



TRAINING & DEVELOPMENT POLICY

All training is carried out either by TRG or accredited trainers to support our aim of meeting our clients' operational requirements by the best possible combination of skill and efficiency, coupled with unrivalled levels of customer care. A TRG staff member is a City and Guilds certificated Health and Safety trainer for manual handling.

The policy of the Company is to ensure that all personnel are trained and become sufficiently experienced to the extent necessary to competently and effectively undertake their assigned activities and responsibilities. It is also the aim of the company to encourage its employees to make the most of learning opportunities to realise their own personal potential and enjoyment of the job.

This will be achieved by helping all staff identify and meet their own job and business related development needs. This policy will ensure that we have the adaptability and flexibility to thrive and succeed as a business. To do this, all managers, through the Performance Review process, will:-

- Ensure that staff have a level of knowledge and skill to fully perform their role
- Encourage staff to develop within their current role
- Look for potential, and find ways for staff to demonstrate potential

Identifying training and development needs, and helping individuals to improve their performance, are key responsibilities for Relationship Managers (RMs), so they are expected to be actively involved in their team's training and development. RMs are also responsible for measuring the effectiveness of any training and development undertaken by team members.

The skills and knowledge that will be needed for future success will become apparent as each year's business plan is drafted and communicated to teams within TRG and individual performance objectives agreed. Where individual skills, knowledge, or the development of competencies are needed to achieve our business objectives, these will be recorded on the Development Needs Assessment plan, which forms part of our Performance Review process.

A programme of continuous training of staff would:

- Create and maintain a harmonious working environment, according to a common culture, working towards mutually agreed goals.
- Ensure all personnel, including management are involved in satisfying the service levels for the contract by providing the highest standards of service to callers and visitors.
- Enhance the reception 'meet and greet' and telephone handling skills
- Ensure correct levels of staffing
- Ensure correct image and presentation, conforming to the Company's corporate identity, and therefore strengthening the Company's image with their appearance and reflection
- Keep staff motivated under pressure
- Enable staff to develop new skills for their current and future roles so that we can respond positively to change
- Ensure the appropriate skills are in place to deliver the business strategy
- Ensure employees fully understand their job function and expected performance standard through having accurate job description and an annual appraisal review.

TRG shall attempt to create a learning environment where employees will be prepared to accept change, develop new skills and take responsibility for their own continuous learning in partnership with their immediate Supervisor and Relationship Manager to ensure their effective contribution to the successful achievement of business and personal goals.

No individuals will be excluded from training on the grounds of disability, gender, marital status, sexual orientation, religious belief, political opinion, race or cultural

origin, age or any other criteria which could be deemed to be discriminatory or divisive.

Jas Kallah

May 2013