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CODE OF CONDUCT

Last Updated 18th December 2021

Welcome to VFJ Pilates!

This policy outlines the rules and regulations regarding the code of conduct expected of our staff, volunteers, students, participants and by Victoria Frances Jackson (VFJ), VFJ Pilates, VFJ Dance, VFJ Fitness and VFJ Pilates's Website, located at www.vfjpilates.co.uk.

This Code of Conduct was created with the help of websitepolicies.com, i-sight.com, advice from the NSPCC and IDTA and information found in the Guidance for Safer Working Practice for Adults who work with Children and Young People 2009.

If you have additional questions or require more information about this policy, do not hesitate to contact us.

CONSENT

By using our website accessible from www.vfjpilates.co.uk, attending any sessions or interacting via any of our social media channels you hereby consent to our Privacy Policy and accept our Terms & Conditions, Refund Policy, safeguarding policies and all other policies. By participating in ANY exercise, you agree to our Exercise Disclaimer. By accessing any of our activities we assume you accept and consent to all our policies. Do not continue to use VFJ Pilates if you do not agree to take all the terms & conditions stated on these pages.

STAFF

This employee code of ethics and business conduct outlines our expectations regarding the behaviour of our employees towards other employees, customers, and society.

VFJ Pilates stands for the core values of honesty and integrity. As such, we expect all our employees to be directed by the same values in their judgment and behaviour.

Open communication and expression should be guided by the desire for a respectful, safe, and collaborative working environment.

SCOPE

This policy applies to all staff, employees, volunteers and any other persons involved with VFJ Pilates regardless of rank or employment type.

COMPLIANCE WITH LAW

Employees must work to protect the company and its legal interests by complying with all environmental, trading, safety, and privacy laws.

DECISION MAKING

When deciding all employees should ensure to follow all policies and procedures within the company.

Ask yourself the following:

- Is it legal?
- Does it comply with the code of conduct?
- Does it reflect our company values and ethics?
- Does it comply with our safeguarding policies?
- Does it respect the rights of others?
- If you are unsure about any of the answers, ask.

HARRASSMENT

Treat all fellow employees, supervisors, customers and the public with dignity and respect always. Any type of harassment, including physical, sexual, verbal, or other, is prohibited and will not be tolerated.

Harassment can include actions, language, written words, or objects that create an intimidating or hostile work environment, such as:

- Yelling at or humiliating someone,
- Physical violence or intimidation,
- Unwanted sexual advances, invitations, or comments,
- Visual displays such as derogatory or sexually oriented pictures or gestures,
- Physical conduct including assault or unwanted touching,
- Threats or demands to submit to sexual requests as a condition of employment or to avoid negative consequences.

INTEGRITY & BULLYING

All employees should fulfil their work with integrity and respect toward everyone. We are committed to ensuring that our employees, our contractors, and our customers work in safe and respectful environment that is free of bullying. Employees are expected to lead by example when it comes to good sportsmanship, positive behaviour and commitment.

Bullying can include:

- Spreading malicious rumour or gossip,
- Excluding or isolating someone socially,
- Establishing impossible deliverables,
- Withholding necessary information or purposefully giving the wrong information,
- Intimidating someone,
- Impeding someone's work,
- Unfairly denying training, leave or promotion,
- Constantly changing work guidelines,
- Sending offensive jokes or emails,
- Criticizing or belittling someone constantly,
- Tampering with a person's personal belongings or work equipment.

EQUAL OPPORTUNITIES

VfJ Pilates will not tolerate discrimination based on race, colour, religion, gender, age, national origin, sexual orientation, marital status, disability, ability, or any other protected class. Employees are expected to champion everyone's right to take part.

PROFESSIONALISM

Employees must show professionalism in every aspect of conduct, including matters involving absenteeism, tardiness, and dress code compliance. Employee's personal appearance should project the company's commitment to professionalism.

CARE FOR THE PHYSICAL ENVIRONMENT

Employees should treat company property and their physical environment with respect and care.

HEALTH & SAFETY

The company conducts business in accordance with applicable health and safety requirements and strives for continuous improvement in its health and safety policies and procedures. All employees are expected to perform their work in compliance with applicable health and safety laws, regulations, policies, and procedures and always apply safe work practices in all locations. They are also expected to ensure all equipment is fit for purpose, safe to use and accessible before using it in a session.

Applicable safety and health requirements must be communicated to visitors, customers, or contractors at any company location.

Employees are required to stop the session if an injury occurs, administer first aid, and call for help when necessary. Employees are also required to immediately report workplace injuries, illnesses, or unsafe conditions, including "near-misses."

CONFIDENTIALITY

VfJ Pilates is committed to ensuring confidentiality within the company. The company and its employees must maintain the confidentiality of all proprietary information. Proprietary information includes all non-public information that might be harmful to the company and its customers and business partners if disclosed.

Confidential information can include:

- Customer lists,
- Supplier lists,
- Pricing information,
- Terms of contracts,
- Company policies and procedures,
- Financial statements,
- Marketing plans and strategies,
- Any other information that could damage the company or its customers or suppliers if it was disclosed.

CHILDREN & YOUNG PEOPLE

All employees should behave in an appropriate manor towards all children. Examples include, but are not limited to:

- Be approachable, honest, and open,
- Listen to what children tell them and their concerns,
- Don't cause children to feel afraid,
- Don't show favouritism,

- Use age-appropriate language,
- Always act, and be seen to act, in the child's best interests,
- Avoid any conduct which would lead any reasonable person to question their motivation and intentions,
- Maintain and acknowledge appropriate professional boundaries,
- Treat information they receive about children and young people in a discreet and confidential manner,
- Be aware that behaviour in their personal lives may impact upon their work with children and young people,
- Generally, only give gifts to an individual young person as part of an agreed reward system,
- Do not give your personal details out to children or young people,
- Never touch a child in a way which may be considered indecent,
- Do not use force as a form of punishment,
- Do not display or distribute images of children unless they have consent to do so from parents/carers,
- Keeping children safe - this includes, but is not limited to, always putting a child's safety first, supervising appropriately and using safe methods and techniques,
- Ensure appropriate staffing ratios of adult to participant before the session begins,
- Use constructive and positive methods of developing children's skills, without humiliating or harming them,
- Challenge and address instances of poor, negative, aggressive, or bullying behaviour amongst children and young people,
- Develop positive relationships with parents and catch up with them regularly about their child's development,
- Make the studio a friendly and welcoming place to be,
- Ensure that children are not exposed to unsuitable material on the internet.

All employees are expected to respect their position of trust and maintain appropriate boundaries and relationships with children and young people. Employees are also expected to implement our safeguarding policy and procedures.

BEHAVIOUR

Consider your behaviour and do not engage in any behaviour that constitutes any form of abuse. Make our studio or activity a welcoming and friendly place to be. Treat others with respect and appreciate that everyone has different levels of skill and talent. Support and encourage others. Tell them they've done well and be there for them when they are struggling. Respect our staff, and the staff, children and young people and other customers/clients from other studios. Be a good sport, celebrate when we win and be gracious when we lose. Play by the rules and have fun. Get involved in studio or activity decisions, it's your studio too.

ONLINE

Employees are expected to behave appropriately online in accordance with our online & social media policy.

REPORTING

Employee's must report any concerns about or allegations of abuse or poor practice, and any behaviour that is not in accordance with this code of conduct to our welfare officer - Victoria.

TRAINING

Employees are expected to keep all coaching, qualifications, and safeguarding training up to date.

DISCIPLINARY ACTIONS

Employees who repeatedly or deliberately fail to follow our code of conduct will meet an appropriate disciplinary action that may be taken with the involvement of governing bodies.

Following a clear warning, employees who persistently show indecorous behaviour may face demotion, reprimand, detraction of benefits, suspension, or termination.

OUR PROMISE TO YOU

As an employee of VFJ Pilates we understand you have the right to:

- Enjoy the time you spend with us and be supported in your role,
- Be informed of our safeguarding and reporting procedures and what you need to do if something isn't right,
- Have access to ongoing training in all aspects of your role,
- Be listened to,
- Be involved and contribute towards decisions within the studio or activity,
- Feel welcomed, valued, and not judged based on the afore mentioned qualities written about under equal opportunities,
- Be protected from physical or emotional abuse from children or parents/guardians or other customers/clients and be supported to resolve conflicts.

CUSTOMERS/CLIENTS/PARENTS (ADULTS)

This customer/client code of ethics and business conduct outlines our expectations regarding the behaviour of our customers and clients towards employees, other customers/clients, and society.

VFJ Pilates stands for the core values of honesty and integrity. As such, we expect our customers/clients to be directed by the same, or similar, values in their judgment and behaviour.

Open communication and expression should be guided by the desire for a respectful, safe, and collaborative working environment.

SCOPE

This policy applies to all customers and clients above the age of 18 or parents and guardians of customers and clients under 18.

THE ESSENTIALS

As a customer or client taking part in our studio or activity, there are a few basic rules we would like you to remember and adhere to:

- Keep yourself safe by listening to your coach, trainer, or instructor, behaving responsibly and speak out when something isn't right,
- Make it to practices or sessions on time and if you are running late, let a member of staff know,
- Bring the right kit to your practice or session and wear appropriate kit for the weather,
- Not smoke or consume alcohol on our premises or during practice, sessions, competitions or when representing us.

HARRASSMENT

Treat all fellow employees, supervisors, customers/clients and the public with dignity and respect always. Any type of harassment, including physical, sexual, verbal, or other, is prohibited and will not be tolerated.

Harassment can include actions, language, written words, or objects that create an intimidating or hostile work environment, such as:

- Yelling at or humiliating someone,
- Physical violence or intimidation,
- Unwanted sexual advances, invitations, or comments,
- Visual displays such as derogatory or sexually oriented pictures or gestures,
- Physical conduct including assault or unwanted touching,
- Threats or demands to submit to sexual requests as a condition of employment or to avoid negative consequences.

INTEGRITY & BULLYING

All customers/clients should remember the values of integrity and respect toward everyone. We are committed to ensuring that our employees, our contractors and our customers and clients work in a safe and respectful environment that is free of bullying.

Bullying can include:

- Spreading malicious rumour or gossip,
- Excluding or isolating someone socially,
- Establishing impossible deliverables,
- Withholding necessary information or purposefully giving the wrong information,
- Intimidating someone,
- Impeding someone's work,
- Unfairly denying training, leave or promotion,
- Constantly changing work guidelines,
- Sending offensive jokes or emails,
- Criticizing or belittling someone constantly,
- Tampering with a person's personal belongings or work equipment.

EQUAL OPPORTUNITIES

VFJ Pilates will not tolerate discrimination based on race, colour, religion, gender, age, national origin, sexual orientation, marital status, disability, ability, or any other protected class. Customers and clients are expected to respect and celebrate difference in our studio and activity.

CARE FOR THE PHYSICAL ENVIRONMENT

Customers and clients should treat company property and their physical environment with respect and care.

BEHAVIOUR

Consider your behaviour and do not engage in any behaviour that constitutes any form of abuse. Make our studio or activity a welcoming and friendly place to be. Treat others with respect and appreciate that everyone has different levels of skill and talent. Support and encourage others. Tell them they've done well and be there for them when they are struggling. Respect our staff, and the staff, children and young people and other customers/clients from other studios. Be a good sport, celebrate when we win and be gracious when we lose. Play by the rules and have fun. Get involved in studio or activity decisions, it's your studio too.

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REPORTING

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DISCIPLINARY ACTIONS

Customers and clients who repeatedly or deliberately fail to follow our code of conduct will meet an appropriate disciplinary action.

Following a clear warning, participants who persistently show indecorous behaviour may face a suspension or termination of services provided.

OUR PROMISE TO YOU

As a customer/client of VFJ Pilates we understand you have the right to:

- Enjoy the time you spend with us and know that you are safe,
- Be told who you can talk to if something isn't right - Victoria,
- Be listened to,
- Be involved and contribute towards decisions within the studio or activity,

- Be respected by us and other customers/clients and be treated fairly,
- Feel welcomed, valued, and not judged based on the afore mentioned qualities written about under equal opportunities,
- Be encouraged and develop skills with our help,
- Be looked after if there is an accident or injury.

CUSTOMERS/CLIENTS (CHILDREN)

This customer/client code of ethics and business conduct outlines our expectations regarding the behaviour of our customers towards employees, other customers/clients, and society.

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SCOPE

This policy applies to all customers and clients below the age of 18.

THE ESSENTIALS

As a child or young person taking part in our studio or activity, there are a few basic rules we would like you to remember and adhere to:

- Keep yourself safe by listening to your coach, trainer, or instructor, behaving responsibly and speak out when something isn't right,
- When you are with us, stay in the places you are supposed to, don't wander off or leave without telling a member of staff,
- Make it to practices or sessions on time and if you are running late, let a member of staff know;
- bring the right kit to your practice or session and wear appropriate kit for the weather,
- Not smoke or consume alcohol on our premises or during practise, sessions, competitions or when representing us.

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- Be listened to,
- Be involved and contribute towards decisions within the studio or activity,
- Be respected by us and other team members and be treated fairly,
- Feel welcomed, valued, and not judged based on the afore mentioned qualities written about under equal opportunities,
- Be encouraged and develop skills with our help,
- Be looked after if there is an accident or injury and have your parents or guardians informed if needed.

UPDATING THIS STATEMENT

Victoria Frances Jackson may update this code of conduct by posting a new version on this website. You should check this page occasionally to ensure you are familiar with any changes.

Sincerely,

VICTORIA JACKSON

Owner

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