



SNAPSHOT SURVEY RESULTS REPORT

Partnerships

NOVEMBER 2017

Partnerships Survey Results

ISPA Snapshot Survey | November 2017

Monthly Snapshot Surveys provide ISPA members with a valuable look into the state of the spa industry, spa industry trends and help identify the needs of spa professionals. Snapshot Surveys are conducted on the third Friday of each month, with full results provided only to respondents two weeks from the release date of the survey. Knowledge is a valuable tool and these quick surveys provide a wealth of information shared by ISPA's members. The November Snapshot Survey provides a look at partnerships between spas, spa companies and other organizations.

More than half of all spa respondents (52 percent) have partnered with a local business in 2017. This number was more than two-thirds for day spa respondents at 70 percent, compared to just 41 percent of Resort/Hotel Spas. For resource partner respondents, just 39 percent partnered with a local business, while the largest segment (55 percent) partnered with a national non-profit organization.

While more than half of all spa respondents partner with a local farmer or grower to utilize products for food menu items (52 percent) less than one-third of respondents partner with them for ambiance or décor (29 percent), skin care product(s) (28 percent), or treatment(s) (31 percent). The majority of resource partner respondents do not partner with local farmers or growers (86 percent).

Over two-thirds of spa respondents (69 percent) and over half of resource partner respondents (61 percent) do partner with or promote philanthropic events or initiatives for their staff to participate in together as a team. These philanthropic events and activities range from local non-profits and charity events to major national initiatives.

While most spa respondents have a formal process in place to handle requests for donations from non-profit organizations (85 percent), less than half of resource partner respondents do at 43 percent.

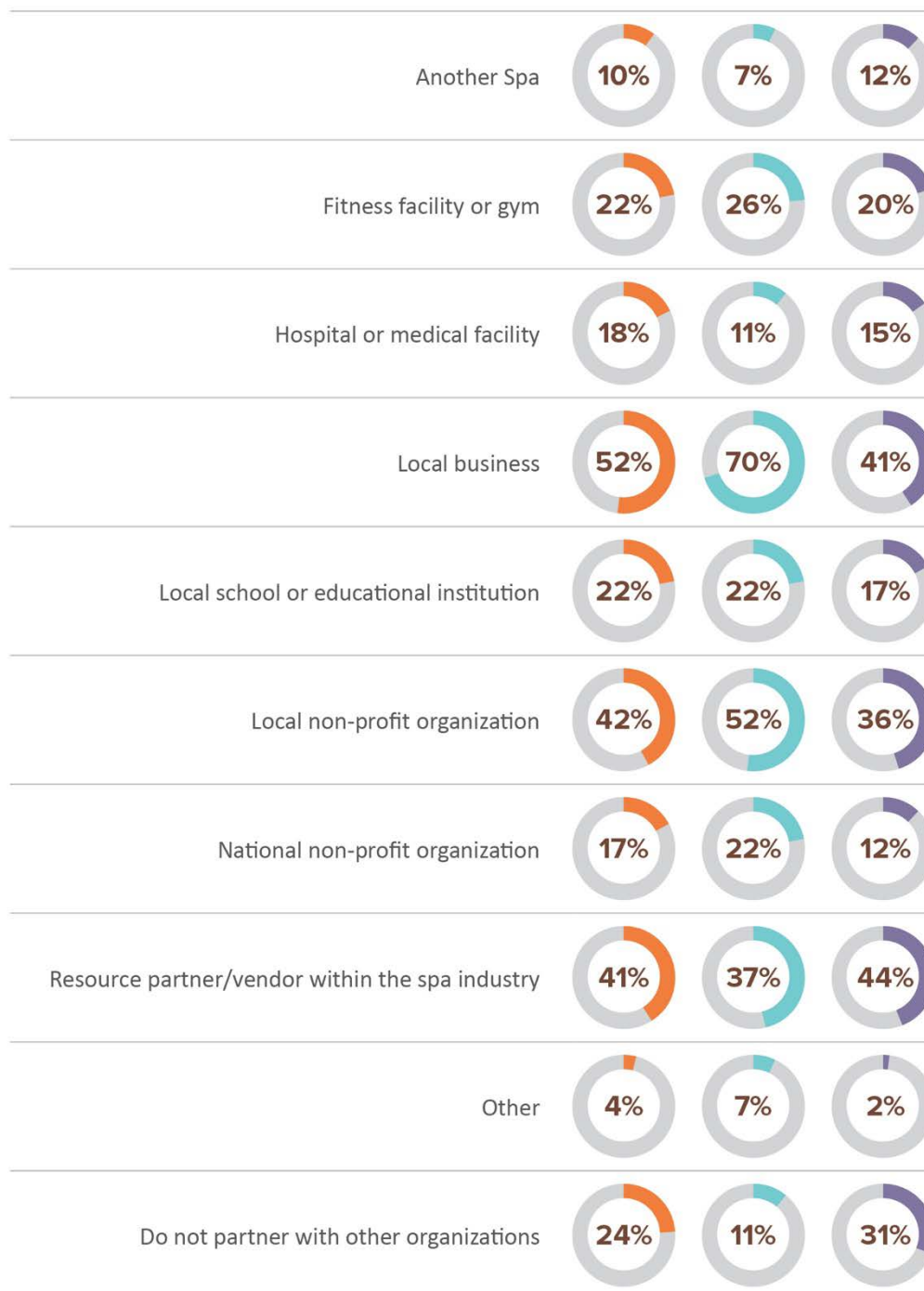
The results analysis includes answers from all respondents who took the Snapshot Survey in an eight-day period from Friday, November 10, 2017 to Friday, November 17, 2017. During this time, 193 ISPA members responded to the survey. The categories "all spas" and "ISPA Spa Members" referred to within this report include data from all spa respondents (day, resort/hotel, medical and destination spas).

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ISPA SPA MEMBERS

Which of the following types of organizations, if any, has your spa partnered with in 2017?

● ALL SPAS ● DAY SPAS ● RESORT/HOTEL SPAS



Does your spa partner with local farmers or growers to utilize their products within any of the following areas?



AMBIANCE OR DÉCOR

YES	NO
29%	71%
29%	71%
33%	67%



FOOD MENU ITEM(S)

YES	NO
52%	48%
33%	67%
59%	41%



SKIN CARE PRODUCT(S)

YES	NO
28%	72%
25%	75%
30%	70%

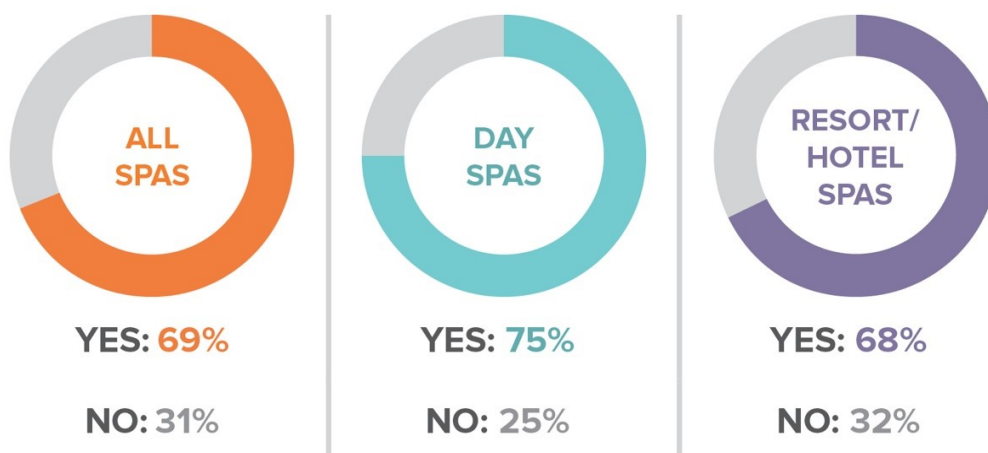


TREATMENT(S)

YES	NO
31%	69%
36%	64%
30%	70%

● ALL SPAS
 ● DAY SPAS
 ● RESORT/HOTEL SPAS

Does your company partner with or promote philanthropic events or initiatives for your staff to participate in together as a team?



Please describe the philanthropic events/initiatives your employees participated together this year. A sampling of responses can be found below.

- Adopt a highway. June Lake Winter Festival - donation of time, materials and organization of event. June Lake Mountain music festival - donate location, donate to county free shuttle program, donate to local schools.
- Adopt local walking trail and oversee cleanliness. Host community fun run.
- Back to school drive supplying school appeal to those less fortunate.
- Big bike event.
- Breast cancer awareness tea and massage event, gala fundraiser for local health foundation benefiting multiple local agencies, Children's Hope Alliance for displaced children, local arts fundraiser, local college activities and initiatives, hurricane victim donations campaign, Oral cancer awareness screening, Advocates for Animals awareness, Community Table (food and donations to underprivileged).
- Breast cancer Awareness-Denim Days.
- Breast Cancer Event.
- Charitable organizations. Our property supports two throughout the year as well as the food bank, boys and girls club and others.
- Christmas drive buying gifts for those less fortunate.
- Community outreach through Habitat for Humanity and other local charities.
- Community walks and events.

- Currently working on a Holiday Spa Open House Event where people are bringing gently used jackets, scarves, gloves, and new socks to donate for a local homeless coalition warming shelter. If they bring something they will be entered into the raffle giveaways for free products, gift cards, etc.
- Donate treatments for certain contest. For instance, our hotel had a contest for a Military couple to marry in the chapel and receive complimentary hair and makeup.
- Employees get 30% off all spa products and services on week days. An extra perk is on the first Wednesday of each month they receive 50% off spa services.
- Family Gateway, New Friends New Life, Crystal Charities, American Cancer Foundation.
- Food drive, coat drive, Toys for Tots and more.
- Fundraising for GiGi's Playhouse and Miracle League of AZ (silent auction event). Fundraising for Hurricane Harvey victims, major Christmas event with #LoveUp foundation.
- Furry Friends Food Project. Everyone brought in food for our local humane society as they were critically low.
- Greet the Day-Spa Oncology services and Oncology training (founded in house in 2003). Race for Cure booth Susan G. Komen. Individual financial support for people in need. Working Wardrobes and many other contributions to the community.
- Habitat for Humanity, Social Venture Partners/Fast Pitch, wearing denim for a cause (\$5 per day), Boys and Girls Club - Thanksgiving meals, Smart Girls program, Youth of the Year, Ronald McDonald House - Chef for a day, and many more.
- Haystack awareness/clean water fund raiser.
- Housewarming project: Local Cuda House was built for homeless high school students to help decorate and provide supplies.
- Hurricane relief.
- Makeovers for battered women.
- North Texas Food Bank.
- One Warm Coat. We had a team competition and donated 350 coats!
- Our team volunteers quarterly for makeup, hair, eyelash extensions and oncology massage for cancer patients. We also have frequent veteran and police officer events.
- Our tribe donates thousands to a number of charities. Heart association, boys and girls club, breast cancer, make a wish and diabetes. Just to name a few.
- Planting trees.
- Purse project. Filling old purses with items needed by our local domestic violence shelter.
- Quarterly, we host a Day of Giving where we do lots of different things to help the community, those in need, or those struggling with an illness like cancer. This past quarter, we partnered with a local Cancer Care fund and provided complimentary services to cancer patients for an entire day. Other times, we are partnered with Women's Shelters, supported high school students in need by purchasing them bus tokens, clothes, etc.
- Ronald McDonald House, The Las Vegas Rescue Mission, Three Square Food Bank, etc.
- Salvation Army.
- School beautification.
- Soldiers with PSD.

- Spa soiree with 10% of the benefits benefiting local non-profit. Complimentary wellness classes with suggested donation to national non-profit. We purchased silicone bracelets that guests can pick up with any monetary donation benefiting national non-profit. We support local businesses through various partnerships including vendor partnerships and offering associate benefits and cross referral programs. We strategically have partnered with several vendors who give back either locally, nationally, internationally, or environmentally.
- Sparks of Light
- Sparks of Light - Event for cancer patients to receive complementary services from our therapist to support the guest journey.
- Sparks of Light, American Lung Association, Leukemia Lymphoma Society, American Cancer Society.
- Susan G Komen, Light the night lymphoma and leukemia society, American red cross, Michelle's Place.
- This Winter season we collected coats for "One Warm Coat." As a team we collected over 300 coats for the homeless.
- United Way Contributions and volunteer days.
- Visited orphanages, retirement homes, and schools to clean, fix things, paint, bring clothing, toys, food, etc. Donated money, medicines, goods, and medical services to victims of Mexico's earthquake.
- Volunteer at the local food bank, coat drive for local charity, toy drive and backpacks filled with school supplies.
- Volunteer Days have included working at a food bank, river clean up, working at an animal shelter and collecting supplies for students.
- We are a partner of the Diva for A Day Organization. We treat a different cancer patient each month to a full day in our spa salon. Different staff participate each month.
- We clean up a specific thoroughfare in our town and we participate with food drives, public broadcasting and donations of no longer used linens to organizations that support farm workers or animal shelters in our area.
- We do food drives, school drives, blood drives, work with food bank, volunteer at schools, build houses, feed the homeless, the events are endless and something we are very proud of!
- We had a bake sale open to the public as well as all of our guests and associates. The products were baked and wrapped by our professional pastry chef Team. 100% of the proceeds went to a hurricane relief fund.
- We have a team who chooses one project a month to tackle some local need.
- We have done 4 retreats inviting cancer patients to come to the spa for a free group meditation, treatment and lunch. We also participated in Auction Napa Valley which raises millions of dollars for local hospitals.
- We hosted a concert that raised funds for the Ceres Project in Sebastopol, CA and a Spoken Word Event that raised monies for the Center for Climate Change.
- We partnered with one of our spa product companies to host a "Night of Inspiration" benefit event as well as created a company program to focus and raise money for a focused cause (local or national). When specific desserts, drinks, services, and overnight packages were booked, a portion

of the proceeds would go to the charity. Also, money would be raised during employee events for specific charity.

- We provided chair massages and hand facials to the Southern Crescent Sexual Assault and Child Abuse Center; we also partner with education for learning and career planning; We normally have a breast cancer event and we provide care to our local police and fire fighters. Military discounts are always available here.
- We support various non-profits, including local food shelves, heart foundation, breast cancer awareness, Parkinson's association and the like.
- We walk for Autism. Beach cleanup. We donate to a charity of the year. March on Monsanto, etc. We have a scholarship program for guests to come who cannot afford to come, but would benefit greatly from our programming.
- Work with an organization who helps under privileged women to give them opportunity for a 3-months therapist training and also provide a 6-months training for young ladies who have willingness to be professional therapists and these ladies get the skill that they can use to find jobs. We set a team of trainers to assist the ladies.
- Working with the Elders center and local health fairs for the community.

Does your spa partner with a local business to exchange benefits (i.e. 10% discount on spa services in exchange for 10% discount on their products or services for the spa's employees)?



Please describe the details of the discount(s) or service(s) exchanged with your local business partner? A sampling of responses can be found below.

- 15% discount for all the businesses in our parking lot/strip center.
- At Christmas I exchange spa gift cards for restaurant gift cards. We both gift them to our staff.
- Discount on spa services for certain corporate partners.
- Discount on Spa treatment during our down time 15% with affiliated business that produce hotel revenue from the past year.
- Discount percentage.
- Discounts and services.
- Discounts exchanged with multiple businesses. Barter with local restaurants to use there GCs with spa packages.
- Discounts for all company employees.
- Employees of partner clients get 20% off services and products every day except Saturdays. In exchange, the client partner distributes e-mails to its employees, letting them know about the partnership.
- Every Christmas we want to reward our staff so we look for other businesses they might like to exchange services.
- Exchange gift cards with local ski mountain.
- Exchange massage services.
- In the winter, we offer trade certificates with many local businesses. The certificates are then disbursed to employees at an employee appreciation party.
- Local restaurant group with multiple restaurants will extend 20% off for our Spa Team and in return we extend the same discounts to all of their staff.
- Local sporting goods store received usage of our pond for fly fishing lessons and gave our guests a small discount toward lessons.
- Local yoga studio offers their classes at \$15 (half price) in return for 20% discount off spa services.
- Staff discounts to cross promote.
- Teacher organizations with 10% discount on services and products.
- Trade with local restaurant.
- We do trades with local restaurants and gyms.
- We exchanged \$200 (in \$25 increments) with a local restaurant for the same amount from them.
- We go ahead and make trades for certificates for their employees and ours to be able to provide. We also go ahead and have a referral program in which after a certain amount of referrals they receive a gift certificate.
- We have a local business partnership offering their associates 30% discount on select services as a benefit to their employees. We tie this into a referral program as well, associates from these local businesses are provided discount coupons on regular priced services and once we have 10 guests redeem the coupon, we provide the referring associate a complimentary gift certificate for a 50-minute spa service.

- We have partnered with local restaurants and wineries and exchanged discounts with them.
- We may do a trade with a local spa, restaurant or even nearby hotel in exchange for spa services. Also, our fresh flowers are replaced and delivered weekly and paid for by giving spa services.
- We trade dollar for dollar on services with other services in our town.
- We usually do gift card trades with local restaurants and businesses. These gift cards are then given to employees during the holidays and our annual employee appreciation celebration in the Summer.

Does your spa have a formal process in place to handle requests for donations from non-profit organizations within the community (i.e. silent auctions, fundraisers, etc.)?



YES: 85%

NO: 15%



YES: 92%

NO: 8%



YES: 81%

NO: 19%

Please identify whether or not the following statements are part of your organization's processes.

ALL SPAS

We have a budget for spa services/retail products that are donated to community organizations	YES 62%	NO 38%
We have a formal donation form for organizations requesting donations	YES 69%	NO 31%
We have an internal group/committee that determines if a donation request is granted	YES 68%	NO 32%
We have a team member(s) assigned to managing the donation requests	YES 79%	NO 21%

DAY SPAS

We have a budget for spa services/retail products that are donated to community organizations	YES 67%	NO 33%
We have a formal donation form for organizations requesting donations	YES 75%	NO 25%
We have an internal group/committee that determines if a donation request is granted	YES 42%	NO 58%
We have a team member(s) assigned to managing the donation requests	YES 80%	NO 20%

RESORT/HOTEL SPAS

We have a budget for spa services/retail products that are donated to community organizations	YES 58%	NO 42%
We have a formal donation form for organizations requesting donations	YES 68%	NO 32%
We have an internal group/committee that determines if a donation request is granted	YES 80%	NO 20%
We have a team member(s) assigned to managing the donation requests	YES 77%	NO 23%

If you have advice for your peers about managing donation requests based on your experiences, please share it below. A sampling of responses can be found below.

- All donations are handled through Headquarters of our entire company.
- Always get a flyer, a tax-exempt form if they have it. If it is a silent auction break up the gifts into smaller cost items so that they can have multiples - it helps raise the amount given.
- Centralize it. Have a budget. Agree on prioritization.
- Create an email address Donations@spaname.com and prepare an auto response that allows you time to respond to the request and a statement that you will only respond to those that are accepted by your committee. If you have a mission aligned with your donations - include that information in the auto response. Do not send out certificates - provide the organization a form to return to you with the winner's information and send the certificate directly to them. Sadly, there are people that pose as non-profits and get as many free things as they can. Keep records on all donations. We track ours as a marketing expense, exposure for the brand, we do not take the donations as a tax write off at year end. Create a list of criteria that meets your company mission, vision and values. This allows you to consistently make the right decision and not feel badly about those that your turn away. Set and annual in-kind budget and stick to it.
- Decide what types of organizations best pair with your company's philosophies and values. Ask for requests in writing with a certain amount of advance notice so you can properly budget.
- Establish a committee.

- Getting your name in front of a variety of people at fundraiser events is beneficial and generally results in additional business immediately. The cost of a gift certificate is generally just your labor cost, a reasonable "ad" and I add a basket of spa products with some hot items and some slow-moving items to send the "instant home spa" experience to the participant who won the donated package.
- Have an annual budget for local and business-related partners and choose one or two National organizations to support through an event where proceeds are donated at 100%.
- I donate gift certificates that are just shy of a whole service. That way the winner has to spend a little with the spa.
- Our marketing team handles all donation requests.
- Plan for it and have someone manage the process. Offer day passes instead of treatments or products.
- Process all requests for donation by a certain time of the year.
- Requests are received and must include details of event. These are collected and reviewed weekly by the executive committee. A formal process works best for us.
- We always give budgeted money toward our staff and guests' charities first. We have our guests vote on the direction we spend our charity dollars through our charity wall. They place a stone within the dish (marked with noted type charity) that best represents where they wish for us to contribute back to the community and we count those weekly as a guide.
- We encourage requests to be made 30-60 days in advance and accompanied with a letter request detailing information about the event, charity, and type of donation request. We prefer working with local charities to foster a better local community.
- We get many requests for donations. We meet weekly to discuss the requests and use informal criteria for approval that includes: local, who sent the request (a member or someone who uses the spa frequently), is the organization's mission similar to ours, etc.
- We try to always participate in some way, either with a gift certificate for a service or a basket of products. We view it as a way of promoting the brand and being a good corporate citizen in the communities we serve.

Please describe your spa's most valuable community partnership and how your spa has benefited from the partnership. *A sampling of responses can be found below.*

- A local charity group hosts a brunch to raise money for women's charity. We gift each ticket buyer with a spa gift card ranging in value \$5-50. It has brought new faces into our spa every year.
- A local Lavender farm that we partnered with. it's been a great relationship as local is always the way to go. The referrals send both way has been great as we have a consistent 40% repeat clientele at our spa.
- At one location with a strong local business community, we created menu treatments using local products and cross promoted both business through the partnership.

- Collaboration with local chamber of commerce to promote visitation to the area. This supports all the businesses, restaurants and hotels in the area.
- Hard to choose one. The two that come to mind are makeovers for battered women living in shelters. And the second is working with children's hospitals with a program started by one of our GMs called Moment of Grace, which is a 501c(3) organization. MoG gives prescription pads to sick children to "prescribe" a service to one of their caregivers (e.g. parent, guardian, etc.). Often times the caregiver neglects his/her own well-being, and receiving a "prescription" from their child gives them permission to take a little time for themselves. Both partnerships help the recipient, but also have a tremendous positive impact on our service providers who genuinely want to give.
- Has actively supported environmental, social and educational projects, including the preservation of endangered native plant and wildlife habitat within this region.
- Helping the cancer patients. It has been so rewarding for our staff and has touched a lot of lives.
- Leveraging our relationships with our non-profits to identify potential speakers and programs that would be mutually beneficial to both organizations.
- Local hospitals, local conservation efforts, local developers.
- Local non-profits for both exposure and the ability to give back to the community.
- Maureen's Hope is a non-profit helping families with cancer.
- Our most valuable community partnership is our continued involvement to be involved with the community.
- Our partner is a regional Hospital that hosts almost all of their fundraising events at our Resort. We in exchange give them a great value for the use of our F&B venues.
- Our spa is located within a housing development community, so there are many groups/clubs here that work together for various charities and donations. We help support by either helping advertise or promote an event they may have, or sometimes even provide a location for them to have their event at without a room rental fee. It helps to bring the community together and also our employees love to get involved with this work as well.
- Our trade program in the winter has been incredibly valuable. It allows employees to talk with other business owners and foster strong local ties. Additionally, the traded certificates help build employee morale by giving staff the opportunity to enjoy the local businesses (have a nice dinner for two, enjoy a night out at a comedy club, shop at a local gift store, etc) and then make recommendations based upon their experiences with our guests. Happy Employees = Excellent Guest Experiences.
- Partnered with a local race.
- Partnership with local schools to provide career opportunities.
- Radio station. Trade for advertising.
- Restaurant group. If their staff take advantage of the 20% off in the spa and they enjoy their experience, they will tell every customer that comes to that restaurant.
- The Coachella Valley Visitors Bureau and Local Chamber of Commerce(s). Our spa has benefitted from these partnerships through generating exposure to locals and visitors, the

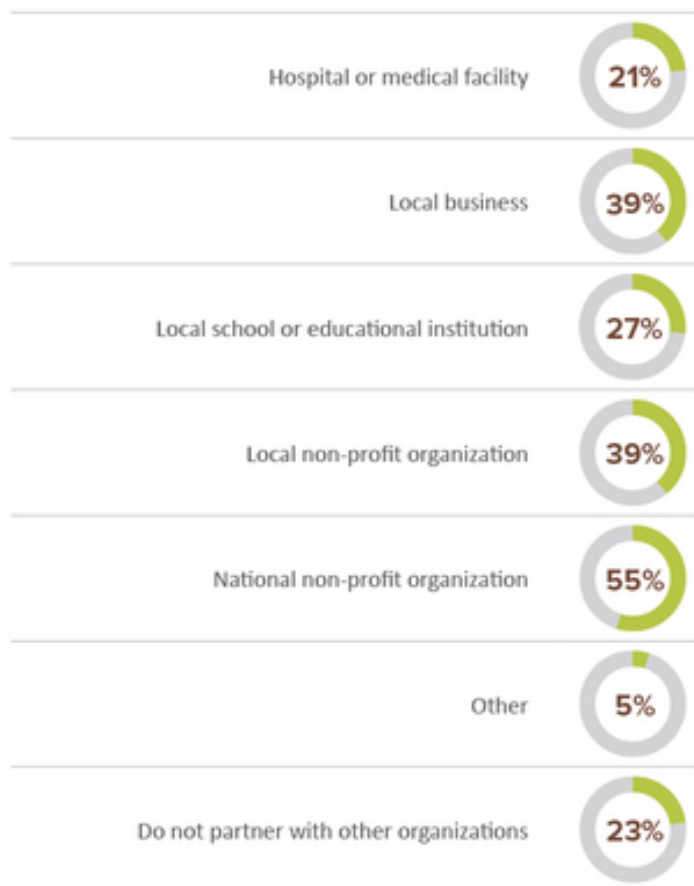
ability to attend meetings and events and share new initiatives. We have received several referrals for both transient and group leads which have benefitted the spa.

- There isn't just one. We are downtown and involved in every downtown event. Probably the longest running partnership is the local hospital and aligning with them to enhance our wellness programs. The new police chief, a woman who got a pink police car to promote breast cancer, aligned with us with our ongoing breast cancer awareness tea and event and our sidewalk sale helped bring awareness to her program as well as enhanced our existing program. It reinforced the enthusiasm and involvement of our current clients/members and boosted additional interest and new memberships in our spa. Booked solid.
- United Way. A strong partner through both of our recent hurricanes. And we provided teams to assist with local houses of employees who were affected. And hosted a fundraiser on behalf of the United Way to help raise funds for those impacted.
- We converted most of our marketing budget into what we call a Cause Marketing budget and do our best to be as active as we possibly can and use our funds to be present in our community. We have had much more of a ROI!
- We do donate to different charities and are happy to promote the community.
- We donate old spa robes to a local women's domestic abuse refuge and offer hair & make up for women trying to get back to work from this same location.
- We focus on local non-profits and film festivals.
- We have made it a practice to support causes that are important to our long-time members. This helps to retain their loyalty to our brand and they become fantastic ambassadors at their events, telling everyone how great our destination spa is.
- We have quarterly events that include mini treatments and discounts on retail that include a cover charge which is donated to local charity organizations.
- We have two: We go to a local children's hospital and give manicures and pedicures to children staying in the hospital a long time. They, in turn, organize spa trips for parents of terminally ill (or with long term sickness) children.
- We offer a corporate membership to our local businesses - discounted fitness membership, discounted services, discounted boutique items.
- We partner with Fork Roadhouse to provide locally sourced organic lunches that in turn we donate all proceeds of that lunch to the Ceres Project.
- We partner with St. Helena Martin O'Neil Cancer Center to provide complimentary massage and facials to cancer patients and survivors. It truly is amazing and inspiring work for us to be able to give back to our community. Our benefit is being able to give of ourselves and seeing the good our work can do to help people feel better!
- We partner with the American Cancer Society for larger fundraising events.
- We provide a free 6-month therapist training for ladies who don't have any skill or cannot afford to continue their study to be professional therapists. We have run this program since 2006 and 90% of the graduates work for our spa. This program is very beneficial for our spa as we can find talented therapists to work for us and on the other hand they can find proper job.

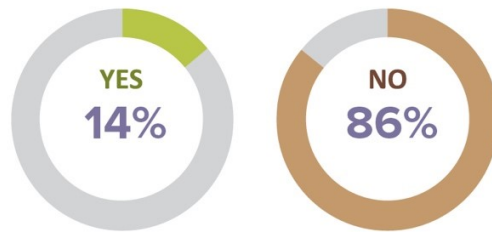
- We raised \$2,000 for Haystack awareness foundation, to help them continue to educate the visitors and youth about the local bird habitats.
- We recently partnered with a Longevity Center that offers doctor services and procedure solutions. Things we don't do. Their team educated our team so that we could recommend those who need the next level of service we don't do to our partner. The learning was phenomenal. Always looking for ways to educate staff outside our own box.
- We try to donate our services throughout the year for different groups and organizations. It keeps our name out there, and gives us good publicity to maintain a great relationship with our community!
- We work alongside animal Samaritans in which our hotel and spa assist in finding dogs their forever home. it has been a very successful program and has brought lots of local repeat clientele.
- We work with many worthy causes as a business, it is not possible to name just one. We participate monthly with multiple organizations.

ISPA RESOURCE PARTNERS

Which of the following types of organizations, if any, has your company partnered with in 2017?



Does your company partner with local farmers or growers to utilize their products within any of your company's products?



Does your company partner with or promote philanthropic events or initiatives for your staff to participate in together as a team?



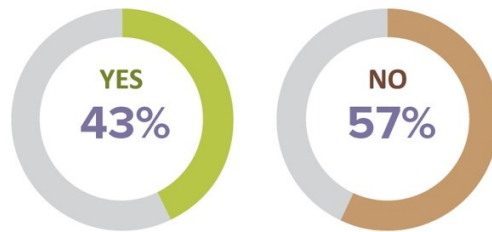
Please describe the philanthropic events/initiatives your employees participated together in this year.

- Adopt families for Christmas (provide gifts, food etc).
- Beauty Changes Lives - Cancer organizations - Haircuts for Homeless - National Charity League - Local Chambers women week events.
- Children's Lifesaving Foundation.
- FEED.
- Food drives.
- Global Wellness Day plus choice of team.
- Handicapp and Races.
- Heal the Bay.
- Local charities and non-profits.
- Marathons, cause marketing campaigns (raised over \$30,000 for partner organizations), and PTO allowance toward volunteering.
- Reach for the stars (orphan children's charity).
- Some of the events that we've participated in are, Next Step tough Love Fitness, Vegas Strong, Leukemia & Lymphoma Society Walk, Safe Nest in Las Vegas.
- Sponsor a family (Christmas)
- St. Anthony's Charitable Foundation and Float Center Shiloh Partner to Raise Money for Mental Health. Float Center Shiloh donated the proceeds from an entire day of business on Wednesday July 26 to St Anthony's Hyland Behavioral Health to address the critical needs of addiction and mental health in our community.
- Team 5K (Run for the Cure), Beach Clean Up, Tree-planting, Children's Hospital Miracle Weekend, Organic Soup Making Night/Organic Soup Serving Night to kids & families at long-term care facility.
- There are so many because we work on initiatives all over the world- Welcome Home Troops, youth empowerment programs, prisons etc.
- Tree planting.
- We are a corporate sponsor of charity: water and have programs throughout the year that help raise awareness and money to support this cause. We also look for other ways that we can step in and help others in our community. We recently did a fund-raising initiative to help support our dear friend, Kristin Peabody, Co-Founder of Haitus Spa raise money for an innovative new cancer treatment and we are partnering with a local charity, Encompass this holiday season where our team is adopting local families in need and providing them with Holiday gifts for their family members.
- We did a farm to table staff harvesting vegetables for the homeless. Also support Dress for Success and One Girl Can.
- We have an annual Relay for Life Team, along with non-profit fundraisers throughout the year.
- We have been involved with the ISPA Foundation Auction, Leukemia Lymphoma Org. Man of the year for Quentin who was our boy of the year. Spas pushing Limits, Water.org , Breast Cancer Foundation, Cedar Sinai Hospital , Huntington Hospital, Rover Rescue, Peter Zippi fund (cats), Golden Retriever Rescue, #Vegas Strong.



- We partner with our local spas in Utah to give people who need a smile or pampering and give them our products and spa gift cards. We try and use our products for good in surprising someone who has a terminal illness or have a hardship by showing up at their house and giving them a bunch of products.
- We usually have staff volunteers who serve food at soup kitchens during holidays. We also initiate clothing drives and this year especially due to the severe weather catastrophes, we have supported food and clothing drives for specific destinations.
- We were a leading sponsor of the Veterans Day event at Dress for Success. Donating Bags and jewelry to give to veterans in need.

Does your company have a formal process in place to handle requests for donations from non-profit organizations (i.e. silent auctions, fundraisers, etc.)?



Please identify whether or not the following statements are part of your organization's processes.

RESOURCE PARTNERS

We have a budget for spa services/retail products that are donated to community organizations

YES
40% **NO**
60%

We have a formal donation form for organizations requesting donations

YES
27% **NO**
73%

We have an internal group/committee that determines if a donation request is granted

YES
67% **NO**
33%

We have a team member(s) assigned to managing the donation requests

YES
71% **NO**
29%