

## Connevens Limited – Instruction & Training Statement

Connevens Limited is committed to enhancing the quality of the work of our staff and maintain high standards in everything we do. We have a culture of inspection and monitoring of the work of all our staff so we can easily identify any weak areas and work on them with the member of staff concerned.

### Here are some of the things we do...

- ✓ All production Works Orders include detailed instructions for the work and method required by the operator, which are updated regularly as and when changes/improvements in production occur. These ensure that all staff work from the latest information and are following set procedures and instructions; producing the highest quality of work.
- ✓ Our Goods Inwards department follows rigorous product inspection procedures as detailed in our Inspection Sheets, of which we have one for each item. They are updated regularly and give detailed instruction as to the checks and processes required for each item, ensuring consistency across the team.
- ✓ We upgraded our internal computer system in Jan 2009 and we created a very detailed and user-customised training programme for our staff. Even now, we are constantly expanding the areas of expertise of each staff member by introducing new permissions and the one-to-one training required to enable them to carry out the new role.
- ✓ We frequently introduce new products to our range and give demonstrations and product summaries to our staff to make sure they are familiar with the new items. We also give detailed product training on the annual launch of our new catalogue where we run several sessions on key product groups, both introducing new products and also refreshing information on the existing range and giving comparative points.
- ✓ We have a regular Tuesday Training session at 8.30am every Tuesday morning. The schedule for these is published in advance and each week we cover a different topic. We try to include a large variety of topics, from product updates, to changes in company policy to marketing updates. We also run department-specific sessions which focus on issues particular to that department eg. The Warehouse.
- ✓ We encourage our suppliers to come in and give training sessions on their products. We usually ask them to do several different sessions, covering sales information for our Customer Services staff and technical details for our Production & Repair departments.
- ✓ Last year we introduced a more formalised system to ensure a suitably qualified member of our management team is available to resolve any paperwork queries and for product support at all times. This means that our customer services team are constantly working and learning under a more experienced member of the team.
- ✓ Over half of our staff have been with us more than 15 years (at least 5 have reached 30 years!) meaning that they have built up a vast amount of experience and knowledge. Different people have different specialities and we encourage all staff to work together and to share their experiences in an environment of peer- coaching.
- ✓ In their annual review, many of our Customer Services team identified a lack of confidence using the computer so we arranged for a year's Computer Training course. We partnered with a local college who sent in a trainer one day a week for a year. At the end, 5 of our ladies

achieved an NVQ in IT. We have noticed a marked improvement in their competence and in their self-belief in computer efficiency.

- ✓ We are constantly listening to our staff who do not hesitate to raise any concerns they have about weak areas where they would benefit from some form of training or a refresher course.
- ✓ Management also monitor the work of all members of staff and will address any areas of weakness with further instructions or training. We have a culture of inspection and of cross-checking of work which ensure that any need for training is identified and also that we produce the highest standard of work possible.
- ✓ We discuss any training requirements, objectives and achievements on an individual and confidential basis as part of our annual staff review process.
- ✓ We review our policy and training arrangements on an ongoing basis and always improve whenever we can.