



Skills Pledge

On behalf of Chives the Caterers I, as Managing Director, make a commitment that we shall:

Actively encourage and support our employees to gain the skills and qualifications that will support their future employability and meet the needs of our business/organisation;

Actively encourage and support our employees to acquire basic literacy and numeracy skills, and with Government support work toward their first level 2 qualification in an area that is relevant to our business/organisation;

Demonstrably raise our employees' skills and competencies to improve company/organisation performance through investing in economically valuable training and development.

Signed

A handwritten signature in black ink, appearing to be "Steve Weaver", written over a light blue dotted line.

Steve Weaver

Training and Development with Chives

Employing and Retaining the Best Employees

Chives enjoys a well-deserved reputation for delivering service standards that are second to none. We believe that we train our employees to be the most customer focussed in the industry. The personal touch and a professional attitude tell our customers that we care about what we do and how they feel.

Our reputation for outstanding customer service is not the result of chance. It is a combination of recruiting people with a positive and proactive attitude combined with ongoing and personalised training and development in line with core competencies. We like to recruit people who have a long-term interest in working with the company and who thrive on responsibility and the opportunity of growing as the company grows.

We want both potential recruits and our current employees to continue to perceive us as the "preferred employer". Just as we continually look at ways of improving our systems and standards for the benefit of the customer, we also continually look to improve the working environment for our 'internal customers'.

We entice prospective employees and retain existing employees, thus maintaining our much reduced labour turnover percentage, in comparison with the industry norm. Enticements, which act as both incentive to join and incentive to stay with us include: -

Salaries equal or greater than regional industry norms.

Enhanced holiday entitlement.

Paid Bank Holidays off (with the exception of site specific requirements)

Opportunity to join and reap the benefits of the Stakeholder Pension Scheme.

Free meals on duty.

No split Shifts

A structured career path with progression for individuals who show commitment and make it their business to understand the needs of the organisations, the clients and the customers.

Six Monthly Appraisals for every senior member of the team.

Six monthly Job Chats for all other employees

A commitment to quality and innovative food.

Individual training plans.

Access to certified training courses including NVQ and RIPHH.

Courses including Management and Leadership Development Programmes.

Staff Parties and Social Events