



## **TpEBO / Client Focused Coaching Social Responsibility Statement**

### **1. Our business**

#### **1.1 Ethical conduct**

Although we have a small team, TpEBO / Client Focused Coaching has a responsibility to act as a good corporate citizen. We recognise and perform the obligations we have towards our people, customers, suppliers, competitors and the community as a whole. We believe our reputation, together with the trust and confidence of those with whom we deal, to be one of our most valuable assets. In order to keep this reputation and trust, we demand and maintain the highest ethical standards in carrying out our business activities.

All of our sub-contractors are required to abide by the International Coach Federation Code of Ethics, which complements our core values and approach to doing business.

#### **1.2 Customers**

We strongly believe that integrity in dealings with customers is a prerequisite for a successful and sustained business relationship.

We operate a highly effective and streamlined business model organisation, focused on meeting customer objectives. Our aim is to provide services which give superb value in return for fair reward. We operate policies of continual improvement, of both processes and the skills of our team, to take best advantage of advances in business, executive coaching, development and NLP. This safeguards our operations for the future, ensuring that we continue to add value to our customers' businesses.

This is underpinned by a consistent approach to the way we conduct our work. To cater for the wide variety of work we do, we aim for a balance between flexibility in the way we operate and tight control to consistently meet customer expectations.

We have clear and strong lines of communication which allow us to respond quickly and efficiently to customer needs. Our sales and client services are aligned to ensure that we successfully and consistently deliver what we promise.

#### **1.3 Business partners and suppliers**

As with our relationships with our other stakeholders, we aim to develop relationships and improve networking with business partners and suppliers based on mutual trust. We believe one of our major strengths is our approach to alliances and partnerships with suppliers.

Our clients appreciate the ability to offer, through partnership, the best combination of high quality service, strong customer relations and deep industry knowledge and experience, combined with the capacity to implement and deliver value-added results on time and within budget.



#### 1.4 Environment

We believe that, by their nature, our operations have a minimal impact on the environment. However, we acknowledge that there are inevitable environmental impacts associated with daily operations (e.g. travel). We aim to minimise any harmful effects and consider the development and implementation of environmental standards to achieve this to be of great importance. As such, we strongly encourage the internationally established 3 Rs:

- reduce
- re-use
- recycle

In the course of our operations we seek to identify opportunities to reduce consumption of energy, water and other natural resources. We also strive to re-use and recycle where possible and dispose of non-recyclable items responsibly, thereby minimising our impact on the environment.

#### 2. Our team / sub-contractors

##### 2.1 Realising potential

Our values are based upon a number of important principles and capture qualities that each TpEBO expert is encouraged to embody as an essential part of our success:

##### Expertise

- Assure quality and drive innovation
- Listen to learn from each other – champion continuous improvement
- Be accountable – keep commitments
- Customer Focus
- Share our vision; share our passion
- Strive for our customers results and satisfaction
- Be a trusted partner

##### Respect

- Think and act as a team
- Optimise the value of the TpEBO community
- Deliver results and celebrate success

Developing our capability, delivering value to our customers internationally and securing long-term profitable growth is founded on releasing the potential of our experts, teams and sub-contractors. TpEBO is an organisation where colleagues are recognised and rewarded on the basis of their performance, effort, contribution and achievements.

##### 2.4 Health and safety

We aim to ensure a safe and healthy working environment for all our employees, outside contractors and visitors, not only on our premises, but also for those colleagues and contractors working on client sites. The company aims to comply with all relevant local legislation or regulations, and best practice guidelines recommended by national health and safety authorities. We also liaise with staff regarding our policies and practices so that we can continue to maintain a healthy, safe and enjoyable environment.

Signature

Sinead Hewson

Position in Company:

Owner

Date:

25<sup>th</sup> July 2011