

NCF Code of Conduct Policy

1. Introduction

- 1.1 The Norfolk Cricket Foundation expects the highest level of integrity in actions and relationships, which may affect the organisation and those it serves. Your actions should be impartial, supportive and honest as you conduct official business and be such as to withstand scrutiny without causing embarrassment to the organisation and its stakeholders. A breach of the Code of Conduct may result in disciplinary action, including dismissal.
- 1.2 You should always remember your responsibility to those you serve and ensure courteous and efficient service delivery to all individuals and groups during the course of your work.
- 1.3 You should also ensure that your personal appearance and demeanour is consistent with the work that you do and will not reflect detrimentally on the Foundation. Your conduct and demeanour should be professional and appropriate for the circumstances and employees should not give out any personal details such as address or telephone numbers to clients.
- 1.4 Employees must not bring alcohol or illegal drugs onto Foundation premises, or be under the influence of such substances whilst working

2. Confidentiality

- 1.1 You should ensure that the interest of customers, stakeholders, colleagues, volunteers and the public remains paramount, and that confidentiality is observed at all times and matters learned as a result of your work with the Foundation remains so outside of working hours. Confidentiality is essential to protect the interests of clients.
- 1.2 The Foundation is committed to ensuring the correct handling, use, storage, retention and disposal of confidential information as laid down in the Data Protection Act. It is essential that all documentation, information and computer systems used within Foundation premises, are protected to an adequate level from events that may jeopardise confidentiality. These events will include accidents as well as behaviour deliberately designed to breach confidentiality. Laptops or files taken out of the office should be kept under lock and key at all times. Security is the responsibility of all staff and any infringement may lead to disciplinary action. Employees should be shredding any waste of a confidential nature that is no longer required.

3. Risk Assessments

- 3.1 You should ensure that all potential risks are identified and measures and procedures that have been put in place to protect both those you are working with and yourself are followed. Protocols and procedures that are in place with other organisations and agencies should be followed at all times to protect the safety of the client. If you have any additional concerns these should be reported to your line manager.

4 Dress Code

4.1 Employees are expected at all times to present a professional and business-like image, and acceptable personal appearance is an on-going requirement of employment with the Foundation. It is never acceptable for an employee to wear an item of clothing with an inappropriate or offensive logo, picture or slogan on it. All clothing should be neat and clean. To this there is an exception for employees working at home in circumstances where they will not be meeting others on Foundation-related matters.

4.2 For cricket-related activities employees should wear clothing supplied by the Foundation's current clothing supplier. Cricket-related clothing must not be worn if it bears the name or logo of an organisation other than the current sponsor. When appropriate, business attire should be worn for meetings. There shall be no formal dress code for the NCF office although smart casual attire is encouraged. Employees should speak to the Cricket Development Director if they require additional Foundation clothing.

5 External Working

5.1 When other work is undertaken outside of the Foundation (paid or unpaid) it is important to ensure that details of the nature of the work are passed onto the line manager and that any potential conflicts or interests are noted. Members of staff undertaking external work should be aware that it is not acceptable to use any of the Foundation's systems, paperwork or information gained while working for the Foundation in any other working environment. When undertaking external work, no explicit or implied impression should be given that the work is being undertaken on behalf of the Foundation.

6 Declaration of Interests

6.1 The Foundation needs to be aware of all cases where an employee, or his or her close relative or associate, has a controlling and/or significant financial interest in an activity, case or pursuit which may be in direct conflict with a Foundation client.

6.2 Any infringement of any of the above may constitute a breach of contract and any such incident may be handled according to the normal disciplinary procedures and could result in dismissal.

7 Gifts

7.1 You must not accept, or be the beneficiary of, any substantial gifts born out of a working relationship developed whilst in the employment of the Foundation. If offered a minor gift, for whatever the intention, the matter must be reported to your line manager for approval prior to acceptance. You must also inform your line manager of any offers of hospitality which could be seen as, or lead to a conflict of interest. This is for the protection of staff as well as individuals and the organisation as a whole.

7.2 Financial donations should be forwarded to the Chair or Cricket Development Director so that formal acknowledgements can be made. Staff should decline all other offers of hospitality or entertainment.

Example 1: Casual gifts

Casual gifts offered by contractors or others e.g. at Christmas should be politely declined apart from articles of low intrinsic value such as diaries, calendars, mugs etc. In cases of doubt staff should either consult their line manager or politely decline acceptance.

Example 2: Hospitality

Modest hospitality provided it is normal and reasonable e.g lunches in the course of working visits, may be acceptable.

8 ECB Coaches Code of Conduct / ECB Coach Association

8.1 All Foundation employees that undertake formal coaching on behalf of the Norfolk Cricket Foundation shall always adhere to the ECB Coaches Code of Conduct (Please refer to ECB website for a copy of the full document). All Foundation employees shall be members of the ECB Coaches Association when undertaking coaching opportunities for the Norfolk Cricket Foundation.

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