

TRAINING 2000

AN AMAZING PLACE WITH AMAZING PEOPLE



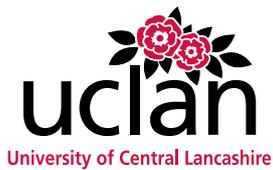
CORPORATE SOCIAL RESPONSIBILITY

2018

TRAINING 2000

Training 2000 has been established for over 50 years, we are a large Group Training Association offering business solutions, commercial courses and Apprenticeship programmes across multiple industry sectors.

We have around 220 employees and offer an outstanding service through a wide range of training solutions and sectors.



In 2017 it was announced that we would be working in partnership with the University of Central Lancashire to offer our apprentices direct routes through to Degree Apprenticeships.

INSPIRING LEARNERS

We have built a prestigious reputation for the delivery of Apprenticeships and other associated learning programmes and courses. Each year we train over 2000 learners across our many training programmes, helping them gain valuable qualifications, work experience and getting them on the right path to start their chosen career. In fact over 80% of our learners progressed onto a job or further training, an achievement that makes us very proud.

Our learners receive the very best support from our dedicated and specialist teams and have access to some of the best training facilities in the country.

INSPIRING NATIONAL AND GLOBAL BUSINESSES

Our commitment to providing first-class quality training has developed strong and long term relationships, with both national and global businesses. We work in close partnership with them as their trusted training provider, to deliver bespoke commercial training courses, services and Apprenticeship courses, across multiple industry sectors.

Our core focus is to understand our customers needs and to develop training solutions that will reach and supersede their desired outcomes and ultimately improve operational efficiencies.

When developing training solutions, we work with our customers every step of the way and continuously measure success throughout the delivery, to ensure they see maximum return on investment.

INTRODUCTION

TRAINING 2000 LTD SUSTAINABILITY POLICY STATEMENT

“Our sustainability vision for Training 2000 is to progressively reduce our environmental footprint and continually safeguard our staff, learners and visitors”.

The company recognises the impact that its day to day activities have on the health, safety and environment and the importance of managing the resources we use. We aim to reduce our resource consumption as a business and promote sustainable practices throughout our organisation, and the local environment around our sites.

OUR RESPONSIBILITY

The corporate responsibility for this policy rests with the company directors, managers and all employees. Every decision-maker in the business will integrate health and safety, sustainability, environment and climate change considerations into strategic and day-to-day decision making processes.

OUR COMMITMENT

We are committed to protecting the environment through prevention of pollution and continual improvement of our environmental performance, maintaining full compliance with all relevant legal and other requirements demonstrated by maintenance of the benchmark standard ISO14001.

We are committed to safeguarding our staff and learners with continual improvement of our Health management system, maintaining full compliance with all relevant legal and other requirements demonstrated by maintenance of the benchmark standard BSOHSAS 18001 and working towards ISO 45001.

We will promote good governance throughout the organisation, whilst actively encouraging and monitoring responsible environmental, social and economic performance by our staff, suppliers and contractors.

OUR OBJECTIVES

We will regularly review our specific objectives on health, safety, environment and sustainability, annually publishing our performance against these objectives working at all times to a process of continual improvement, refreshing or updating objectives each year.

This policy, any subsequent policy reviews, and the results of our performance will be communicated to all staff, published annually on the company internet and intranet sites through the corporate social responsibility strategy document (CSR), managed by the HSE department.

HEALTH SAFETY AND ENVIRONMENT

With our long tradition for the delivery of quality training and skills to our learners and employers, we believe that we can influence and set the example which helps them to strive for excellence in health and safety performance and implement change which tackles climate change and other environmental issues.

We believe good quality training needs outstanding Health, Safety and Environmental performance if we are to change the future needs of our world.

Substantial and continual improvement of our safety performance will be demonstrated through the maintenance of our benchmark standards, BSOHSAS18001 and the British Safety Council International Safety Award.



TRIUMPH AT INTERNATIONAL SAFETY AWARDS

Training 2000 has won its 10th International Safety Award with Merit from the British Safety Council in recognition of its commitment to keeping its workers and workplaces healthy and safe during the 2017 calendar year.

Now in their 60th year, the International Safety Award recognise and celebrate organisations from around the world which have demonstrated to the satisfaction of the scheme’s independent judges their commitment to preventing workplace injuries and work-related ill health during the previous calendar year.

This year, 550 organisations of all sizes and sectors won an International Safety Award, including businesses from the UK, Africa, Asia, India, Mainland Europe and the Middle East. 15 organisations were awarded a distinction, 185 were awarded a merit and 350 organisations achieved a pass.

Mike Robinson, Chief Executive of the British Safety Council, congratulated the winners: “The International Safety Awards, now in their 60th year, celebrate and reward organisations from around the world, which have demonstrated, to the

satisfaction of the scheme’s independent judges, a commitment to protecting their staff from being injured or made ill at work.

“The long list of winners of the International Safety Awards demonstrates that an increasing number of companies recognise that sensible and proportionate management of health and safety risks is a business enabler. It benefits workers, their families, businesses and society as a whole. By celebrating and sharing the achievements of the winners of the International Safety Awards, we encourage businesses all over the world to follow their lead and place employees’ health and safety at the heart of their business.

“Our warmest congratulations to all the winners. They should be rightly proud of their achievement.”



Phil Watson, HSE Manager at Training 2000 said:

“This award is based on evidence we submit in response to questions set by the British Safety Council.

“We’re proud to have achieved this award for the 10th year in succession, never gaining less than a merit, which demonstrates our strong commitment to the safety and wellbeing of all our staff and maintaining a safe and healthy workplace. The success criteria for the International Safety Awards is challenging and that rightly reflects the importance of ensuring the risks of injury and ill health in the workplace are properly controlled.

KEY OBJECTIVES - HEALTH AND SAFETY IN 2017-18

- To ensure all learners continue to learn in an environment where they feel safe and are safe.
- To continually improve and to achieve and maintain outstanding Health, Safety & Housekeeping standards which prevent ill health or injury to staff, learners, visitors and contractors.
- To maintain re-accreditation to BSOHSAS18001 in May 2018.
- To further embed the company workplace wellbeing programme and improve health.
- To maintain a Zero RIDDOR accident culture.
- To continue to reduce minor accidents year on year.
- To retain the British Safety Council International Safety Award in 2018.

KEY OBJECTIVES - ENVIRONMENTAL STRATEGY 2017-18

- To achieve the new ISO14001 Standards by May 2018.
- To continue to implement improvements to reduce the company’s impact on the environment.
- To continually review environmental innovations & investigate whether these can be incorporated in the company to further reduce Training 2000’s carbon footprint.
- To continue to gather energy data and identify opportunities to save energy.



WHY WORKPLACE HEALTH?

- Training 2000 staff will be healthier and be more productive
- Sickness absence rates will drop resulting in more work produced for less
- Meeting targets within our budget helps job security and helps the charity become stronger
- Staff will be better motivated and get more work satisfaction
- The company corporate image will be improved.

TRAINING 2000S COMMITMENT TO WORKPLACE WELLBEING IS DEMONSTRATED THROUGH:

- A comprehensive suite of Health and Safety policies & procedures, developed from a detailed Health & Safety Policy, are in place and communicated
- Strong management of absence and return to work ensures staff feel that the company cares for their welfare after time off work through illness
- Senior management who encourage monthly reports from the Health and Safety and Human Resource functions on site
- Commitment to run Public Health England campaigns
- Provision of our employee assistance programme
- Provision of occupational health support



Certificate Number 7508
 ISO 9001
 ISO 14001
 BSOHSAS 18001

REDUCING THE RISK OF ACCIDENTS

- Training 2000's aim is to continually work safely and reduce risks that could lead to accidents. We believe that fulfilling the requirement of the Management of Health & Safety Regulations 1999 in carrying out suitable and sufficient risk assessment, and ensuring measures are put in place to control any hazards, we can reduce our accident rates to the lowest possible with the ultimate target being zero.
- The company reviews its risk assessments on a regular basis to ensure hazards are controlled and the risk of injury is minimised to a low a level as practicable.
- The Directors and leadership at Training 2000 place great importance on, and are committed to, ensuring the health and safety of all employees and other persons who may be affected by the work activities of the Company.
- Training 2000's Health and Safety policy statement with its associated arrangements has been prepared in accordance with the Health and Safety legislative requirements of the UK.
- The company encourages the reporting of even the most insignificant injury. It recognises that only by identifying the at risk behaviours in our work place and addressing these can we drive towards a zero accident environment.
- We have seen a 83% reduction in minor accidents since 2013.

HEALTH, SAFETY AND ENVIRONMENT REPORTING

- A monthly health safety and environment report is produced for all staff as part of our corporate strategy.
- In order to comply with our certification to ISO14001, ISO9001 and BSOHSAS18001 formal Quality, Health Safety and Environment management reviews are held bi annually with the senior management team
- The board are informed via annual corporate governance report
- Managers communicate health and safety monthly at team meetings

| YEAR | Number of Minor Accidents | Number of 3 Day Accidents | Number of Riddors |
|------|---------------------------|---------------------------|-------------------|
| 2013 | 142 | 0 | 1 |
| 2014 | 93 | 2 | 2 |
| 2015 | 79 | 1 | 0 |
| 2016 | 43 | 0 | 0 |
| 2017 | 24 | 0 | 1 |
| 2018 | 19 | 0 | 1 |



ENVIRONMENTAL RESPONSIBILITY

With the introduction of energy efficient heating systems, energy efficient lighting in some existing areas and timer controls along with improved energy management by staff, the company continues to make significant savings in energy consumption.

Energy consumed at Training 2000, Blackburn, compared to energy used in 2015 shows a maintained reduction of electricity use at most sites in 2016, which we continue to make savings across all sites. This last year we turned our focus on out of hour's usage and shutdown procedures which led to a further reduction in electricity consumption. All staff are continuing their efforts to reduce the company's carbon footprint. The challenge now is to maintain the improvements and to continue to gather energy data and identify opportunities. With co-operation, commitment and understanding from all our staff and learners we will continue to significantly reduce the company's impact on the environment.

ELECTRICITY USAGE

Since achieving ISO14001 in 2009 we have exceeded our original targets of reducing electricity. Year on year we continue to reduce our electricity across all sites. We have developed initiatives around lighting replacements and shutdown procedures to review out of hour's usage. In 2018 our Electricity consumption appears to be rising in some areas. This is as a result of increased air conditioner use in response to the severe cold weather at the start of the year and the exceptional summer weather.

On line statistics confirm that the average temperature in Blackburn in January and February was 3 degrees colder than last year.

Comparing year on year figures usage is only slightly increased or static as we have used less in the summer months in 2017 which has offset much of the increased use in recent months.

GAS USAGE

Our Blackburn site will continue to deliver significant savings in gas usage. Simple changes from reviewing heating practices and taking action where necessary has seen a reduction of 10.4 % from August 2015 to August 2017.

Training 2000 sites, all continue to deliver significant saving in gas usage.

PAPER USAGE

Over the past few years staff have significantly reduced the use of paper from 3.5 million sheets of A4 paper in 2010 to 1.36million sheets of A4 in 2017.

We have reduced our paper usage by 61% since 2010 to this current date. This has been achieved by the greater use of email and a reduction in the numbers of printers on site with new software which minimises repeat printing. Also, double sided printing, one file and better management of stock have all contributed to this fall.

WASTE

GENERAL WASTE AT BLACKBURN SITE

Training 2000 are constantly trying to reduce the amount of waste produced and recycle as much of this as possible. Training 2000 employs a waste management company Suez, to manage all general waste on the Blackburn site. Suez are also accredited to ISO 14001. The company see Suez as a responsible partner, who uses the latest technology and practices to help maximise recycling of waste. The company regularly reviews all waste management companies employed to remove waste at all sites. This is to ensure that waste is being treated responsibly meeting the company's values and commitment to the environment. Our general waste produced across our Blackburn site was 30 tonnes in the last 12 months.

HAZARDOUS WASTE ACROSS ALL SITES

Hazardous waste continues to be managed effectively across all sites. It is stored safely around sites in designated areas when it needs to be held on site, without incident and disposed through reputable waste management provider Neale's Waste.

TRANSPORT & FUEL

To minimise the use of petrol & diesel the company transports learners, wherever possible, using its fleet of minibuses both from around the Northwest on a daily basis to site.

The company continues to review its company car fleet in 2017, opting for vehicles with energy efficient engines, delivering around 70 + mpg on extended trips.





FUTURE PLANS TO MEET CLIMATE CHANGE

- Training 2000 will continue to address its responsibilities of not only the individual but also its obligation that businesses have to respond to calls from government to reduce the impact on the environment, reducing the company carbon footprint in order to minimise the effects of climate change.
- Training 2000 has achieved and maintained the Environmental Standard ISO14001 since 2009, having put in place measures to reduce use of fossil fuels by using electricity and gas more efficiently across all the Company's sites and minimising use of paper etc.
- In May 2018, we have successfully transitioned to the latest ISO14001 standard. Our intention is to continue accreditation beyond this date. We will also work towards achievement of the new standard ISO45001
- We use continual improvement to enable the company to target excellence in environmental performance.
- Training 2000 will continue to explore and identify any suitable changes we can implement which improve energy efficiency and install such change wherever practicable.



EMPLOYEES AND LEARNERS

Training 2000 Limited is fully committed to the principles of equality and diversity in employment and training. We will aim to ensure that no employee or applicant for employment is treated less favourably on the grounds of colour, race, age, nationality or ethnic origin, religion, gender, sexual orientation, disability, creed, offender background or marital status or any other condition which cannot be shown to be justifiable.

We strive to create learning and work environments which support and retain the best employees, who are motivated, flexible and committed to our learners and employers. We aim to be the employer of choice in our sector and create a culture and environment to nurture innovation, growth and potential within our people.

BUSINESS ETHICS

Training 2000 Ltd strives to continuously adhere to a strict code of business ethics that are based on our corporate values.

All staff have a responsibility to uphold the brand reputation of the company, recognise equality and diversity when conducting business and hold close to them trust and honesty as an integral part of the Training 2000 culture.

DIVERSITY

Our approach to diversity in the sectors in which we work is tailored to local culture and heritage. We believe that the diversity of our programmes is essential to offer the right solution to both individuals and employers alike.

We endeavour to ensure that we have the balanced mix of gender and ethnicity within our workforce and we actively encourage diversity in our recruitment process for both learners and staff.



SAFEGUARDING LEARNERS

SAFEGUARDING POLICY

INTRODUCTION

The Company views Safeguarding of paramount importance and an integral part of its operation. This responsibility and commitment is articulated and explained within this Policy and its referenced associated procedures.

The Company is committed to continuously promoting a strong culture where everybody understands the importance of safeguarding and demonstrates this in everything that they do.

This policy document has been prepared in accordance with the requirements of all relevant legislation, and is issued for the direction, guidance and information of all key stakeholders who are included in the scope of this document.

DEFINITION

Safeguarding is defined as protecting the health, safety, security and well-being of everyone who is encompassed within the scope of Training 2000's business in accordance with all relevant legislation, regulations and best practice.

You can find our Safeguarding Policy [here](#).

WE WILL ENDEAVOUR TO SAFEGUARD LEARNERS BY:

- Valuing, listening to and respecting them.
- Compliance with our legal duty in keeping children safe in education
- Complying with our duties under Counter Terrorism Security Act 2015 including 'Prevent and Channel'.
- Involving learners in decisions which affect them.
- Ensuring all concerned are aware of and committed to the safeguarding policy and child protection procedures.
- Providing a safe environment for learners.
- Sharing information about concerns with relevant agencies
- Recruiting staff safely, ensuring all necessary checks are made.
- Adopting a code of conduct for all staff.
- Providing effective management through induction, support and training.
- Ensuring staff understand about 'whistle blowing'.
- Dealing appropriately with allegations/concerns about staff



LEARNER SUPPORT OFFICERS

Training 2000 has learner support officers who:

- Undertake learner support activities with at risk learners
- Provide information, advice and guidance to learners
- Liaise with operational teams in the identification of at risk learners
- Keep operational teams up to date with the progress of at risk learners
- Support operational teams in the collection of learner feedback
- Contribute to and support the learner voice across the business
- Liaise with external agencies in the support of learners as appropriate

SOCIAL INCLUSION

Training 2000 Ltd has for some time supported the local community to engage in training programmes that will lead to future prospects for individuals. We believe that encouraging individuals to reach their potential and gain employment skills will raise the social skills of communities and help the local economy and demographics to continuously improve.

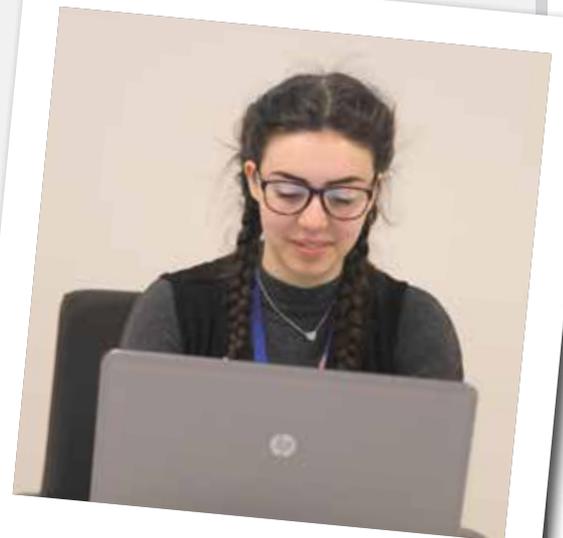


BEN HOLDEN - AUTOMOTIVE COORDINATOR

After realising studying full-time was not for me, I decided to take the apprenticeship route. I started working for Training 2000 in 2016 and have since completed my Level 2 & 3 in Business Administration. I am now working hard to achieve my Level 4, in order to become more skilled and qualified. I have now taken on more responsibility within my department and have been given the role of 'Automotive Co-ordinator'. Training 2000 has allowed me to grow my confidence within a working environment and build good colleague and customer relations. It has been an amazing kick start to my career and can't wait to find out what the future holds.

FRAN WALKER - TRAINEE COMPLIANCE OFFICER

After completing my A-Levels, I was eager to get an apprenticeship. I have been with Training 2000 for nearly two years now. In which time I have completed my Level Three Business Admin and set to finish my Level Four Business Admin qualification within the coming months. Alongside this I have completed training such as First Aid, IOSH Working Safely, and Prevent. Alongside various other courses that have provided me with key skills, knowledge and behaviours in order to progress in my career and grow as a professional. I have really enjoyed my experience at Training 2000 so far and I am very grateful for the opportunities and responsibilities given to me. The future looks bright and I look forward to what's next for me and my career!



MOHAMMED - ENGINEERING APPRENTICE

Engineering apprentice Mohammed has had an excellent start to his career thanks to employer Chubb Systems and his Apprenticeship with Training 2000.

Mohammed chose an Apprenticeship with Chubb Systems because it gave him the option to try out different engineering roles within the business before deciding which one was best suited to him. This gave him a wide range of experience and knowledge. He is currently learning how to code so that he's able to create web based databases. He has future aspirations to learn the C# (C Sharp) programming language.

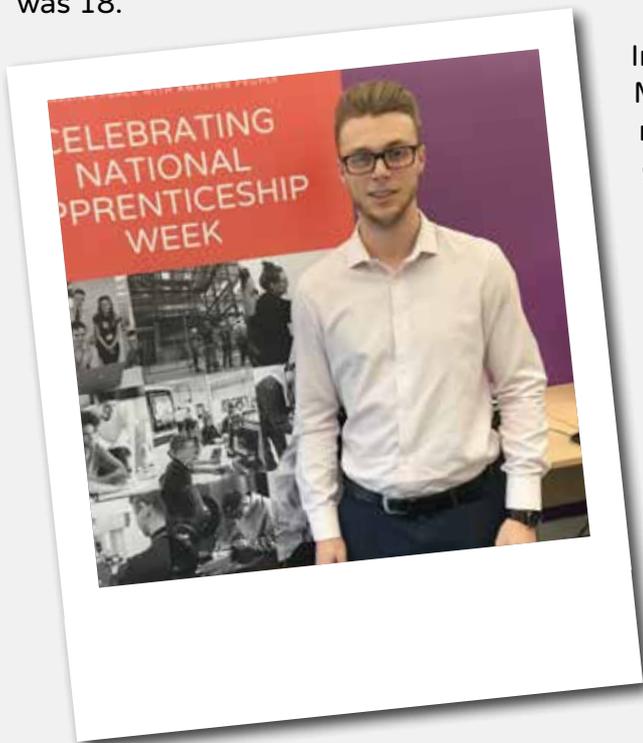
An Apprenticeship has been the perfect start to Mohammed's career and he's recently been asked if he'd like to study for a Degree Apprenticeship, which he is very pleased about.

Mohammed would definitely recommend an Apprenticeship to other people. He says "Not only do you get valuable practical experience through the training delivered by the company you also gain academic qualifications delivered by professional training organisations. I am fully supported by mentors at Chubb Systems and Training 2000. A bonus is – you get paid to do it too!"

Mohammed's Manager, Barton, at Chubb Systems only has praise for him: "Mohammed has been a great advert for employing an apprentice. He is unfailingly enthusiastic and keen to learn. On a recent task one of his responsibilities was to liaise with various Field Service Engineers to complete aspects of the very technical job he had been assigned. One of these Engineers later called up on an unrelated matter and during the conversation asked who Mohammed was, because he had found him to be 'switched on and helpful'. The Service Engineer was amazed to hear he had been dealing with a year 3 apprentice. Mohammed is bright, mature and keen to progress and is willing to work hard to get where he wants to be. He volunteers for tasks, takes pride in his work and will make a competent future Junior Engineer. Mohammed has a bright future ahead of him and we are all working together on getting him to where we all want him to be."

DECLAN - ACCOUNTANCY APPRENTICE

Declan started his Accountancy Apprenticeship at the East Lancashire Hospitals Trust when he was 18.



In the first year of his Apprenticeship he worked in Management Accounts. The following year Declan moved into the Medicine and Community Division to give him experience of clinical areas.

Declan's manager Philip only has praise for him and said "Declan's professional manner and his understating of financial processes have made him an asset in our department. Working alongside non-finance managers Declan has a passion for not only helping them understand their financial responsibilities but also taking a key interest in their services. His work ethic and academic achievements have put him on the right path for a successful career in NHS Finance."

Declan added "I have loved my Apprenticeship and the opportunity that Trust has given me. The real life situation that my apprenticeship has given me is invaluable. The experience and responsibility has enabled me to excel in the finance sector."

CHARITY

BLACKBURN FOOD BANK

We supported Blackburn food bank in January with our Level 4 Business Admin apprentices collecting 290kg of food which will provide 693 meals.

We also helped with their appeal for tinned tomatoes.



NIGHTSAFE

Our Business Admin Level 3 learners completed a 20K charity walk. They walked in the glorious sunshine down the canal to Oswaldtwistle and back to raise money for Nightsafe. They raised £1200

DERIAN HOUSE

Our Level 2 Business Admin Study Programme held a cake competition and bake sale, to raise money for Derian House. They raised £55!



CANCER RESEARCH UK

We took part in 'wear your football shirt to work day' and raised £120.42 for Cancer Research UK.



BUSINESS CONTINUITY & DISASTER RECOVERY

As part of Training 2000’s Governance and Risk Assessment Framework, we have developed a Business Continuity and Disaster Recovery policy to set out how Training 2000 would continue to operate and provide essential services in the event of a disaster and to ensure business continuity of the company in the event of a significant disaster occurring.

Under such circumstances, a crisis team would be pulled together under the leadership of the CEO, or in his absence another member of the Executive Management Team. Experienced staff would be quickly identified to be responsible for discharging actions appropriately to deal with the crisis.

Also in place to back up the Business Continuity and Disaster Recovery are a Crisis Communications Procedure, a General Office Recovery Plan, an ICT Recovery Plan, together with security, review and testing processes.

A review of the above processes is undertaken annually, together with annual testing of the procedures, and the steering group meets 4 times annually.



A GREAT PLACE TO WORK



AN AMAZING PLACE WITH AMAZING PEOPLE

As an ambitious, innovative and well established training provider, Training 2000 aims to bring out the best in its employees and learners. We employ around 220 staff across a diverse range of occupations and backgrounds, ranging from dental specialists, customer service representatives and training officers across many sectors. What brings us all together is the commitment to our learners and customers and sense of shared responsibility.

EMPLOYEE DEVELOPMENT

As part of our company vision we are committed to investing in the future development of each of our employees. Specifically we want to ensure every employee:

- Knows and understands the objectives of the company and communicates them positively
- Knows how their performance contributes to the fulfilment of those objectives, what performance is required and that their contribution is valued
- Has a personal development plan tailored to their needs and those of the company
- Is rewarded for their achievements

At Training 2000 we accomplish this with a regular system of appraisals at which line manager's work with their team to establish personal development plans, identify training needs and offer rewards such as Extra Mile awards and other Recognition awards. Outside of this formal structure of the company also organises a number of social and sporting events for employees ranging from Christmas kids party to football matches

