

## **Code of Conduct for Officials & Volunteers & Staff**

Branches and Centres should offer a great experience for children and young people where they can learn new things in a safe and enjoyable environment. Pony Club officials, volunteers and staff play a key part in building a member's confidence both on and off their horse and have a great opportunity to be a positive role model.

Branches and Centres should offer a positive experience for members and where they can learn new things in a safe and positive environment.

### **Officials, volunteers and staff have the right to:**

- Access on-going training and information on all aspects of leading or managing activities for members, particularly with regard to safeguarding children and adults at risk.
- Support in responding to and reporting concerns about safeguarding and poor practice / conduct.
- Access to professional support services if necessary and appropriate.
- Fair and equal treatment by The Pony Club.
- Be protected from abuse by members, parents / guardians or other adults, including family members.
- Not be left in vulnerable circumstances when working for The Pony Club.

### **As Pony Club officials, volunteers and staff, you are expected to abide by the following Code of Conduct:**

- Keep yourself safe and be aware of your safeguarding responsibilities.
- Report any concerns of abuse or poor practice / conduct you have to the Branch / Centre Safeguarding Officer immediately. All concerns and accidents should be dealt with in line with The Pony Club policies and procedures – do not allow them to go unchallenged or unrecorded even if they involve colleagues or your close friends or family members.
- Inform parents / guardians, where appropriate, of any problems or concerns relating to their child or if their child is injured, provided that it is not likely to put the member in further danger of significant harm.
- Maintain confidentiality about sensitive information at all times.
- Always conduct yourself in an appropriate manner, both face to face and when using social networking platforms or technology. Remember, you may not know who is accessing the content and judging your actions or demeanour. This could have an effect on your employment now or in the future.
- Be a positive role model displaying a consistently high standard of behaviour and appropriate appearance, and lead by example.
- Be positive, approachable and offer praise to promote the objectives of the Pony Club at all times.
- Be friendly, supportive and show respect to all members, coaches, officials, volunteers, staff and parents / guardians, whether at your Branch / Centre or elsewhere.
- Promote the physical and emotional well-being of members as well as horses / ponies.
- Treat all members fairly and equally, praising as appropriate and ensuring that they feel valued. Have no favourites and discourage unfair competition.

- Consider the wellbeing and safety of members before the development of their performance.
- Ensure the safety of all members by providing effective supervision and proper pre-planning of Pony Club activities using safe methods at all times. Foster team work.
- Encourage members that taking part, learning and showing good sportsmanship is of the utmost importance and promote the ethos that participation in sport is for fun.
- Encourage and guide members to accept responsibility for their own performance and behaviour.
- Do not sanction in any way ridicule of a member who does not perform as well as his / her peers and recognise that ignoring the ridicule or hurtful comments will be taken as tacit approval.
- Establish and address the additional needs of disabled members or other adults at risk.
- Ensure the rights and responsibilities of all members are enforced.
- Take time to explain any decisions or instructions to members to ensure that they understand clearly what you are asking of them.
- Refrain from being rude, violent or aggressive, using foul or abusive language, being discriminative, bullying, or any other inappropriate behaviour. Encourage members to do the same. Address any inappropriate behaviour where necessary.
- Ensure you comply with the current Health and Safety Alcohol and Drugs policy.
- Do not engage in or condone unsportsmanlike behaviour or rule violations.
- Do not abuse members sexually, physically or emotionally. This includes verbal abuse or abuse via social media.
- Do not punish or belittle members for making mistakes, place members under pressure or push them into sports or equestrian activities they do not want to do or are not comfortable doing. Instead, you should support members' involvement with equestrianism.
- Never use sanctions that humiliate, harm or put members in danger.
- Do not criticise officials, coaches, volunteers, staff, members or parents / guardians on social networking sites or by the use of text messages / emails.
- Do not post pictures or other images of a child under 18 on any social network platform without the permission of the child involved and his / her parent / guardian.
- Be aware that it is not acceptable to photograph or video an injured person.

*Any minor misdemeanours and general misbehaviour should be dealt with immediately. In the first instance, this should be verbally reported to the appropriate person, with the report followed up in writing afterwards. Persistent breaches will be dealt with and may result in formal action being taken in accordance with Pony Club Rules.*

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