



HR & Training Policy

(last reviewed Jan 2010)

Objective: to manage the welfare and development of our people

General

At Host we have a responsibility to look out for the overall welfare of our personnel which covers all aspects of the Human Resources chain of events and developments for both company and individual.

A happy workforce is one which feels valued and listened to as well as respected and cared for. This is an objective that we will work toward as far as is practical in line with the adage that 'you cannot please all of the people all of the time' but we can do our level best to achieve a maximum employee satisfaction rating.

Our policy's effectiveness will be measured in terms of the occurrence of poor employee relations, be it Industrial Tribunal cases, employee churn and/or client comments about our services.

HR & training responsibilities

We highlight training as an important part of the overall HR policy as a well trained workforce tends to deliver and be satisfied that the company they work for is allowing them to develop and therefore looking after their general future.

Our training is delivered through a series of STEPS induction, statutory and core skills with individual refreshers/focus modules automatically timed into each employee's personnel record.

We operate a full STEPS (Sustainable Training Empowers Personal Success) programme so that our people can follow specific training courses which assist their personal Development. STEPS is available for all Host employees to participate and follow once they have completed the first three STEPS illustrated in the paragraph above.

All line management within the company who have personnel reporting into them are asked to ensure they look after their teams by listening, taking action where necessary and supporting their personnel in allowing them to develop themselves to where they wish to get to.

Each business team has a training plan which they should follow as a statutory requirement within the overall company training plan and this needs to be achieved as part of the 'contract' between employee and manager before individual development can take place.

Look after your colleagues as you would like to be looked after yourself! A well trained and cared for workforce is a very valuable commodity as they deliver quality customer services in all aspects of the company's business.

