

Norfolk Snowsports Club

Code of Conduct

Introduction

This Code of Conduct (the **Code**) forms part of Norfolk Snowsports Club's (the **Club**) Rules as referred to in its articles of association. The Code applies to all members of the Club (**Members**), and to all volunteers and staff working at, or for, the Club.

It also applies to visitors while you are on Club premises, and whether you are using the facilities yourself, simply watching others do so, or attending for any other reason.

Furthermore, the Code applies to Members, staff, and volunteers even when not on Club premises with regard to your interactions with or affecting other Members. For example, your real world or online interactions and posts which refer to or relate to other Members, staff or volunteers should be in keeping with the Code. You should also comply with the Code when messaging, or sending messages about, others at the Club – whether using email, messaging services or social media.

You are expected to abide by the Code and, moreover, to behave in a way that reflects the values set out in this Code. It is not just about the letter of the Code, but its spirit also.

Contents

The Code comprises:

1. **Values** – This section explains how you should interpret the Code.
2. **Purpose** – This section explains why we have the Code.
3. **Unacceptable behaviours** – This section includes a list of examples of behaviours that would not be in keeping with the Values.
4. **Inclusion** – This section relates to new members and new volunteers.
5. **Language** – This section relates to avoiding bad language.
6. **Staff and volunteers** – This section relates to how they should treat members and how members should treat staff and volunteers.
7. **Club facilities and property** – This section relates to how we treat the Club's assets.
8. **Children and vulnerable adults** – This section relates to how we treat these groups in particular.
9. **Discipline during sessions** – This section relates to the safe and efficient running of sessions.
10. **Disagreements etc.** – This section relates to how we handle them and try to resolve them.
11. **Publicity** – This relates to engagement with social and traditional media.
12. **Club policies** – This section refers to other Club policies that are relevant to various categories of user.

1. The Club's Values

The Code should be interpreted through the lens of the Club's **Values**. These are the most important aspect of the Code. They have been grouped thematically to avoid a long list. But no Value should be narrowly interpreted by reason of the group in which it sits, or because it has not been placed in another group. All Values apply in all situations.

Norfolk Snowsports Club Code of Conduct

Your experience at the Club

- Fun
- Challenge
- Experimentation
- Exploration
- Enthusiasm
- Participation

Operations and delivery

- Professionalism
- Volunteerism
- Safety
- Excellence

Interactions with others

- Inclusion
- Diversity
- Collegiality
- Respect
- Kindness

Ethics and management

- Fairness and fair play
- Integrity
- Transparency
- Accountability

2. Purpose of the Code of Conduct

The nature of a club implies a place where people come with a shared purpose.

We are all members of the Club because of our enjoyment of snowsports. This is what binds us. To make the most of the fantastic opportunities presented by the Club, which we believe to be one of the best attended and supported facilities in the UK, we understand the importance of creating the right environment.

Everyone should feel welcome and at ease at the Club. The Code supports that goal. The Code establishes a set of expectations about the sorts of behaviours and standards that are acceptable and, equally, identifies (by way of example only) a number of behaviours that are not acceptable.

On its own terms, as well as in conjunction with the Club's terms and conditions of use (which apply to all users of the Club facilities) and the Club's articles of association (which apply to its Members), it creates a framework through which any behaviour that falls short of expected standards can be managed.

Although it is not the Club's preference, the ultimate sanction for breaching the Code is for access to the Club to be denied and, in the case of Members, for membership to be suspended or, even, terminated. Staff can face disciplinary action. But before any such serious steps need to be taken, it is hoped that the Code, and other mechanisms within the Club's governance framework, can provide a route to resolve any issue amicably and without unnecessary anxiety, confrontation, or disquiet.

3. Unacceptable behaviour

The Club does not tolerate any behaviour, whether by act or omission, which is not in keeping with its Values. You are entitled to a reasonable expectation that you will enjoy your time at the Club, in whatever capacity that may be.

In particular (and by way of example only), the Club does not tolerate any of the following behaviours.

- Bullying
- Harassment
- Mental, verbal, or physical abuse
- Verbally or physically aggressive behaviour
- Dishonesty

Norfolk Snowsports Club Code of Conduct

- Discriminatory language or behaviour including on grounds related to ethnicity, nationality, sex, gender identity, sexual orientation, religion, disability, health
- Abuse of any policy or process (including using Club policies or process in bad faith to achieve a personal agenda)

4. Inclusion

The Club welcomes new members and volunteers. We recognise the need to refresh and grow our community and that there are many who are not presently involved with the Club who have the potential to make valuable contributions.

The Club also welcomes visitors who do not wish to become Members but would like to try a skiing, boarding or tubing experience or use the Club's other facilities.

5. Language

Please refrain from using bad language. We recognise that at times of high spirits or when frustrated, strong language may be used. Even so, please try to avoid such language and apologise promptly where you fall short.

In particular, athletes competing at Club events or at race events hosted by the Club should bear in mind that use of bad language can result in disciplinary action being taken by the event organisers, which may include disqualification.

Racist or any other form of discriminatory language is not tolerated under any circumstances.

6. Staff and volunteers

All staff and volunteers (including, without limit, instructors, coaches, boot fitters, reception and office staff, and bar staff) are expected to demonstrate high standards of professionalism and courtesy towards each other and those who visit the Club (whether Members or not).

Everyone must treat staff and volunteers with courtesy and appreciation. Without our staff and the support of our volunteers, we would not be able to run all the lessons and coached sessions that many of us enjoy, nor could we stage many Club events, including camps, race events and other Club days. Please give all those assisting in sessions and events the space to do their jobs, show gratitude, and support them as much as you can (which includes avoiding pressuring them or placing unrealistic expectations on them).

You must comply with the reasonable requests of staff and volunteers.

It is expected that all of us will work towards creating a happy and productive Club environment.

7. Club facilities and property

Aside from the requirements relating to the treatment of others, everybody is expected to treat the Club's facilities with care and respect, and to avoid actions that might reasonably be expected to damage them (ignoring any actions that are part of the normal usage of Club facilities).

8. Children and vulnerable adults

You are expected to take particular care with regard to interactions with children and vulnerable adults. The Club's policies and procedures relating to safeguarding are especially relevant.

Norfolk Snowsports Club Code of Conduct

Particularly when instructing, coaching, or assisting children or vulnerable adults to ski, board or tube, you must seek to ensure suitable standards of behaviour and to modify your own behaviour, where appropriate, for the context. Use appropriate language, and body language, to try to create a positive and supportive environment for the participants.

Please bear in mind that it may not be readily apparent whether an individual is vulnerable. Accordingly, you should try to avoid overly robust language, tone of voice or other interactions which might (whether you are aware of the possibility or not) cause distress or upset.

9. Discipline during sessions

The Club is, above all, a place for people to have fun. Session participants and spectators should be aware that instructors and coaches may take appropriate steps if they identify a safety concern or consider it is important to avoid disrupting the session.

There is an element of good judgment required and it is appreciated that perspectives may differ. However, all those participating in sessions should bear in mind the Club's Values.

10. Disagreements etc

Arguments and conflict are not what the Club is about. We are all here because of a shared love of snowsports and a belief in the Club and what it has to offer. Everybody is expected to contribute towards the Club's Mission and Vision through their efforts and behaviour.

Even so, it is inevitable that frustrations and disagreements will arise, mistakes will be made and problems will be identified. None of these is an excuse for poor behaviour, however.

Please try to resolve disagreements amicably, and with due regard to the relevant context. Please avoid raised voices, public disagreements, and excessively robust complaints. Please treat your fellow Members, staff, volunteers and visitors with respect and courtesy.

Please use the formality of a written complaint only after less formal avenues have been tried and proved unproductive.

11. Publicity

Members are expected to avoid any use of social media or engagement with traditional media that might reasonably be expected to bring the Club into disrepute.

It is also the Club's preference that social media and other public forums (traditional media etc.) should not be used as a mechanism for criticising the Club or dealing with disagreements between Members without good reason. Internal avenues for resolving any issue should be exhausted before external routes are explored.

You should also generally avoid using social or traditional media channels as a mechanism for expressing your disagreement with the Club or its operations.

This is not intended to censor Members nor to prohibit good faith use of social and traditional media for justifiable reasons.

If you wish to complain, or if an issue needs to be addressed, you should first exhaust the Club's internal processes and consider, in good faith, whether the matter is sufficiently serious to justify escalation through other channels. For example, if publicity is necessary in order to hold the Club to

Norfolk Snowsports Club Code of Conduct

account when it is not, itself, adhering to this Code, then that will not be considered to breach this expectation.

Nothing in this section of the Code is designed to prevent or limit anyone's ability to raise an issue with the proper authorities where that is justified on the facts.

12. Club policies

The Club has in place a range of policies and procedures. These are designed to promote compliance with legal obligations, alignment with Snowsport England and other relevant bodies, to create a safe and harmonious environment for Members and others, and as a framework for dealing with a range of issues that can arise in the operation of such a complex and dynamic organisation. They are updated from time to time.

Members, staff, volunteers, and visitors are expected to comply with Club policies and procedures that are applicable to them. These are notified to you in the following ways.

Members

- **The Club's articles of association** constitute a contract between the Club and its members and between the Members themselves. They oblige Members to comply with this Code and other relevant Club policies and procedures.
- When you become a Member, by signing the **membership application form** you sign up to the Code and other elements of the Rules.
- **The Club's terms and conditions of use** apply whenever you are using the Club's facilities.
- The Club may notify you from time to time, by email or other regular communication channels, such as Facebook and publication on any Members' pages of the Club's website, of new policies and procedures or changes to those that are applicable to you.
- If you are a volunteer, you are also bound by those policies and procedures that apply to volunteers. In particular, this includes the **Volunteers and Staff Supplement** to this Code.

Volunteers

- **The volunteer agreement** refers to applicable policies and procedures, including any SOPs (standard operating procedures) communicated by relevant groups within the Club, such as the ICC (the Instructors and Coaches Committee).
- You are also bound by **the Volunteers and Staff Supplement to this Code**.
- If you are a Member, you are also bound by those policies and procedures that apply to Members.

Staff

- Your **contract of employment** or any other contract under which you are engaged by the Club: The contract may refer to specific policies and procedures. It may also refer to any staff handbook in place from time to time, which might identify specific policies and procedures relevant to your role.
- You are also bound by **the Volunteers and Staff Supplement to this Code**.
- If you are a Member, you are also bound by those policies and procedures that apply to Members.

**Norfolk Snowsports Club
Code of Conduct**

Visitors

- If you are using the Club's facilities, **the sign-up form** that is completed when you book a lesson / tubing session etc. and **the Club's terms and conditions of use** will identify the applicable policies and procedures. You may also be informed verbally of applicable policies and procedures.