CITY & ESSEX

2026

Training, Development & Career Management **Policy**

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1.MISSION STATEMENT

City & Essex is committed to developing the skills, knowledge and confidence of our employees so they can work safely, deliver high-quality service and contribute to the long-term success of the business.

This policy sets out our overarching approach to induction, mandatory training, role-specific training, career development, learning accessibility, environmental awareness and training records. It is intended to sit above the detailed Training & Development guidance available through the City & Essex HR platform.

2. SCOPE

This policy applies to City & Essex Limited and all affiliated subsidiaries. It applies to employees, managers, supervisors, site-based teams and relevant workers where training or development is required for their role, service delivery, compliance or career progression.

- Induction and onboarding training for new starters.
- Mandatory compliance training, including health and safety, equality, conduct and other role-relevant requirements.
- Role-specific and site-specific training required to deliver cleaning and support services safely and effectively.
- Environmental awareness, ESG-related training and sustainability communications where relevant to the role.
- Career development, funded training requests, online learning and development opportunities.
- Language-accessibility support, including the use of Duolingo Premium subscriptions where relevant.

3. RELATIONSHIP WITH HR PROCEDURES

This policy sets out City & Essex's overarching commitments, responsibilities and objectives for training, development and career management. It is supported by detailed HR guidance, training forms, onboarding processes, online learning platforms, operational training records and statutory obligations.

This policy does not replace the employee-facing Training & Development guidance on the HR platform. That guidance remains live and provides the detailed process for employees who wish to request training or development support.

4. FRAMEWORKS & LEGISLATION

This policy is informed by applicable UK employment, health and safety, equality and data protection requirements, and by good practice in workforce development and employee engagement, including where relevant:

- Health and Safety at Work etc. Act 1974, in relation to employee competence and safe working practices.
- Management of Health and Safety at Work Regulations 1999, in relation to training, risk control and competence.
- Equality Act 2010, in relation to equal access to training and non-discrimination.
- UK GDPR and Data Protection Act 2018, in relation to the management of employee training records.
- ACAS good practice on fair treatment, workplace communication and employee development.
- EcoVadis labour and human rights criteria relating to career management, training and employee development.
- City & Essex policies covering Health, Safety & Wellbeing, Equality, Diversity, Inclusion & Anti-Harassment, Modern Slavery & Human Rights, and Environmental, Climate & Resource Efficiency.

5. POLICY COMMITMENTS

1. Induction and Onboarding

City & Essex will provide appropriate induction and onboarding support so that employees understand the standards, procedures and expectations relevant to their role.

- New starters will be introduced to relevant workplace standards, conduct expectations and role requirements.
- Role-specific training will be provided where needed to support safe, effective and compliant service delivery.
- Managers and supervisors are responsible for ensuring that employees understand the training required for their work area or client site.

2. Mandatory and Compliance Training

City & Essex will maintain mandatory and compliance training where required by law, client requirements, risk assessments, company procedures or operational need.

- Health and safety training will be provided where relevant to the role and working environment.
- Employees may be required to complete training linked to equality, conduct, harassment prevention, data protection, modern slavery, environmental awareness or other compliance areas.
- Training completion records will be retained through appropriate systems and handled in line with data protection requirements.

3. Role-Specific Training and Operational Competence

City & Essex recognises that effective service delivery depends on practical competence, site awareness and ongoing learning.

- Training may include online learning, on-the-job instruction, colleague learning, site briefings, toolbox talks, reading, research, external events or other suitable formats.
- Managers should identify role-specific training needs through operational review, client requirements, risk assessments, incident trends, performance discussions or employee requests.
- Where training is required for safe or compliant work, employees are expected to complete it within the required timeframe.

4. Career Development and Funded Training

City & Essex supports employee development where it benefits the employee, the business and the quality of service delivered to clients.

- Employees may request training or further education support through the Training Form or relevant HR process.
- The company may consider funding training, further education or recognised qualifications in appropriate fields.
- Where company-funded training includes repayment conditions, these will be set out clearly before the training is approved.
- Development opportunities may include formal training, project work, additional responsibilities, research, mentoring or learning from experienced colleagues.

5. Environmental Awareness and ESG Skills

City & Essex will use training and communications to support environmental awareness and ESG maturity across the workforce.

- Environmental awareness training will be expanded from the 2024 baseline of 7.46 percent workforce coverage.
- Relevant employees and managers will receive communications or training linked to sustainable cleaning, resource efficiency, waste reduction, responsible chemical use and ESG priorities where appropriate.
- Training activity will support the Environmental, Climate & Resource Efficiency Policy and wider ESG reporting commitments.

6. Learning Accessibility and Language Support

City & Essex recognises that training and employee communications must be accessible across a diverse workforce, including site-based employees and employees whose first language is not English.

- Managers should take reasonable steps to ensure that employees understand essential training, procedures and safety expectations.
- City & Essex has made Duolingo Premium subscriptions available to employees as part of its language and accessibility support, with cleaners actively using the platform.
- Where language, location, role type or digital access creates barriers to training, managers should escalate the issue so that practical support can be considered.

6. TARGETS AND MEASUREMENT

City & Essex will use 2024 as its ESG baseline year unless a more specific baseline is stated.

Area	Baseline/Context	Target	Deadline
Environmental awareness training	7.46% workforce coverage in 2024 baseline year	Increase environmental awareness training coverage to at least 50% of the workforce	End 2026
Training hours	15 average training hours per employee in 2024 baseline year	Maintain annual reporting of average training hours per employee and use results to identify priority training needs	Annual
Induction and role training	Induction, online learning, on-the-job training and role-specific training routes in place	Maintain records of induction, mandatory and role-specific training completion through relevant systems or training logs	Ongoing
Language accessibility	Duolingo Premium subscriptions live and used by cleaners	Maintain language-learning support for participating employees and review usage evidence for ESG/EcoVadis reporting	End 2026

7. RESPONSIBILITIES

Managing Director

The Managing Director has ultimate accountability for ensuring that training, development and employee competence remain part of City & Essex's operating approach.

Head of ESG

The Head of ESG supports this policy by aligning ESG, environmental awareness and sustainability-related training with EcoVadis requirements, ESG reporting and client assurance where relevant.

Head of People & Culture

The Head of People & Culture is the policy owner and is responsible for maintaining this policy, overseeing HR training processes, supporting employee development, maintaining relevant HR guidance and coordinating evidence for training and development where required.

Head of HSEQ

The Head of HSEQ supports this policy by advising on health, safety, competence and operational training requirements linked to HSEQ procedures, risk assessments, client requirements and safe systems of work.

Operations Managers, Site Managers and Supervisors

Operations Managers, Site Managers and Supervisors are responsible for identifying role-specific training needs, ensuring employees understand relevant procedures, supporting completion of required training and escalating gaps where further support is needed.

Employees

Employees are expected to complete required training, apply learning in their day-to-day work, follow relevant procedures and speak to their manager where they need additional guidance, support or development.

8. SUPPORTING PROCEDURES AND EVIDENCE

This policy is supported by relevant HR platform guidance, training systems, operational procedures, training records and ESG evidence. Supporting documents may include:

- Employee Handbook and HR Portal Evidence Statement.
- Training & Development HR guidance and Training Form.
- Induction and onboarding records.
- Online learning platform records, including iHasco, UhUb or other relevant systems.
- Environmental awareness training records.
- Health and safety training records, toolbox talks and site-level training evidence.
- Equality, Diversity, Inclusion & Anti-Harassment training evidence where available.
- Duolingo Premium usage or language-support records where available.
- Training hours and training coverage data used for ESG reporting.
- Client-specific training requirements and operational competence records where relevant.

9. REPORTING AND REVIEW

This policy will be reviewed annually, or sooner where required by legislation, client requirements, EcoVadis reassessment, changes to training systems or material changes to City & Essex's workforce or operations.

Training and development evidence will be reviewed through relevant HR processes, operational management, HSEQ review, ESG reporting and client assurance processes where appropriate. Progress against environmental awareness training will be reviewed as part of ESG reporting and EcoVadis evidence preparation.

Business Name: **City & Essex Ltd**
Approved and Signed By: **Ian Hookway, Managing Director**
Approval Date: **October 2026**

Email: **ian@cityanessex.com**
Phone: **01268 776 476**