



CODE OF CONDUCT

September 2025

POLICY BRIEF & PURPOSE

Our Code of Conduct company policy outlines our expectations regarding employees' behaviour towards their colleagues, supervisors, and overall organisation.

We promote freedom of expression and open communication, but we expect all employees to follow our code of conduct. They should avoid offending, participating in serious disputes and disrupting our workplace. We also expect them to foster a well-organized, respectful, and collaborative environment.

Scope

- This policy applies to all our employees regardless of employment agreement or rank.

Compliance with law

- All employees must protect our company's legality. They should comply with all environmental, safety and fair dealing laws. We expect employees to be ethical and responsible when dealing with our company's finances, products, partnerships, and public image.
- Rhino staff will challenge all forms of prejudice and prejudice-based bullying, which stand in the way of fulfilling our commitment to inclusion and equality. This also covers prejudices around disability and special educational needs, prejudices around race, religion or belief, travellers, migrants, refugees and people seeking asylum. This will be kept within guidelines of the Equality Act 2010.

POLICY ELEMENTS

- Company employees are bound by their contract to follow our Employee Code of Conduct while performing their duties. We outline the components of our Code of Conduct below.
- As Rhino run clubs/camps within schools, Rhino staff must also have knowledge of each schools code of conduct, and work within it.



BEFORE SESSIONS/CLASS

- Be present at the venue 10/15 minutes before any session starts and allow sufficient time to get the session ready before any children arrive
- Be well presented in appropriate Rhino uniforms (provided)
- Greet a member of staff every time you arrive on site (reception/year group teacher)
- Ensure all registers have been updated by connecting to the internet each morning before a session begins
- Ensure any/all necessary documents are on your person i.e., hard copy DBS Certificate
- Always be positive and approachable when talking to staff members or parents
- Welcome all the children in a friendly manner
- Ensure all sporting equipment needed for the session is cleaned and sanitised and all electrical equipment (phone/tablet) are fully charged. Access to telephone for immediate contact to emergency services if required is essential
- At Rhino Sports Academy, we expect appropriate time to be given to planning sessions thoroughly and ahead of time and these need to be in written form. We understand this can be daunting for some, but it does not need to be challenging work. Feel free to experiment with ideas and collaborate with other coaches

DURING SESSIONS/CLASS

- Once Participants are under your provision of care, you do not leave them unattended at any point
- Be a role model, displaying a consistently high standard of behaviour and appearance (disciplined/committed/time keeping), remember children learn by example
- Ensure the safety of all children by careful supervision, proper pre-planning of coaching sessions, using safe methods at all times
- Ensure that a register is taken at the start of every session. In the event of an unexplained absence, ask a member of staff whether this child was in school that day or had been collected early for any reason
- Take time to explain coaching techniques to ensure they are clearly understood



- Develop an appropriate working relationship with participants, based on mutual trust and respect
- Consider the wellbeing and safety of all participants before participating in the next activity
- Encourage and guide participants to accept responsibility for their own performance and behaviour
- Treat all young people equally and ensure they feel valued. Have no favourites
- Discrimination on the grounds of religious beliefs, race, gender, social classes, or lack of ability is never acceptable and will be met with zero tolerance
- Do not allow any rough or dangerous play, bullying, or the use of bad language or inappropriate behaviour. If any of the above occurs during the session, inform a member of staff and parents if needed
- Be positive, approachable and offer praise to promote the objectives of the club at all times
- Emergency Action/First Aid. All staff should be prepared with an action plan in the event of an emergency and be aware of First Aid/Fire Procedures (training will be provided). As we work within various schools, staff are advised to follow the policies and procedure of the school
- Administer first aid in the presence of others if needed, ensuring the location that first aid is administered is safe and clear. Where required refer more serious incidents to the school "first aider" by sending a participant to inform them, if within school hours. If outside of school hours serious injuries must be recorded on our serious injuries document
- If you have a First Aid issue while working, you should try and get assistance from a school staff member, call your manager to try and get extra help and explain the situation. Receive First Aid if needed as soon as possible. Injuries that happen to staff must be recorded with your Bright account
- Please ensure your own safety as well as others' by wearing appropriate safety equipment at all times when administering first aid i.e., mask, gloves etc
- Make the sport/activity fun and enjoyable. After all, that is what it is all about



AFTER **SESSIONS/CLASS**

- All Incidents and accidents are to be recorded on an Incident report and parents to be informed upon collection (no matter how minor the incident may seem). All serious injuries must be recorded
- Release children individually and ensure they are with their parent/guardian before moving on to the next child. Do not release a child to an adult whose name is not on Enrolmy safety form
- If a parent approaches a staff member to let them know that they are looking after another child (not their own), this must be checked with the parent/carer each time before trusting the word of the adult in front of you. This applies also to parents that may have gotten permission in the past but is not listed on the Enrolmy safety form.
- Say goodbye to a member of staff before leaving
- Please ensure that all facilities/equipment are cleaned and tidied up to the standard it was before the session
- Connect register (phone/tablet) to Wi-Fi so that your registers can update

CASH PAYMENTS

Rhino Sports Academy has set itself up as best it can to reduce the amount of cash handling required by staff. We have a payment system set up online that parents can use to purchase merchandise, pay for clubs, and pay for camps. However, sometimes parents insist on using cash to make payments which we will of course accommodate where needed.

- Any cash payment that is received by a coach is to be immediately marked on the register and then kept safe until handed to a manager at their earliest convenience
- Both staff and parents must sign a cash transfer document. This will protect the staff member plus the parents. Once the money has been handed to the Director, both the staff member and Director must sign the document to state money has transferred again
- If a cash payment is received but then 'lost' by a coach, that coach will, unfortunately, be held responsible for the full amount and this cost will be deducted from wages
- If a cash payment is outstanding for a participant, it is the coach's responsibility to speak to the parent/guardian. This can be done face-to-face or via phone text/call
- If a parent is unresponsive or dismissive and settlement is not being made, let a member of the management team know the situation (minimum 2 attempts of talking to the parent).

SAFEGUARDING



Please read the separate safeguarding document provided.

STAFF RESTRAINING A CHILD

Our club is a safe, caring and inclusive environment for staff and children and we strive to promote positive attitudes for behaviour. Physical intervention is only ever used as a last resort. For the majority of our staff there will never be any need to use a restrictive physical intervention, however, all staff will be made aware of this policy. A few of our staff members have Team Teach training. It is only these staff members who can use Team Teach Techniques.

Whenever possible, staff must seek the support of another adult when they need to use reasonable force to resolve a situation they cannot deal with in any other way. Both staff will use de-escalation techniques if possible.

Situations when unplanned restraint may be required:

- When the child is behaving in such a way that they are presenting a risk to themselves
- When action is necessary in self-defence e.g. When the child attacks another child or adult
- When there is an immediate or imminent risk of injury to another child or an adult e.g. When children are fighting or there is rough play or misuse of dangerous materials or objects
- When there is immediate risk of significant damage to property when a child is about to vandalise property

Physical Intervention will be used when:

- There is clearly no alternative approach which would work in the circumstances i.e. There is an immediate urgency to resolve
- Defending or protecting
- For children with special needs (EBD, Aspergers, Autism etc.) special procedures may be needed appropriate to their condition
- The risk of not using force outweighs those of using force
- The potential consequences of not intervening are sufficiently serious



STAFF/CHILD INTERACTION

There are certain circumstances that staff should particularly be aware of when interacting with children

- Any physical contact with pupils should be avoided where possible but on occasions, professional judgement may need to be exercised and contact is appropriate. This could include congratulatory handshakes, guiding pupils to a particular location or a gentle hug if appropriate.
- In caring for the very youngest children in our clubs, professional judgement must be exercised with age-appropriate consideration of the extent of the necessary contact.
- There must never be any physical contact from staff if children are getting changed; respect and privacy must be maintained at all times.
- Staff must not develop any personal relationship with children.
- Staff should avoid contact with pupils outside of school hours.
- Personal details including mobile phone numbers, email addresses, social media profiles must not be exchanged between staff and children.
- Occasionally a pupil may be in distress and in need of comfort including age-appropriate physical contact. Staff should be aware of their own actions ensuring their contact is non-threatening, intrusive or open to misinterpretation.
- If staff must spend time working on a one-to-one basis, staff will ensure that it occurs in a location that others can access, others can see into the space and a colleague or line manager is fully aware.

**STAFF AND
ONLINE**



**TECHNOLOGY/
EXPECTATIONS**

- Staff must not post material on social media sites that could bring the company into disrepute
- Staff are expected to report any inappropriate social media contact/usage/postings by a colleague particularly where it may be regarded as bringing the company into disrepute
- No images of children must be published either in print or online without the express consent of the child and their parents/guardians
- Staff must not use Rhino or school technology (including laptops, mobile phones, tablets, computers) to view material that is illegal, inappropriate, or liable to be deemed offensive. This includes but is not limited to, circulating obscene emails, gambling, pornographic material, or other inappropriate content
- Staff must not influence children with their own personal views on certain matters. For example, extremist views, politics or religious views
- Managers have mobile phones that should be only used for work purposes. Including being the only ones authorised to take photos of children, ensuring each child's safety form has been read for permission for photo to be taken

CONFIDENTIALITY

Staff, as part of their role, may have access to sensitive and confidential information relating to both staff and pupils and staff are expected to treat such information with discretion and integrity. Staff must not use confidential or personal information for either their own or other's advantage and should not be used to intimidate, embarrass, or humiliate children and their families. In exceptional circumstances, information that is regarded as confidential but is actually a threat to the safety or welfare of a pupil may be disclosed.

Confidential information relating to both pupils and staff must be held securely and in accordance with Data Protection legislation.

HONESTY &

All staff must
standards of



INTEGRITY

maintain high
professional

conduct and behaviour at all times. Honesty and integrity are expected of all staff when dealing within Rhino resources including financial, facilities, property, equipment, IT, printing, telephone use.

All staff must not accept any type of bribe that would encourage improper activity or actions as part of their role within the company. Staff will ensure the information they provide upon appointment is accurate including qualification, statutory requirements and professional experience.

PERSONAL APPEARANCE

All staff must dress in a professional manner, wearing appropriate clothing for the club/camp they are running. No denim or jeans. Rhino uniforms will be provided.

EQUALITY

All staff must maintain the highest professional standards, integrity and mutual respect for others regardless of age, sex, race, sexual orientation, gender reassignment, disability, religion or belief, pregnancy and maternity, marriage or civil partnership. All staff must ensure the dignity and rights of members of the local community, visitors, volunteers, children and other staff are recognised and protected at all times.

DISCIPLINARY PROCEDURE

Stage 1: Verbal Warning

Verbal warnings form part of the formal disciplinary process, and whilst it states “verbal” you will still receive the outcome in writing detailing the areas for improvement or expectations going forward. You will receive a verbal warning in cases of minor misconduct/underperformance or initial concerns with levels of absence. The verbal warning will remain on your file for disciplinary purposes for a period of 6 months.



Stage 2: Written Warning

If the matter of concern giving rise to disciplinary action is sufficiently serious, or if there is still an active verbal warning on your file when the disciplinary procedure is instigated, then the next level of sanction is a first written warning which will be confirmed to you in writing following it being issued.

The written warning will remain on your file for disciplinary purposes for a period of 12 months.

Stage 3: Final Written Warning

If the matter of concern giving rise to disciplinary action is sufficiently serious, or if there is still an active written warning on your file when the disciplinary procedure is instigated, then the next level of sanction is a final written warning which will be confirmed to you in writing following it being issued.

The final written warning will remain on your file for disciplinary purposes for a period of 12 months.

OTHER

- Refrain from smoking and consumption of alcohol before or during club activities or whilst on the premises. Any instances of the above will be met with zero tolerance.
- Never condone rule violations, rough play, or the use of prohibited substances.
- If a school has a complaint they are advised to contact the Director to discuss.

Your signature below indicates that you have read, understand, and agree with the Rhino Sports Academy Policies and Procedures outlined above.

Employee Signature: _____

Employee Printed Name: _____

Date: _____