

Symbolon AG's General Disability Policy

Symbolon AG supports individuals with disabilities and is committed to providing disabled individuals access reasonable accommodations. In addition, Symbolon AG prohibits discrimination on the basis of disability and ensures equal opportunity for all qualified individuals with disabilities.

Symbolon AG is committed to providing reasonable accommodations in compliance with all local, state/territory, and federal laws. Symbolon AG is not able to accommodate learning or physical disabilities at this time.

Individuals with questions about this policy, or who wish to request accommodation should contact Dr. Friederike Redlbacher, CEO, at friederike.redlbacher@symbolon.com.

Diversity, Equity, Inclusion, and Justice Statement (DEIJ Statement)

ICF is a vibrant global community committed to the shared vision of making coaching an integral part of a thriving society. As coaching provider our mission is to be part of leading the global advancement of coaching. To do this, we must reflect on our blind spots and be aware of opportunities for improvement. We cannot ignore the challenges that many coaches and coaching clients face due to systemic problems in their communities.

As members of the ICF community, we ascribe to the core values of integrity, excellence, collaboration and respect. The foundation of these values is a shared commitment to diversity, inclusion, belonging and justice.

We will place diversity, inclusion, belonging and justice at the forefront of every decision we make within our organization. As we continue the journey toward our vision, we will recommit ourselves to valuing the unique talents, insights and experiences that every coach and client brings to the world.

Non-Discrimination Policy

It is the policy of Symbolon AG that:

- Recruitment and hiring of all personnel is conducted without discrimination against any individual with regard to race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All staff and personnel will not discriminate against any employee or participant because of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All individuals are welcome to participate regardless of race, age, religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status.
- All employees, students, and other participants should be able to enjoy an environment free of discrimination and harassment. This includes, but is not limited to, discrimination or harassment in the areas of race, age,

religion, color, creed, national origin, gender, sexual orientation, gender identity, marital status, disability, or veteran status. Our organization does not and will not tolerate conduct by any employee, student, volunteer, contractor, visitor, or vendor which unreasonably interferes with an individual's ability to learn in a welcoming environment.

Participants who wish to report discrimination are encouraged to follow the grievance policy outlined below. Symbolon AG will promptly investigate all claims and reports of inappropriate conduct.

Grievance Policy

Symbolon AG seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, or instructor/faculty behavior. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

- A participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
- If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the CEO Dr. Friederike Redlbacher friederike.redlbacher@symbolon.com within 3 days. The CEO will review the issue and talk to the student within 5 working days of receiving the complaint. In the event of a vacation, the processing will be delayed by the duration of the vacation. The CEO will work with all parties involved to resolve the issue.

Participation Policy

Success in our program requires full commitment by all participants. By enrolling in this course, participants agree to being fully present during all sessions and participate to the best of their ability. This includes arriving on time, abiding by the code of conduct, and engaging in course activities.

Attendance

In order to provide the participant with the minimum required training hours for certification, it is important that he or she is present at all course meeting.

If participants have an emergency or become ill and are not able to attend a coaching session, they have to contact the instructor and Symbolon AG office immediately. The participant will be expected to complete the session materials, review the session recording, and complete a coaching session outside the live session to make up for the missed session.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the instructor and Symbolon AG.

Course Engagement

Our courses are designed to be interactive and engaging for our participants. It is therefore an expectation that participants engage in course activities, including dialogue with the course instructor and peers, mock coaching activities, and experiential learning exercises. If a participant is unable to participate in an activity, he or she has to inform the instructor as soon as possible. We refer to the code of conduct for additional details.

Code of Conduct

Instructors and participants are expected to conduct themselves in a professional manner during all sessions. This includes, but is not limited to:

- Arriving on time to all sessions.
- Attending all live sessions and mentor coaching sessions.
- Having the camera on for virtual live sessions.
- Participating fully in all sessions and mentor coaching sessions. This includes being prepared for the session, involving oneself in discussions and activities, assuming responsibility for own learning, and contributing to the learning of others.
- Engaging in discussions with integrity and honesty.
- Being respectful of fellow participants and instructors, including silencing one's cell phone, not texting, and other disruptive behaviors.
- Embracing diversity and inclusion while respecting the dignity and humanity of others.

Illness Policy

In order to provide the participant with the minimum required training hours for certification, it is important that he or she is present at all course meeting.

If participants have an emergency or become ill and are not able to attend a coaching session, they have to contact the instructor and Symbolon AG office immediately. The participant will be expected to complete the session materials, review the session recording, and complete a coaching session outside the live session to make up for the missed session.

Petitions to this policy are considered on a case-by-case basis and must be submitted in writing to the instructor and the Symbolon AG office.

Partial Completion Policy

Will offer credit for partial completion of a course

Symbolon AG will offer credit for partial completion of a course. The number of hours awarded will depend on the number of hours of curriculum received. If the participant is interested in receiving partial credit for a course in which he or she is currently or were previously enrolled, they can contact the Symbolon team at office@symbolon.com no more than 6 months after the course and certification has ended.

The participant has to include details about the course in which he or she was enrolled, the number of credit hours they are seeking, and any additional relevant

information. If approved, they will receive a certificate of credit from Symbolon AG indicating the number of training hours completed.

Transfer of Credit Policy

Will not accept partial credit from other organizations or programs

At this time, we are not able to accept partial course credit from other organizations or programs. Even if you have completed a Level 1 program, you must enroll for the entirety of a Level 2 program.

Individuals with questions about this process should contact Dr. Friederike Redlbacher at friederike.redlbacher@symbolon.com.

Payment/Fees Policy

All registrations are secured on a first-come, first-served basis. The registration in a course is dependent upon receipt of full payment. Symbolon AG accept payment by bank transfer in EUR or CHF. Symbolon AG charges coach education in Euro or CHF. The exchange rate in Swiss Francs is based on the respective monthly average rate of the Swiss Federal Tax Administration. No value added tax will be charged.

Refund Policy

Cancellation of a course must be made a minimum of 120 business days (6 months) prior to the course to be eligible for a full refund. Cancellations made less than 120 days before the course are not eligible for a refund. A substitute person can be provided.

Written notice of cancellation shall be effective on the date the withdrawal is received by Symbolon AG. Refunds will be made within 10 days following receipt of cancellation or withdrawal requests.

Registration Modifications

Modifications to registration, including substitutions of participants or transfer of course dates, must be completed at least 21 days before the program date.

Participants may contact Symbolon AG office to modify their registration at office@symbolon.com. Course changes will be allowed as long as there are spots available.