



G&T Events Ltd (trading as Future Survival)

Code of Conduct

This is a core policy that forms part of the induction for all staff. It is a requirement that all members of staff have access to this policy and sign to say they have read and understood its contents.

Date written: 2nd June 2025

Date of last update: 2nd June 2025

Date agreed and ratified by: 3rd June 2025, Mr G Broadbent, Director

Date of next full review: 1st June 2026

This policy will be reviewed at least annually and/or following any updates to national and local guidance and procedures.

Applicable to all staff and volunteers at Future Survival

1. Purpose

This policy sets out clear standards for staff conduct, appearance, safeguarding responsibilities, and professionalism at Future Survival. It ensures that every team member contributes to a safe, respectful, and high-quality experience for all participants, especially children, families, and vulnerable individuals.

2. Behaviour and Attitude

All staff must:

- Represent Future Survival with professionalism, integrity, and friendliness.
- Treat all visitors — including children, parents, and carers — with respect and patience.
- Follow instructions and uphold safety protocols at all times during activities.
- Demonstrate enthusiasm, reliability, and a proactive team spirit.

3. Language and Communication

- Swearing, shouting, or the use of aggressive or inappropriate language is strictly prohibited.
- Staff must communicate politely, clearly, and supportively with all guests.
- Conversations between staff should not distract from customer service or supervision duties.
- Positive communication and teamwork are essential for a safe and enjoyable environment.

4. Uniform and Appearance

- Staff must wear the approved Future Survival uniform, including branded t-shirts, hoodies, or safety vests where required.
- Uniforms must be clean, neat, and worn in full during working hours.
- Aprons (if applicable) must be removed when leaving site for breaks or when smoking.
- Long hair must be tied back during activities, and footwear must be closed-toe and suitable for physical work.
- Personal hygiene is essential, and strong perfumes or colognes should be avoided.
- Staff must return all uniform items if leaving the organisation.

5. Smoking, Phones, and Personal Conduct

- Smoking or vaping is only permitted off-site and out of uniform.
- Chewing gum during shifts is not allowed.

- Personal mobile phones must be stored securely during working hours and used only during allocated breaks, unless agreed otherwise by a supervisor.
- Personal calls should be limited to emergencies unless on a break.

6. Use of Equipment and Facilities

- All equipment (including laser gear, consoles, props, and furniture) must be handled responsibly.
- No sitting on tables, standing on chairs, or misuse of customer-facing assets.
- Any damage to property — accidental or intentional — must be reported immediately. Intentional damage will be treated as misconduct.
- Safety gear must be worn and checked before use, and equipment must be cleaned or reset between sessions.

7. Teamwork and Internal Communication

- All staff must work collaboratively and respectfully with colleagues.
- Suggestions for improvements are encouraged and should be shared with managers.
- Staff must check communication boards or team chats regularly for updates and rotas.
- Differences or concerns should be addressed calmly or escalated to a manager if unresolved.

8. Attendance and Staff Meetings

- Punctuality is expected for all shifts. Lateness or absence must be reported as early as possible to a supervisor.
- Team meetings or briefings will be scheduled regularly, and staff are expected to attend.
- Staff may be asked to complete training updates to remain compliant with health, safety, and safeguarding practices.

9. Safeguarding Responsibilities

At Future Survival, we are committed to creating a safe, inclusive, and protective environment for all children, young people, and vulnerable adults.

All staff must:

- Report any concerns immediately to the Designated Safeguarding Lead (DSL).
- Avoid any behaviour that could be perceived as inappropriate, including:
 - Excessive 1:1 attention;

- Physical punishment or threats;
- Teasing, bullying, or exclusion;
- Inappropriate language or physical contact.
- Never take photos of children or young people on personal devices.
- Follow all safeguarding procedures, including incident reporting and supervision ratios.

DSL Contact: Graham Broadbent

Email: commander@futuresurvival.co.uk

10. Acceptable Use of Technology and Online Conduct

All staff members at G&T Events Ltd (trading as Future Survival) are expected to role model appropriate, safe, and responsible use of technology at all times. Staff must ensure their conduct online and offline upholds the safeguarding, privacy, and reputation of the organisation, its staff, and the young people we support.

Staff must:

- Use setting-owned digital devices and systems only for authorised and professional purposes.
- Ensure no unauthorised external devices (e.g., USBs or personal laptops) are connected to the organisation's systems.
- Keep login details confidential and never share passwords or accounts.
- Supervise all online activity by young people closely and ensure internet-enabled devices are only used for approved activities.
- Ensure SafeWeb filtering and monitoring remains enabled at all times on relevant devices.
- Report any online safety or IT security concern to the DSL or IT technician without delay.
- Use professional language and tone in all digital communications, including internal platforms, email, and when managing official social media accounts.
- Never use personal devices to take photos, videos, or communicate with young people.
- Never access, create, or share material that is abusive, discriminatory, sexually explicit, or otherwise inappropriate via any device connected to the setting's network.

Staff must not:

- Bypass or attempt to bypass security controls or filtering systems.
- Leave devices logged in and unattended.
- Post content online that could bring the setting into disrepute or undermine public trust.

Personal use of digital devices during working hours is prohibited unless authorised by a senior manager or during designated breaks. Personal mobile phones must be stored in the designated staff cupboard and only used in break areas away from children.

11. Disciplinary Consequences

Breaches of this Code of Conduct, including failure to follow safeguarding or uniform procedures, may result in:

- Verbal or written warnings;
- Suspension or dismissal for serious or repeated breaches;
- Referral to safeguarding authorities or the police if necessary.