

# STAFF TRAINING POLICY

BIC Policy 004 - Issue Date: 04.06.2021

## Purpose

B.I.C. Services Pty. Limited (BIC) is committed to ensuring that all personnel have the necessary experience, training, knowledge and skills to perform their work in a manner that meets our client's expectations and those of BIC's Integrated Management System (IMS). It will enable them to adequately perform their assigned duties in a safe and professional manner.

## Objectives

BIC's principal objectives are to:

- Ensure all new employees are inducted and trained.
- Determine competency needs for personnel performing activities affecting safety and quality.
- Evaluate the effectiveness of training provided.
- Ensure personnel are aware of the importance of their activities in the achievement of BIC's safety and quality objectives.
- Maintain appropriate records of the training provided and skills acquired by personnel.
- Ensure ongoing training as part of BIC's continuous improvement.
- Ensure staff are issued with clear job descriptions which detail tasks and expectations.
- Provide ongoing training and upskilling to managers, supervisors and cleaning staff, to ensure continual development of competency and skills, including career pathway programs.

The needs for training in all areas of BIC's operations, including meeting the requirements of BIC's IMS, will be obtained from internal and external audit findings and ongoing observations by the Compliance Manager, Training Manager and operational managers. Performance Reviews and Incident Reports may also provide indications of training needs.

BIC's GM – People & Culture in consultation with BIC's HR and Training Managers will determine the training to be provided to cover current and future requirements and will ensure there is adequate training to enable personnel to understand and follow the requirements of the quality management system and associated work processes.

As part of the continuous improvement, ongoing training of cleaners will generally be provided by Site Managers and/or Supervisors. BIC's training and development program offers eligible staff the opportunity to gain nationally recognised training qualifications and also includes targeted workshops and training through the BIC Training Academy.

External training will be provided by third-party organisations when considered necessary by the Training Manager to satisfy BIC's training requirements.

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The results of all internal and external training will be evaluated by the HR, Training and Compliance Managers, observing improvements in work practices, reductions in incidents and improvements in the quality of service delivery.

BIC will make sure that contractors' staff have the necessary training, inductions, permits, licenses and awareness when performing a job on behalf of BIC. This will be done via Cm3 and BIC's Compliance and Procurement Managers.

BIC's online Learning Management System (LMS) will provide ongoing and refresher training to all staff via BIC Connect (Intranet). It will provide a programmed monthly schedule of Toolbox Talks (TBTs) that can be accessed by staff via any computer, tablet or smartphone. BIC Connect will track completion and competencies. The Training Manager is able to view and analyse any gaps in training and allocate additional training modules as identified.

This policy aligns with the BIC's Safety Policy, Quality Policy and Environmental Policy and Complaints Handling Policy; and sets out our commitment to develop and continuously maintain a system compliant with ISO 45001:2018, ISO 9001:2015, ISO 14001:2015 and ISO 10002: 2018 respectively.



**Tony Gorgovski**

Chief Executive Officer – 04.06.2021