



S.J. Abed & Al Sulaimi Catering Group SAOC
"We Cater to Your Needs"

Training & Development Policy

Rev01-10.03.2025

SJA-POL-26

TRAINING AND DEVELOPMENT POLICY

1. Purpose

The purpose of this Training and Development Policy is to enhance the skills, knowledge and competencies of employees within S.J. Abed. This policy aims to support professional growth, improve job performance and ensure the company remains competitive in the industry.

2. Scope

This policy applies to all employees of the S.J. Abed, including full-time, part-time and temporary staff.

3. Training and Development Objectives

The main objectives of the training and development programs are:

- To provide employees with the skills and knowledge required to perform their current job effectively
- To prepare employees for future roles and responsibilities within the company
- To foster a culture of continuous learning and professional development
- To enhance employee engagement, motivation and retention

4. Training Programs

S.J. Abed offers various training programs, including:

- **Orientation and Onboarding:** Introduction to the company, its policies, procedures and culture for new employees
- **Job-Specific Training:** Training focused on the specific skills and knowledge required for employees to perform their job roles effectively
- **Health and Safety Training:** Education on safety procedures, hazard identification and emergency response
- **Customer Service Training:** Enhancing employees' ability to provide exceptional service to clients and customers



- **Leadership and Management Training:** Development of leadership skills for current and potential supervisors and managers
- **Technical Skills Training:** Training in the use of equipment, technology and industry-specific tools

5. Training Methods

The company employs various training methods, including:

- **Classroom Training:** Instructor-led sessions conducted in a formal classroom setting
- **Online Training:** E-learning modules and virtual training sessions accessible through the company's learning management system
- **On-the-Job Training:** Hands-on training provided by supervisors or experienced employees
- **Workshops and Seminars:** Interactive sessions conducted by internal or external trainers
- **Mentoring and Coaching:** One-on-one guidance and support provided by experienced colleagues or supervisors

6. Training Needs Assessment

The company conducts regular training and needs assessments to identify gaps in employees' skills and knowledge. This includes:

- **Performance Appraisals:** Reviewing employee performance to identify areas for improvement
- **Employee Surveys:** Gathering feedback from employees on their training needs and preferences
- **Departmental Reviews:** Assessing the training needs of specific departments or teams



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7. Training and Development Plans

Based on the training needs assessment, individual development plans will be created for employees, outlining the training programs and resources required to achieve their development goals

8. Evaluation of Training Programs

The effectiveness of training programs will be evaluated through:

- **Feedback Surveys:** Collecting feedback from employees who have completed the training
- **Performance Metrics:** Assessing changes in employee performance and productivity
- **Follow-Up Assessments:** Conducting assessments to measure the retention and application of skills and knowledge

9. Training Records

All training activities and completed programs will be documented and maintained in the employee's personnel file

10. Review and Amendments

This policy will be reviewed annually and amended as necessary to ensure its effectiveness and alignment with the company's goals and objectives.

Joseph J. Abed
Director



Date: 10-03-2025