

Code of Conduct for staff and volunteers

Expectations

- set an example for all children and young people and other staff/volunteers by maintaining high standards in your work, behaviour, honesty, integrity, attitude, attire, attendance and punctuality
- report any breach of procedure, allegation or suspected wrongdoing as soon as possible, including any low-level concern
- share information when it is required in the best interests of the children and young people
- observe boundaries with children and young people that are appropriate to your professional position
- treat all children, young people and adults (regardless of race, disability, religion, belief, gender or sexual orientation) equally and with tolerance, respect and dignity
- ensure children and the young people's welfare comes first, and record and pass on any concerns to the Designated Safeguarding members of staff as soon as possible
- ensure children and young people feel heard and understood, by listening to them and taking account of their wishes and feelings, understanding the difficulties they may have in approaching you about their circumstances, and considering how to build trusted relationships
- work in an open environment: avoid private or out of sight locations, encourage open communication and where appropriate keep doors open
- avoid spending time alone with individual children and young people unless necessary or unavoidable
- when having a meeting with a child/parent/carer, ideally sit facing the door so that this can be monitored and help given if necessary
- be aware of physical space; maintain safe and appropriate distance; think where and how to place your body
- avoid touching children and young people, if touching is necessary as part of positive handling, verbalise what you are doing.
- present as an exemplary role model by not smoking, drinking alcohol, swearing, allowing suggestive conversations or dressing less than professionally when in company or proximity of children and young people

- seek to be enthusiastic and constructive in giving feedback, not overly negative or critical
- ensure mixed gender teams have access to separate male and female changing facilities
- record any injury that occurs and seek attention from a qualified First Aider or parent/carer
- use social media carefully: check your privacy settings regularly, and think before you post or 'like' content which may bring the programme into disrepute
- be aware of where you are and what you are doing, when wearing ACE branded clothing, to ensure you do not bring the programme into disrepute
- inform the director of programmes of any caution, conviction or criminal charges brought during your employment, or if you are subject to any police investigation.
- If children are uncomfortable changing or showering at the club, suggest instead that they may change and shower them at home.
- All employees should respect their colleagues. The programme will not allow any kind of discriminatory behaviour, harassment or victimisation. Employees should conform with the equal opportunity policy in all aspects of their work, from performance to interpersonal relations.
- All permanent staff should fulfil their contracted hours of employment. Where this is not possible, their line manager should be informed immediately. Failure to attend work without a valid reason can be considered a breach of contract and may lead to disciplinary action.

NEVER:

- act in a way that would bring the programme into disrepute, whether in or out of the working grounds, including the use of inappropriate or offensive language in the company of children and young people.
- disclose sensitive/confidential information to anyone, or use personal information for any purpose other than the reason it was collected and intended - unless required by law or safeguarding duty, or with consent from the relevant parties
- allow any allegation made by a child or young person to go unrecorded or pass it off as 'banter' (including any form of discrimination or claims of bullying)

- promise confidentiality to a child or young person making an allegation or disclosure
- withhold information that may impact the safety of a child or young person or put someone at risk
- impose humiliating or power-based punishments or intentionally reduce a child or young person to tears ie: lock doors so that they cannot leave a room
- engage in rough, physical or sexually proactive games or make sexually suggestive comments, allow or engage in any form of inappropriate touching or sit a child on your lap or unnecessary physical contact
- share a bedroom or washing facilities with a child or young person or invite or allow children to stay with you at your home unsupervised
- do things of a personal nature for children or young person that they can do for themselves
- share private email addresses/telephone numbers with a child or contact/connect through any social networking site
- post images online that identify children, unless you have parental consent
- keep photographs or videos of pupils on your personal phone. If you need to take footage/pictures for the programme, these should be taken on a work mobile and added to the programmes system and deleted from device as soon as possible.
- Use the programmes technology to view material that is inappropriate or likely to be deemed offensive
- offer a lift to or take a child/young person in your car, unless it is unavoidable (where it is unavoidable: prepare a risk assessment, ensure your insurance covers business passengers, obtain parental permission, take more than one person with you, sit the child in the back, travel directly to the destination and keep conversation professional).

**Policy updated by the Safeguarding lead Georgina Mackenzie
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