

# Code of Ethics and Practice



Welcome to Evergreen Active CIC's Ethics and Code of Practice Policy. At Evergreen Active CIC, we are committed to upholding the highest standards of integrity, professionalism, and ethical conduct in all our endeavours. This comprehensive policy serves as a guiding compass, outlining our principles and expectations across various critical subjects.

Our Code of Ethics and Practice embodies our core values and principles, ensuring that each individual associated with Evergreen Active CIC contributes to a positive and ethical environment. This policy covers a wide range of subjects, including our:

- Social Media Policy
- Advertising and Media Policy
- Recruitment and Safe Recruitment Policy
- Code of Conduct
- Internet, Email and Cyber Security Policy
- Customer Quality Policy
- Environmental Statement

By adhering to these principles and policies, we collectively contribute to making Evergreen Active CIC a place that is not only successful but also morally sound. Each member of the Evergreen Active CIC family plays a vital role in upholding these standards and nurturing an environment built on trust, accountability, and shared values.

# **Code of Ethics**

The purpose of a Code of Ethics is to establish and maintain standards for coaches, to inform and protect members of the public using our services. It is a series of guidelines rather than a set of instructions; however certificated coaches should understand that teaching is a deliberately undertaken responsibility and should fully comply with the principles embodied within this Code of Ethics.

## **Humanity**

- All coaches must respect the rights, dignity and worth of everyone they work with, and their ultimate right to self-determination. In line with the Equality and Diversity Policy, they must treat everyone equally, within the context of the activity, including written material, regardless of age, ability, gender, sexual orientation, domestic circumstances, ethnic background, religious beliefs, political persuasion and social or cross-cultural differences
- The coach will be concerned primarily with the well-being, health and future of the individual and only secondarily with the improvement of performance
- A key element in the coach/pupil relationship is the development of independence. Pupils should be encouraged to accept responsibility for their own behaviour and performance both in class and outside
- Coaches are responsible for setting and monitoring the boundaries between a working relationship and friendship with their pupils
- Any relationship between coach and pupils relies on mutual trust and respect
- Each pupil is unique and should feel valued as such, being supported by the coach to express and develop their individuality
- Every pupil has a right to an environment which provides for their physical and personal safety, and within which they feel physically and personally safe
- Activities should be provided according to current good practice and in line with existing Health & Safety regulations
- Coaches must be familiar with and strictly adhere to the Child Safeguarding and Protection and Adult Safeguarding policy and procedures.

## **Commitment**

- Evergreen Active CIC will clarify in advance with parents and/or employers the number of sessions, fees and method of payment. They should also explore with parents and/or employers the expectation of the outcome of session attendance

## **Co-operation**

- Coaches should communicate and co-operate with each other and with other allied professions in the best interests of their pupils and Evergreen Active CIC.
- Coaches should make every attempt to be aware of any medical or physical conditions which require special consideration, and plan accordingly. Pupils should be made aware, however, that ultimately they are responsible for their own health and medical condition

- Coaches should welcome evaluation of their work by colleagues and be able to account to participants, employers, trade associations, professional bodies for what they do, and why

### **Integrity**

- The coach should refrain from public criticism of colleagues. Differences of opinion should be dealt with on a personal basis and more serious disputes should be referred to Evergreen Active CIC management
- Coaches must encourage class members to behave in accordance with the Code of Ethics
- Teachers must accept responsibility for the conduct of their class members as such they will undertake to discourage inappropriate behaviour
- Coaches must never advocate or condone the use of prescribed drugs or other banned performance enhancing substances
- Coaches should treat other coaches, and their work, with respect

### **Confidentiality**

- Coaches inevitably gather a great deal of personal information about pupils, schools and/or other employers in the course of a working relationship. An agreement must be reached as to what is to be regarded as confidential information, i.e. not divulged to a third party without express approval of the parent's child, school and/or other employer

### **Personal Standards**

- The coach must consistently display high personal standards and project a favourable image of Evergreen Active CIC and its work to participants, schools, other coaches, other organisations, the media and the general public
- The coach has an obligation to act as a positive role model in terms of health, cleanliness and functional efficiency and should not engage in any behaviour that adversely affects other coaches or pupils

### **Safety**

- Coaches have an obligation to ensure the safety of their pupils as far as possible within the limits of their control
- All reasonable steps should be taken to ensure a safe working environment for all concerned
- All work and the manner in which it is done should be in keeping with regular and approved Health & Safety practice
- All activity being undertaken should be suitable for the age, experience and ability of the participants
- All resources used must be appropriate for the activity and the participants concerned, and maintained in a safe condition
- Pupils should be made aware of their personal responsibilities in terms of safety

- A Risk Assessment for each teaching venue must be undertaken yearly (or following any change such as building work) and submitted to Evergreen Active CIC in compliance with insurance regulations
- All accidents must be recorded and reported to as appropriate
- All coaches should hold a valid First Aid Certificate

## **Advertising**

- Any promotion by coaches in respect of their self-employed services whilst working on behalf of Evergreen Active CIC is prohibited. Any knowledge of this taking place will result in the automatic end of the contract

## **Competence**

- Coaches shall confine themselves to practice within exercise, movement and dance activities in which they have been trained/educated and certificated
- Coaches should engage in self-analysis and reflection to identify professional needs, and to develop a concept of lifelong learning and a commitment to Continuing Professional Development (CPD)
- CPD should include the accumulation of knowledge and skills through formal education, independent research and the accumulation of relevant, verifiable experience
- Coaches should ensure that they have adequate insurance cover in terms of indemnity and civil liability

## **Social Media Policy**

Evergreen Active CIC recognises that many staff enjoy networking with friends and family via social media. However, we have to balance this against our duty to maintain the confidentiality of participants attending our sessions, as well as ensuring that our good reputation is upheld.

Staff must remember that they are ambassadors for our company both within and outside of working hours and are expected to conduct themselves accordingly when using social media sites.

This policy covers (but is not limited to) social media platforms such as:

- Twitter
- Facebook
- Instagram
- Personal blogs and websites
- Comments posted on third party blogs or websites
- Online forums

## **Social Media Rules**

When using social media sites, staff must not:

- Post anything that could damage our company's reputation.
- Post anything that could offend other members of staff and/or participants

- Publish any photographs or materials that could identify participants without prior consent.
- Accept invitations from participants under the age of 18 to connect via social media (e.g. friend requests on Facebook)
- Discuss with participants any issues relating to other participants or our company. Instead invite the participant to raise the issue when they are next at the session, or to contact the directors if the matter is more urgent.

Any member of staff who posts content or comments that breach confidentiality or which could harm the reputation of our company or other staff members, or who publishes photographs of the setting or participants will face disciplinary action in line with our disciplinary policy.

### **General Cautions for Using Social Media**

When using social media in any context it is wise to bear in mind the following points:

- No information published via the internet is ever totally secure; if you don't want information to become public, do not post it online.
- Once an image or information is in the public domain, it is potentially there forever.

## **Advertising and Media Policy**

At Evergreen Active CIC, we are committed to providing a safe, welcoming, and enjoyable environment for all our patrons while maintaining the highest standards of professionalism and integrity in our advertising and media practices. This policy outlines the guidelines and principles that govern advertising and media activities within our work.

The purpose of this policy is to ensure that advertising and media activities conducted at Evergreen Active CIC align with our values, promote a positive image, and adhere to legal and ethical standards.

### **Relevance and Appropriateness**

Advertising and media content displayed within Evergreen Active CIC should be relevant to our company mission and offerings. All content must be appropriate for a diverse audience, including families, children, and individuals from various backgrounds.

### **Accuracy and Honesty**

All advertising and media content must be accurate and truthful. Misleading, false, or exaggerated claims are strictly prohibited.

### **Respect for Privacy**

We respect the privacy of our patrons and staff. Prior consent must be obtained before using any individual's image, name, or likeness in advertising and media materials. Any content that invades privacy or compromises confidentiality will not be permitted.

## **Diversity and Inclusion**

We are committed to diversity and inclusion. Advertising and media content should reflect and celebrate a diverse range of cultures, genders, abilities, and backgrounds, and should avoid any form of discrimination or bias.

## **Commercial Neutrality**

Advertisements and media content should not favour any specific product, service, or brand. We maintain commercial neutrality and do not endorse or promote any external businesses or organisations unless explicitly approved by Evergreen Active CIC management.

## **Safety and Well-being**

Advertisements and media content should prioritise the safety and well-being of our patrons. Content promoting unsafe or harmful activities, substances, or behaviours is strictly prohibited.

## **Advertising Channels**

- Physical Displays

Physical advertising materials, such as posters, banners, and flyers, must adhere to the principles outlined in this policy. All content must be approved by Evergreen Active CIC management before display.

- Digital Platforms

Digital advertising, including social media, website banners, and email campaigns, must comply with the principles of this policy. The digital content should be regularly reviewed to ensure accuracy, relevance, and appropriateness.

## **Partnerships and Sponsorships**

Partnerships and sponsorships with external businesses or organisations must align with our values and be relevant to our offerings. These relationships should be transparent and disclosed to our patrons.

## **Review and Approval**

All advertising and media content must be reviewed and approved by Evergreen Active CIC management before distribution or display. Content that does not adhere to this policy will be rejected.

## **Reporting Concerns**

Patrons and staff who have concerns about advertising and media content can report them to the Evergreen Active CIC Directors who will promptly investigate and address any reported issues.

## **Consequences of Non-Compliance**

Failure to comply with this policy may result in the removal of advertising materials, restriction of media activities, or other appropriate actions as determined by Evergreen Active CIC management.

## **Conclusion**

This Advertising and Media Policy is designed to ensure that Evergreen Active CIC maintains a positive, respectful, and inclusive environment for all patrons and staff. By adhering to these principles, we uphold our commitment to excellence and integrity in all our advertising and media practices.

## **Recruitment and Safe Recruitment Policy**

Evergreen Active CIC uses safer recruitment practices to ensure that all people working with the participants within our sessions are safe and qualified to do so. When recruiting paid staff or volunteers we will follow the procedures set out below.

### **Advertising the Vacancy**

We will advertise all vacancies, and any job advertisements will include a statement about our commitment to safeguarding children.

### **Initial Enquiry**

Upon enquiring about a vacancy, we will send potential candidates:

- a job description
- a person specification
- an application form
- copies of the company's safeguarding policies.

The application form includes:

- instructions that the application form must be completed by hand
- a declaration that all information is correct
- a section under the Rehabilitation of Offenders Act that asks if the applicant has been awaiting a verdict, convicted, or cautioned or received a court order or warning for any offence that may affect their suitability for working with children
- a request for the contact details of two referees one of which should be the last employer; (if this is the candidate's first job, their course tutor is a suitable alternative)

All applicants must submit an application form by the closing date. We will only accept CVs if they are accompanied by our standard application form completed as required.

## **Interview Procedure**

We will notify all candidates selected for interview by letter. All candidates will be asked to bring to the following items to the interview:

- proof of identity, eg passport, driving licence or birth certificate
- proof of address, eg recent utility bill (not mobile phone) or bank statement
- proof of qualifications, ie the relevant certificates
- for non-British nationals, proof of the right to work in the UK (as required by the Asylum and Immigration Act)

The interview will be conducted by at least two interviewers. All candidates will be asked the same set of questions. We will then ask additional questions about any other issues that arise from their application form. For example, the interviewers will follow up on any gaps in the candidate's employment history rigorously and ensure that they are satisfied with the explanation given, undertaking additional checks if necessary. All candidates will also be asked to participate in a session with the participants for an hour so that they can be observed interacting with the staff and participants. When we have interviewed and observed all candidates, we will make our final selection.

## **Appointing a New Member of Staff**

When we have selected the successful candidate, we will:

- send him or her a written offer, which will clearly state that it is subject to the receipt of suitable references, full sight of a satisfactory enhanced DBS certificate and their written confirmation that they are not disqualified from working with children.
- contact both referees for a reference, including asking them if they have any child protection concerns about the candidate.
- initiate an enhanced DBS check for the candidate, or if the candidate is subscribed to the DBS Update Service, review their current DBS certificate and check their status online
- ask the candidate to complete a health questionnaire
- notify any unsuccessful interviewees.

We will also take photocopies of the new member of staff's qualification certificates and proof of identity and keep these on file.

When a new member of staff starts work at Evergreen Active CIC we will give him or her:

- our terms and conditions, and get them to sign their contract; a copy of their contract will be kept on file
- all our company policies, and ensure that they sign a policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file.

We will conduct a full induction and orientation programme with all new members of staff.



## DBS Checks

We will obtain enhanced DBS disclosures for all staff and volunteers who will work unsupervised with the participants on a regular basis, or who have access to participant's information.

If candidates have subscribed to the DBS Update Service, we will carefully review their current DBS certificate and then check their status online. If there has been a change in their status since their last DBS certificate was issued, we will obtain a new DBS disclosure for them. Additional criminal records checks will be made for anyone who has lived abroad.

New staff will only be allowed to work *unsupervised* with participants when we have had full sight of a satisfactory DBS certificate for them. If we decide to allow a new member of staff to begin work pending the completion of their DBS check, we will complete a written risk assessment first and they will *not be allowed unsupervised access* to the participants until we have seen and reviewed their DBS certificate. When we appoint a member of staff, we will keep a record of the date and number of their DBS disclosure on our Central DBS Record. We will update the DBS checks for all staff every 3 years.

## Disqualification

Evergreen Active CIC will not employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under regulations made under section 75 of the Childcare Act 2006. Note that a member of staff can *become* disqualified if they live in the same household as another disqualified person, or if a disqualified person is employed in that household.

All new staff must sign a declaration that they are not disqualified when they commence employment and all existing staff must sign the declaration annually to confirm that their status has not changed. If a member of staff becomes disqualified, we will terminate their employment and notify Ofsted.

## Immigration Status

The management is aware of Asylum and Immigration Act requirements and will check the ability of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually a driving licence, passport, and NI number.

## Code of Conduct

This Code of Practice defines all that is best in good coaching practice. Good coaching practice needs to reflect the following key principles:

- **Rights**

Coaches must respect and champion the rights of every individual to participate in sport

- **Relationships**

Coaches must develop a relationship with performers (and others) based on openness, honesty, mutual trust and respect

- **Responsibilities – Personal Standards**

Coaches must demonstrate proper personal behaviour and conduct at all times

- **Responsibilities – Professional Standards**

To maximise the benefits and minimise the risks to performers, coaches must attain a high level of competence through qualifications, and a commitment to ongoing training that ensures safe and correct practice

### **Principle: Rights**

Coaches must respect and champion the rights of every individual to participate in sport

#### **Issues**

Coaches:

- Assist in the creation of an environment where every individual has the opportunity to participate in a sport or activity of their choice
- Create and maintain an environment free of fear and harassment
- Recognise the rights of all performers to be treated as individuals
- Promote the concept of a balanced lifestyle, supporting the well-being of the performer both in and out of the sport

#### **Actions**

- Treat all individuals in sport with respect at all times
- Do not discriminate on the grounds of gender, marital status, race, colour, disability, sexual identity, age, occupation, religious beliefs or political opinion
- Do not condone or allow any form of discrimination to go unchallenged
- Do not publicly criticise or engage in demeaning descriptions of others
- Be discreet in any conversations about performers, coaches or any other individuals
- Communicate with and provide feedback to performers in a manner that reflects respect and care

### **Principle: Relationships**

Coaches must develop a relationship with performers (and others) based on openness, honesty, mutual trust and respect

#### **Issues**

Coaches:

- Must not engage in behaviour that constitutes any form of abuse (physical, sexual, emotional, neglect, bullying)
- Should promote the welfare and best interests of their performers
- must avoid sexual intimacy with performers either while coaching them or in the period of time immediately following the end of the coaching relationship
- Must take action if they have a concern about the behaviour of an adult towards a child

- Should empower performers to be responsible for their own decisions

### Action

- Be aware of the physical needs of performers, especially the developmental stage and needs of children and young people, and ensure that training loads and intensities are appropriate
- Ensure that physical contact is appropriate and necessary, and is carried out within recommended guidelines with the performer's full consent and approval
- Do not engage in any form of sexually related contact with any performer for whom they have responsibility. This is strictly forbidden as is sexual innuendo, flirting or inappropriate gestures and terms. Coaches are in a position of power and trust in relation to performers. By entering into an intimate/sexual relationship with a performer, a coach may be deemed guilty of abusing this position and, in relation to children and young people, this may also be unlawful
- Inform parents/guardians immediately if you are at all concerned about the welfare of a child, unless there are concerns that this would not be in the interests of the child
- Know and understand Evergreen Active CIC's child protection/safeguarding policies and procedures in this regard and adhere to them
- Follow the reporting procedures laid down by Evergreen Active CIC if you have a concern – non-action is unacceptable
- Discuss with parents and other interested parties the potential impact of the programme on the performer
- Respect performers' opinions when making decisions about their participation in their sport
- Encourage performers to take responsibility for their own development and actions
- Allow performers to discuss and participate in the decision-making process
- Discuss and agree with performers what information is confidential
- Inform performers or their parents/guardians of the requirements of the sport
- Inform performers or their parents/guardians of any potential costs involved in accessing the coaching services on offer
- Be aware of and communicate on any conflict of interest as soon as it becomes apparent
- Do not work with any other coach's performer without first discussing or agreeing it with both the coach and the performer involved
- Identify and agree with performers which other experts or organisations could offer appropriate services

## **Principle: Responsibilities – Personal Standards**

Coaches must demonstrate proper personal behaviour and conduct at all times

### **Issues**

Coaches:

- must be fair, honest and considerate to performers and others in their sport
- should project an image of health, cleanliness and functional efficiency
- must be positive role models for performers at all times

### **Actions**

- Operate within the rules and the spirit of your sport
- Educate performers on issues relating to the use of performance-enhancing drugs in sport and cooperate fully with UK Sport and governing bodies of sport policies
- Maintain the same level of interest and support when a performer is sick or injured.
- Display high standards in use of language, manner, punctuality, preparation and presentation
- Encourage performers to display the same qualities
- Do not smoke, drink alcohol or use recreational drugs before or while coaching. This reflects a negative image and could compromise the safety of your performers
- Display control, respect, dignity and professionalism to all involved in your sport

## **Principle: Responsibilities – Professional Standards**

To maximise the benefits and minimise the risks to performers, coaches must attain a high level of competence through qualifications, and a commitment to ongoing training that ensures safe and correct practice

### **Issues**

Coaches will:

- ensure the environment is as safe as possible, taking into account and minimising possible risks
- promote the execution of safe and correct practice
- be professional and accept responsibility for their actions
- make a commitment to providing a quality service to their performers
- actively promote the positive benefits to society of participation in sport, including the positive contribution sport can make to achieving improved outcomes for children and young people
- gain governing bodies of sport coaching qualifications appropriate to the level at which they coach

### **Actions**

- Follow the guidelines of your governing body of sport or employer.
- Plan all sessions so they meet the needs of the performers and are progressive and appropriate
- Maintain appropriate records of your performers
- Recognise and accept when it is appropriate to refer a performer to another coach or specialist
- Seek to achieve the highest level of qualification available
- Demonstrate commitment to Continuing Professional Development (CPD) by undertaking/attending learning opportunities to maintain up-to-date knowledge of technical developments in your sport
- Undertake/attend CPD opportunities to maintain up-to-date knowledge and understanding of other issues that might impact on both you and your performers
- Be aware of the social issues and how your sport can contribute to local, regional or national initiatives
- Actively participate in recruitment and education opportunities in your sport
- Actively contribute to local, regional and national initiatives to improve the standards and quality of coaching both in your sport and sport in general
- Practise in an open and transparent fashion that encourages other coaches to contribute to or learn from your knowledge and experience
- Engage in self-analysis and reflection to identify your professional needs
- Seek CPD opportunities to develop your coaching skills and competencies, and update your knowledge
- Manage your lifestyle and coaching commitments to avoid burnout that might impair your performance
- Do not assume responsibility for any role for which you are not qualified or prepared
- Do not misrepresent your level of qualification
- Promote good coaching practice in others and challenge any poor practice that you become aware of

### **Implementation Issues**

It is recognised and identified by the Ethics Review Group that a code of practice in isolation is of minimal value. In order for this code to fully impact on coaching practice and behaviour, it must:

- be incorporated into Evergreen Active CIC constitutions and governance documents
- be a constituent part of a policy and procedure for dealing with allegations and complaints
- be used as the definitive guide and benchmark measure of coaching practice in determining any need for sanctions against a coach
- be fully incorporated into the coach education processes

- be assessed as part of the coach accreditation process
- be supported by the appropriate training and resources

## **Internet, Email and Cyber Security Policy**

At Evergreen Active CIC, we recognize the importance of maintaining a secure and efficient digital environment for the protection of our data, privacy, and operations. This policy outlines the guidelines and measures that govern the use of the internet, email, and cyber security practices within our premises.

The purpose of this policy is to establish a framework for the responsible and secure use of internet and email resources, as well as to safeguard against cyber threats and vulnerabilities.

### **Acceptable Use**

All employees, contractors, volunteers, and visitors accessing Evergreen Active CIC's internet and email resources must do so in a responsible and ethical manner. These resources are to be used solely for business-related purposes.

### **Prohibited Activities**

The following activities are strictly prohibited and will result in disciplinary action:

- Unauthorised access to, or use of, computer systems, networks, or data
- Distributing or accessing offensive, harmful, or inappropriate content
- Engaging in activities that violate copyright or intellectual property rights
- Use of internet resources for personal financial gain or commercial activities
- Revealing confidential or sensitive information to unauthorised individuals
- Downloading or installing software without proper authorisation
- Sending or forwarding malicious or unsolicited emails (spam)
- Sharing login credentials or accessing someone else's account without permission

### **Protection of Personal Information**

Employees must exercise caution when sharing personal information online, whether through email or social media. Personal information should only be shared with authorised personnel and in compliance with data protection laws.

### **Confidentiality**

Emails containing sensitive or confidential information should be sent only to authorised recipients. Encryption should be used when transmitting confidential data.

### **Phishing Awareness**

Employees should exercise caution when opening emails from unknown sources or containing suspicious links or attachments. If a suspicious email is received, it should be reported to the Evergreen Active CIC Directors immediately.

## **Email Signatures**

Standardised email signatures must be used for consistency and professionalism. Personal information, contact details, and disclaimers may be included as required.

## **Software Updates**

All devices connected to Evergreen Active CIC's network must have up-to-date operating systems, antivirus software, and security patches installed to prevent vulnerabilities.

## **Strong Passwords**

Employees must use strong, unique passwords for their accounts and change them regularly. Passwords should not be shared or written down in easily accessible locations.

## **Access Controls**

Access to sensitive systems and data should be restricted to authorised personnel based on job roles and responsibilities.

## **Data Backup**

Regular data backups should be conducted to ensure the availability and integrity of critical information in case of data loss or cyber attacks.

## **Reporting Incidents**

Any suspected or actual cyber security incidents must be reported to the Evergreen Active CIC Directors immediately for prompt investigation and mitigation.

## **Cyber Security Training**

All employees, contractors, and volunteers will undergo regular cyber security training to stay informed about the latest threats, best practices, and policy updates.

## **Compliance Monitoring**

Evergreen Active CIC will periodically conduct audits and assessments to ensure compliance with this policy.

## **Consequences of Non-Compliance**

Failure to adhere to this policy may result in disciplinary action, including temporary or permanent suspension of internet and email privileges, or other appropriate measures.

## **Customer Quality Policy**

At Evergreen Active CIC we aim to deliver high-quality physical activities for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for participants on request.

The directors are responsible for dealing with complaints. If the complaint is about a staff member or director, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an Incident log and a Complaints log will be completed. Any complaints made will be dealt with in the following manner:

### **Stage One**

Complaints about aspects of activities delivered:

- The staff member in charge will discuss the matter informally with the participant concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the participant will be encouraged to discuss the matter with staff concerned.
- If the participant feels that this is not appropriate, the matter will be discussed with a director, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

### **Stage Two**

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the participant should put their complaint in writing to the directors. A director will:

- Acknowledge receipt of the letter within 7 working days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the company's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the company's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the directors will refer the situation to the company's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy and Procedures. If a criminal act may have been committed, the directors will contact the police.

## **Environmental Statement**

Evergreen Active CIC is committed to the protection of the environment through reducing pollution, emissions and waste.

As part of the induction process, and through staff meetings and training, our staff will be informed about reducing the use of raw materials, supplies and energy.

Participants and staff will follow the company's 'eco code':

- We re-use and recycle our waste material, and the recycling bins are easily accessible to staff and participants



- We switch off lights when not in use
- We turn off electrical equipment at the power source when not in use
- We turn off taps after use and do not waste water
- We do not drop litter

This policy was adopted by: Evergreen Active CIC	Date: 24/08/2023
To be reviewed: 01/08/2024	Signed: A Freeman