



RESPONSE DIRECT

Training and development policy

RESPONSE DIRECT LIMITED promises to provide a training and development program for its staff that is structured and includes both vocational and occasional refresher training. The goal is to ensure success while enabling a high standard of service. This is also provided to comply with the **Private Security Industry Act of 2001**, the applicable legislation.

We will:

- Provide induction training for new staff and those transferring to new areas of our business
- Provide the required training for those seeking promotion so that they are appropriately prepared for achieving their new responsibilities
- Provide adequate training on health and safety for all employees
- Ensure that employees are aware of the availability of all training courses
- Develop a training plan for everyone, appropriate to each individual
- Review individual training plans during annual appraisals

We train staff members to be able to handle all tasks relevant to their specific assignments and to maintain or acquire the necessary specialist skills. Training is provided at continuation, refresher and contingency levels.

This policy has been reviewed and approved by the Directors of the firm and has the support of all management levels in RESPONSE DIRECT LIMITED.

Signed  Position Director Date 01/01/2020