

## **CONSTANT SECURITY SERVICES TRAINING & DEVELOPMENT POLICY**

Constant operates a Training and Development Policy that is designed to ensure all employees undergo training appropriate to the tasks they are required to perform and to ensure that they are equipped with the necessary skills, knowledge and behaviours to meet the organisation's needs. This policy is applicable to all Constant employees and any subcontract or labour provider staff. Assurance is sought from all bought in labour and subcontractors that this policy is applied and in line with the methods of their organisations.

Constant recognises that continuous professional development is essential to career development and as such discuss and implement plans, where appropriate, to enhance employees' skills with additional training.

Constant employees have access to the Constant E-learning platform an online service that is designed to encourage employees to complete further additional training and to enhance employee wellbeing through various modules. In addition to this, employees are provided with an Action Counters Terrorism (ACT) training module which is designed to develop an awareness on what to do in the event of a terrorist attack and how to assist in the fight against terrorism.

Training and development requirements are monitored by on-going appraisal of all employees at which employees are given the opportunity to verify the training they have undertaken and discuss any which they think they would like to undertake in the future. They are encouraged to provide feedback on the delivery, content and usefulness of any training provided and make any recommendations which would deliver improvement.

All new employees undergo induction training which includes the following elements:

- A Company history and profile
- The type of services provided and the area of operation.
- The organisational structure
- Awareness of ISO 9000 and a summary of the relevant British Standards
- Company Accreditations and their significance.
- Awareness of Company aims, objectives, values, and policies.
- Role of industry organisations and useful web sites and publications
- The way the individual's role fits into key processes and how it helps to meet quality aims and objectives including the implications of not conforming with procedures

All Operational staff shall have attended formal classroom training in:-

- Either Level 2 Award in Security Guarding, which includes: -
- Unit 1 - Working in the Private Security Industry
  - Unit 2 - Working as a Security Officer
  - Conflict Management for the Private Security Industry.
- Or Level 2 Award in Door Supervision, which includes: -
- Unit 1 - Safety Awareness for Door Supervisors
  - Unit 2 - Physical Intervention skills for the Private Security Industry.

This training is delivered to a controlled "Skills for Security" syllabus, delivered by instructors qualified to City & Guilds 7303 - Preparing to Teach in the Lifelong Learning Sector (PTLLS) and with considerable experience of the industry.

All operational staff must achieve a pass in the “Skills for Security” Examinations.

Where staff are recruited already licensed, they shall complete an assessment designed to assess their understanding of the basic skills required by a Security Officer. Additional training may be arranged as a result.

A sample of written work is completed and maintained on their training file for future evaluation.

Following a documented evaluation by the training officer, Personnel will conduct a further interview and allocate a site for initial training shifts. There will be a minimum (dependant on complexity of the site) of two supernumerary on-site training shifts.

Trained assessors monitor employee training and development using Performance Records during the following 20 weeks. Following completion these records are maintained on the employee personnel file.

All Operational staff then follow the below training and development plan:

- An Appraisal is conducted at the commencement of employment based on an initial evaluation of the new employee.
- A Probationary Appraisal is conducted to evaluate the progress of the employee and assess any additional training needs prior to offering permanent employment.
- Appraisals are conducted every 12 months thereafter at which training, development and Security Officer aspiration is discussed, and recommendations are made for any additional training required.
- After 2 weeks employment an Employee Questionnaire is issued which is designed to assess how well they are settling in, their level of satisfaction, understanding of their role, and the level of support received from their contract’s managers, operations managers and other admin staff at Constant.
- A further Questionnaire to establish the level of employee satisfaction is issued each year as part of the appraisal process. All data gathered from the questionnaires is monitored through the Constant database with a view to developing improvement to the service provided to colleagues.
- A Performance Book is conducted by experienced assessors, with all operational employees within the first 3 months of employment and Quality and Awareness audits at 3 monthly intervals thereafter. This is designed to assess employee knowledge of their duties and their awareness of the aims and values of Constant.
- Two Modules of Refresher Training are delivered at each Q & A Audit which is assessed for understanding. All staff are given the opportunity to comment on the delivery, content and usefulness of this training and to offer any suggestions for improvement. The results from these questionnaires are monitored by the Constant Database to seek areas for possible improvement.
- Additional courses to aid development such as Supervisory, Health & Safety, First Aid, CCTV and NVQ are encouraged.

The training and development need for other levels of the organisation including management and supervisory personnel are discussed and competency assessed during the appraisal process. Further evaluation is discussed during Management Review. All management and supervisory personnel undergo training relevant to their role within the organisation and are provided with training material in the form of work instructions to support their ongoing development. Control Room staff are trained in line with the relevant British Standards. When competency has been achieved, this shall be documented and re-assessed annually.

Any external training required is arranged by the relevant managers and approved by the Managing Director or Quality Director.

Training records for all employees are maintained to support qualification and competence of staff in undertaking specific tasks.

Signature:

A handwritten signature in black ink, appearing to be a stylized 'S' followed by a horizontal line.

Designation: Director

Date: 27<sup>th</sup> January 2021