

Policy Statement on Training and Development

LondonEnergy recognises that one of its most important resources is its employees. It is committed to the training and development of its workforce so that they will gain the necessary skills to fully perform their roles. The Company will also review means of employees reaching their full potential.

The purpose of such training and development is to enable LondonEnergy to achieve its aims and objectives of:

- Providing responsible solutions for the treatment and management of wastes.
- Understanding current and future customer needs and expectations.
- Structured planning to manage these changes.
- Promote a proactive Health & Safety culture by consulting with and involving employees or their representatives wherever possible.
- Comply with the requirements of all relevant legislation.

The aim of increasing the skills and knowledge of its employees is to produce confident, qualified staff working as an effective and efficient team.

Essential training and development needs shall be identified:

- Through the annual Business Plan,
- Through training needs analysis to identify gaps in knowledge and skills at the individual and group level,
- When considering requests from employees.

The training and development needs identified will be met through a variety of activities depending on the nature and extent of the requirements deemed necessary after assessment.

All internal training provided by LondonEnergy will be at no cost to the employee. External courses and professional qualifications may be fully or partly funded by the organisation depending on the nature of the training. The proportion of funding shall be decided by the Head of Human Resources.

This policy respects equal opportunities and applies to all employees.

A copy of this policy is available to all interested parties.

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1. Responsibilities

- 1.1 The Managing Director has overall responsibility for ensuring that arrangements for information, training, instruction and supervision for all Departmental staff are fully implemented,
- 1.2 Operations Managers, Heads of Departments and Line Managers are responsible for:
 - Determining the training needs and requirements for those employees directly under their control.
 - Ensuring that relevant information, training, instruction and supervision is given to all employees under their control to enable them to fully perform their role.
 - Ensuring, with assistance from the Head of Compliance, that all site employees receive appropriate Health & Safety training.
 - Monitoring activities associated with the identified training requirements in their area.
 - Ensuring that training records are retained and maintained. (Refer to 2. 1.3).
- 1.3 The Head of Human Resources is responsible for ensuring that:
 - The Training Plan is produced, costed and, where agreed, budgeted.
 - Any identified strategic priorities for staff development and training are carried out. Criteria for determining strategic priority are:
 - Fulfilling legal requirements,
 - Enhancing operational efficiency and service delivery.
 - Ensuring suitable succession options,
 - Leadership and management development.
 - Best practice in the management of people.
 - Training is arranged.
 - Training records are retained and maintained (refer to 2.1.3)
- 1.4 Employees have responsibility for their own development and as such may inform LondonEnergy of their development needs. Employees are required to take part in prescribed development activities whether as the instructor or the trainee.

2. Arrangements

2.1 General

- 2.1.1 All employees will be issued with general employee information that includes Environmental and Health and Safety on induction. This information is available on the LondonEnergy Intranet.
- 2.1.2 All training plans will address Environmental and Health and Safety training requirements for refresher training for all employees and will be implemented by Heads of Dept on consultation with the Head of Compliance.
- 2.1.3 External Training will be arranged by the Human Resources Department who will also maintain training records of external training.
- 2.1.4 Where internal "on the job" training has been supplied by Line Managers, records shall be kept by the Line Manager and a copy sent to Human Resources. Where it has been identified that it would be more practicable for records to be retained and maintained by Line Management, then Human Resources must be made aware of these arrangements.
- 2.1.5 Heads of Departments and Line Managers shall ensure that only competent persons are used where training is job or task specific.
- 2.1.6 Where training is given, it will follow a structured programme that will enable Heads of Departments, Line Managers and Supervisors to measure the individual's performance.
- 2.1.7 Untrained individuals will work under supervision.
- 2.1.8 Training will only be treated as completed once the manager/trainer is satisfied that the individual is competent to perform the trained tasks.
- 2.1.9 As part of LondonEnergy's continuing commitment to training and development, employees are asked to provide feedback on the value and effectiveness of the training and development they undertake. This information will be used to assess and improve the training process.

2.2 Health & Safety

- 2.2.1 Copies of all Procedures, Systems and Risk Assessments and other relevant Health & Safety Documents are available to all employees via the LondonEnergy Intranet. Heads of Departments and Line Managers can issue hard copy where necessary.
- 2.2.2 Records of inductions and toolbox talks shall be maintained by Line Managers, but a copy of the records should be submitted to Human Resources. Records shall be kept with the recipients signature appended, indicating that they have received the induction and understood its content.
- 2.2.3 Line management shall issue special instructions and safe operating procedures, as required, to address any additional or changing risks.