

INDOOR GARDEN DESIGN
COMPANY POLICY DOCUMENT
STAFF TRAINING AND SUPERVISION

Indoor Garden Design gives an intensive initial training course when new personnel join the Company. We have a trainer and Manager specifically dedicated to this task.

The initial training period varies, depending on the experience of the trainees. The programme is adapted to suit their individual needs and is a minimum of two months, but extends to three months if necessary. During this time the trainee receives one-to-one supervision daily on site and at the nursery.

Each member of the Maintenance Team is to be allocated a Manager to assist and monitor performance. This Manager is to ensure that they work with the member of staff at least four times per annum as a support and to pass on any further and updated training details.

All Managerial supervisory staff is to be available on a daily basis to deal with and rectify any maintenance queries immediately.

Staff are encouraged to attend a variety of external training courses throughout the year, for example, pests and diseases, customer care, team building, first aid and Health & Safety.

All staff applying pesticides are given in-house training for commonly available treatments. Staff applying commercial pesticides attend a certified course.

In addition to the above, Indoor Garden Design will financially support any course an employee wishes to attend outside of working hours. The course does not necessarily have to be work-related.

All staff is to have been supplied with and read Indoor Garden Design's Training Manual and Health and Safety Manual.

Indoor Garden Design is a member of ROLO (British Landscapes Training Group) and E-Fig (European Confederation of Interior Landscape Groups) and subscribes to the e-FIG Accreditation Programme for all horticultural staff.

OTHER STAFF DETAILS

Uniform - All Maintenance Technicians are to be provided with Indoor Garden Design T-shirts, sweat shirts and aprons to wear whilst carrying out maintenance and installation work. All staff will carry ID cards with them at all times.

Feedback Reports - All Maintenance Technicians are to be provided with these in order that they can communicate in writing any problems which need to be rectified by Managerial staff.

Directors and Managers are to carry their mobile 'phones so that they may be contacted by Clients and Maintenance Staff throughout the day.