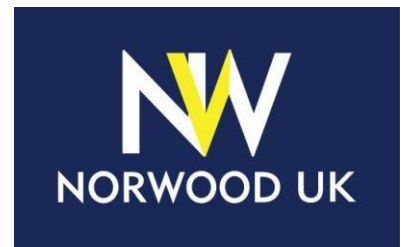




NW
NORWOOD UK

Recruitment and Induction Process



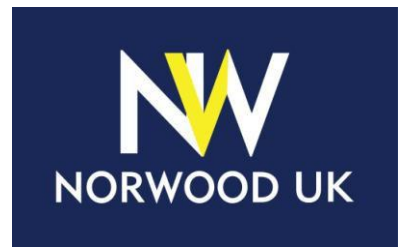
RECRUITMENT AND INDUCTION

Norwood UK will offer training and job development to all staff with the aim to maintain a stable, well-motivated workforce with a high level of team work and customer awareness.

Directors/Managers are responsible for recruitment within their individual areas of responsibility and complying with their responsibilities under relevant legislation, e.g. the Equality Act 2010.

Recruitment Process: The Company will:

- Review Job Descriptions to ensure they do not contain any potentially discriminatory criteria that are not essential for the role.
- Advertise vacancies so that they are likely to reach all potential applicants.
- Ensure that recruitment literature and advertisements make it clear that applications are welcome from all suitably qualified candidates and avoid stereotypical images.
- Include in any advertising details of flexibilities such as childcare vouchers, job share and flexi time where they are available.
- Advise any agencies, job centres, career offices etc. of our equal opportunities policy and practices and ask them to convey these to potential applicants.
- Monitor returns of application forms to identify any concerns in failing to attract a broad range of individuals.
- Invite applicants to identify any special arrangements they may need at interview.
- Ensure that selection decisions for any post are taken by more than one person.
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- The company will ensure that fair recruitment processes are adhered to in line with this recruitment and induction process.
- The company will ensure all relevant permissions are obtained prior to engaging any staff member, including those on temporary, casual or part time contracts.
- The company will ensure that the Immigration, Asylum and Nationality Act 2006 is adhered to including the engagement of migrant workers obtaining the relevant permissions prior to work commencing or in the case of the Migrant Workers Status within one month of engagement.
- The company will ensure that fair and transparent recruitment procedures are adhered to at all times allowing for and the prevention of illegal working
- The company will ensure that all data and information is stored in an appropriate manner and any changes are checked to ensure that employment may continue under the relevant permission such as sponsorship status.

Induction

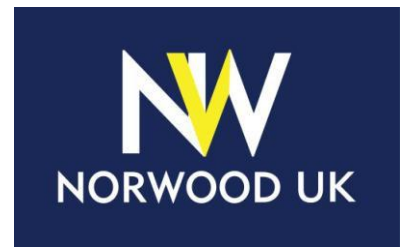
The company has developed an organisational structure to meet the requirements of its activities, developed roles within that structure and assigned duties and responsibilities to those roles. Each role has been assessed and a model induction and training plan developed to ensure that individuals employed to carry out a specific role have the necessary skills, knowledge, attitudes and understanding to carry out their role competently and effectively. When an employee first begins working for the company, the model induction and training plan for their job role is used as the basis for producing an individual induction and training plan. Both model and individual induction and training plans are reviewed regularly under company policy to identify requirements for either new, additional or refresher training, in addition to which, the company would also respond to any training needs

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identified in between reviews, e.g. an employee using work equipment incorrectly. Training is delivered via a variety of training methods, e.g. training courses, demonstrations, tool box talks, etc, using both internal and external resources depending on individual employee requirements and / or the nature of the training.

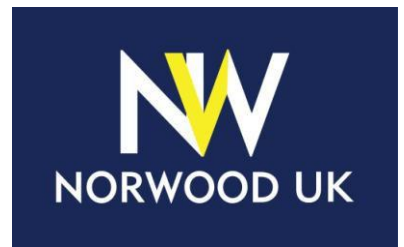
Induction Process

New employees will be provided with appropriate initial information and training in their specific job functions and skills. Induction training will include [but not restricted to] Office Safety, Manual Handling, PPE Requirements, Safety at Height Awareness, Slip Trip Fall and Safety Harness Pre Use Checks. Full details of induction training will be issued by the appropriate Manager and the Group Safety Health and Environment Manager, all training received will be recorded on personnel files.

Training will also be given on customer care and service skills along with specific training relating to the individual's new role. This may include specialist personal safety training. Once specific training has been completed competence certification is issued by appropriate Manager and held within personnel files.

New start employees will not be permitted to be directly involved in safety critical activities unsupervised. Mentors will be assigned to ensure all safety and company procedures are strictly followed, activities include, but are not restricted to:

- Working at heights activities [including access and egress]
- Use of ladder equipments
- Use of harness equipments
- Use of access equipments



- Works involving electrical equipments
- Handling of substances requiring COSHH assessment
- Use of specialised equipments [Gen sets, breakers, welding etc]

Signed for and on behalf of the company

A handwritten signature in black ink, appearing to read 'Jo Shuttlewood'. The signature is written in a cursive, flowing style.

Jo Shuttlewood – HR Director

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