

Training & Development

Our specific commitments to undertake formal training for our employees





Our 2021 Training & Development Strategy outlines the training program criteria and action plan to develop our people in a working environment that values diversity and in which all employees are encouraged to realise their full potential and contribute to business success. This applies to all internal team members and site-based staff.

The Strategy promotes 'Our Warwick' ways of working and is designed to build on what we have already achieved and to be flexible to respond to changing business requirements and priorities.

The strategy focuses on the key business objectives set by the Warwick Estates Board, both fundamentally about our operations:

1. To live the Warwick Estates Values in the delivery of all aspects of your role, and in interactions with clients and colleagues
2. To support Warwick Estates to retain and grow our client portfolio in a profitable and sustainable way, and to be the trusted property partner

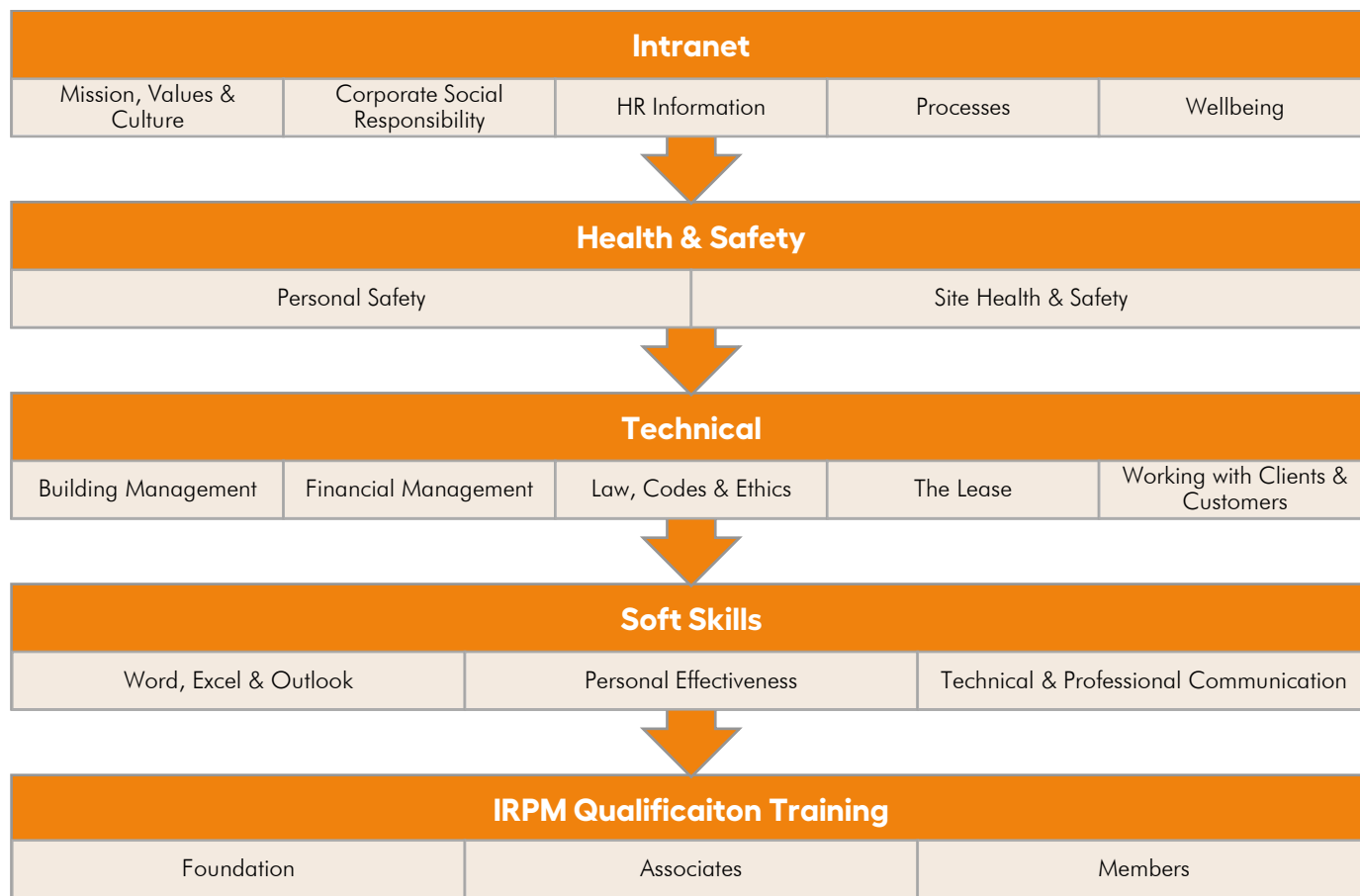
Our strategy primarily an action plan to support four main themes, though it will contribute in a much wider capacity as well. These themes are:

 <p>ORGANISATIONAL DEVELOPMENT</p> <p>Strengthen organisational capacity throughout Warwick Estates to be able to respond to change in an agile and flexible way and to facilitate a collaborative 'Our Warwick' workplace culture where staff are actively engaged and individually developed.</p>	<p>PERFORMANCE DEVELOPMENT</p> <p>Promote a high-performance culture for individuals and teams and ensure that the goals, objectives, and behaviour of staff are aligned with Warwick's mission, values, and objectives.</p> 	 <p>HEALTH AND WELL-BEING</p> <p>Provide a safe and healthy working environment that promotes staff well-being to achieve increased commitment and job satisfaction, improved morale, staff retention, performance and productivity and reduced staff absence.</p>	<p>CORPORATE SOCIAL RESPONSIBILITY (CSR)</p> <p>Review CSR measures and continue to integrate environmental and social concerns in our business operations and interactions, finding a balance between economic, environmental, and social imperatives.</p> 
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Training and development at Warwick Estates is underpinned by The Warwick Academy. The Academy is the Virtual Learning Environment (VLE) for our team. This bespoke, unique, centralised learning hub is an industry leading innovation, providing training developed in-house by industry experts and supporting the professional development of our people.

Property Management has always been, and will always be, a service industry. Despite any technological innovations, the ability for our company to succeed for our clients and customers lies with our team. Therefore, we have invested heavily in being the industry leader for training and development opportunities in the residential leasehold sector.

The Warwick Academy houses a comprehensive content library, case law and landlord and tenant law database, and over 70 training courses in the following categories.



From 2021, we are further developing our corporate training program as a means of developing staff and also to promote 'Our Warwick' ways of working by placing a high value on interchange to bring staff from different regions/areas to train, work and learn together. This is further detailed in our 2021 Training and Development Strategy.

All e-learning is supported by individual coaching, team training workshops and line manager support. There are formal accreditation tracks for all employees to achieve their IRPM qualifications. This is available to all employees, including site-based staff.

There is dedicated Personal Safety and Site Health and Safety Training which is developed by our in-house training and health and safety experts. All our property management professionals are required to complete the following health and safety training at a minimum:

- ▶ Health & Safety Awareness
- ▶ Fire Safety Awareness
- ▶ First Aid Awareness
- ▶ Accident & Incident Reporting
- ▶ Risk Assessments and Safe Systems of Work (SSOW)
- ▶ Working at Height Awareness
- ▶ Lone Working
- ▶ COSHH Awareness Training
- ▶ Customer Service Excellence

“The focus of our training investment is to equip staff to meet business goals and priorities. We recognise that all employees have talents to contribute, and we will continue to offer training and development support to all staff.”

We also recognise that training is not static. We are continually reviewing and improving our training offering in line with our company objectives and the wider industry to ensure that our team are knowledgeable and skilled in all required areas.”

Emma Blaney, Associate Director