

Solo Service Group understands the important role that training, development and employment progression have on all our staff. This Policy outlines the specific training undertaken by all our Cleaning Operatives, Managers, Head and Regional office staff and also covers development and progression.

Additionally, this policy has been developed in line with the Solo Services Group Equality Policy.

The Company heavily invests into the workforce and holds:-

- the belief that the people of the workforce is an all-round asset to the business.
- The Company believes that all its employees have the potential to grow, both in their work role and personally, and it shall endeavour to provide opportunities for this growth.
- The Company considers it appropriate to base such training, development and progression opportunities on the requirements of the business, and decisions about investment in staff training and development will be made accordingly.
- The Company believes that responsibility for training and development should be shared between the Company and its workforce.
- The Company will ensure that appropriate procedures are in place to plan, deliver and evaluate training and development activity.
- The Company wants to empower its staff members to take some ownership of their own development, with support from their managers and the Company as a whole.
- The Company believes that its line managers have a key role to play in people development.
- The Company ensures that both the quality and quantity of training and development is relevant and 'fit for purpose'.

The Company regularly reviews its overall level of investment in staff training and development to ensure that adequate and appropriate resources are provided

## Cleaning Operative Training Programme

On Commencement of Employment or Transfer to the organisation via TUPE all staff will undertake the following training programme:

- 1) Employee Induction Training Program – Policies and Procedures
- 2) Health & Safety Induction Training Program
- 3) Employee/EHS Handbook
- 4) Care of Substances Hazardous to Health (COSHH) Training
- 5) Machine and Equipment Training
- 6) Accident Reporting Training
- 7) Cleaning Specification Training

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## 8) Environmental & Waste Training

Please note that the above training programmes are tailored to the specific requirements of the customer sites from which the cleaning operatives work.

### Additional Training

Site specific training not covered by the standard training programs (*For example, Safeguarding Children and Vulnerable Adults Training*).

In addition, Solo offer NVQ level 2 in Cleaning & Support Services & the British Institute of Cleaning Science Cleaning (BICS'c) and Professional Skills Suite Level 1 & 2.

### Managers and those engaged at Customer sites

#### Training and Development opportunities – (Employees engaged on client sites)

- ♦ Contract Manager who expresses an interest in developing to Divisional or Key Accounts Manager, additional in-house training will be provided.
- ♦ Additionally, site Supervisors and Contract Managers also have the opportunity to gain management qualification with BICS'c.

### Head Office/Divisional staff Training Programme

Employees engaged at Solo Service Group Head / Regional offices have opportunities to train and develop within their current function or in other functions within the organisation.

#### Current and future Training and Development activities

- ♦ HR advisors have undertaken external Chartered Institute of Personnel and Development qualifications.
- ♦ Accounts employees have undertaken external qualification with AAT and CIMA.
- ♦ Health and Safety employees have undertaken external qualifications in IOSH and NEBOSH.
- ♦ Customer service staff can undertake external qualifications in customer care.

The training and development opportunities stated are just a summary or some of the activities and further learning opportunities on offer.

### Employment Development and Progression with Solo Service Group

Solo Service Group has over many years prided itself on the development opportunities it's provided to its People. At Solo we understand the importance that a successful progression policy has on the services it delivers to its customers. Staff who have been identified or request

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development and progression opportunities will undertake additional training to support their development within the business.

- If the Cleaning operative expresses an interest in developing to a Mobile Operative and/or Supervisor, additional In-house training is provided with the addition of opportunity for 'Open Learning' Courses.
- If a Cleaning Supervisor expresses an interest in developing to Contract Manager, additional In-house training can be provided. With addition of formal Management qualifications.

Solo Service Group aspire to provide opportunities where possible for our People to develop and progress during their employment.

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**Managing Director**



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