



## Training and Development Policy

01/08/21

FES 241

### INTRODUCTION

FES being a responsible security company is committed to provide the necessary training to ensure that our workforce meets the statutory requirements of the Private Security Industry Act 2001. We also recognize the importance of personal training and development to improve the skills and competence of our workforce in order to provide the best services to meet our client's expectations.

### AIM & OBJECTIVES:

The aim of training is to ensure that all employees are given the necessary help to improve the knowledge and skills to develop the right attitude to deliver their best with a sense of great responsibility. Our aim is to ensure that we not only meet the requirements of our clients but also deliver the services while fully complying with legally requirements of the job and industry. We also aim to develop our staff and encourage them to be become fully qualified and be able to deliver their services in a professional and responsible manner.

### RESPONSIBILITIES

To maintain the structures and mechanisms for identifying training and development needs Manpower Direct is consistently committed to develop and improve a dynamic training policy and programs:

Our Human Resources department ensures that every member of staff has undertaken and passed the required statutory training before their SIA license application is submitted.

Contract Managers are responsible for the continual monitoring of staff's training and development throughout the year and always provide the necessary assistance and encouragement to ensure that the company objectives are being met. We have procedures in place to ensure staff's needs are being assessed and achieved. In this regard we carry out an internal review of our training and development programs on annual bases. This practice involves a review and feedback from all stakeholders.

### APPROACH TO TRAINING

Training will be delivered in three stages:

#### STATUTORY TRAINING

This is the training required to meet the statutory requirement of the Private Security Industry Act 2001. Once they have successfully completed this training program, they meet the legal requirements of the industry as designed by SIA.

#### CONTRACT/SITE/CLIENT SPECIFIC TRAINING

*G Asghar*

Page 1 of 4



In order to meet the client's requirements and expectations FES is committed to liaise with clients on more regular bases. This approach allows us to understand the dynamics of a particular client's requirements and needs. We in most of the cases develop special training programs (depending on the client's specific requirements.) to enable our staff member to work on a particular contract, site or for a particular client. This will include Health and Safety at Work training specific to the contract, site or industry sector. On successful completion of training program, our staff members will be fully prepared and equipped with all the necessary information, knowledge and skills to work on the contract, site or for the client.

### **CONTINUOUS TRAINING AND PERSONAL DEVELOPMENT**

In order to reduce the staff turnover and sustain the level of motivation for all staff members FES put special emphasis on the continuous development of the staff members. At this stage the content and mode of training are set to be very vibrant and invigorating, for the reason that this phase focuses on improvement of personal skills , knowledge and expertise while allowing the staff members to move to the next level of their career. This includes personal development training as required under BS7499.

### **TRAINING RECORDS**

A record of all training program is kept for each individual employee and held centrally on the personnel file. This record is constantly updated. As and when a staff member goes through a different or advanced level of training in any capacity the record is updated on his or her personal profile. This practice serves dual purpose. It actually enables us to constantly improve on our training contents and delivery and also allows us to develop a profile of our staff members with special skills, knowledge and expertise.

### **TRAINING ASSESSMENTS**

All staff, including new personnel, has to go through an assessment by their Contract Manager to identify any specific needs. Any immediate training needs identified by the Contract Manager at this stage will be addressed and delivered prior to commencing work.

FES undertakes an annual staff formal / informal appraisal to review performance over the last twelve months. This practice helps us in identifying the ways of maximizing strengths and improving areas of development in the context of achieving aims and objectives. These formal / informal reviews are the main vehicle of reviewing and identifying continuation training needs to improve job performance.

At the time of an employee being promoted, we ensure that the particular staff member has developed the necessary skills required to the positions. This ensures that new managers have the right skills and knowledge to manage staff.

### **SPECIFIC REQUIREMENTS OF A PROJECT**

*G Asghar*



Different projects may have unique training requirements. To satisfy such specific needs and requirements a well-trained staff member will be deployed to ensure the successful and effective delivery of services.

Training needs are constantly assessed due to the changing dynamic and nature of the corporate sector, so we innovate and develop our training mode and contents on regular bases.

As all professional staff are required to comply with the rules of their professional bodies in respect of Continuing Professional Development (“CPD”), man power direct not only provides its staff members a firsthand opportunity at work places (sites) but also support them with all the necessary training ,tools and expert advice.

**Process** - Our training and development manager is responsible for training and development process. He is responsible to analyze training needs identified by the processes and will coordinate with the appropriate Contract Manager. This practice establishes that what will be able develop the most appropriate and cost-effective way of addressing any specific needs. The appropriate Security manager, in consultation with Central HR, will ensure that training is recorded, budgeted and evaluated and will deal with all related areas of training. These training needs may be resolved in a number of ways:

- Sending an individual on a course e.g. Skills for Security Parts 1 & 2.
- On the job training.
- Working alongside other members of staff.
- Using in-house/external expertise to run workshops.

The range of training program currently offered at our head office in these areas.

- Management training.
- Technical/Professional staff training.
- General training.
- health and safety
- customer services
- effective communication system

### **NON-SECURITY STAFF TRAINING**

FES is committed to encourage its staff member to go through a process of continuous development. We ensure that all of staff members in any capacity should get firsthand experience of the functional aspects of the industry. They are encouraged to attend such training session so that they could develop a better understanding of the dynamics of the industry and become an effective member of their team. Through such practices we ensure that people working for and on behalf of FES develop a strong sense of belonging and

*G Asghar*



## Training and Development Policy

01/08/21

appreciate the effort and role of their colleagues working on sites. This also allows developing good and effective working relationship.

### **EQUAL OPPORTUNITIES**

In addition to our Equality and Diversity Policy our Training Policy reinforces the view that managers should not discriminate in the provision of training, promotion or career development. We as an equal opportunity organization always ensure that disadvantaged groups are afforded, through training, equal opportunities for career development. This will include the application of appropriate retraining, redeployment and retention policies. All Contract Managers will be trained in the equal opportunity's aspects of employee recruitment, training and development to ensure the company, commitment.

*G Asghar*