HACKLE SECURITY SERVICES LIMITED

Employee Training Development Policy

Policy Statement & Purpose

This employee Training and Development Policy refers to the Company's learning and development programs and activities. In the modern competitive environment, employee's need to replenish their knowledge and acquire new skills to do their jobs better. This will benefit both themselves and the company. We want them to feel confident about improving efficiency and productivity as well as finding new ways towards personal development and success.

Signed: Name: Mark Mathurin

Position: Managing Director Date: 01/03/2024 Review Date: 01/03/2025

Scope:

This policy applies to all permanent, full and part time, employees of the company. Employees with temporary/short term contracts might attend trainings at their managers discretion.

This policy doesn't cover supplementary employees like contractors or consultants.

Policy Elements:

Employees, managers and Human Resources (HR) should all collaborate to build a continuous professional development (CPD) culture. It is an employee's responsibility to seek new learning opportunities applicable to their duties. It is a manager's responsibility to coach their teams and identify employee development needs. And it is HR's responsibility to facilitate any staff development activities and processes.

What Do We Mean by Training and Development?

In general, we approve and encourage the following employee training:

- Formal training sessions (individual or corporate)
- Employee Coaching and Mentoring
- On the job training
- Job shadowing
- Job rotation

Individual Training Programmes

The Company has certain provisions in place regarding individual training programs. There are 4 areas of employee training, as below:

1. Induction – All employees are to receive both a Company and Site-Specific Induction prior to their onsite training commencing.

2. Site Specific Training – All site based employees are to receive at least two full training shift at each assignment they are required to be deployed too. There may be a requirement, dependant on the specific assignment that more than two training shift may be required. It may also be the case, for assignments which are manned 24/7, that two training shift may "straddle" the regular site shifts to provide maximum exposure during training to all aspects of the duties on site.

3. Continuous Training – The Company has in place a Module Training Program. This comprises of 15 modules, covering various aspects of the role of our staff, including Health and Safety, Client Relations, Law and CCTV. The questions for the Modules are changed by the Management Team on an annual basis, and each Licensed staff member is required to complete the module training on annual basis.

4. Client Requested Training – Dependant on the assignment and client's requirements, it is necessary for site deployed staff to received additional external training. This may be First Aid, Health and Safety, Fire Marshall. Client requested training may be provided either at the assignment or at the trainers' premises. All training of this nature is at the discretion of the client. Generally, where client requested training occurs, training hours will be paid at site rate.

Additional Training

On occasion additional training may be required, following an identification of a specific training need, which may be due to an incident on an assignment, or a general requirement for additional training across the organisation due to changes in legislation or practices. In this instance, the Management Team will identify the employees requiring training and will ensure this is delivered and documented in a timely manner.

Other Type of Training

Both employees and managers are responsible for their continuous learning. Employee's should show willingness to improve by asking their managers for direction and advice. Managers should do the same with their own superiors, while encouraging and mentoring the subordinates.

Employees and managers are responsible for finding the best ways to CPD. They can experiment various delivery methods, as long as these do not negatively impact daily operations.

General Guidelines:

- All staff members are eligible under this policy without discriminating against rank or protected characteristics.
- Managers should evaluate the success of training efforts. They should keep records for reference and better improvement opportunities.
- All staff development efforts should respect cost and time limitations as well as individual and business needs.
- Staff members should make the most of their training, by studying and finding ways to apply their knowledge to their work.

Procedure

The procedures should be followed when staff members are required to undertake training:

External Training

1. Employees (or clients or Managers) identify a training need
2. Contract/Operations Management, with the input of clients and staff members where applicable, are to discuss potential training programmes and make suggestions as to the most suitable training courses or providers
3. Contracts/Operations Management to liaise with the Office Manager to discuss the requirement
4. Office Manager to investigate the courses and providers available and present the findings to the Contracts/Operations Manager, and once training course/provider agreed, provide a quotation to the client if required.
5. Once training costs have been agreed by all relevant parties, Office Manager is to book the training and arrangement payment of the training (also creating a purchase order for Managing Director's sign off)
6. Once training is booked and relevant materials have been received from the training provider, the employee will be made aware of the training course date, time and location and sent any relevant information provided
7. If the training requires the staff member to be paid for the time they are attending training, this should be schedule onto the People Hours System for the relevant times, and the duty "finished" as there will be no requirement for booking on and off duty.
8. On completion of the course, and upon receipt of any certificate provided, the employee should be sent the original certificate, with a copy held on their paper and electronic p files. This training gained should also be entered on the Training Matrix on the CRM system.

Internal Non-Site Training

1. Employees (or clients or Managers) identify a training need
2. Contract/Operations Management, with the input of Management Team and staff members where applicable, are to discuss potential training programmes and make suggestions as to the most suitable method of delivering training
3. A training card should be created in order to record the training provided, along with any other written or visual materials required for training delivery
4. Should this training be a new training requirement not completed before, the Office Manager will create a new sign off on the Training Matrix on CRM
5. Training should then be provided to all relevant staff members.
6. Once training has been delivered and a training card signed off, this is to be returned to the Admin Team at Head Office, and entered onto the Training Matrix and filed within paper and electronic P files.

Site Training

Site training procedures should be conducted in line with SOP HSS017 (attached)