



Training and Development Policy
2020

Training and Development Policy

Commitment

We are committed to ensuring that all Atalian Servest employees receive the appropriate training required to carry out their duties safely, without risk to themselves or others, whilst achieving high standards for customers. As part of this process Atalian Servest provides induction training and on-going skills training to all new employees. The need for training will be determined by the requirements of the individual employee's job role and the contract they work on.

Atalian Servest adopts a process of continuous improvement and assesses and reviews the development needs of employees. Atalian Servest actively encourages all staff, regardless of employment status, language skills or role, to take advantage of the training opportunities available from induction through to formal Apprenticeship qualifications and ILM management courses.

Legal obligations

The Health and Safety at Work Act (1974) requires that we adequately train all employees, so they are safe and compliant at work. This is also required by other more specific legislation which relates to the use of machinery, handling activities, hazardous substances, and the wearing of personal protective equipment. Servest ensures that employees can carry out their duties without jeopardising either their health and safety, or that of their colleagues, customers, and members of the public on customer sites.

How we make it happen

All employees are logged onto the Atalian Servest Training Passport when they commence employment. They undergo mandatory induction training in the first 6 weeks following engagement. This training includes a welcome to the Atalian Servest Group, health and safety training and key areas such as fire safety, first aid, absence procedures, workplace hazards, etc. All training is signed off by the manager and recorded against the specific employee in the Training Passport. Where refresher training is required the manager is prompted through the Training Passport at the time it approaches the renewal date. Training requirements are assessed through both the standard training requirements for all employees and through their own reviews/appraisals with their line manager. **NB no operational staff may commence their duties without being site inducted. An induction course including health and safety will be delivered to such staff during the first week of any new contract.**

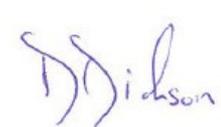
Effectiveness

The effectiveness of this training policy is measured by auditing employees against Key Performance Indicators (KPI) which relates specifically to:

- Quality of work
- Customer Feedback
- Contract Retention
- Health and Safety Performance

Employee duties

Employees are expected to cooperate with Atalian Servest to undertake the appropriate training and development required for their role. This policy provides the framework for setting and reviewing our OH&S objectives



Daniel Dickson
Chief Executive Officer-UK
Atalian Servest Group Ltd

August 2020