

Connevens Limited aims to create a welcoming and effective induction process for all new staff. The directors are responsible for ensuring the correct induction of all new staff joining the company, and for establishing and meeting their initial training needs.

The aim of our training and induction process is to encourage and foster good working practices and to ensure all new employees have skills and competencies relevant to their role and can apply these in the workplace.

The key points of our strategy to achieve this are as follows:

- All new staff receive a comprehensive mandatory induction, overseen by a director.
- Wherever possible, all necessary steps will be taken to ensure that employees are provided with the training they require to fulfil their responsibilities effectively at all stages of their employment.
- Records of training are kept in confidential staff personal files.
- Directors, Managers and all staff share the responsibility for identifying on-going training needs.

## **Induction**

Whenever a new employee joins the Company, it is the duty of the overseeing director to ensure that he or she is given a proper introduction to the workplace, company, colleagues, catering facilities, duties, health and safety, quality and other procedures. Connevens Limited also considers this an important opportunity to establish expectations in terms of company values, ethics, integrity and social responsibility.

The main purpose of the induction process is to enable the new employee to become integrated and productive as quickly and effectively as possible. To reflect this, the induction process is tailored to the job role and the individual needs of the employee.

Meeting and getting to know other people are essential aspects of the induction process and all new employees begin their induction with a tour of the premises and an introduction to every member of staff.

As part of this process, the directors will also assess the new employee's training requirements and make appropriate arrangements. This will include an assessment of basic levels of literacy and numeracy where appropriate. Job-specific training will usually be a combination of in house and on the job training by their line manager or colleague. All training is overseen by a director.

## **Training**

Connevens Limited provides four types of training: induction, on the job, in house and external. From experience we have found on the job training to be the most effective and efficient for our staff.

We have comprehensive and detailed training manuals for all job roles.

Usually with new employees, skills are gained as part of on the job training by recently trained and/or more experienced colleagues. As a new starter, training will usually be on a one-to-one basis but where appropriate training will sometimes take place in a small group. Employees will undergo this kind of training throughout their employment with the Company, particularly as they take on new responsibilities within their role.

Product training and professional development is provided on an ongoing basis. This is often in house training from more experienced colleagues and senior management. In addition to this, we actively encourage management staff to attend exhibitions, shows and supplier training sessions to ensure they are kept up to date with industry advancements and to promote professional development.

Where employees are undertaking a management role, an additional level of training is required. Depending on the role and responsibilities, this training will be provided by a company director. Training for all management staff includes: expectations and Company ethos, reputation management, responsibilities relating to company policies and processes, leadership skills, man management, time management, chain of command and quality control.

External training may be provided in a variety of forms ranging from short courses of a few hours duration, through to lengthy courses leading to the award of qualifications. Where necessary and in the case that the appropriate training cannot be provided in house, Connevens Limited will arrange for this type of training.

To ensure we meet these commitments we will review our training policy regularly.



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