

Recruitment & Skills Development Policy

The principal activity of the Group is the provision of all achievable types of cleaning services.

The policy of the Company is to maintain a Recruitment and Training Programme, which provides assurance that it's staff are suitable and competent to carry out its obligations as defined by its terms of contract.

The Company in carrying out its obligations will do so in a manner, which conforms to the relevant requirements of English Law. To do so the Company will ensure, within the bounds of its authority, that all its employees are entitled to work within the UK and that no prospective employee is under the statutory school leaving age. Employment will only be offered to personnel who can produce a certified National Insurance Number or acceptable proof of identity including details of origin. **Applications for employment will be considered on their merit irrespective of national or ethnic origin, sex, marital status, sexual orientation, religion or disability.** This confirmed by new employee Starter form Enclosed.

The Recruitment and Skills Development Programme see attached SDP1 is approved by the Chief Executive and is supported by all levels of Management throughout the Company. Managers and Departmental heads are responsible for implementing the systems and procedures, and for ensuring that the requirements are understood by all to whom they apply, and are responsible for the adherence of those procedures when interviewing, recruiting and training Company personnel.

SKILLS DEVELOPMENT PROGRAMME

The Skills Development Programme has been structured so as to be within the capacity of each particular group to comprehend and remember the information being imparted to them.

Where possible training would take place in the normal working environment, although it has to be appreciated that this might not always be operationally possible or even practicable. Should this situation arise then alternative venues will be arranged.

Each operative will receive induction training both in general terms regarding the area of work i.e. emergency exits, security systems etc, together with specific training as regards the specification and required standards. Basic training in Operator skills and Health and Safety (COSHH) will also be carried out for all new recruits.

Operating skills development leading to Sherwood Cleaning Group proficiency certification (based upon BICSc Cleaning Operators Proficiency Scheme) will be cascaded through the operational management/supervision and will be site specific.

Our comprehensive skills development Programme includes:

Appendices Attached

OPERATIVES	Induction Technical and Skills Training	- New Employee Starter form - SDP1 Skills Development
SUPERVISORS	Induction Practical Training Training Skills Management Techniques	Programme - SDP2 Induction Signing on Card - SDP3 3/1/1.2 Induction Training Employee
CONTRACT MANAGEMENT	Motivation and Leadership Quality Management Customer Relations Health and Safety	- SDP4 Employee Introduction Procedure - SDP5 Certificate Stages - SDP6 Management/Supervision Proficiency Requirement
SENIOR		- SDP7 Management Supervision



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MANAGEMENT Specialist Training Modules Responsibilities
External Courses and Seminars - Company name Training Record Card.

SPD3/1

INDUCTION TRAINING

All new staff will be expected to attend an Induction Training session either individually or in small groups of not more than 5 or 8 people.

Induction Training would generally be carried out prior to the individual commencing employment and would take place in either an office or classroom – type situation. Preferably on the clients premises.

Company Introduction

A brief talk on the Company itself and introduction to key personnel.

Administration Procedures

- Clock In/Out or Signing In/Out.
- Shift Patterns
- Meal and Rest Breaks
- Wages Procedures
- Lines in Communication.
- Sickness and Absenteeism.
- Reporting of Accidents.
- Holidays.

Code of Conduct

- Dress and Personal Appearance and Hygiene.
- Attitudes.
- Courtesy.
- Reliability.
- Smoking and Drinking
- No using of any Drugs



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Security

- Confidentiality
- Noise

- Fire/Emergency Procedures and Health and Safety.
- Possessions.
- Reporting Procedures
- Protection of buildings, Equipment and Materials
- Unauthorised Entry
- Issuing of Identity Passes

SDP3/1.2

Initial Training Needs

- “Initial Training Needs” of existing staff are identified by the Pre Commencement Quality Inspection report and acted upon at the earliest opportunity.

Training Certificate Attached in Appendix 5

Introduction to Equipment and Materials

- At this stage, new staff would merely be introduced to the range of materials and equipment to be supplied by the Company, with a brief description of how and when different products are to be used and the relevant facts about the Electrical equipment to be used.

- It is at this time that new staff can be assessed as to their



competence and familiarity of
Cleaning equipment.

SPD4

NEW CONTRACT EMPLOYEE INTRODUCTION PROCEDURE

- Meet new Operative – show them the area that they will be working.
- Show them the lighting system (switches Etc) emphasis the importance of not **UN – plugging computers etc.**
- Point out Fire Exits and Fire Alarms/Explain the procedure in case of Fire
- Explain Alarm System if fitted/give code etc.
- Explain the importance of Security/locking up etc.
- If working alone give them a contact number in case of Emergencies.
- Give them a copy of the Companies Health and Safety Policy
- Show the Operative the site communications book, explain that this is to pass on messages to the customer and also to receive any comments that they may have.
- Explain the importance of signing in on the company's weekly time sheet.
- Explain how and wages are paid.
- Explain the Line Management Function.
- Read through the signing on form with them and explain their Terms and Conditions, COSHH and electricity at work, ensure that they understand and get them to sign the form. (Other training can be given at a later date).
- Explain and read through the Starter Form with them, explain why identification has to be provided, NI card, Proof of address etc and ask if they have their last

SHERWOOD CLEANING GROUP

pay slip from previous employer (this will help if it is a T.U.P.E transfer) ensure that form is complete and that they and you the Manager have signed in all appropriate places. **Remember bank details are an important part of the starter form** (Take photo if required)

- Explain that a P46 must be filled out and signed if they do not have a P45.
- Give a brief demonstration on the equipment that they will be using.
- Show them where all the equipment and materials will be stored, explain the importance of a clean storeroom (Put up in store room Company Documentation)
- Explain how and to whom they should report any shortages of materials or breakdowns of equipment.
- Explain the importance of reporting any lateness, sickness or absenteeism.
- Explain that Quality checks are likely to be made and why.
- Issue work wear i.e. Tabard or overall. Introduce them to other members of the team.
- Thank them for their time and welcome them to Sherwood Cleaning Group.

SPD5

SHERWOOD CLEANING GROUP CERTIFICATE TRAINING STAGES

Stage 1

Induction/health & Safety

Tasks

1. Fire Procedure
2. COSHH and Chemical Usage
3. Accident Procedure
4. Electricity at work
5. Equipment Training
6. Terms and Conditions
7. Health and Safety

Stage 2

Cleaning Operative Skills Development

Tasks

1. Single Solution mopping
2. Suction Cleaning



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3. Dusting, Damp wiping, Polish application and Washing
4. Cleaning Toilet Bowels
5. Cleaning Urinals
6. Cleaning hand Wash Basins
7. Rubbish Removal
8. Sweeping

Stage 3

- | | |
|-------|---|
| Tasks | <ol style="list-style-type: none">1. Mop Sweeping2. Two Solution Mopping3. Buffing4. Spray Cleaning5. Stain Removal6. Bonnet Mopping7. Hot Water Extraction8. Dry Powder Carpet Cleaning |
|-------|---|

Stage 4

Advanced Cleaning Operative

- | | |
|-------|---|
| Tasks | <ol style="list-style-type: none">1. Polish Removal Floor2. Polish Application3. Toilet Cleaning4. Hi – Tech Cleaning5. Internal Glass Cleaning |
|-------|---|

SPD6

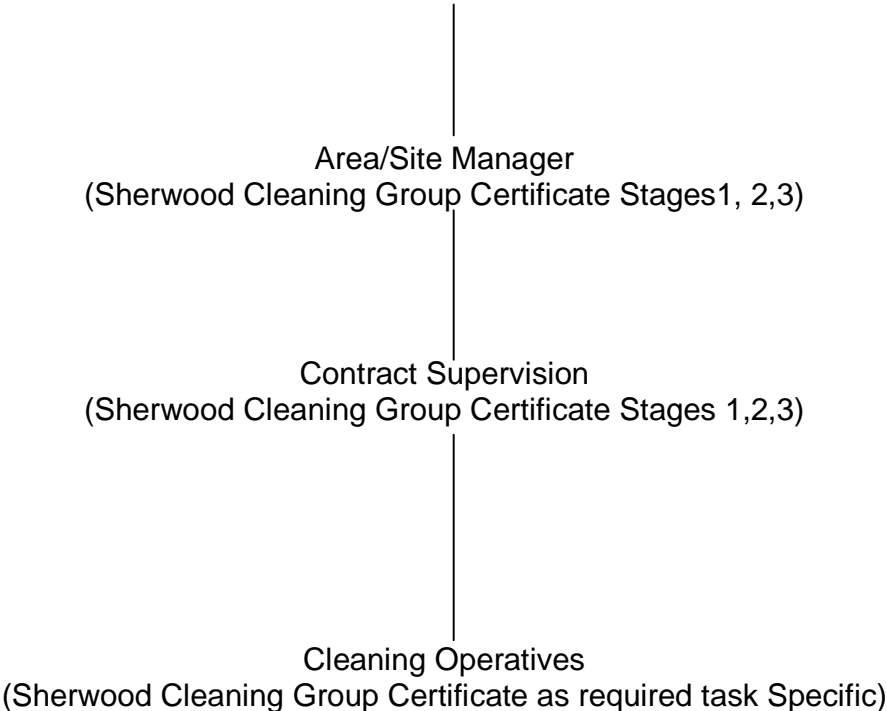
**SKILLS DEVELOPMENT
PROFICIENCY REQUIREMENTS**

Skills Development Manager
(BICSc qualified Assessor/ISO 9002)

Branch Manager
(BICSc Qualified Assessor)



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SPD7

**SKILLS DEVELOPMENT
RESPONSIBILITIES**

Skills Development Manager (SDM) Responsible for the implementation of the Contract Specific programme/schedule and the



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collation/retention of all documentation at Head Office. Responsible also for the issuing of Certificates to successful personnel.

Branch Manager

Responsible for the training/qualification of Area/Site Managers to the required level and the forwarding of training records to the S.D.M.

Area/Site Managers

Responsible for the training/qualification of Contract Supervision to the required level and the forwarding of training schedules and records to the Branch Manager or SDM as operationally applicable.

Contract Supervision

Responsible for the implementation of the training schedule and the training of the operatives in the stages applicable to their tasks.

Notification of completion of training to be forwarded to the Area/Site Manager

