



**CROWN AGENTS**  
ACCELERATING SELF-SUFFICIENCY & PROSPERITY



## **TRAINING AND PROFESSIONAL DEVELOPMENT DELEGATE HANDBOOK**

# HEALTH AND SAFETY

## General Statement

It is our policy to do all that is reasonably practicable to protect the health and safety of all our delegates.

## Identification badges

On the first day of your training course you will be issued with a badge for identification purposes which lasts for a week. Badges should be returned to the ground floor reception on leaving and for those on longer courses, a new badge will be issued for following weeks. Please note that your identification badge should be worn at all times and shown to the security guards on the ground floor. Your identification badge as well as the class register is used during any emergency evacuation of the premises to assist in roll call.

## Fire Procedure

Delegates will normally be accompanied by a member of staff, but where this is not the case, should follow the emergency procedures set out below.

Blue Fin operate a Phased Floor Evacuation dependant on the location of the emergency within the Blue Fin. The floor nearest to the emergency and above will be evacuated first.

When the Fire Alarm does alert you will hear one of the following messages:

### Standby Message:

“Attention Please, We are Investigating an alarm

or

### Evacuation Message:

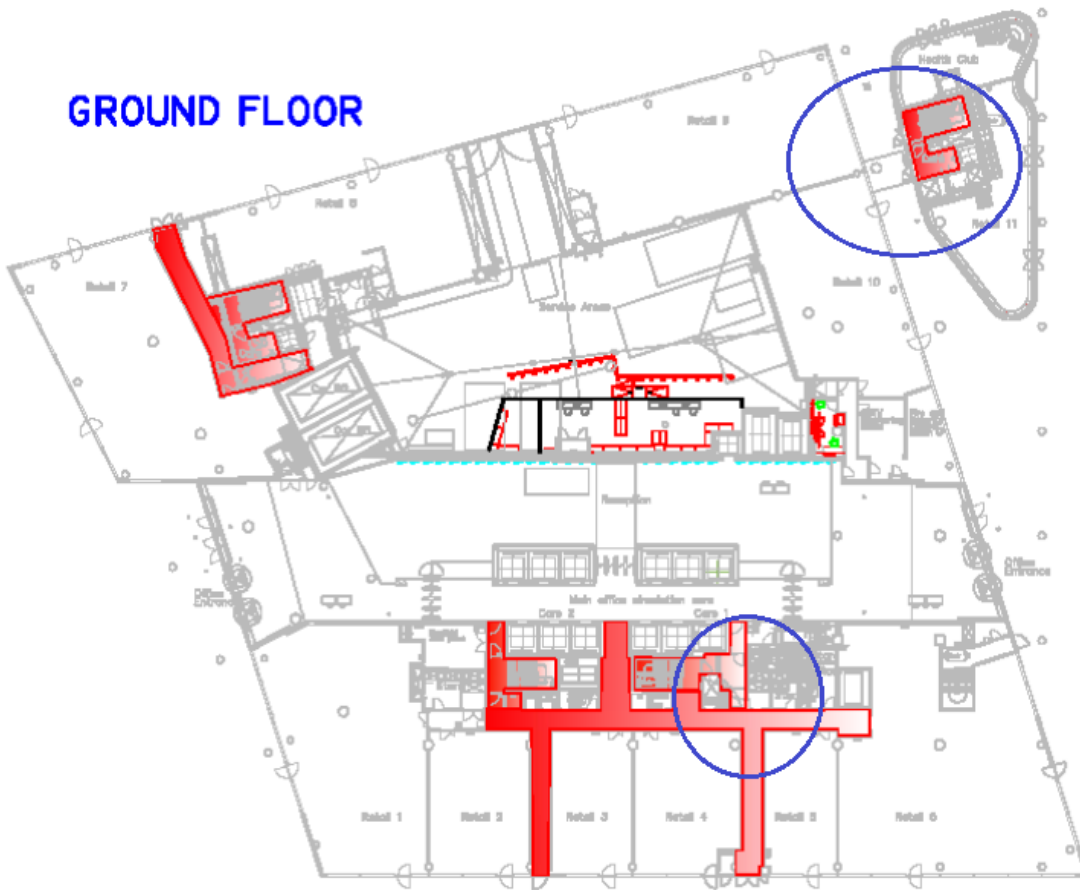
“Attention Please, Please Leave the Building”

Should the “Standby Message” be announced, please stay on the floor where you are currently located. Please **do not** attempt to leave the building or leave your current location until a further announced is made.

Should you require additional assistance to evacuate the building, please report to the fire marshal as soon as you hear the “**Standby Message**” who will take you to the Point of Safety in Core One by the ladies’ toilets.

Should the “**Evacuation Message**” be announced, please leave the floor you are on via the nearest fire exit. The fire exits are all highlighted in Red on the map below. The blue circles highlight the Fire Exits on either end of our demise ( Training Suite or next to the CDO and HR neighbourhood area), plus our main front of house entrance.

## GROUND FLOOR



Once down on the Ground Floor please exit via the outer side of the building, **do not** head back into the main Blue Fin Reception.

In the event of Evacuation please congregate behind the Tate Modern on the riverside of the building. This is where all Blue Fin occupants are directed by Fire Marshalls (Luke Harris, the Senior Operations Manager is also a Fire Marshall) when leaving the building.

### Points to Note during an evacuation:

- Once your floor has gone into full evacuation, the evacuation of that floor is to be completed
- Don't call the fireman's lift, use the Fire Phone
- Use all available stairwells
- Report any issues in relation to evacuation
- All lifts automatically ground

Should the emergency be resolved you will hear the following message:

Resolution Message:

"Emergency is Now Over"

## First Aid and Medical Emergencies

In the event of an accident involving a delegate, first aid will be administered in the first instance by one of our trained first aiders. Please alert your Trainer or Coordinator. Records will be kept of all investigations, communications and remedial action taken.

## Health and Wellbeing

For general health queries and products, Kalmak Chemists Ltd is a suitable option, located 8 minutes away from the Bluefin building. At the pharmacy, it is possible to seek medical advice and purchase a range of medications and health products.

For more serious health concerns, you may wish to see a Doctor. The nearest Health Centre is HCA UK Urgent Care - London Bridge First Floor, 29 Tooley St, London SE1 2PR. [global@hcahealthcare.co.uk](mailto:global@hcahealthcare.co.uk) 020 3553 0180. Please note that there is a cost for this service.

# Training Attendance Policy

The Training and Development Team's attendance policy is in place to ensure that all participants benefit from the full time allocated to training courses. A class register is taken by your trainer each day and any absence or lateness is noted. Please note that if you arrive after the 3<sup>rd</sup> day of the course your course certificate will read *part attended* to reflect the period of your participation. Any adhoc days where you have not attended will also be taken into consideration when preparing your course certificate.

## Punctuality

All participants are encouraged to arrive on time to each session daily in order to reduce disruptions to other participants and the facilitator. You will be marked as late if you arrive 15 minutes after a session begins.

Please see below timings of the sessions each day:

Session 1 –	09:00 – 10:45
Break	10:45 – 11:00
Session 2	11:00 – 12:30
Lunch	12:30 – 13:30
Session 3	13:30 – 15:00
Break	15:00 – 15:15
Session 4	15:15 – 16:30

## Code of conduct

As a global training provider, Crown Agents Training and Professional Development is committed to developing and maintaining an inclusive environment that reflects the many cultures and locations where our courses are held. Please see our full e-policy on the next page. By enrolling in one of our training programmes, you are agreeing to our policy.

## Complaints Procedure

If you have any complaints about your training programme, please see our policy on page 7.

# Crown Agents Training and Professional Development Participant E-Policy

## **Purpose**

This e-policy outlines the guidelines and expectations for participants enrolled in one of Crown Agent's Training and Professional Development programmes. Participants are expected to adhere to these guidelines to ensure a productive and respectful learning environment for all.

### **1. Participation**

Participants are expected to attend all sessions of the training course unless prior arrangements have been made with the course instructor.

Active participation in discussions, activities, and exercises is encouraged to maximise the learning experience for all participants.

### **2. Respect and Professionalism**

Participants must treat the Director of Studies, instructors, guest speakers, fellow participants, and staff with respect and professionalism at all times.

Disruptive behavior, including but not limited to, use of offensive language, harassment, or intimidation, will not be tolerated.

### **3. Confidentiality**

Participants may be exposed to confidential or proprietary information during the course. It is the responsibility of participants to maintain the confidentiality of such information and not disclose it to unauthorised individuals.

### **4. Intellectual Property**

Participants must respect the intellectual property rights of the course materials, including presentations, handouts, and exercises. Reproduction or distribution of course materials without permission is prohibited.

### **5. Attendance and Punctuality**

Participants are expected to arrive on time for all sessions of the training course. Late arrivals disrupt the flow of the session and may result in missed information.

If unable to attend a session, participants must notify the course coordinator in advance.

## **6. Acceptable Internet Use**

Participants may use the internet during the training course for course-related research, activities, and communication.

Internet usage should be respectful and appropriate. Participants must not access or download any content that is illegal, offensive, or in violation of organisational policies.

Personal internet browsing during training sessions should be minimised to avoid distractions and maintain focus on course material.

Cyberbullying, including but not limited to harassment, intimidation, or malicious behavior towards others online, is strictly prohibited. Participants must engage in online interactions with civility and respect for others.

## **7. Technology Use**

Participants may be required to use electronic devices such as laptops or tablets during the training course. These devices should be used for course-related activities only, and not for personal use that may distract from the learning process.

## **8. Feedback**

Participants are encouraged to provide constructive feedback on the training course content, delivery, and organisation. Feedback can be submitted through the designated course evaluation form or shared directly with the course coordinator.

## **9. Compliance**

Participants must comply with all applicable laws, regulations, and organisational policies while attending the training course.

Violation of this e-policy may result in disciplinary action, up to and including removal from the training course.

## **10. Contact Information**

For inquiries or assistance regarding the training course, please contact Luke Harris at [luke.harris@crownagents.co.uk](mailto:luke.harris@crownagents.co.uk)

By enrolling in the training course, participants acknowledge that they have read and agree to abide by the guidelines outlined in this e-policy.

# Crown Agents' Complaints Policy

The Crown Agents Training and Professional Development team are available to assist you during your course and stay in the UK.

Should you have any concerns or complaints during your course in the first instance please speak to your Course Coordinator.

If they are unable to resolve your issue please speak to Luke Harris, Senior Operations Manager - or email [luke.harris@crownagents.co.uk](mailto:luke.harris@crownagents.co.uk)

Once we are in receipt of your complaint we will deal with it promptly, effectively and in a positive manner; we will acknowledge receipt and aim to resolve your complaint to complete satisfaction.

Crown Agents Training and Professional Development is accredited the British Accreditation Council (BAC) for courses delivered in the UK. If you are unhappy with the outcome from our internal response or the handling of your issue you may wish to contact the BAC. Its complaints procedure is [outlined here](#).

BAC  
Wax Chandlers' Hall  
1st Floor, 6 Gresham Street  
London  
EC2V 7AD  
T: 0300 330 1400 or email: [info@the-bac.org](mailto:info@the-bac.org)  
<http://www.the-bac.org>



Thank you,

**Crown Agents Training and Professional Development team**