

LEARNING AND DEVELOPMENT POLICY

Intent & Purpose

We regard our people as our most valuable resource and recognise that without our employees, Springmount Services cannot exist. Therefore, we are committed to making sure that all employees will be provided with the support necessary to gain the knowledge and skill required to fulfil their roles and duties to the company standard.

Springmount Services commitment to training is based on providing our team members with the knowledge and skill they require to fulfil their roles and duties to the Springmount Services standard.

Operation and Incidence

We will;

- Continuously review L&D programs to ensure information is up to date, relevant and available in a timely manner
- Ensure delivery of L&D content is formatted to engage the target audiences
- Provide effective L&D to equip our team members with the knowledge and skills necessary to fulfil their roles and duties
- Encourage all of our people to attend L&D programs in order to develop personal and professional development
- Provide learning opportunities for all team members
- Have efficient systems in place to ensure that all new team members are included in our L&D system
- Provide L&D to team members for new and relevant issues, which may arise in our community or industry as a result of evolution or reform.

Principles

We will provide a Learning and Development (L&D) framework that will support the business in the operation and development of services through continuous development of the skills, knowledge and behaviours of our people

We will also ensure that all contractors and third-party providers are suitably trained as required.

Subordinate documents

Nil

RACI

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| Responsible | It is the responsibility of the GM Corporate Services to implement, maintain and communicate this policy. |
| Accountable | The final authority for this policy lies with the CEO. |
| Consulted | When making changes to this policy, a consultation should be carried out with the leadership team. |
| Informed | All changes to this policy should be communicated to all leaders. |

Breach of The Policy

N/A