



# Sports Performance Centre

## Code of Conduct

### Policy brief & purpose

The Sports Performance Centre's Officers, Instructors, members, and service users will follow the Centres' Code of Conduct company policy which outlines our expectations regarding your behaviour towards officers, instructors, members and other service users and overall organization.

In addition, we would ask that you review the Sports Performance Centre's rules, which are designed to promote your health, safety, and well-being whilst in the centre. These are displayed within the reception areas and also available online.

We promote freedom of expression and open communication. But we expect all our people to follow our code of conduct. They should avoid offending, participating in serious disputes, and disrupting our Sports Performance Centre and our activity. We also expect them to foster a well-organised, respectful, and collaborative environment.

### Scope

This policy applies to all our people regardless of their role within the Sports Performance Centre.

### Policy elements

#### What are the components of a Code of Conduct Policy?

Our Code of Conduct outlines the behaviours and expectations we have of our people using the facilities of The Sports Performance Centre. The components of our Code of Conduct are outlined below:

#### Compliance with law

All service users must behaviour in a legal and respectful manner. You should comply with all environmental, safety and equality legislation and we expect service users to be ethical and responsible when portraying the image of the Sports Performance Centre.

#### Respect - The Sports Performance Centre



All service users should respect other users. We have a zero tolerance of any kind of discriminatory behaviour, harassment, or victimisation. Service users should conform with the Equality Act in all aspects of the Centre.

## Protection of Company Property

All service users should treat The Sports Performance Centre's property, whether material or intangible, with respect and care.

Service users:

- Should not misuse the **Sports Performance Centre equipment** or use it frivolously.
- Should respect all kinds of **incorporeal property**. This includes trademarks, copyright, and other property (information, reports etc.)

Service users should protect company facilities and other material property (e.g. buildings, facilities and equipment from damage and vandalism, whenever possible.

## Professionalism

All service users must show integrity and respect in and around The Sports Performance Centre.

- **Personal appearance**

All service users must dress appropriately for their activity and ensure no outdoor wear is worn in the gym areas and consider personal hygiene.

- **Attendance and cancellation**

Service users should attend lessons on time and no more than 15 minutes prior to their session time. Appropriate hygiene and COVID secure activity should take place prior to taking part in your session. Although we accept that urgent matters can arise, we appreciate a minimum of 48 hours notice on any lesson cancellations. This will provide other members to be provided the opportunity to the vacant place.

- **Collaboration**

Service users should be friendly and collaborative. They should try not to disrupt the good-culture and positive environment of the Sports Performance Centre or present obstacles for other service users.

- **Communication**

All service users must be receptive to appropriate direct communication with other Service users which is respectful and with our Centre values.



- **Insurance**

All Service users will have appropriate insurance for their activity type.

- **Policies**

All employees should read any policies of the Sports Performance Centre, and particularly the Centres Safeguarding Policy.

## **Disciplinary actions**

Noncompliance with this policy could lead to your membership and instructing agreement being terminated.

Our company may have to take disciplinary action against employees who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the violation.

Possible consequences include:

- Demotion.
- Reprimand.
- Suspension or termination for more serious offenses.
- Detraction of benefits for a definite or indefinite time.

We may take legal action in cases of corruption, theft, embezzlement, or other unlawful behaviour.