

| Release | Author | Date | Description | Authorised by |
|---------|-----------------|------------------------------|-------------------------|---|
| 1.0 | Linda Irwin | 24 Feb 97 | 1 st Release |  |
| 2.0 | Linda Irwin | 08 Jan 03 | Amended |  |
| 3.0 | Fiona Foster | 18 th June 2004 | Amended |  |
| 4.0 | Fiona Foster | 28 th June 2006 | Amended | |
| 5.0 | Fiona Bull | 12 July 2012 | Amended | |
| 6.0 | Fiona Bailey | 9 th August 2013 | Amended | |
| 7.0 | David Wilkins | 24 Feb 2016 | Amended | |
| 8.0 | Simone Hatfield | 3 rd October 2017 | Amended | |
| 9.0 | Simone Hatfield | 15 February 2018 | Amended | |

1.0 Policy Statement

“Consistently deliver bespoke training solutions meeting our clients’ needs while continually improving our processes and productivity.”

Professional services firms like GBS Corporate Training can only be as strong as the value they add to their clients’ operations. Using a systematic but flexible approach, we are only satisfied when we have met our clients’ needs and helped them develop and improve their operations. To do so, our goal and mission have been to maintain a leading position in human resources management by committing to the following performance factors.

2.0 Quality

We insist that total quality be the guiding principle of our business life. This means knowing and meeting the requirements of our customers and our co-workers – doing it right the first time, on time, every time.

3.0 Our Values



be brilliant



be inquisitive



be the difference



keep it simple, keep it fun



value & appreciate

4.0 Equal Opportunities

GBS Corporate Training Ltd is committed to becoming an equal opportunity employer and to ensuring that all employees, job applicants, customers and other people with whom we deal are treated fairly and are not subjected to unfair or unlawful discrimination. This policy is not contractual, but aims to set out the way in which GBS Corporate Training Ltd aims to manage equal opportunity. This policy applies to all employees and workers.

Our policy is designed to ensure that current and potential workers are offered the same opportunities regardless of their race, religion or belief, nationality, ethnic origin, age, sex, sexual orientation, marital status, domestic circumstances, disability or any other characteristic unrelated to the performance of the job. We seek to ensure that no one suffers, either directly or indirectly, as a result of discrimination.

We recognise that an effective equal opportunity policy will help all staff to develop to their full potential, which is clearly in the best interests of both our staff and our business. We aim to ensure that we not only observe the relevant legislation but also do whatever is necessary to provide genuine equality of opportunity.

We expect everyone who works for us to be treated and to treat others with respect. We believe in providing a working environment free from harassment, intimidation, or discrimination in any form that may affect the dignity of the individual.

5.0 Customer Satisfaction

We hold all our customers in the highest esteem and are committed to ensuring that customer satisfaction is of the utmost importance to all internal staff and those working in the field.

At the end of every training session we hand out a feedback form to each delegate for completion so that we can review the quality of the session, adjust the materials if necessary for future training and improve on all aspects of our delivery.

6.0 Continuous Improvement

Continuous Improvement will be achieved by monitoring and measuring, product training and, most importantly, feedback from both the customer and internal staff.

In order to maintain and strengthen our position within the field, we pro-actively seek current and popular trends which we would potentially be able to cater for.