



“Returning your Investment”

Boomerang’s Fight Path™

Great companies are judged by what they do, not by what they say. I’m very proud that Boomerang is respected as a company that not only delivers on our commitments to our clients, but also adheres to the highest of ethical standards in the conduct of our business.

We continuously improve and change/ adapt our approach to meet the needs of our clients and employees, our flight path to success is all in the Design-Plan-Throw-Return and based around the successful return of a boomerang.

This Code of Conduct reflects who we are and how we work. It is based on our beliefs and values, and encompasses our commitment to honesty, integrity, mutual respect and excellence, our business has an open and diverse corporate culture.

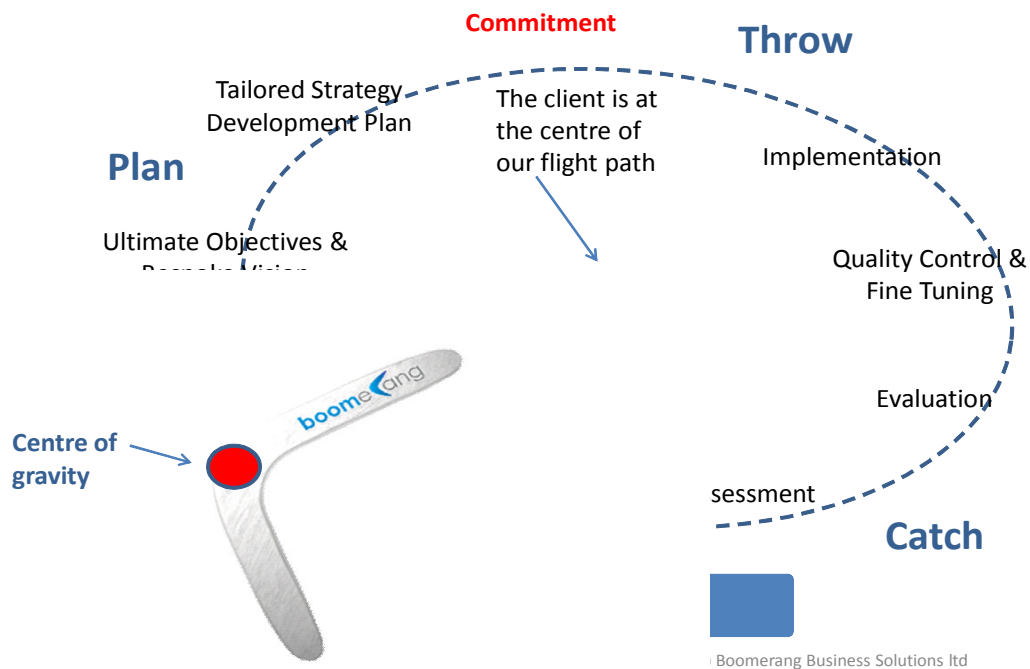
The reputation of the Boomerang Group and the trust and confidence of our current and future clients and our employees are crucial to the continued success of our business.

Jo Copoc MD Boomerang Business Solutions Ltd

The Boomerang Way!

We work hard to ensure that everything we do has the flight path™ vision and that we learn to use the unique language throughout all of our business, clients know our concept and understand the theory behind Boomerang, and then together we will soar to new heights.

The Boomerang way



Mission Statement and core values

With the correct throw and the wind behind us, we will be the most progressive training, coaching and talent source company in the UK, we will unlock potential in every business we work with, by encouraging people development and business growth, and then together we will soar to new heights.

What is your flight path?

Integrity • Respect • Commitment & Excellence

Code of conduct

We ensure quality throughout our service, to our clients, each other, our providers, our suppliers

We behave ethically and respectfully to all parties involved in our business.

We are professional to the core and live through our values.

We lead by example to our competitors, clients and peers

We use our Boomerang to fight off competition and then have fun within our sport

We believe in our concept, and involve our boomerang journey and flight path in all our communication to our clients and peers.

We over deliver and we go above and beyond to ensure a successful return of the boomerang

We live and die by our flight path, we make it happen

We continuously develop our people to ensure we are equipped to deal with new initiatives and any new innovative growth plans across the industry.

We evaluate our people our performance, ourselves and learn and share ideas to grow in spirit

We persist to achieve great things, we never give up

We have shared vision and build strong foundations and platforms for growth.

We will make a difference and encourage change.

We will create the good old days, success, reward, passion and fun.

Communication

We are consistent in our approach to effective communication ensuring we respect and show integrity throughout our whole business operation, internal and external relationships are the life blood of our future growth, and business success.

Our consultative approach to business means our communications and listening skills resonate throughout our ethos, at Boomerang communication is a 2 way process.

Quality

In order to ensure all employed staff produce work of the highest standard both Sales and Training materials are quality checked prior and post introduction to the client.

Sales Aids & Literature – All Boomerang literature has been approved and signed off by the Company Director.

Any new literature produced on behalf of a client must be compliance checked by Senior Management and quality checked by the Company Director.

Any training material produced on behalf of a client must be pre authorised for use by the Company Director.

All training materials utilised during a training session with clients must be PDF protected.

All Boomerang Training material belongs solely to Boomerang Business Solutions and any clients wishing to use the material for further follow up training must have first signed a Training Contract with Boomerang.

All Training contacts are subject to a non disclosure agreement, where Boomerang Business Solutions will give full assurance of confidentiality regarding any materials or company sensitive information the client discloses prior to and during the training sessions.

Quality of Service – to ensure the level of service provided meets the clients expectations, Boomerang will hold a pre and post meeting with the client to discuss needs and results. Boomerang strives to deliver a service which exceeds client expectation in every instance.

All training proposals will be produced by either Senior Sales Executives or Management. Should a Senior Sales Executive produce a client proposal, this must be signed off by Management

Quality-Respect--Integrity- Commitment

Training & Development (Maintaining Competence)

Maintaining a 'develop and learning culture' is a key success factor of Boomerang Business. Therefore, Boomerang is committed to an organisation made up of individuals who are trained, professional, and effective and developed to their full potential.

Boomerang is a place where learning is highly valued and where every individual has a responsibility to manage their own learning.

We will always ensure that appropriate procedures are put in place to plan, deliver and evaluate training and development opportunities within the business.

Performance Management Programme – All sales and training executives must attend a quarterly performance review with their direct manager.

Management will utilise the Boomerang Performance Management Programme which incorporates 21st century learning techniques to ensure all employees are motivated to achieve their full potential.

Management will attend field visits a minimum of twice per month to monitor all sales and Boomcoaches.

Annual product exam – in order to ensure all Sales Executives can competently discuss Boomerang's product portfolio, they will be required to sit an annual assessment of competence on products in order to achieve accreditation.

All BoomCoaches and Sales executives will be expected to produce high standard testimonials of proof of satisfaction from their clients.

Evaluation and Assessment

At Boomerang our continuous improvement and training flight path™ means we are always evaluating our standards to ensure we are the leaders in the market.

Evaluate our performance assess our business and clients needs then over deliver on our implementation, the flight path model is our beliefs and evaluation, assessment and roi are key to our clients and business growth.

We use and ROI calculator to prove business returns.

Boom lingo=Our language

What is your flight path? = what are your plans, ideas or direction? Design, plan, throw and return

The Boomerang Team= Our People

Boomerang' flight path= Modus operandi

Boomnews= Boomerang news this will be on the website and in form of a new letter that we will send to our clients and the team.

BDM =Business development manager

BoomAcademy = Boomerang' training department

BoomCoach = Boomerang' trainers

BoomJobs = Talent source department

The Boom Proposal= Proposal and signed contract

Boom Terms and conditions = T&Cs of any business for talent source

Areas of expertise within the Boom Academy

The People development flight path™

The Sales flight path™

The Customer service flight ™

Business Leaders can up skill in the Boomerang Business institute

Our 3 main services

People development and coaching, **Talent source** and **Business consultancy**, all of these services are bespoke to our clients needs, and are all about returns and high quality.

boomjobs

boomtrain

boomacademy