

ICE PROFESSIONALS CODE OF CONDUCT

RIVERSIDE ICE & LEISURE CENTRE

Chelmsford City Council provides a public service and is committed to everyone having the right to enjoy their sport in an environment based on openness, honesty, mutual trust and respect.

As a self-employed Ice Professional operating services on behalf of the Council and as per your business arrangements, you are required to abide by the Code of Conduct. The purpose of this Code of Conduct is to provide a framework that should be followed by Ice Professionals to ensure a safe environment for members of the public. Any breach of this Code of Conduct shall be considered by Chelmsford City Council and may result in the termination of an Ice Professional's business arrangement.

As Ice Professionals, you will:

1. Treat customers and each other fairly, equitably and with respect.
2. Adhere to the values of coaching below and child protection.
3. Ensure the health, safety and security of all participants.

Values of Coaching:

- Be polite, courteous and approachable. Take time to help colleagues and customers, respond to requests politely and in a timely fashion.
- Actively listen and respect the opinion of others. Listen and respond appropriately, consider other viewpoints thoroughly.
- Coaches must respect and champion the rights of every individual they coach.
- Treat everybody fairly regardless of , age, sex, gender reassignment, married or civil partnership status, pregnancy or maternity, race colour, nationality, ethnic or national origin, disability, sexual orientation, or religion or belief or lack of religion or belief.
- Never condone, or allow to go unchallenged, any form of discrimination.
- Never publicly criticise or engage in demeaning descriptions of others.
- Communicate with customers in a manner which reflects respect and care.
- Ensure that physical contact is appropriate and necessary and carried out within the guidelines of NISA with the customers' full consent.
- Know and understand the Council's full comments and complaints procedure and follow them.
- Know and understand the Council's full Safeguarding procedures and follow them.
- Demonstrate proper personal behaviour and conduct always.
- Display control, respect, dignity and professionalism always.
- Promote the execution of safe and correct practice.
- Be professional and accept responsibility for your actions.
- Make skating fun so customers meet their challenge confidently.