

## Mission

**Our mission in Life is to help others succeed**

2b Limitless believes in the power and impact of coaching across every domain of human engagement and relationships. We are focused on helping people grow and strive to become the best version of themselves through the power of coaching and coach education/certification.

## Learning Philosophy

When people invest in their growth with 2b Limitless, we expect to honor that investment through the delivery of inspirational, exciting, fun, and profound learning experiences.

**Energy:** We bring massive levels of energy to our learning experiences. We create environment's that *excite, inspire* and are a great deal of *fun*.

**Dynamic.** Our learning modes are varied, and the pace of sessions varies depending on the feedback in the moment. We are well planned but always look to deviate and adapt depending on the learners needs in the moment.

**Student Lead:** 2b learning spaces are student lead. Learning sticks when it is directed by the learner, *not the instructor*. We enable this through: Participant presentations; participant lead Socratic discussions and practical coaching activities.

**Games:** we gamify learning through technology; creative icebreakers and healthy competition between groups.

**Connection:** 2b Limitless builds *learning communities* where participants bring a *contribution* mindset. This means that although our trainers have a deep knowledge and expertise, *we also know how little we really know!* We look to leverage the extraordinary insights and wisdom of our participants to enrich the experience and learning for all.

**Challenge:** We see challenge as deeply respectful. We love to challenge, and we love to be challenged. Through the creation of safe, supportive spaces we invite participants to '*play*' and '*wrestle*' with ideas in a way that elevates insight for all.

**Credibility:** Credibility in the coaching industry is of critical importance to elevate the profession and enable the fruits of coaching to cascade to as many people as possible. To this end we support participants all the way to accreditation with the International Coaching Federation or the Association for Coaching through post training reflective practice/supervision and accreditation mentorship.

## Purpose

Why do we do what we do? ***Because your world needs you at your best!***

We bear the weight of responsibility *that what we do matters*. The cascading value of fulfilling our mission means that organizations and people get to optimize the value they bring to the world - *for the benefit of us all*.

When parents, teachers, leaders, teammates, partners, consultants, experts, and everyone in-between can leverage even simple coaching skills, they can completely transform the quality of their relationships, and the impact they have on others.

Psychological research into human relationships, motivation, and decision-making points to the competencies of coaching as an optimal approach to engaging with others. Many of the insights from this research are counter intuitive and deeply satisfying to learn and apply.

We know that in the workplace, Global engagement surveys report that active engagement is as low as 13%. We also know that 70% of the engagement of employees is hinging on their experience of their line manager (Gallup 2018). When line managers know how to coach, and leverage a strengths-based approach to coaching, they are pulling on two key psychological levers that optimize human potential. ***This is what gets us out of bed in the morning!***

## 2b Limitless Complaints & Grievances Policy

2b Limitless views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure to organisations so that people know how to contact us to make a complaint
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the 2b Limitless COMPANY

### Where Complaints come from

Complaints may come from any person or organisation who has a legitimate interest in 2b Limitless (e.g. delegates, clients, managers, HR contacts). A complaint can be received verbally, by phone, by email or in writing.

### Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### Responsibility

Overall responsibility for this policy and its implementation lies with the Director of 2b Limitless

### Review

This policy is reviewed regularly and updated as required.

## Complaints Procedure of 2b Limitless

### Publicised Contact Details for Complaints:

Written complaints may be sent to 2b Limitless / Address or by e-mail to 2b Limitless Verbal complaints may be made by phone to PHONE NO or in person to 2b Limitless at any scheduled training courses or events provided to your organisation.

### Receiving Complaints

Complaints received by telephone or in person will be recorded in writing. When receiving a complaint, 2b Limitless will:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to 2b Limitless
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

### Resolving Complaints

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to 2b Limitless MANAGER within 1 week. On receiving the complaint, 2b Limitless will record it in the complaints log. If it has not already been resolved, it will be investigated and appropriate action taken. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within 1 week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within 4 weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

## 2b Limitless Disinterested and Disruptive Delegate Policy

### Definition:

Within this document reference to an “individual” is meant to cover both an individual and a group of individuals.

Disruptive behaviour can include:

- Disinterested. (They have been forced on to the training)
- Interrupting. (Constantly sharing their knowledge or asking questions which prevent progress)
- Under the influence of alcohol
- Under the influence of drugs
- Using language that is offensive
- Argumentative
- Aggressive towards trainers or other people

### Risks

Should a trainer fail to act on a disruptive learner the rest of the group will be unable to learn to the best of their ability and feel dissatisfied by the course. This may create a space that is psychologically unsafe for participants to learn fully.

### Staff guidance

A Trainer needs to handle a learner’s behaviour in a professional way. There may be valid reasons behind why someone is appearing to be disruptive. Trainers need to be aware that each learner has their own learning style and personal circumstances and this can cause unintentional disruption.

Our trainers have received training in facilitation and teaching. Staff must use the techniques they have been trained in to manage the training course effectively and efficiently to ensure maximum learning for all learners.

These include such techniques as:

- Developing the ground rules at the start of every course
- Getting learners to agree to the ground rules
- Reminding learners about the ground rules
- Asking engaging questions
- Providing extra time or 1-to-1 time with certain individuals or groups

### Purposeful Disruption

If, after using professional judgement and applying their training, a trainer concludes that an individual is being purposely disruptive then they must take action to resolve the situation. Each situation is unique and trainers are advised to use professional judgement to identify the

## 2b Limitless Equal Opportunities Policy for Employees Associates and Learners

2b Limitless is committed to providing equality of opportunity for all its Associates, Employees and Learners and to eliminating unwarranted, inappropriate discrimination. 2b Limitless has adopted as a key organisational value an Equality of Opportunity Policy, which outlines the Company's general position on Equal Opportunities and includes provisions, which cover key areas.

### These Key areas are:

Race, colour, religion or creed, ethnic or national origins and nationality (including citizenship) disabilities and/or medical conditions, gender, marital status and sexual orientation, HIV or AIDS, Age, dependents, trade union membership/activity and /or political views/affiliations.

2b Limitless acknowledges that the efficiency of the organisation will be improved if it seeks to develop the skills and abilities of all Employees/Learners. We recognise and accept our responsibility as an employer and a training provider to promote Equal Opportunities.

The policy and its provisions cover all staff working for/within the organisation. The over riding principle, on which this policy and supplementary provisions are based, is that jobs should be filled by those best able to do them. Therefore every possible step will be taken to ensure that the decisions including those on recruitment, selection, promotion, training and career development, are based on job related, objective criteria. Through these means, 2b Limitless will ensure the most effective use of its human resources.

2b Limitless reminds employees of their duty to comply with the relevant sections of legislation and their personal liability. All existing and new employees will be given a copy of our Policy on equal Opportunities to enable them to identify their individual rights and responsibilities. The success of the Company's Equal opportunity policy depends upon the co-operation of all employees and their representatives.

2b Limitless is determined to ensure that this policy is implemented in conjunction with the development of systems for information recording, training and monitoring. The policy will be regularly reviewed and amended to keep pace with legislation and equal Opportunities Commission, Commission for Racial Equality, Department of Employment Codes of Practice and Audit Commission requirements/advice. Managers are expected to ensure that they and their staff are aware of the policy and its objectives, and to that end on-going training and information. In all aspects of the policy will be provided.

In order to ensure equality in employment, 2b Limitless has adopted provisions relating to the following:

- Employment and training of people from racial, cultural, ethnic or religious minority groups
- Employment and training of people with disabilities or medical conditions
- Elimination of sex discrimination in employment and training courses.
- Employment and training of people with HIV or AIDS
- Age and employment

## 2b Limitless Payment Fees Policy

- **Full Rate 14,000 AED**

The full rate for the APC is 14,000 AED. This rate is for new participants who have found 2b Limitless through our marketing channels; including public and Social media marketing.

- **Referral Rate 11,900 AED**

We offer a 15% reduction for any participant directly referred to the APC from an APC Alumni member. Written email referral evidence required.

- **Payment Plans**

We offer monthly payment plans at no additional cost. Payment plans vary between lump sum to four equal monthly. Participants are free to choose which plan they prefer. At 2b Limitless we never want finances to be a reason why participants cannot participate, so we look to support people in any way that we can.

- **Deposit**

2b Limitless does not require deposit payments for the APC. We invite participants to choose a payment plan that suits their personal needs.

- **Exceptional Circumstances & Payment Inclusivity**

In exceptional circumstances 2b Limitless supports individuals who have experienced financial strain during their execution of the payment plan. In these circumstances 2b Limitless applies discretionary support options to allow individuals to agree on an extended spread of payment terms.

- **International Participants**

2b Limitless invites people from around the world to participate in the APC. In which case we use USD Currency. AED currency is pegged to the USD which allows us to operate with rate consistency.

- **United Arab Emirates VAT**

5% VAT is added to all of the rates for all participants.

- **Corporate Rates** The APC is offered at the B2B level.

- Organizations enrolling participants onto scheduled B2C courses - pay the standard rate pp.
- Organizations enrolling 3 or more participants on the B2C Course - pay the referral rate pp.
- Organizations running a separate APC program – rates are discretionary based on instructor time and number of participants.

## 2b Limitless Reasonable Adjustments Policy

### Overview:

The purpose of this policy is to ensure that everyone has equal access to 2b Limitless learning programmes, by ensuring that reasonable adjustments are made to the assessment process to accommodate needs arising from temporary or permanent disabilities, medical conditions or specific cultural or learning needs.

*Named person: The person responsible for this Reasonable Adjustments Policy is Peter Turner*

### Reasonable Adjustments During the Learning Programme:

If a need is identified before or during the learning programme, 2b Limitless will raise the matter with the client representative/learner and work together with the client, and the learner, to ensure the learner can be accommodated on the programme. Reasonable adjustments include modifications to print, presentations and other material, as well as providing the learning on different formats e.g. podcasts instead of face-to-face delivery.

### Reasonable Adjustments For Assessment

The standard and recommended method of assessment is via a 2b Limitless written paper, however we can make reasonable adjustments to the assessment process to accommodate learner's needs.

Learners can be assessed in a variety of ways, and still be assessed against the learning criteria. These ways include a presentation, an interview (face-to-face or telephone), a recorded verbal submission, or a video presentation.

### Application for Reasonable Adjustments

Any learner can make an application for reasonable adjustments to be made to the learning and assessment process. The application should be made verbally or in writing to the course leader, and the learner's client representative (normally the Learning and Development Manager of the learner's employer) should be informed and included in the decision making process. Each application will be considered fairly and reasonable adjustments sought. Adjustments which may make the assessment processes unfairly easier however cannot be considered, due to the detrimental effect on other learners.

### Timescales

An application for reasonable adjustments will be acknowledged within 24 hours of receipt and a decision will be made within 5 days.

As of 10<sup>th</sup> May 2020



## 2b Limitless Refunds and Cancellations Policy

**30 days before the start of the course:** In the event that you cancel your attendance at the course, you will be refunded your course tuition less a processing fee of AED 450 plus VAT and other government related charges.

**Between 29 and 14 days before your course start date:** In the event that you have to cancel your attendance at the course, you will be refunded 50% of your course tuition less VAT and other government related charges.

**13 days or less before your course start date:** In the event that you have to cancel your attendance at the course, we will be unable to refund any of your course tuition due to unrecoverable costs to prepare for your course.

**Transfers and substitutions:** Up to 14 days prior to your course start date, one transfer to another course is permitted without charge. Any subsequent transfers will require a AED 500 (plus applicable taxes) transfer fee. Substitutions can only be managed on a case by case basis and at the discretion of 2b Limitless.

**No-shows:** May not transfer to another course and will not receive a refund.

**All courses are subject to cancellation by 2bLimitless:** Payments for cancellations will result in a credit valid for one year (refundable upon request) from the date of the cancelled course. When a course is cancelled, 2b Limitless assumes no responsibility for non-refundable airline tickets, travel, lodging or other expenses incurred. We highly recommend trip cancellation insurance.

## Transfer of Credit Policy & Partial Completion policy

### Transfer of Credit

2b Limitless are passionate and dedicated to raising the standards, ethics and integrity of the coaching profession.

To this end we are committed members of three professional organizations that help us maintain exceptional standards in coach education, certification, and accreditation.

In the case of participants looking to transfer learning credits from one training provider to ours or visa versa, we seek our guidance from the requirements of the relevant body that the individual is looking to leverage their credits toward.

For Accreditation requirements with the International Coaching Federation click [here](#)

For Accreditation requirements with the Association for Coaching Click [here](#)

To learn about the CPD Standards Office Click [here](#)

### Partial Completion

In the event of a participant partially completing the course, we will provide credit and recognition for the hours that they have completed.

If those hours fall short of the requirements for a specific accrediting body, we shall provide 2b Limitless certification citing the number of hours completed and withdraw the logos and recognition of the accrediting bodies where they have fallen short of that requirement.

### **Opportunity to claim full completion:**

In all cases 2b Limitless will endeavour however to support participants colleagues in making up lost learning hours in the case of a particle completion. We do those through a variety of modes; this typically includes; make up sessions and inviting participants on to following courses. 2b Limitless however will never compromise on the quality and Rigor of the learning experience for the individual or other participants and will ensure that any make up sessions are within the required parameters set out by the accrediting body (ICF or AC)

For people who have partially completed, 2b Limitless reserves the right to accept or deny the opportunity to attend future learning experiences with 2b Limitless to claim those missed learning hours. Acceptance is based on the circumstances of the partial completion, the complexity of making up additional time, the potential disruption to participants of following courses and the available staffing resources of 2b Limitless needed to support those individuals to make up additional learning hours.

## 2b Limitless Data Protection Policy

### Introduction

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2b Limitless Company needs to gather and use certain information about individuals.

These can include customers, suppliers, business contacts, employees and other people the organisation has a relationship with or may need to contact.

This policy describes how this personal data must be collected, handled and stored to meet the company's data protection standards — and to comply with the law.

### Why this policy exists

This data protection policy ensures 2b Limitless:

- Complies with data protection law and follow good practice
- Protects the rights of staff, customers and partners
- Is open about how it stores and processes individuals' data
- Protects itself from the risks of a data breach

### Data protection law

The Data Protection Act 1998 describes how organisations must collect, handle and store personal information.

These rules apply regardless of whether data is stored electronically, on paper or on other materials.

To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

The Data Protection Act is underpinned by eight important principles. These say that personal data must:

- Be processed fairly and lawfully
- Be obtained only for specific, lawful purposes
- Be adequate, relevant and not excessive
- Be accurate and kept up to date
- Not be held for any longer than necessary
- Processed in accordance with the rights of data subjects
- Be protected in appropriate ways
- Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection

### People, risks and responsibilities

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#### Policy scope

This policy applies to:

All staff, branches, contractors, volunteers and suppliers and other people working on our behalf

It applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside of the Data Protection Act 1998. This can include:

- Names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- ...plus any other information relating to individuals

#### Data protection risks

This policy helps to protect 2b Limitless from some very real data security risks, including:

**Breaches of confidentiality.** For instance, information being given out inappropriately.

**Failing to offer choice.** For instance, all individuals should be free to choose how the company uses data relating to them.

**Reputational damage.** For instance, the company could suffer if hackers successfully gained access to sensitive data.

#### Responsibilities

Everyone who works for or with 2b Limitless has some responsibility for ensuring data is collected, stored and handled appropriately.

Each team that handles personal data must ensure that it is handled and processed in line with this policy and data protection principles.

However, these people have key areas of responsibility:

The 2b Limitless **DIRECTORS** are ultimately responsible for ensuring that 2b Limitless meets its legal obligations.

The **Data Protection Officer at 2b Limitless** is responsible for:

Keeping the board updated about data protection responsibilities, risks and issues.

Reviewing all data protection procedures and related policies, in line with an agreed schedule.

Arranging data protection training and advice for the people covered by this policy.

Handling data protection questions from staff and anyone else covered by this policy.

Dealing with requests from individuals to see the data 2b Limitless holds about them.

Checking and approving any contracts or agreements with third parties that may handle the company's sensitive data.

The **data protection manager at 2b Limitless** is responsible for:

Ensuring all systems, services and equipment used for storing data meet acceptable security standards.

Performing regular checks and scans to ensure security hardware and software is functioning properly.

Evaluating any third-party services the company is considering using to store or process data. For instance, cloud computing services.

**The data protection manager** 2b Limitless<sub>is</sub> responsible for:

Approving any data protection statements attached to communications such as emails and letters.

Addressing any data protection queries from journalists or media outlets like newspapers.

Where necessary, working with other staff to ensure marketing initiatives abide by data protection principles.

### General staff guidelines

The only people able to access data covered by this policy should be those who **need it for their work**.

Data **should not be shared informally**. When access to confidential information is required, employees and associates can request it from the office manager.

2b Limitless **will provide training** to all employees and associates to help them understand their responsibilities when handling data.

Employees and associates should keep all data secure, by taking sensible precautions and following the guidelines below.

In particular, **strong passwords must be used** and they should never be shared.

Personal data **should not be disclosed** to unauthorised people, either within the company or externally.

Data should be **regularly reviewed and updated** if it is found to be out of date. If no longer required, it should be deleted and disposed of.

Employees and associates **should request help** from their line manager or the data protection officer if they are unsure about any aspect of data protection.

### Data

#### Storage

These rules describe how and where data should be safely stored. Questions about storing data safely can be directed to the IT manager or data controller.

When data is **stored on paper**, it should be kept in a secure place where unauthorised people cannot see it.

These guidelines also apply to data that is usually stored electronically but has been printed out for some reason:

When not required, the paper or files should be kept **in a locked drawer or filing cabinet**.

Employees should make sure paper and printouts are **not left where unauthorised people could see them**, like on a printer.

**Data printouts should be shredded** and disposed of securely when no longer required.

When data is **stored electronically**, it must be protected from unauthorised access, accidental deletion and malicious hacking attempts:

Data should be **protected by strong passwords** that are changed regularly and never shared between employees.

If data is **stored on removable media** (like a CD or DVD), these should be kept locked away securely when not being used.

Data should only be stored on **designated drives and servers**, and should only be uploaded to an **approved cloud computing services**.

Servers containing personal data should be **sited in a secure location**, away from general office space.

Data should be **backed up frequently**. Those backups should be tested regularly, in line with the company's standard backup procedures.

Data should **never be saved directly** to laptops or other mobile devices like tablets or smart phones.

All servers and computers containing data should be protected by **approved security software and a firewall**.

#### Data Use

Personal data is of no value to 2b Limitless unless the business can make use of it. However, it is when personal data is accessed and used that it can be at the greatest risk of loss, corruption or theft:

When working with personal data, employees should ensure **the screens of their computers are always locked** when left unattended.

Personal data **should not be shared informally**. In particular, it should never be sent by email, as this form of communication is not secure.

Data must be **encrypted before being transferred electronically**. The IT manager can explain how to send data to authorised external contacts.

Personal data should **never be transferred outside of the European Economic Area**.

Employees should not save copies of personal data to their own computers.

Always access and update the central copy of any data.

#### Data Accuracy

The law requires 2b Limitless to take reasonable steps to ensure data is kept accurate and up to date.

The more important it is that the personal data is accurate, the greater the effort 2b Limitless should put into ensuring its accuracy.

It is the responsibility of all employees who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible.

Data will be held in **as few places as necessary**. Staff should not create any unnecessary additional data sets.

Staff should **take every opportunity to ensure data is updated**. For instance, by confirming a customer's details when they call.

2b Limitless will make it **easy for data subjects to update the information** 2b Limitless olds about them. For instance, via the company website.

Data should be **updated as inaccuracies are discovered**. For instance, if a customer can no longer be reached on their stored telephone number, it should be removed from the database. It is the marketing manager's responsibility to ensure **marketing databases are checked against industry suppression files** every six months.

### Subject Access Requests

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All individuals who are the subject of personal data held by 2b Limitless are entitled to:

Ask **what information** the company holds about them and why.

Ask **how to gain access** to it.

Be informed **how to keep it up to date**.

Be informed how the company is **meeting its data protection obligations**.

If an individual contacts the company requesting this information, this is called a subject access request.

Subject access requests from individuals should be made by email, addressed to the data controller at [melanie@2blimitless.com]. The data controller can supply a standard request form, although individuals do not have to use this.

The data controller will always verify the identity of anyone making a subject access request before handing over any information.

### Disclosing data for other reasons

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In certain circumstances, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject.

Under these circumstances, 2b Limitless will disclose requested data. However, the data controller will ensure the request is legitimate, seeking assistance from the board and from the company's legal advisers where necessary.

### Providing information

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2b Limitless aims to ensure that individuals are aware that their data is being processed, and that they understand:

How the data is being used

How to exercise their rights

To these ends, the company has a privacy statement, setting out how data relating to individuals is used by the company.

## Illness Policy

2b limitless never wants sickness or ill health to be a reason why an individual cannot participate or complete their learning experience with us.

- 2b Limitless strives to help participants make up lost time and access additional learning activities at no additional cost to support people that cannot continue due to ill health.
- Any participant that starts the program, and then withdraws due to ill health is invited to make up time at which point they are well enough to participate.
- Full refunds are available for any participant who has paid for the course but has not started the course due to chronic, long term ill health. In which case a medical note from a doctor will be required to evidence the reasons for not participating
- For other cancellation disputes please refer to the Refunds and Cancellation policy.



## 2b Limitless

# Health and Safety Policy Statement

### 1. Directors Commitment to Health and Safety Issues

All Directors acknowledge their collective responsibility to provide adequate Health and Safety protection to all staff and customers.

Each Director is also aware of his/her individual responsibility to consider Health and Safety Issues when making decisions about aspects of the business for which they are solely responsible e.g. individual department or specialist fields of activity.

### 2. Managerial Responsibility for Health and Safety Policy

It is clearly understood that the responsibility for implementing the company's agreed policy for Health and Safety lies with local management, beginning at the supervisor level.

All managers must take Health & Safety issues into account as an integral part of their management role.

Managers who become aware of any policy implementation problems relating to Health & Safety protection to staff, customers, visitors or any other third parties must bring the particular problem to the attention of his/her Line Manager, if he/she is unable to deal with the matter personally.

### 3. Employee Responsibility for Health and Safety Policy

Each and every employee has a personal (and legal) responsibility to assessments or general safety advice issued by the Safety and Environmental Services Department. If in doubt seek the advice of a manager.

Employees who fail to follow correct procedures and place Health and Safety of work colleagues or visitors at risk may be subject to company disciplinary procedure or even dismissal in extreme cases.

The active involvement by all employees in Health and Safety issues is encouraged.

All employees and associates are entitled to receive adequate information instruction, training and supervision to ensure that they are able to undertake their various tasks without causing unacceptable risks to their own or other people's Health & Safety.

#### 4. Safety Policy, Advice and Safety Law

It is legal requirements under the Health and Safety at Work Act 1974 to devise a Health and Safety policy and to provide adequate information, instruction, training and supervision to ensure that the policies are followed or adapted and re-written when circumstances change.

The Health & Safety policy is, therefore a measure issued upon which the company must take action or, from past experience, which to take action in the interest of maintaining high standards of Health & Safety minimising the economic costs of staff shortages due to accidents and ill health, property damage, equipment damage and merchandise damage.

Staff who fail to follow written policy, internally published guidance or even verbal guidance from a Line Manager can find themselves in breach of Safety Law, if an accident results directly or indirectly from their activities, and can be personally prosecuted by enforcement agency officials e.g. Environmental Health Officers at Work Act 1994.

All Staff are encouraged to be fully pro-active on Health & Safety issues and bring any perceived problems quickly to the attention of their local management. If the problem persists, they may seek additional advice from the Company Directors.

## Statement of Ethics, Integrity & Transparency

2b Limitless takes its responsibility as a coaching and coach education/training organization very seriously. We recognize that the nature of our work has a transformative and cascading impact on the lives of our community members and the thousands of people connected to that community.

The nature of coaching involves working with people around some of the most sensitive and pivotal aspects of their lives. Therefore, we apply rigorous standards around our own practice to ensure we are creating safe, inclusive, respectful, and credible learning experiences.

2b Limitless builds its resources, programs and practice around mainstream science and credible sources from organizational psychology and relevant social and health sciences.

2b Limitless are organizational members of professional training and coaching Federations/Associations, dedicated to raising educational and ethical standards in coaching, training and development. Through our memberships and relationships with these organizations and their auditing processes we strive to sustain and improve in line with recognizable global ethical standards.

2b Limitless are members of the:

- [International Coaching Federation](#)
- [The Association for Coaching](#)
- [The CPD Standards Office UK](#)

2b Limitless integrates the [Global Code of Coaching Ethics](#) and the [ICF Code of Ethics](#) throughout our coaching and coach training, so our community are equipped with the highest ethical standards for their practice.

## 2b Limitless DEIJ Policy for Delegates & Employees

### **Disability & Discrimination Statement:**

2b Limitless is committed to ensuring equality of opportunity and fairness and to valuing the diversity of our customers, delegates and colleagues.

We aim to provide excellent customer service by maintaining the highest standards of professional excellence. We are committed to training and continuing professional development to encourage all colleagues and delegates to reach their full potential, regardless of age, gender, marital status, race or ethnicity, nationality, disability, religion or religious or other beliefs, sexual orientation, social or educational background or family or care responsibilities

- The Equality Act 2010 provides disabled people with protection from discrimination in the work/learning place.
- Employers/Training Providers must make reasonable adjustments to accommodate a worker/learner with a disability
- Disabled employees/learners are protected from harassment at work/learning place

2b Limitless will ensure that:

- Training materials are printed in a larger font
- Training Venues are selected that disabled access/facilities
- E-learning modules offer sub-titles and audio
- Our booking system prompts for information with regards to any special needs and if highlighted the delegate will be contacted prior to training to ensure that their needs can be met

### **Complaints of Discrimination**

2b Limitless will treat seriously all complaints of unlawful disability discrimination on any forbidden grounds made by employees, Associates, learners or other third parties and will act where appropriate.

All complaints will be investigated in accordance with the organisation's grievance or complaints procedure.

## **Diversity, Equity, Inclusion and Justice Statement**

2b Limitless believes in the unlimited potential of *all* people and strive to make the fruits of our mission accessible to all.

To this end we work hard to develop practices that are accessible, inclusive, and approachable.

2b Limitless has the benefit of being founded in a uniquely diverse and culturally rich environment in the United Arab Emirates. As a result, we get to experience the profound impact of partnering with a tremendous level of diversity where there is almost never one predominant group.

2b Limitless thrives in exploring, celebrating, and learning from and with so much difference. 2b Limitless sees differences as advantages to our community, learning and experience. To this end we work hard to not only make our learning accessible to all groups and make our employee and associate team reflect the diverse nature of the clients we work with.

2b Limitless also benefits from learning about and understanding cultural sensitivities. We strive to ensure we operate in a respectful way that makes all our participants feel comfortable and safe, whilst respecting the laws of the country we are operating from.

2b Limitless also recognises that people have unique learning challenges. We work hard to differentiate through reasonable adjustments so people can access our learning without compromising on the expected rigor from our accrediting bodies, with whom we select based on their high ethical standards and congruence with the above statement.

## 2b Limitless Enrolment Agreement

**Participant Name**.....

*Please use the name that you would like to appear on your Certification*

### Welcome to 2b Limitless!

We are absolutely delighted that you have agreed to partner with us in what we aim to be a transformative and deeply profound learning experience.

At 2b Limitless we aim to completely surpass your expectations. People often say “you have to experience it to know how transformational it really is.” We strive to do this through bringing a combination of quality, energy, compassion, and individual care to the process.

There is so much more to this process than the scheduled hours of learning. From the day that you enroll:

- You are invited to claim your complimentary membership with the Association for Coaching. Giving you access to significant amounts of high-quality professional development as well as credibility as a coach.
- We support you on a pathway to accreditation with the Association for Coaching or the International Coaching Federation.
- You will also be invited to all 2b Limitless quarterly reviews, the 2b Limitless monthly speaker series and the APC Alumni sessions - all free of charge so we can bring as much value and connection to you as we can!
- For those visiting or residing in the UAE, you are welcome to participate in our current member benefits and participating partnerships, depending on those active at the time.

### Additional Learning Requirements:

We are dedicated to ensuring that all of our leaning is accessible for all. If you have any specific leaning needs, please reach out to us [here](#) and share any relevant information and we would be delighted to support you.

### DEIJ statement:

We value the unique differences that participants being from all backgrounds and groups. Please share any information that will help us make sure that you are included, and feel safe within our leaning environments [here](#)

### Data Protection:

We strive to build connection and community to support your learning experience. To this end we welcome you to share contact data Email and Telephone number. This data is used to communicate with you specifically around the APC program, including Alumni invitations. We also use this data to invite you to other 2b Limitless events. **We never share your data with third parties.**

**Please highlight to opt in/opt out for the above data protection agreement:**

Yes	No
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**Participant Name** .....

**Participant Signature** .....

**Date** .....

appropriate next steps. Below is a progressive guide from which trainers should determine appropriate actions.

- **1-to-1 discussion:** at the next available opportunity such as a refreshment break or a lunch break speak to the learner in private to establish what their circumstances are and come to a common solution.
- **Removal from the course:** if a learner is preventing the teaching of the course or negatively affecting the learning of other delegates. Then it may be necessary to remove that individual from the course. In such a case you may call a refreshment break and privately ask the individual to leave.
- **Immediate removal:** if a learner is being threatening, physically aggressive or putting the health and safety of others at risk. Then you should immediately remove them from the training course for the protection of yourself and the learners.

It is advisable for Trainers to complete a report describing what happened, actions taken and why decisions had to be taken before the end of the day.