation and leadership behaviors.
- Having a strong preference to attract, include and develop national talent wherever our operations take us.

Our Competence Management System (CMS) has been created to ensure that all operational team members are competent in their role. The senior management of Atlantica is fully committed to our Competence Management System (CMS) program.

Through our CMS program Atlantica will verify the acquisition and retention of the required knowledge, skills and abilities, to ensure that operational team members are prepared for, and can perform, their assigned tasks.

The goals of the program are to:

- Build and retain a competent operational workforce personnel;
- Satisfy regulatory and customer requirements;
- Verify knowledge, skills and ability job requirements for operational Team Members;
- Verify and evaluate operational team member knowledge, skills and ability levels before job assignment;
- Confirm individual and team competencies;
- Track and validate Operational Team Member, Short Service Team Member and New in Position competency;
- Uncover needed education and skill gaps;
- Formalize a clear plan for operational team member's development and career advancement within the company;
- Utilize interactive reporting within multi-departments to improve our business operations in a shorter timeframe, and to identify and eliminate risks.
- Periodically modify the CMS to retain its timeliness and applicability.



President & CEO



Director of QHSET