



Training Policy

Part of our company philosophy is our commitment to our workforce.

Planned career progression and development through structured training, driven by our annual appraisal system, allow positive growth for staff and security for their future. By showing our commitment to the workforce, they in turn show their commitment to the company through their dedication and performance at work.

This is underlined by our training policy document which outlines our commitments to the workforce as a best practice employer, committing ourselves to the training and safety of our staff to help foster mutual respect. It supports our investors in people accreditation demonstrating our intention to provide excellent opportunity and career development for all of our staff.

Training is implemented via two mechanisms:-

1. The appraisal tool for staff professional development.



During the appraisal process training requirements are defined for each employee in order to derive a skill set that enables us to deliver services a very high standard.

2. Health and safety training

Health and safety training is provided to all staff within the Company. The training is identified by our health and safety director. training takes the form of formal courses provided by ECA, NICEIC, and Safe contractor and are supplemented by external site inductions onto all live projects and toolbox talks



Sub Contractors

C M WARD LTD use subcontractors only when absolutely essential to deliver requested services from our clients, and those services that are beyond our control.

To ensure we use the very best providers available to us and to ensure our high levels of quality are not reduced in any way, we follow a set procedure for both recruiting and managing any subcontractors we use.

The management of subcontractors is always done so by a director and upon sign up of a new subcontractor the company will always deliver a risk assessment to enable us to plan for all eventualities.



Due Diligence:

Subcontractors will supply C M WARD LTD with all relevant information to protect our services. this will ensure all subcontractors are legally, financially and fit for purpose to deliver the roles required of them.

Prior to a contract being signed, we will ask for references to assess the quality of their work and ask each of them to complete a task, which will be monitored and assessed by directors.

Upon successfully passing these tests, C M WARD LTD will add the subcontractor onto our internal system for the internal team to use as and when required.

Quality:



At the end of each job, a director will complete a close out report with the subcontractor to ensure quality targets were achieved. This report is then saved onto our CRM system with relevant comments.

This will allow us to assess quality levels at the end of every job, and comment on all aspects of the project, communication and teamwork.

At the end of every quarter, the director at C M WARD LTD re-evaluates all subcontractors to ensure they are still relevant, and quality criteria has been met on all projects. During this process, the director will see if the subcontractors require any support from the internal team and ensure this is implemented going forward.

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Health & Safety



Subcontractors are required to provide information on how they will ensure to meet our standard health and safety policies during the duration working with us and on client projects.

Penalties will be implemented for anyone not following this policy strictly and our subcontractor terms and conditions specially detail this process. Information on penalties and a full copy of the Health and Safety Policy is provided at the start of our working relationship and is distributed every time it is amended, so the information is readily available at all times.

Safeguarding

Subcontractors will be required to have in place safeguarding arrangements, which are consistent with the standards advised by C M WARD LTD .

Policies & Procedures

Our subcontractors are required to have in place the below policies:



Health and Safety Equality and Diversity Safeguarding Sustainability

Quality Assurance Data Protection

Contract Monitoring & Review

Subcontractor performance will be monitored on an on going basis. Feedback on performance will be provided in writing, telephone or email.

Subcontractor performance meetings will be hosted quarterly, giving the company the chance to meet with its subcontractors to discuss any concerns face to face.

Contract Termination

Should a subcontractor fail to deliver the high standards expected by the company, the contract will be terminated with immediate effect and C M WARD LTD will pass the delivery of the contract to a new subcontractor having pre- agreed this with the client.