

# TRAINING POLICY

## Policy Statement

In the modern competitive environment, The PCS Group acknowledges that employees need to replenish their knowledge and acquire new skills to do their job better. This will benefit both them 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.

It is the purpose of PCS' training policy to ensure that:

- Employees are properly trained in the skills they need to carry out their present jobs at a standard acceptable to the PCS Group and its customers;
- Employees are provided with the skills they may need for changes in the way jobs are carried out;
- As far as possible, employees are encouraged to develop their skills and talents to enable them to progress within the PCS Group and reach their full potential.

The PCS Group is committed to making the most effective use of the talents, skills and abilities of its workforce and to helping all employees maximise the contribution they can make. To demonstrate its commitment, the Company has formalised its training through this policy statement and through the allocation of specific budget resources.

This policy is further supported by the following document:

- Training Procedures

## Scope

This policy applies to all permanent full-time or part-time employees of The PCS Group. Employees with temporary or short-term contracts might attend training at their manager's discretion.

Opportunities for training will be based on an assessment of employees' development needs, irrespective of their sex, age, marital status, disability, race, colour, ethnic or national origin, or sexual orientation.

## Policy Details

Employees, managers, and Human Resources will all collaborate to build a continuous professional development (CPD) culture.

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

- Formal training sessions individual or corporate
- Employee coaching and mentoring
- Participating in conferences
- On the job training
- Job shadowing
- Job rotation

As part of our learning and development provisions, we can also arrange subscriptions, or educational material, so employees will have access to news, articles, and other materials that can help them become better at their job. There are two conditions for this:

- Subscription materials should be job-related.
- All relevant fees should not exceed a set limit per person.

This list does not include software licenses or other tools that are necessary for an employee's job role.

### Induction and Training

PCS recognises the key role that people play in the provision of quality cleaning services and therefore substantial resources are invested in the training and development of our staff at all levels.

The provision of appropriate staff training not only ensures adherence to our quality standards but also motivates and helps retain a higher calibre of committed staff.

As part of induction training, along with standard training and skills, all operatives and members of the management team will undergo training for identification and action to be taken on Modern Slavery.

### Skills Training

Training commences from the implementation period and offers our staff a fresh approach in delivering a quality service. In line with relevant legal requirements, Health & Safety, COSHH, and Fire Procedures will be covered on the first day and then skills training will commence and continue through the full induction program until the operatives are no longer new employees but are working towards being part of a functional team. The following training procedure will be used:

- All training given to staff is recorded on the training record form. Where necessary, this is opened upon commencement of employment to include any relevant previous training received;
- It is the responsibility of the Contract Manager and/or Supervisor to continually assess the individual employees under their control and identify any training requirements pertaining to the tasks performed;
- All identified training requirements will be satisfied by the Contract Manager or the designated representative and recorded on the training record in the personnel file;
- Training for cleaners will be based upon the company training hand sheet, which is in the possession of all Contract Managers and Supervisors;
- Training for cleaners will normally take place on-site and will generally relate specifically to the requirements of the individual tasks;
- General staff management training will be determined by the company's Training Plan which will develop out of an analysis of its own future requirements and the results of Staff Appraisal, carried out at least once every twelve-month period;
- Training for general staff and management will be organised by a Director or designated to the relevant department head;
- Training will be recorded in the personnel files through Appraisal Forms and/or Independent Analysis records.

During the Induction Period, we will recognise and apply the training elements required to carry out the tasks which are required for The Client

along with new techniques to allow our staff to become multi-skilled. Ongoing training in new equipment, product, and industry developments are maintained and reviewed accordingly.

Language Training

PCS is an Equal Opportunity Employer. English is not the first language for some employees, although most have a basic understanding of it. Although we cannot require employees to increase their language skills, we strongly encourage them to do so; this not only benefits PCS but provides employees with practical and transferable skills.

PCS offers all employees English lessons. These lessons are held at Head Office and take place out of working hours. There is no contractual requirement to attend these lessons.

Courses and End of Employment

While PCS is happy to pay for training courses for our employees, if it will further their knowledge in their employment area, the fees shall be repaid to us under the following circumstances:

- You stop attending courses or lectures,
- You failed to complete at least 75% of the course.
- you fail to use your best endeavours to successfully complete the course and/or pass the qualifying examinations.
- you leave the employment off The PCS Group either during or within 12 months after completing the course, or if your employment is terminated for whatever reason during the same time.

Where your employment is terminated after 12 months following the completion of the course, including all examinations, we may recoup the cost of training courses along with the time scales and rates below:

Time scale from the end of the training, including examinations, to date of leaving.	Percentage of training cost to be recouped.
12 months	100%
15 months	75%
18 months	50%
21 months	25%
24 months	0%

If no alternative arrangements for repayment had been made: we, as your employer, shall be entitled to deduct the course fees from your salary.

**Responsibilities**

It is the responsibility of directors to ensure there are adequate resources available for all employees to take part in the training.

It is the responsibility of the Administration Director to facilitate any staff development activities and processes.

It is the manager's responsibility to coach their teams and identify employee development needs.

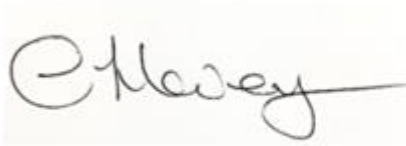
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It is the responsibility of the employees to identify areas they believe improvements in their training can be made and make requests.  
It is the responsibility of the compliance manager to ensure this policy is updated regularly.

**Date**

This policy was last updated on 31<sup>st</sup> January 2023

This policy will next be reviewed on 1<sup>st</sup> February 2024



Director



ISO 9001  
ISO 14001  
ISO 45001

