

# Corporate Social Responsibility

## Customers

- From its inception, 3D Coaching has always given at least 10% of its work away free to those unable to pay – locally, regionally and nationally
- All work is charged at a sliding scale
  - Small local charities and church organisations
  - National Not for Profits and Public Sector
  - Corporate
- If customers want to give a gratuity for pro bono work, they are invited to make a donation to charity.
- Our costs are clear and simple
- We will negotiate fees if finance is an obstruction
- Complaints are dealt with in a open and timely fashion to ensure development in the organisation

## Employees and Associates

- Employees are shareholders of the company, share in investment of ideas and in rewards
- Associates are an integral part of the team and are provided with ongoing CPD, an annual team residential and regular regional meetings
- Needs are accommodated through term time working, flexible hours and working from home

## Suppliers

- Local suppliers are used where possible
- We ensure shared values with partners or suppliers and review our experience of suppliers, withdrawing when there is a clash of values
- Invoices are paid on time

## Local involvement

- Local social enterprise is supported through investing in local services through informal support networks
- We have a commitment to community partnerships and actively seek ways to partner in order to benefit local communities and/or community groups

## Generosity

- Free course places are offered to participants from not-for-profits in exchange for using their venues
- All material is written in plain English
- All new ideas are given away freely through the website
- Expertise is shared with less experienced coaches in order to develop the profession

The organisation has an environmental policy.