Staff Code of Conduct

At Buzzers Academies Ltd, we expect all our staff and volunteers to follow our '*Staff Code of Conduct*' policy. This policy provides guidance and expectations on the standards of behaviour required from our Club/Cam staff and volunteers. We aim to encourage staff and volunteers to meet the highest possible standards of conduct. Buzzers Academies staff are in a position of trust and have a duty of care to all children and young people that attend. Buzzers Academies Club/Camp staff and volunteers also have a responsibility to maintain their own personal reputations and the reputation of Buzzers Academies, both during and outside of working hours.

Behaviour principles

- Staff should always conduct themselves professionally.
- Staff should treat each other and anyone attending our Clubs/Camps (children, parents/carers/guardians, and visitors) politely and with respect.
- Our staff will acknowledge or greet parents/carers/guardians when they arrive to pick up or drop-off their children.
- We expect our staff to arrive in plenty of time to set up for the Club/Camp.
- Our 'Lead' tutors are expected to fill out a 'Risk Assessment Form' for their Club/Camp venue (at the start of each term for Clubs and at the start of each week for Camps).
- Swearing and abusive behaviour will not be tolerated from anyone working at our Clubs/Camps. If any member of staff or volunteer exhibits this behaviour, they will be subject to the company's '*Disciplinary Procedures*'. Any breaches of expected behaviours will be investigated and resolved in line with our '*Staff Disciplinary Policy*'.

If our staff are subjected to inappropriate or abusive behaviour, including verbal abuse from parents/carers/guardians or visitors, they will be expected to report this to the company Managing Director and if necessary, this will be reported to the Police.

Dress code

The clothing worn by Buzzers Academies Club/Camp staff should always be 'Buzzers' branded. In colder weather, own clothes may be worn, but the top layer must be 'Buzzers' branded. Appropriate sports trainers should also be worn during all Club/Camp working hours. All Club/Camp staff are also expected to wear a watch during working hours. Having the Buzzers Academies logo on clothing helps identify our staff to parent/carers/guardians and visitors. If agreed with the Operations Manager and/or Managing Director, non 'Buzzers' branded clothing may be worn if it exactly matches the 'Buzzers' branded colours (black & yellow). Buzzers Academies branded clothing should not be worn outside of the Club/Camp in a social environment.

Confidentiality and Social Media

Staff and volunteers must not pass on any information about children/young people attending our Clubs/Camps, or their parents/carers/guardians or families, to third parties, without their permission. The only exception to this rule is if information is being shared with relevant external agencies regarding a Safeguarding issue ('third parties' includes other parents, friends, other children/young people at the Club/Camp etc.) Posting any material relating to Buzzers

Academies or its users on personal social media sites is forbidden. Any breach of conduct will be dealt with in line with the company '*Staff Disciplinary Policy*'. The only images that can be posted on company social media and/or websites, are images that Buzzers Academies have consent for (from the parent/carer/guardian) via our booking system. Any used images will not include personal information regarding the child/young person or their family.

Use of mobile phones and cameras

Staff personal mobile phones must be kept locked away during Club/Camp working hours and may only be used by exception (and in agreement with the Club/Camp 'Lead' tutor). Staff must not use their personal mobile phones or cameras to take photographs at the Club/Camp during working hours, nor should they allow parents/carers/guardians or other children/young people to do so. Under certain circumstances and with parental permission, photographs may be taken with the Club/Camp camera. All images must be deleted from devices after the Club/Camp end date. Any breach may be considered misconduct and will be dealt with in line with the company '*Staff Disciplinary Policy*'.

Smoking, alcohol & drugs

Staff are not permitted to smoke anywhere on the Club/Camp premises, including the surrounding external areas. Staff are not permitted to bring alcohol or illegal drugs onto the Club/Camp premises. If a member of staff arrives at work under the influence of alcohol or drugs, they will be asked to leave immediately, and disciplinary action will be taken. If a member of staff is taking prescription drugs which might affect their ability to function effectively, they must discuss this with the company Managing Director immediately and agree a safe and lockable place for storage of any prescription medicines on the Club/Camp premises.

Misconduct and Gross Misconduct

For episodes of **Minor Misconduct** and of **Gross Misconduct,** Buzzers Academies will always follow the Disciplinary Policy and Procedures. The degree of severity of the incident and the number of times it has happened determine whether the breach in standards of performance, behaviour or conduct is classed as Minor Misconduct or Gross Misconduct, including –

- Repeated complaints or negative feedback from parents/carers/guardians and colleagues regarding the standards set out in the staff '*Behaviour and Conduct Policy*'.
- Failing to comply with health and safety requirements.
- Physical violence, threats or verbal abuse towards a child/young person, parent/carer/guardian, visitor, or colleague.
- Ignoring a direct instruction given by the Club/Camp 'Lead' tutor, and/or company Operations Manager, and/or Managing Director.
- Bullying, sexual, or racial harassment.
- Being unfit for work through alcohol or illegal drug use.
- Theft, fraud, or falsification of documents or items.
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage.

The company Managing Director will investigate any alleged incidents thoroughly and any decisions on disciplinary penalties or dismissal will be made in line with our **Staff Disciplinary Policy and Procedures**.

This policy was reviewed and/or updated on 20/10/2026