



The Outstanding Events Company

Activity Instructor's – Staff Code of Conduct

This Code of Conduct, together with your offer letter and the Statement of Employment form your written contract of employment with **The Outstanding Events Company, 22 Second Drove, Peterborough. PE1 5XA** (“The Company”). Which The Company is required to provide to you under the Employment Rights Act 1996.

Emergency Procedures:

On arrival at a site the Team Leader will brief all staff. This briefing will include evacuation routes, assembly points and staff duties during an emergency. The briefing will also include the location and correct use of fire fighting equipment and any additional information relevant to the site or group(s) under the care of the team. If for any reason you miss the briefing, it is essential that you find out all the details as soon as possible and before starting work.

Once a group has arrived, they must be brought together so that the safety brief can be carried out by the Team Leader or appointed person. If anyone arrives late or misses the briefing, the Team Leader will brief them separately.

First Aid:

Only qualified First Aiders may carry out first aid and only within the scope of their training.

Incident with Unqualified First Aider:

If an accident occurs at an activity you are taking and you are not a qualified First Aider, one of the following procedures must be adopted:

If you are the only instructor, do NOT leave the activity and the rest of the group on their own, send TWO members of the group to get a First Aider / help.

If there are two instructors at the activity, one of you takes the casualty (if they are able to walk) and another member of the group to a First Aider. If the casualty is unable to walk, one of you go to get a First Aider and bring them back to the casualty.

Incident with Qualified First Aider:

If you are a qualified First Aider, you should treat the casualty and complete the relevant accident report form. You must inform the Team Leader at the earliest opportunity. If the casualty is seriously injured follow the correct procedure as per your training to obtain help.

Weather Conditions:

When it is hot, ensure that everyone drinks lots of fluids (not coffee, tea or alcohol) and are well protected from the sun by using suntan lotion and wearing hats. Males must not remove their

tops as they may burn very easily. Remember that the sun will burn even when it is cloudy or it feels cold due to wind.

If it is cold, ensure that everyone is wearing suitable clothes. Do not allow them to get unnecessarily wet (activity permitting). Remember that people who are starting to feel the effects of hypothermia will suffer from the 'umbles'. (grumbles, fumbles, stumbles & mumbles)

If it is too wet you must make the decision to stop any activity before it becomes dangerous. Do not allow anyone to get unnecessarily wet (activity permitting). Remember to inform your Team Leader if you have stopped the activity.

In the event of an electrical storm, the Team Leader will decide whether to allow activities to continue.

Equipment Safety:

Ensure that your group is supervised at all times when equipment is present. Do not allow anyone to use equipment without your permission.

Ensure that all members of your group are aware of any inherent dangers when using equipment and understand how to use equipment safely and correctly.

When working with equipment, ensure that you know how to use it safely and correctly. If you do not feel happy or confident using a specific piece of equipment, inform the Team Leader BEFORE trying to use it with a group.

All persons taking part in activities must wear any protective clothing required by the activity. This includes ALL members of staff and group staff. If any person is unable to wear any item of clothing for any reason, the Team Leader should be advised prior to the person commencing the activity.

General Safety:

You must stop an activity immediately if you feel that the behaviour of one or any members of the group are causing disturbance or are in any other way causing a potential danger to themselves or others.

Qualifications:

Ensure that any qualification you hold is kept current. In the event that any qualification expires you MUST inform the Team Leader BEFORE taking an activity.

Only instructors approved by the Team Leader may take activities that require teaching or instructing qualifications. You will not be left supervising any activity unless you are suitably qualified to do so. You may however be asked to assist a qualified member of staff.

Certain activities, at certain locations, may be included in the In-house award scheme. By gaining an in-house specific activity certificate it is possible for you to instruct these activities. Ensure that at all times you are happy with any activity you have been assigned to supervise. The participant's enjoyment depends upon how much enthusiasm is projected by the instructor. An unhappy instructor makes an unhappy session.

Client Relationships:

At all times, a professional attitude must be adopted to the staff from our client groups. Always address client staff by their title Mr, Mrs etc unless specifically requested differently. Keep all relationships between yourself and client staff on a strictly professional basis.

Leader Problems:

During an activity session, you, or the supervising instructor will make all decisions regarding safety. If ever you encounter problems with a member of staff or from a client, do not argue with them, inform the Team Leader who will deal with the situation.

Alcohol / Smoking / Drugs and Medication:

No alcohol is to be consumed at any time whilst working. Any alcohol consumed out of working hours, must not affect your work when next on duty and must not be drunk in front of clients.

Smoking is not permitted in front of clients at any time. Additionally, smoking must be not done on clients sites or immediately outside clients sites. If it is felt that you smell of smoke and it would be noticeable to any other person you will be sent away from work and will not be paid.

You must not be under the influence of any controlled substance whilst working or on site. It is an offence to carry controlled substances. Do not confiscate or put any illegal or controlled substances on your person.

Appearance:

Clothes

Members of staff will be issued with items of uniform to be worn as given at all times. Personal clothing must be suitable for the activity you are supervising. All clothing must be clean, tidy and presentable. (Activity allowing) Therefore no cleavage, midriff or bottom exposure. Clothing with logos must be non-offensive.

Jewellery

Only a watch, wedding / engagement ring and a pair of stud earrings are acceptable.

Hair

This must be clean and tidy. If long, only a hair band is permitted.

Tattoos

If tattoos are visible, they must be covered by either a plaster or by clothing.

Personal Protective Equipment (PPE):

It is a condition of your employment that you wear any PPE provided by the Company as required. The Company will supply you with the necessary PPE at the Company's expense. You are expected to take care of the PPE and to maintain all items in a reasonable condition.

You will return all PPE at the termination of your employment. The Company reserves the right to deduct from your final pay the cost of any PPE that is not returned, or is returned in a damaged condition due to your actions.

Tools and Equipment Care:

All equipment must be checked before and after every activity session. No damaged or broken equipment must be used. Only use the proper equipment for each activity and only use equipment for its designated purpose.

If a piece of equipment is found to be faulty, or develops a fault during use, it should not be used. If you are in any doubt, do not use the equipment.

If a piece of equipment is damaged, broken or lost during use, report it to the Team Leader at the earliest opportunity and not later than the same day.

Company tools and equipment are the responsibility of each employee who uses them. You are required to take care of all tools and equipment you use and ensure that all items are stored in accordance with Company procedures at the end of each working day, unless otherwise instructed by your immediate manager. Failure to observe this rule may result in disciplinary action.

The Company reserves the right to deduct from your pay the costs of replacing or repairing any tools or equipment damaged as a result of your actions, beyond normal wear and tear.

Mobile Phones and Pagers:

Staff may carry mobile phones and/or pagers whilst working, provided :-

- The wearing of any phone or pager does not affect the running or safety of your activity.
- Phones and/or pagers must either be switched off or set to silent mode.
- Phones must not be used whilst on duty except in cases of emergency.
- Phones should not be used as stop watches on activities.

You may be provided with a Company mobile telephone to assist you to perform your duties. The Company will pay the line rental and the costs of business telephone calls.

Where an unreasonable level of personal calls are made, you will be notified of this and you will be responsible for paying the excess costs, normally by deduction from your following pay unless you agree an alternative method with your line manager.

On termination of your employment, the mobile phone must be returned to the Company no later than the final day of your employment. The Company retains the right to deduct the cost of any mobile phone that is not returned, or is returned in a damaged condition due to your actions, from your final pay.

Attitude:

All staff are expected to give 100 % at all times. If one member of staff becomes lazy, the rest of the staff will have to work harder to compensate.

Please try not to bring personal problems to work. If you do have a problem that may adversely affect your work, please inform the Team Leader, who will be willing to help as much as possible.

All staff are to be polite treating everyone with respect at all times whilst working for Outstanding Events.

If you are in a relationship with another member of staff DO NOT allow your feelings towards each other to be apparent whilst working. Additionally if you have a disagreement with another member of staff please settle it quickly or ask the Team Leader to intervene. Under no circumstances are you to argue with another member of staff.

The outdoors is our place of work and as such we have an extra responsibility to protect it. Ensure that nothing you do or ask others to do will damage the environment.

Reporting / Feedback:

Report any problems you may be having to the Team Leader. All problems should be aired as stress at work effects your performance.

If you have any suggestions or ideas about any part of our business, please direct them to either Rob Lancaster or any member of the Management Team.

Absence Reporting:

You are required to notify the Company as soon as possible of your sickness absence and the reasons for it. You should do this personally at the earliest opportunity to either your Team Leader or Rob Lancaster by no later than 7.00 a.m. on the first day of your absence.

Thereafter, it is essential that employees keep the Company updated on the circumstances of the absence and of its estimated duration.

Time Keeping:

Ensure that you arrive at the activity venue in plenty of time to allow for setting up. Check with the Team Leader before the event for your start time. Remember that the start time is the time you must be ready to start work, not necessarily the time you arrive. Please do not leave an activity site without checking with the Team Leader that everything has been tidied away and you are not required for anything else.

Ensure that activities start and finish on time. Do not deviate from the scheduled programme as this affects all other activities. Ensure that all other staff are aware of relevant timings.

Group Awareness:

You must be aware at all times of how many members are in your group and you must be able to account for all of them at all times during your session.

Count your group at the start of every activity session, and check at regular times throughout the activity.

Driving / Transport:

Only designated drivers are permitted to drive company vehicles. No customers are to travel in any private vehicle. All vehicles must have a first aid kit and fire extinguisher.

If you use your own vehicle for work purposes, you are required to ensure that your vehicle is properly taxed and insured for use on Company business.

Bullying:

Bullying will not be tolerated by anyone. Any suspected bullying must be reported to the Team Leader immediately.

Acknowledgement:

I acknowledge receipt of this Code of Conduct. I confirm that I have read this and the Statement of Employment which set out the principal rules, policies and procedures relating to my employment and which together with my offer letter form my written contract of employment.

Signed by the Employee

Date