

Recruitment, Security Screening and Training

PM 06

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Recruitment, Security Screening and Training

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Recruitment and Security Screening

ISO 9001
Clause

Process Owner:

Quality and Business Objectives:

- | | | |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1 | To ensure that the correct people are hired for any given job | 6.2.1 |
| 2 | To ensure as far as is possible that personnel do not present a current or potential security risk | BS 7858 |
| 3 | To obtain adequate information about all personnel who have access to customer's security information to make a decision as to their suitability for such employment | BS 7858 |
| 4 | To ensure that the Probationary Employment of any employee does not exceed 16 weeks | BS 7858 |
| 5 | To document all Security Screening so that compliance with BS 7858 can be demonstrated, where applicable | |
| 6 | To provide an input for the training process by documenting all training and experience | |

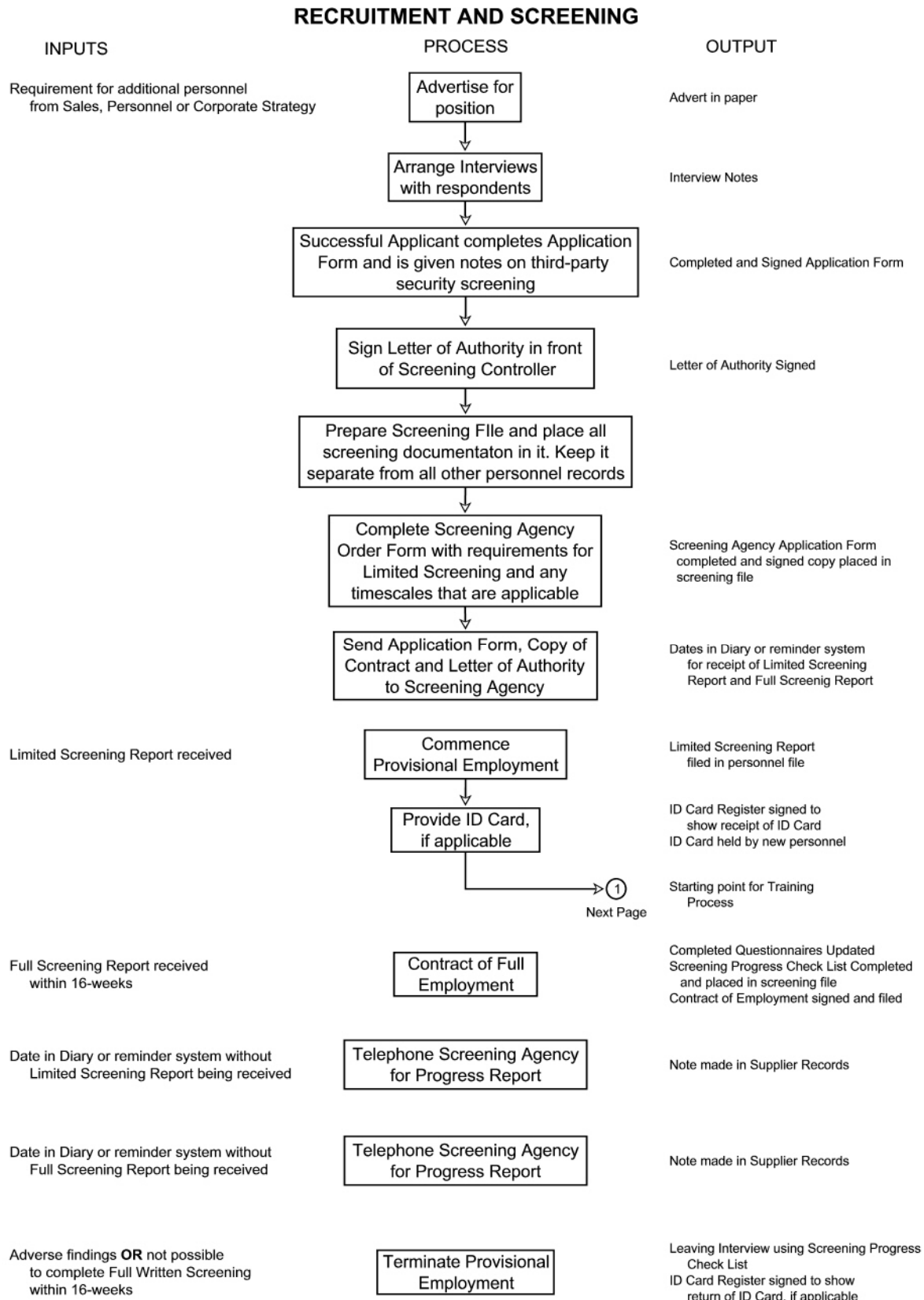
Resources:

- | | | |
|---|---------------------------------------------------------------|-----|
| 1 | Security Screening Agency and Contract | 4.1 |
| 2 | Screening Controller, Confidentiality Agreement if applicable | |
| 3 | Application Form | |
| 4 | Letter of Authority | |
| 5 | P45/P46 | |
| 6 | Standard Contract of Employment | |

Method of Monitoring and Acceptance Criteria:

- | | | |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 1 | Contract with Screening Agency requiring at least a Limited Screening Report and a Full Screening Report, stating the required timescales, if applicable. | 4.1
BS 7858 |
| 2 | Limited Screening covering the most recent five years (for definition, see Quality Management Manual Section 4.1) completed prior to commencement of provisional employment | BS 7858 |
| 3 | Full Screening covering the last ten years completed prior to commencement of full employment. Full employment contract entered into less than 16-weeks after commencement of Provisional Employment | BS 4737
NACP 2 |
| 4 | I.D. Card supplied to all personnel who may visit customers' premises during the normal course of their duties | 6.2 |
| 5 | Prior Training and Experience documented | |

Process Map



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Training

ISO 9001
Clause

Process Owner:

Quality and Business Objectives:

- | | | |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 1 | To identify all tasks and processes that requires training | 6.1 |
| 2 | To maintain training records for all personnel so that their status with regard to those tasks is known, controlled and progressed as quickly as possible | 6.2 |
| 3 | To evaluate personnel training so that there is high degree of confidence that all processes and procedures are being carried out by, or being overseen by, competent personnel | 6.2 |
| 4 | To give a framework for rectification of nonconformances in the implementation of processes and procedures by providing additional pertinent training | 6.3 |
| 5 | To ensure that personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives | 6.2 |

Resources:

- 1 Training forms - Quality Awareness Training Questionnaire, Standard Training Modules, Standard Training Records, Additional Training Records
- 2 Trained personnel to supervise and train
- 3 External training courses
- 4 Manufacturer's trainers, i.e. sales reps
- 5 Manufacturer's literature
- 6 Training consultants

Method of Monitoring and Acceptance Criteria:

- | | | |
|---|-------------------------------------------------------------------------------------------------------------------------------|-------|
| 1 | At least annually, all staff is to be interviewed to determine their level of knowledge retention from earlier training given | 6.1 |
| 2 | Equipment that requires it is supported by trained and competent personnel | 6.3 |
| 3 | Part of the implementation of new processes and methods involves staff training, where applicable | 8.5.1 |
| 4 | Reduction in the instances of customer complaint due to staff training and awareness problems | 8.3 |

Process Map

