

UK&I Learning and Development Policy Statement

This policy sets out OCS Group's commitment to building a structured, consistent, and sustainable learning and development culture across the UK and Ireland. It applies to all colleagues, recognising that some programmes may be subject to regional funding, regulatory requirements, or eligibility criteria.

We are committed to developing a capable, compliant, and future-ready workforce. Our people are central to delivering safe, high-quality services to our customers, and their skills, behaviours, and professionalism directly impact our performance, reputation, and long-term growth.

We will invest in learning and development to:

- Ensure colleagues are competent, safe, and compliant in their roles
- Support career progression and internal mobility
- Strengthen organisational capability in line with business strategy
- Enable adaptation to changing client, regulatory, and market demands

Our Commitments

We will:

- Provide access to high-quality, relevant, and accessible learning opportunities, supported by appropriate investment in time, resources, and digital platforms
- Ensure all mandatory, statutory, and role-critical training is completed and recorded to maintain compliance and reduce risk
- Promote a culture of continuous learning, where colleagues are encouraged and supported to take ownership of their development
- Provide fair and equitable access to learning opportunities, free from discrimination and aligned with our inclusion commitments
- Support the development of skills that enable both current performance and future career progression
- Embed health, safety, and wellbeing as core components of all learning activity, ensuring colleagues can work safely and responsibly

Accountability

- Leaders and managers are responsible for identifying development needs, supporting learning, and ensuring completion of required training
- Colleagues are responsible for engaging with learning and maintaining their own development
- The organisation will provide systems, governance, and oversight to ensure training records are accurate, auditable, and compliant

Governance and Review

Learning and development activity will be governed through digital systems that provide visibility of training, compliance, and capability across the organisation.

The effectiveness of this policy will be measured through training compliance, completion rates, and its impact on capability, safety, and business performance.

This policy will be communicated to all colleagues and reviewed annually, or in response to significant legislative or organisational change, to ensure it remains effective and aligned to business needs.



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