

## How did Kimpton write effectively and persuasively?

### Handout - Slide 13

Demonstrate that the engineers allocated to this contract have **the appropriate training.**

#### **Response:**

1. Our people are the best in the business. They are our greatest asset and protecting and nurturing that asset is a vital part of our success. Because our staff retention is much higher than industry standards, we retain our technical expertise.
2. Having our own in-house time-served Gas Engineers, Air Conditioning and Chiller Engineers, Electrical Engineers, Water Hygiene Engineers, Pipe Fitters and Plumbers we can carry out the vast majority of the contract with our own in-house staff that live locally.
3. We provide them with the best available quality training programmes through BESA (Building Engineering Services Association) along with many other in-house courses, employee engagement, communications skills, defibrillator and MHFA training, and all levels of Continuous Professional Development.
4. 100% of our engineers are trained specifically to work on commercial equipment (we don't work on domestic HVAC plant), are used to working in live Education environments and all have enhanced DBS certification.
5. Kimpton employees are highly trained, and we make it a priority to ensure that all training is kept up to date and relevant to prevailing legislative, regulatory, and product-led factors at all times.
6. Therefore, we do not anticipate that a large amount of extra training will be required for the commencement of the contract. However, we will commit to reviewing the training records of all nominated site engineers following contract award to ensure that any required refresher training is provided prior to the commencement of works on the contract.