



## STAFF, VOLUNTEERS AND TRUSTEE CODE OF CONDUCT

### Policy Outline

The Foundation has a code of conduct that outlines the behaviour expected from all people connected with them. All individuals have a responsibility to act according to the highest standards of integrity, and to ensure the reputation of the Foundation is beyond reproach.

Everyone involved with the Foundation has a responsibility for setting the standards, making sure there is equal access and opportunity for all, and that fairness and respect is upheld. The code of conduct allows the Foundation to uphold their internal values of trust, integrity, responsibility and partnership working and allows the Foundation to maintain a consistent approach to any breach.

The Foundation expects all involved (whether paid staff or volunteers) with the Foundation's activities to adhere to the code of conduct.

### Principles

Individuals involved with the Foundation, must treat everyone equally and sensitively regardless of age, disability, gender, race, ethnic origin, culture or social background, sexual orientation, religious belief, political affiliation or any other personal characteristic/ feature. The Foundation is opposed to any form of violent, abusive, offensive or discriminatory behaviour.

Individuals involved with the Foundation, has a responsibility to treat everyone with dignity, respect, sensitivity and fairness. Individuals should be aware of the special needs and increased vulnerabilities of children and Adults at Risk and recognise that some face additional barriers.

Every child or Adult at risk involved in the Foundation's activities should be able to participate in an enjoyable and safe environment and be protected from poor practice and abuse.

### At all times, I will:

- Respect the rights, dignity and worth of others.
- Conduct myself in a manner that takes all reasonable measures to protect my own safety and safety of others both online and offline.
- Abide by the Foundation Safeguarding Policy and Procedures.
- Never engage in, or tolerate offensive, insulting or abusive language or behaviours either online or offline.
- Never smoke/ vape or consume alcohol while wearing the Foundation or Norwich City Football Club's kit. Ensure that tattoos are covered where appropriate while representing the Foundation at external events.
- Never put/bring the Foundation into disrepute either online or offline.
- Ensure the Foundation's core qualifications of DBS, first aid and safeguarding are kept updated and reflect this on Views.
- Never accept friend requests, add or follow players/ participants online who are involved in the Foundation.
- Always act in a professional manner in line with the Foundation's core principles.
- Arrive promptly for work/ sessions and ensure that I have the correct equipment to complete the expected tasks.
- Ensure that any matters of a confidential or sensitive nature are not discussed or disclosed to another person other than a person involved in the Foundation in the proper execution of their duties.



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### When working with participants, I will:

- Place the well-being, safety and enjoyment of each player above anything else.
- Explain what I expect for each player/ participant.
- Never engage in or tolerate any form of bullying online or offline.
- Develop trust and respect with each player/ parent.
- Encourage each player/ participant to be responsible for their own behaviour and performance.
- Ensure all activities delivered are appropriate for the players/ participants age, ability and level of maturity.
- Create an environment where I am able to recognise changes in behaviours of players/ participants (positive or negative).
- Respond promptly and effectively to support any player/ participant that may be at risk or vulnerable.
- Respect and listen to the views of players/ participants.
- Encourage all players/ participants to speak about their feelings and concerns.
- Never take photographs, videos of players/ participants on my personal phone or device.
- Never take photographs of players/ participants without prior written consent.
- Never upload photographs, videos of players/ participants to my personal social media accounts.
- Comply with current Health and Safety legislation and ensure that accidents, near misses and concerns are reported to the Compliance Manager on the Foundation's forms.

### Whilst driving, I will:

- Abide by the Highway code when driving the Foundation's vehicles.
- Make the Head of Operations and Business Development aware of any endorsements/ penalty points put on my driver record (should this occur after the annual driving licence check is completed)
- Follow the Driver's Code of Conduct alongside this Code.

### If I have any problems or concerns, I will:

- Refer to the Foundation's policies and procedures for guidance.
- Seek guidance from the Designated Safeguarding Officer for any safeguarding related concerns
- Seek guidance from the Compliance Manager for any health and safety related concerns
- Seek guidance from the Operations Team for any other procedural concerns

### Policy Review:

Policy Issue Date **April 2021**

Date of Next Update **April 2022**

This code of conduct is next due for a general review on the above date. It may however be reviewed and updated earlier, in the event of a change in Foundation requirements, or relevant legislation.