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Code of Conduct

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Staff Code of Conduct

Purpose

The Code of Conduct is intended to promote good practice and maintain standards of behaviour and conduct within the company alongside existing company policies and procedures and the staff handbook. The Code of Conduct applies to all staff and those that are not employed are expected to comply with the spirit of the code.

The document outlines staff standards that are expected of all staff involved in working with the company. They reflect our company values of:

- Togetherness
- Integrity
- Excellence
- Passion

Staff are expected to behave in a way that demonstrates the above values. This includes being professional at all times, treating colleagues and partners with respect and taking responsibility for their own behaviour and actions.

It is the responsibility of all staff to familiarise themselves with, and adhere to, all of the company's policies and procedures. All staff are expected to read, confirm their understanding and abide by the Code of Conduct. Failure to comply with the standards of performance and behaviour outlined in this document may result in disciplinary action in accordance with our disciplinary procedure.

This document cannot provide guidance for all situations, however it provides a framework for staff to work with.

Standards

Staff are expected to:

- Comply with our company policies and procedures, mission and values.

- Take personal responsibility for, and pride in, their environment (which may include office, home, virtual and any tutoring/assessing environments) and any company property. Please also refer to the Clear Desk Policy.
- Maintain an awareness of company communication through emails, newsletters and other forms of media communication.
- Avoid any sort of behaviour that is likely to bring the company into disrepute inside and outside work time
- Be open, honest and challenge positively
- Demonstrate respectful, considerate and professional behaviour to all colleagues, learners and partners at all times
- Ensure relationships with individuals are never of a kind that could compromise your professional responsibilities
- Take responsibility for their own personal and professional development
- Ensure that the needs of learners and external partners are prioritised and as far as reasonably possible, are met to their satisfaction
- Always work to support individual learning, achievement and development
- Promote high standards of learner behaviour
- Put the interests of the company above their own service area interests
- Respect confidentiality and the right to dignity and privacy
- Meet deadlines whenever possible and negotiate new deadlines if there are legitimate reasons why they cannot be met
- Reply to direct forms of communication promptly even if to acknowledge and give a date for a full response
- Share relevant information with colleagues.
- When it is appropriate, deal with issues face to face, meeting in person or on virtual meeting software or by telephone rather than by email
- Communicate ideas and make suggestions for improvements, exploring solutions to problems and making positive contributions
- Bring concerns to the attention of relevant of managers

Attendance and timekeeping

Staff attendance is expected to be punctual for delivery of training, attendance at events and meetings. Attendance will be monitored by your line manager. Where you feel you will be unable to attend for any reason or have the potential to be late, every effort should be made to notify your

manager and/or Sport Structures contact in a timely manner. Instances of lateness should be explained by the member of staff concerned to their Line Manager or Sport Structures contact, who will monitor the situation.

It is the responsibility of management to approve any variations (including any short-term variations) to an individual's normal hours of work. Individuals should not vary their normal hours of work without prior management approval.

Alcohol and substance misuse

Staff must not complete work under the influence of any substance, including alcohol, illegal drugs and/or solvents. We encourage staff to work in a smoke free environment. Smoking is only permitted in designated external areas at the office.

Staff who have been prescribed medication by a healthcare professional must inform their Line Manager and Sport Structures contact immediately if that medication has, or could, have an adverse effect on their ability to carry out duties.

In social situations, where staff are attending events, staff should remain professional at all times.

Standards of dress

Staff are expected to dress in a way which is professionally appropriate for the role they are undertaking. For salaried staff, attire should be business casual. For staff operating in the office, we have 'dress down Fridays' and therefore casual clothing is acceptable, unless you have face to face meetings with external partners. Denim attire should be free from rips and holes.

Disclosure and Barring Service (Suitability to work with children and vulnerable adults)

Roles at the company are assessed in order to decide if a DBS disclosure or check is required and if it is, what level of disclosure is required. DBS checks are undertaken to ensure that the company upholds its duty of care to protect vulnerable groups who access company services. Any information disclosed on the DBS certificate will be risk assessed.

Failure to co-operate with a reasonable request on the part of the company to obtain a DBS check may result in disciplinary action being taken in accordance with the company's disciplinary procedure. DBS tracking is monitored through the Staff Central Record System.

Criminal charges, cautions and convictions

All staff have an obligation to inform the company if they are the subject of criminal investigations, charge, caution, warning or conviction. Failure to do so may result in disciplinary action. However, a member of staff will not face disciplinary action solely because they are the subject of criminal investigations, charge, caution, warning or conviction. The company will try to determine whether the conduct warrants disciplinary action because of its effect on the staff member's ability or suitability to undertake their job role and/or on the reputation of the company. In such circumstances, the facts of the matter should be investigated and if disciplinary action is considered appropriate, the procedure outlined in this document should be followed. The company will not usually wait for the outcome of any prosecution before deciding what action, if any, to take.

Safeguarding and allegations against staff

Any allegations of abuse or concerns about the welfare of a child or adult must be referred to the Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead **as soon as possible**. All staff must read and demonstrate their understanding of the Safeguarding and Prevent Policy, Strategy and Procedures document.

Where staff have any safeguarding concerns about another member of staff these concerns must be reported immediately to the DSL or Deputy DSL. Please refer to the Safeguarding and Prevent Policy, Strategy and Procedures.

Personal relationships – learners

Under the Sexual Offences Act 2003, it is an offence for anyone in a position of trust to engage in sexual activity (including touching of a sexual nature) with a person under the age of 18 who is in their care. The position of trust definition applies to all tutors, assessors, quality assurers, mentors, coaches and other staff in an education and training setting. Such a breach of trust is an arrestable offence, even if the activity and/or relationship is consensual. Anyone successfully convicted under this legislation will be subject to notification requirements and registration under the Sex Offenders Act 1997.

'Position of trust' is a legal term that refers to certain roles and settings where an adult has regular and direct contact with children.

Staff in such a position of trust must not enter into personal relationships with any learner under the age of 18, and must not encourage behaviour on the part of the learner which goes beyond that which could ordinarily be expected from a staff/learner relationship.

Relationships with learners who are vulnerable adults are prohibited. This type of relationship could be viewed as an abuse of the staff member's position of trust and breach of standards of professional conduct expected in the company.

These rules will be strictly enforced. Any member of staff who enters such relationships will be subject to the company's disciplinary procedure, this may constitute gross misconduct, which could lead to summary dismissal and referral to external safeguarding authorities. Furthermore, in suspected cases of an abuse of a position of trust, Sport Structures may report those concerned to the Police.

It is vital that staff work within appropriate professional boundaries at all times with children and young people with whom they are in a position of trust.

Personal relationships between staff and learners over 18 years of age must be disclosed to Sport Structures via the member of staff's Line Manager or Sport Structures Contact. This requirement equally applies to relationships that existed prior to the employment or enrolment and to relationships that develop at company. The company will put in place appropriate arrangements to ensure that the learner's learning and assessment is free from bias.

Although the Line Manager/Sport Structures Contact will treat the disclosure sensitively and in confidence, it is likely that other members of staff will need to be informed. This will be on a strictly privileged basis. Failure to disclose a personal relationship with a learner will be dealt with under the company's disciplinary procedure. Staff must not make contact with learners through their personal social media accounts or mobile phone number. If a member of staff does not have a company mobile phone or in the case of an emergency they should make every effort to minimise contact and not disclose their personal number.

Personal relationships - between staff

If you perceive that a personal relationship you have with a colleague may give rise to a professional conflict/compromise you should bring this to the attention of your Line Manager. This applies equally to relationships that existed prior to employment and to relationships that develop whilst at the company. Such disclosures must be treated with respect, dignity and in confidence, however it may be necessary for the Line Manager to discuss with their Line Manager or Human Resources Officer, but this will be on a strictly privileged basis and will be discussed with the member of staff in the first instance. It may be necessary for working arrangements to be amended in order to maintain integrity of both parties and the organisation. The Line Manager will speak to the Directors to identify the necessary approach.

Personal relationships – partner or service provider.

If you perceive that a personal relationship you have with a partner or service provider may give rise to a professional conflict/compromise you should bring this to the attention of your Line Manager or the DSL/Deputy DSL. Such disclosures must be treated with respect, dignity and in confidence. If you are unsure about what action to take or how you should respond to any situation you must immediately contact your Line Manager or DSL/Deputy DSL

Health and safety

Sport Structures is committed to promoting and implementing all relevant health and safety legislation and recognises that the highest priority must be given to safe methods of work at all times. Health and Safety is the responsibility of all staff and associates working for Sport Structures, regardless of position.

Staff must familiarise themselves with the company's Health and Safety Policy and must ensure that all health and safety standards are met in accordance with that policy. Staff must not, under any circumstances, behave in a way which could endanger their own health and safety or the health and safety of others. Any breach of the company's Health and Safety Policy will be viewed seriously and may constitute gross misconduct in accordance with the company's disciplinary procedure.

Damage to property

Anyone suspected of, or caught, causing deliberate damage to company property, or third party property within any company or third party premises will be subject to disciplinary action in accordance with the company's disciplinary procedure.

Equality and diversity

Sport Structures is committed to ensuring equality of opportunity for its staff and learners alike. All staff have an individual responsibility to uphold and apply in practice the company's Equality and Diversity Policy and to conduct themselves in a manner consistent with that scheme and with relevant legislation. Discrimination and prejudice will not be tolerated and such conduct may result in disciplinary action being taken in accordance with the company's disciplinary procedure

Information technology

All staff have an individual responsibility to uphold and apply in practice the company's policies relating to IT, Data Protection, Privacy, E-Safety and Social Media. Breaches of these policies will be addressed in accordance with the disciplinary procedure. Staff shall not use the internet or email for the following:

- to knowingly break the law
- to fail to comply with the relevant, existing policies
- to compromise the integrity of any network or system
- to access, display or transmit any kind of sexually explicit material or any offensive or discriminatory material of any kind
- to download software or play games
- to bet or gamble
- to disclose private or confidential information.

Staff should also be aware when they are using personal IT equipment for undertaking company related business that the same rules apply.

Bullying and harassment

The company recognises that all members of its community and its partners have the right to be treated with consideration, respect and dignity, and is committed to creating and maintaining an environment free from discrimination, harassment, bullying, intimidation and victimisation. Please refer to the Anti-Harassment and Bullying Policy.

To clarify, bullying and/or harassment is verbal, non-verbal, online or physical conduct which is unsolicited or unwelcome and which another individual considers violates their dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.

Instances of bullying and or harassment at work, or outside work if it has a bearing on the working relationship, is unacceptable and will not be tolerated and will be dealt with through the company's disciplinary procedure as appropriate.

Examples of bullying / harassing behaviour could include:

- spreading malicious rumours, or insulting someone
- exclusion or victimisation
- unfair treatment
- deliberately undermining a colleague by constant criticism.

Staff working with children should also be aware of the indicators of peer on peer abuse and be able to respond to concerns. Staff have a responsibility to challenge inappropriate behaviours between peers to avoid a culture of unacceptable behaviour. Please refer to the Safeguarding and Prevent Policy, Strategy and Procedures document along with the Addendum.

Conduct outside of work

The company does not seek to dictate how staff conduct themselves in their personal lives outside work. However, unlawful, anti-social or other conduct by staff which may jeopardise organisational reputation or position may be dealt with through the disciplinary procedure.

Confidentiality

All staff have a personal responsibility to protect and maintain the confidentiality of both Sport Structures and partner information. The disclosure of confidential information relating to the company and/or its partners is prohibited, except as authorised or required by the law or in accordance with a member of staff's duties under their contract of employment or when making a protected disclosure under the Public Interest Disclosure Act.

If staff are unsure as to whether they should disclose information which they consider to be, or might be, confidential, they should seek guidance from their Line Manager or the Human Resources Officer. Please refer to our Privacy Policy, Data Protection Policy and E-Safety Policy. Our Data Protection Officer is Jessica Skinner (jessica.skinner@sportstructures.com).

Conflict of interest

In order to uphold fairness and consistency, staff must disclose any interests and/or relationship(s) - whether direct or indirect - that they have with any person, company or other organisation involved with the company and/or its business and/or activities which may give rise to conflict / compromise.

Staff must not, without the written permission of the Directors undertake any employment or engagement which might interfere with the performance of your duties or conflict with the interests of the company. Please refer to the Conflict of Interest Policy.

It is your responsibility to declare an interest via our Declaration of Interest Form.

Gifts and hospitality

Staff must not accept or give any gifts, fees or inducements for any service connected with their employment (including, for the avoidance of doubt, any such gifts received from learners), with the exception of minor gifts, inexpensive marketing materials and cards. Individuals should inform their Line Manager or Sport Structures contact if they are offered any substantial gifts (over the value of £50) or if they require further clarification.

Staff responsible for the purchase of supplies or equipment should take particular care to ensure that there can be no criticism that unequal treatment has been given to other potential suppliers or clients.

Bribery

The company prohibits the offering, the giving, the solicitation or the acceptance of any bribe, whether cash or other inducement to or from any person or company, wherever they are situated and whether they are a public official or body or private person or company by any individual member of staff, board member, agent or other person or body acting on the company's behalf in order to gain any commercial, contractual or regulatory advantage for the company in a way which is unethical or in order to gain any personal advantage, pecuniary or otherwise, for the individual or anyone connected with the individual.

Media

If you are asked by the media for information relating to Sport Structures activities, you must contact one of the Directors prior to releasing any details. This approach ensures that the information we give is consistent and follows corporate guidelines.

Whistleblowing

Sport Structures encourages staff to raise genuine concerns about malpractice taking place in the company. Please refer to the Whistleblowing Procedure and Malpractice and Maladministration Policy. If you do raise a genuine concern in good faith all reasonable steps will be taken to respect your confidence. Any malicious use of either policy will be treated as a disciplinary matter.