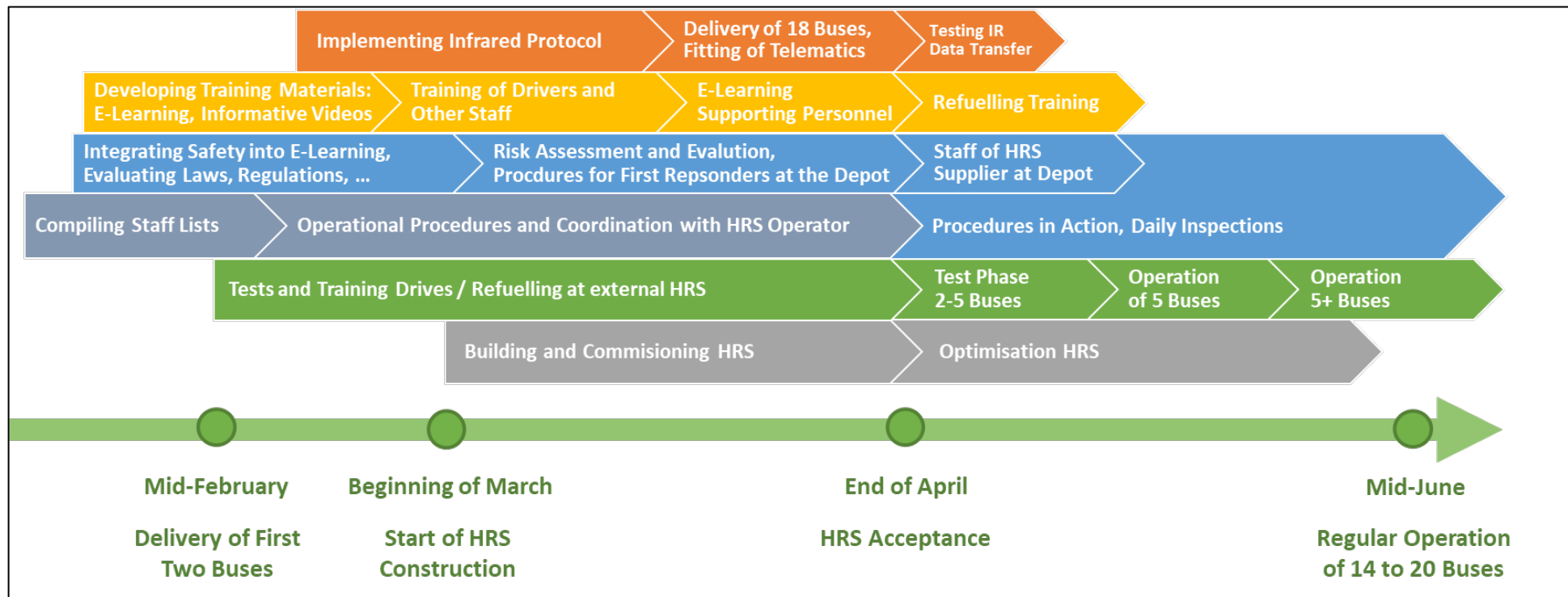


**Table 4-5: Deployment: Awareness Raising and Training – Challenges and Best Practice Solutions.**

Challenges	Best Practice Solutions
<p>In general, awareness raising and training have not presented major challenges</p> <ul style="list-style-type: none"> <li>• The topics to be addressed/focussed on vary from group to group</li> <li>• Groups that require general <u>awareness raising</u> about FCB: <ul style="list-style-type: none"> <li>➤ All PTO staff</li> <li>➤ General public</li> </ul> </li> <li>• Groups that require FCB (including safety) <u>training</u>: <ul style="list-style-type: none"> <li>➤ Maintenance technicians</li> <li>➤ Drivers</li> <li>➤ Refuelling/Cleaning staff</li> <li>➤ First responders (Emergency Services)</li> <li>➤ All depot staff – safety basics</li> </ul> </li> <li>• Refresher training needs to be scheduled for those most involved to pick up on new employees</li> <li>• Challenges noted include: <ul style="list-style-type: none"> <li>➤ Refuelling personnel using phones while refuelling</li> <li>➤ Safety procedures do not always stand up to real life situations</li> </ul> </li> </ul>	<p>Clearly there are technical differences with FCBs compared to diesel vehicles (e.g. high voltage components; handling of devices containing H<sub>2</sub>)</p> <ul style="list-style-type: none"> <li>• Map the training requirements, possibly per group. Figure 4-5 gives an example of how this can be done</li> <li>• It is important to familiarise PTO employees as early as possible with the FCBs, affected staff should be given safety training ahead of the bus arrivals</li> <li>• Similarly, the public need to be included in a campaign of <u>awareness raising</u> about H<sub>2</sub> fuelled transport. Myths still abound about the safety aspects of H<sub>2</sub> and these need to be addressed as do the positive aspects of this clean energy for mobility</li> <li>• <u>Training</u> is conducted through on-line learning, in-person workshops and practical experience. For safety procedures, run exercises/drills</li> <li>• Sites have adopted a range of approaches for providing the training including: <ul style="list-style-type: none"> <li>➤ Training provided directly by the FCB/HRS suppliers</li> <li>➤ Train the trainer by FCB and/or HRS suppliers with onsite specialist remaining for a time</li> <li>➤ Training provided by the PTO with assistance from the FCB/HRS suppliers (train the trainer and/or materials)</li> <li>➤ Training provided by the PTO with assistance from the FCB/HRS suppliers and involving local/regional training institutions as a means to integrate the information into the formal training system</li> </ul> </li> </ul> <p><b>When developing and undertaking training – factor in a strategy to evaluate its effectiveness</b></p>



**Figure 4-5 Sample 'Mind Map' of Training Requirements.**  
 Source: Syndicat mixte Pau Béarn Pyrénées Mobilités.



**Figure 4-6: Staff Training in Context: Sample Plan.**

Based on a chart developed by Qbuzz with their permission. Qbuzz operate FCBs in the Dutch Provinces Groningen und Drenthe. Timelines are indicative and will depend on local conditions.