

## STAFF SAFEGUARDING CODE OF CONDUCT

As part of your role at Rockliffe Hall Hotel, you may from time to time interact with children and vulnerable people (adults at risk). It is important that you understand the importance of safeguarding these vulnerable groups and follow the code of conduct detailed below.

If you are responsible for children or other vulnerable people/groups taking part in any Rockliffe Hall Hotel activities, you have a duty to:

- **Ensure their safety and welfare**, and ensure that any planning, preparation, delivery or review reflects this duty and all actions are in the best interests of those in your care.
- **Treat children and other vulnerable people/groups with respect of** age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and general orientation, or other status and encourage them to treat others the same way. Always consider the age, maturity, understanding and emotional condition of participants when working with them.
- **Listen carefully to children and vulnerable people/groups** about their needs, wishes, ideas and concerns and take them seriously.
- **Only use physical contact with participants, or guests where absolutely necessary.** If contact is necessary, (e.g. for the purposes of golf coaching or first aid), then explain to the child/person what the contact is for, and change your approach if he or she appears uncomfortable and conduct this in an open and transparent way.
- **Establish clear codes of conduct for participants and apply disciplinary policies equally and fairly** in respect of poor behaviour. Physical punishment or discipline or use of aggressive physical force of any kind towards any participant in your care is prohibited.
- **Always use language or behaviour towards participants and others that is appropriate** and do not use language or behaviour that is or could be considered harassment, abuse, sexually provocative or demeaning. You are a role model to both participants and other members of the workforce, your appearance, attitude, behaviour and language has a direct effect on your role.
- **Do not appear to favour one child or vulnerable person or show interest in one child or vulnerable person more than another.**
- **Wherever possible, ensure that at least one other colleague is present** when working in the proximity of children or other vulnerable people/groups.
- **Always maintain professional boundaries in person and online.** Do not engage in physical 'horseplay' with any participants, or other members of staff, and where possible avoid personal involvement in the activity you are responsible for. Be careful when engaging participants or other staff members in 'banter' as this can easily be misunderstood. Recognise the danger to self and others when online.

- **Do not engage in any form of sexual activity with or involving a child or vulnerable person in your care.** Such activity is prohibited regardless of the legal age of consent, and is considered a breach of this Policy.

- **Report any concerns you have over a person in your care or the actions of another team member.** If you witness or are told about any incident or issue that may put a vulnerable person/group at risk or harm, or may breach this policy, you have a duty to report it to the appropriate person (and only share the information with those who need to know). This may be your line manager or the duty manager.

It is everyone's responsibility to uphold this Code. Any breach of the Code is likely to lead to disciplinary action and in some cases could lead to a criminal prosecution.

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