

## Staff & Volunteers Code of Conduct

**Milton Keynes Gymnastics** are committed to providing a high standard of customer service to all our members. It is therefore the responsibility of all staff and volunteers to observe and formally acknowledge (where applicable) their commitment to this code.

### General Principles

- a) Abide by the rules, policies, and procedures of **Milton Keynes Gymnastics**, British Gymnastics and applicable organisations.
- b) Abide by the rules, policies & procedures outlined in your employment contract or HR policy/handbook.
- c) Ensure all members and affiliates are informed and can access all **Milton Keynes Gymnastics** policies and procedures.
- d) **Milton Keynes Gymnastics** prohibits staff or volunteers from smoking or consuming alcohol in front of gymnasts at any point during **Milton Keynes Gymnastics** programming (including **Milton Keynes Gymnastics** facilities, trip accommodation, external competition venues and team activities)
- e) Assist **Milton Keynes Gymnastics** in promoting and encouraging a smoke free environment by enforcing those parents/carers or any other **Milton Keynes Gymnastics** individuals who wish to smoke at **Milton Keynes Gymnastics** facilities or activities (including trip accommodation, competition venues and team activities) must always maintain a 10-meter radius.
- f) Never partake in behaviour that could harm the reputation of **Milton Keynes Gymnastics** or the sport of gymnastics.

### Expectations

- a) Provide a safe, welcoming, and inclusive environment that places health, welfare, and wellbeing of gymnasts above all else.
- b) Set a good example for all **Milton Keynes Gymnastics** gymnasts and members by demonstrating appropriate behaviour and conduct at all times.
- c) Always dress appropriately in uniform or approved sportswear in line with **the uniform/Clothing Policy**.
- d) Ensure you arrive to every shift on time and inform management if you're running late.
- e) Inform management if you are unable to attend your shift, giving as much notice as possible.
- f) Treat the **Milton Keynes Gymnastics** premises with respect, always ensuring all areas remain clean and tidy.
- g) Ensure you are fit and well to participate for each shift – this includes informing the club of any health or medical conditions that may require the club to make appropriate modifications.
- h) Display consistent exceptional levels of behaviour, including the use of appropriate language, and good communication with all.
- i) Incident policy: 1<sup>st</sup> time verbal warning; 2<sup>nd</sup> time written warning; 3<sup>rd</sup> time dismissal
- j) Coaches are expected to attend their normal work shifts. If not attended 3x without letting management know, coaching hours will be reduced moving forwards.

**Rewards:**

- a) Coach of the month
- b) Yearly reward for volunteering at competitions (Gift Card).

**Customer Service**

- a) Take all reasonable steps to ensure equipment, facilities and programmes meet health and safety standards, and are appropriate to the age and ability of gymnasts.
- b) Ensure that adequate supervision is provided by qualified, competent coaches/instructors and officials.
- c) Where applicable, ensure regular opportunities are available for improving the standards of coaching and officiating, with an emphasis on appropriate sports behaviour and skills.
- d) Where applicable, help coaches/instructors and officials emphasize appropriate behaviour and skill development and help to improve the standards of coaching and officiating at **Milton Keynes Gymnastics**.
- e) Protect the confidentiality of the information to which you have access, never sharing confidential information with third parties unless legally required to do so.
- f) Fully comply with all the guidance and processing of personal information in order to ensure the protection of customer/member information.

**Respect & Sportsmanship**

- g) Treat all gymnasts fairly within the context of their sporting activities, regardless of gender, race, place of origin, athletic potential, colour, sexual orientation, religion, political beliefs, socio-economic status, and other conditions.
- h) Treat everyone in a considerate, respectful, objective, and courteous manner with a proper regard for their rights, dignity and worth.
- i) Ensure you demonstrate and encourage good sportsmanship in all situations and to all individuals.



**Milton Keynes Gymnastics**

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**Child Safety & Duty of Care**

- j) Actively support all efforts to create a child safe culture and remove verbal and physical abuse from sporting activities.
- k) Always report concerns/disclosures/accidents and incidents as per the procedures set out in **Milton Keynes Gymnastics** and British Gymnastics/Home Countries Safeguarding policies and procedures.
- l) Report any health and safety issues to the appropriate **Milton Keynes Gymnastics** staff member.
- m) Be aware of and support policies and practices in relation to injury management and return to activity.
- n) Rules, equipment, length of competitions and training schedules should take into consideration the age, ability, and maturity level of participating children.
- o) The use of mobile phones or recording devices is not permitted at any time during your shift, with the only exception being photographs/videos taken for training purposes. Training images must not be placed in the public domain. This includes publication on the internet, for example, on sites such as YouTube and on social networking sites such as Facebook, unless in access-restricted areas (Name\_Coaches needs to be private; not personal accounts!) Parents will have to sign a consent form for coaches to be able to upload these.

**Signature of Individual:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_