

People

Definition: This pillar checks whether the business has all the expected documentation for its staff, training is provided, and a staff satisfaction review system is in place.

	Expected	Good	Best practice
Caring for employees	The business follows all official regulations on employment matters.	The business goes beyond the regulations and actively makes itself attractive to current and potential staff.	The business consistently exceeds employee expectations and is viewed as a great place to work.
	Expected	Good	Best practice
Staff training	The business has basic required relevant training in place.	The business provides ongoing training and updates.	The business constantly improves the training process to ensure staff are confident to deliver on business goals.
	Expected	Good	Best practice
Staff acknowledgement & satisfaction	The business recognises the value of engaged staff.	The business actively fosters a positive company culture.	Strong and proactive leadership underpins a cohesive team culture.