



HEATING PLUMBING AND ELECTRICAL ENGINEERS

TRAINING POLICY OF B. BOWDEN & COMPANY LTD

(Reviewed March 2009)

TRAINING POLICY

B. Bowden & Company Limited (the Company) is committed to ensuring that the level of “competence” of all our employees meets, as a minimum standard, our legal obligations and the expectations of our Clients. All our employees will be made aware of and must comply with this Policy.

Our General Training Policy.

The Company will strive to achieve a high standard of “competence” in all areas of our business by adopting a Training Programme commensurate with the size and nature of our business.

We will demonstrate our commitment by selective training for the continuous improvement of all aspects of our business.

The decisions concerning the nature and type of Training required, rests with the Managing Director.

This Policy will be brought to the attention of all our employees.

All our employees are expected to adhere to this Policy.

We will identify and closely monitor our sources of Training to find the best quality courses for our work.

Compliance with the Training section of our Health and Safety Management Policy is deemed part of this Training Policy.

INTRODUCTION

B. Bowden & Co. Ltd. has developed procedures to ensure that we provide the relevant information to all personnel with regard to health, safety and the environment. In addition, the Company ensures that persons employed by, or working on behalf of the company have the opportunity to comment and input into the decision making process.

RESPONSIBILITIES

The Directors have a responsibility to ensure that B. Bowden & Co. Ltd. employees under their control receive adequate information and training, so that they are able to discharge their duties in a safe manner and without risk to their own health and safety or that of others who may be affected by their work.

All Managers are required to ensure that every employee under their direct control, or any individual entering an area under their control, has been suitably trained and provided with sufficient information so that they discharge their duties safely and without risk to their own health and safety or that of others.

Before any Manager allows any employee who is untrained or partially trained to enter an area under his control, he / she shall ensure that a responsible individual adequately supervises the employee.

The Company Policy on External Training.

It is Company policy that all external training is purchased from and conducted by known, recognised and approved sources.



TRAINING POLICY OF B. BOWDEN & COMPANY LTD

All training courses will be checked prior to adoption to ensure compliance with our specific requirements.

All training course certificates will be kept in the personnel files of attendees.

Where deemed necessary, training programmes will be selected which result in nationally recognised qualifications ie NVQ's.

The Company will allow, without loss of pay, employees to attend agreed external training programmes.

The Company Policy on Internal Training.

We will, by using internal training programmes, improve the level of workmanship quality of existing employees.

Where appropriate, external Trainers will be invited to provide suitable training programmes on our premises or on external work sites.

We will select employees who are experienced in the type of work for which training of others is envisaged and arrange for them to pass on their knowledge during an initial employment induction training programme and subsequent task related training programmes.

The Company Policy on Employee Selection for Training.

All employees will be expected to attend Health and Safety related training organised by the Company in pursuance of their statutory obligations under the Health and Safety at Work etc Act 1974 and associated Regulations.

Where any employee is required to and agrees to undertake work where he has not gained the required level of "competence", then suitable training will be provided. The employee must attend and satisfactorily complete the training course prior to adopting his new duties.

Continued training will be influenced by the needs of employees to meet our "competence" and quality standards.

The results of our Training Programme will also be taken into consideration during employee promotion and remuneration reviews.

Training Policy Monitoring and Action.

The Managing Director or his appointed deputy will review the practical results of training by conducting unannounced work site visits to monitor the general level of "competence" and quality being achieved in practice.

Any employee not meeting our "competence" standards will be required to undergo further training to rectify the situation.

Any employee not meeting our "competence" standards after the provision of agreed suitable and sufficient training will be subject to a job specification review.

MANAGEMENT TRAINING

All levels of B. Bowden & Co. Ltd. staff shall receive Health & Safety training in line with Company Policy requirements. A **Training Matrix** shall be produced and reviewed annually by the Health and Safety Manager, in conjunction with the relevant Manager(s) and in accordance with the requirements of **ISO 9001:2000 – see Quality Procedures Manual.**

TRAINING ARRANGEMENTS

The Health and Safety Manager, in conjunction with the Directors, shall produce an annual Health & Safety Training Programme, detailing the proposed dates for training as identified within the matrix. Where a need for training is



HEATING PLUMBING AND ELECTRICAL ENGINEERS

TRAINING POLICY OF B. BOWDEN & COMPANY LTD

identified, the respective department managers shall notify the Health and Safety Manager of the training requirements and he/she shall include this, if practicable, in the training programme for the year.

THE HEALTH, SAFETY & ENVIRONMENTAL TRAINING MATRIX

An overview of the scope of training identified within the B. Bowden & Co. Ltd. training matrix is as follows:

Company Induction Training

Each member of staff shall, when joining the company, receive a **Company Induction**, which shall introduce new personnel to B. Bowden & Co. Ltd.. The induction shall incorporate information on relevant Company Policy and procedures relating to Health & Safety.

Directors / Senior Personnel Training (IOSH 1 Day)

This course shall cover the legal requirements applying to our business, together with the liabilities associated with holding a senior post. In addition, it shall emphasise the need for planning, assessing risk, implementation of B. Bowden & Co. Ltd. Policy and Procedures, control of workplaces and the role of enforcement authorities.

Hazardous Substances (COSHH) Training

This course is intended for those who have a responsibility for the ensuring the application of the companies COSHH Policy and Procedures. The course is aimed primarily at those who are responsible for its application in the companies' offices and on project locations.

Manual Handling Training

This course is intended for both office and site personnel. The aim of the course is to explain the legal requirements for manual handling and lifting and to provide instruction on correct techniques for handling.

Safety Awareness Training

This course is intended for those persons involved in construction activity, e.g. tradespersons, labourers and maintenance personnel etc. Individuals shall be made aware of their responsibilities and given practical advice on general safe working practices applicable to the industry.

Visual Display User (VDU) Training

This course is intended for individuals identified as users of Display Screen Equipment. This training course shall cover legislative requirements, practical information on the safe use of such equipment and the B. Bowden & Co. Ltd. Policy Procedures with regard to Display Screen Equipment.

Office Safety Training

This course is intended for office staff. The course addresses the requirements of legislation, practical guidance on maintaining a safe office environment and relevant B. Bowden & Co. Ltd. Policy and Procedures with regard to working at office premises.

First Aid Training

This is applicable to those persons identified as first aiders, both at the company's offices and project locations. Such training shall be provided by external providers and shall meet the requirements of the HSE approved 1 day 'First Aid at Work' course.

Safety Update Training

This course shall cover developments in legislation, best / industry practice and B. Bowden & Co. Ltd. Policy and Procedures. Such courses shall be run for all relevant disciplines.



HEATING PLUMBING AND ELECTRICAL ENGINEERS

TRAINING POLICY OF B. BOWDEN & COMPANY LTD

Fire Prevention

This course is intended for those persons who are involved in the co-ordination of fire precautions at company offices and sites. This course shall explain the theory of fire, details of how it can be prevented, together with legal and industry requirements. Practicable demonstrations on use and maintenance of fire fighting equipment shall be provided, together with training in fire emergency and evacuation techniques.

All staff shall receive appropriate training in their responsibilities as defined in this policy, training shall be updated at regular intervals and whenever changes in legislation or working methods require.

Contractors / Sub-Contractors (CSCS Card Holders)

Contractors / Sub-contractors are required to demonstrate that their employees, where required, have undergone similar appropriate training and are competent to undertake the specific work. Whilst appropriate qualifications are required by B. Bowden & Co. Ltd. before employment begins, it is not accepted that training shall cease for that employee. This policy requires all employees to continue training during the course of their employment along with apprentices to sit the standard exam for CSCS cards while completing their Gas qualification at college.

Review of the Policy.

The Managing Director will continuously review this Policy and where necessary, amendments will be made.