

Code of Conduct and Ethics

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1. Introduction

The purpose of this code is to ensure professional conduct from all individuals involved with the England Ice Hockey (EIH) promote a safe, inclusive and positive environment for all participants of ice hockey. This England ice Hockey Code of Conduct & Ethics applies to anyone involved in the sport, including but not limited to: players, managers, coaches, off-ice officials, referees, parents, medical professionals, staff and match and tournament support staff, whether acting in a paid or voluntary capacity, regardless of by whom they are employed.

All members should embody the core values below:

- **Selflessness:** decisions must be taken in terms of the values and mission of EIH, and not to gain financial or other material benefits.
 - **Integrity:** all members must not place themselves in a situation where their position is compromised.
 - **Objectivity:** all decisions must be made on merit alone.
 - **Accountability:** members must accept accountability for their decisions and actions.
 - **Openness:** members should be as open as possible about all their decisions and actions.
 - **Leadership:** coaches, managers and volunteers must support and promote these principles by example.
 - **Respect:** all members should treat people with respect both on and off the ice
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2. Code of General Conducts and Ethics

We expect all individuals involved in England Ice Hockey activities to maintain the core values above. In addition, all individuals are expected to:

General

- Abide by the rules set forth in England Ice Hockey policies and procedures.
- Be aware of and abide by England Ice Hockey's safeguarding policies and procedures and report any concerns to your club's Designated Safeguarding Lead (DSL) and England Ice Hockey via safeguarding@englandicehockey.com.

- When providing a service to children, seek written consent from their parent or legal guardian and ensure the environment is fit for purpose.
- Be aware of and abide by the England Ice Hockey and UKAD Anti-Doping policies.
- Be aware of and abide by England Ice Hockey's Data Protection Policy.
- Be committed to anti-corruption and maintaining the integrity of the sport and thus be bound by the England Ice Hockey Anti-Corruption Policy and IIHF Integrity Book. It is the responsibility of all individuals to make themselves aware of the codes.
- Follow England Ice Hockey's Social Media Code of Conduct and any other relevant code of conduct detailed in this document.
- Be aware of and abide by health and safety procedures, raising any concerns to the venue, club or England Ice Hockey as appropriate.
- Follow England Ice Hockey's complaints procedure, understanding complaints must be escalated to your club in the first instance through the appropriate channels.

Behaviour

- Treat all individuals equally: with respect and dignity, and without discrimination or prejudice on grounds of age, gender, sexual, cultural, ethnic, disability, lifestyle or religious preference.
- Act with integrity and set a positive example, promoting the reputation of the sport and taking all possible steps to prevent it from being brought into disrepute.
- Conduct yourself in a professional manner and give due regard to the authority of officials and the rights of players, spectators, volunteers, staff and others.
- Take all reasonable measures to protect your own safety and the safety of others.
- Never use inappropriate language or gestures or tolerate abuse within the sport.
- Challenge any discrimination or bullying of any participant within the sport.
- When providing a service, only do so within the limits of your professional competence.
- Refrain from making inappropriate physical contact with children or vulnerable adults and avoid being alone with them unless this is required as part of an organised activity.
- Never condone rule violations or use of prohibited substances.
- Do not engage in public criticism of EIH, individuals involved within the sport, clubs, officials or any EIH partners.
- Understand that if you don't follow the code of conduct, actions may be taken against you by your club or National Governing Body.

England Ice Hockey are committed to:

- Ensuring all individuals feel welcome and respected, regardless of ability, physical appearance, sexual orientation, gender, race, or religion.
- Creating a safe and enjoyable environment for all participants.
- Removing any form of discrimination or abuse from the sport.
- Ensuring policies and procedures are accessible to individuals.
- Applying the rules of the association fairly and consistently to uphold the highest integrity in the sport.
- Listening to and actively engaging with clubs and members.
- Resolving complaints and concerns effectively, in line with our complaints policy.

3. Code of Conduct for Junior Players

We all have a responsibility to promote high standards of behaviour in ice hockey. As a player, you have a big part to play. Fair play and respect for all others in the game is essential.

As a player we expect you to:

- Always work hard to learn and improve.
- Play fairly and to the best of your ability.
- Respect your team-mates, the other team, the referee and your coach/manager.
- Play by the rules as directed by the referee and respect the officials' decisions.
- Be gracious in victory or defeat and shake hands with the other team and referee at the end of the game.
- Make your club a welcoming, happy and safe place to be by supporting and encouraging others.

- Keep yourself and others safe by listening to coaches and following their instructions.
- Understand that the coach has to do what's best for the team and not the individual.
- Respect people's differences and not bully or discriminate against others for reasons such as race, gender, sexuality, background or ability.
- Turn up on time and with the correct kit.
- Take care of all equipment and premises you are using.
- Report any incidents of bullying or abuse, even if you're just a witness.
- Talk to an adult you trust or the club Designated Safeguarding Lead if you're unhappy about anything at your club.
- Understand that if you don't follow the code of conduct, actions may be taken against you by your club or National Governing Body.

As a player you have the right to:

- Be supported in developing your skills and receive level appropriate guidance.
- Feel welcome in your club regardless of ability, physical appearance, sexual orientation, gender, race, or religion.
- Feel safe when participating and be treated with your wellbeing as priority.
- Have fun and enjoy participating in ice hockey.
- Know who your club's Designated Safeguarding Lead is and how to contact them.
- Be listened to and treated fairly when you raise concerns to your club.

4. Code of Conduct for Senior Players

We all have a responsibility to promote high standards of behaviour in ice hockey. As a player, you have a big part to play. Fair play and respect for all others in the game is essential.

As a player, we expect you to:

- Adhere to the laws of the game.
- Display and promote high standards of behaviour and fair play.
- Respect your team-mates, opponents, the referee, your coach and all club officials.
- Play by the rules as directed by the referee and respect the officials' decisions.
- Be gracious in victory or defeat and shake hands with the other team and referee at the end of the game.
- Never engage in public criticism of referees or England Ice Hockey.
- Lead by example both on and off the ice.
- Take care of all equipment and premises you are using.
- Respect people's differences and not bully or discriminate against others for reasons such as race, gender, sexuality, background or ability.
- Report any incidents of bullying or abuse, even if you're just a witness.
- Understand that if you don't follow the code of conduct, actions may be taken against you by your club or National Governing Body.

As a player you have the right to:

- Be supported in developing your skills and receive level appropriate guidance.
- Feel welcome in your club regardless of ability, physical appearance, sexual orientation, gender, race, or religion.
- Feel safe when participating and be treated with your wellbeing as priority.
- Have fun and enjoy participating in ice hockey.
- Know who your club's Designated Safeguarding Lead is and how to contact them.
- Be listened to and treated fairly when you raise concerns to your club.

5. Code of Conduct for Parents

We all have a responsibility to promote high standards of behaviour in ice hockey and create a positive environment where children can enjoy the game. As a parent, we recognise that you have a big part to play.

As a parent we expect you to:

Essentials

- Ensure that your child has the appropriate kit and equipment, including any food, drink and medication they may need for training and games.
- Ensure that your child is punctual for training and games and is picked up promptly.
- Inform the person in charge of the training or event if you are going to be late or another person is collecting your child.
- Sign and return all necessary consent forms and paperwork and update club officials immediately if anything changes.
- Maintain a positive relationship with coaches and other club officials.
- Follow all guidelines laid down by the national governing body and the club (including any social media and photography guidance).
- Do not interrupt training or games other than in an emergency.
- Ensure your child understands their code of conduct.
- Raise any concerns or complaints regarding club incidents through your club's official channels and understand that England Ice Hockey can only handle issues raised within the remit of our complaints policy.

Behaviour

- Remember that children play for fun and get a wide range of benefits from participating in sport, like making friends and developing social skills.
- Always promote the positive aspects of the sport (e.g., fair play).
- Applaud effort as well as success, from both teams.
- Encourage your child to value their performance and not just results.
- Give encouragement to your child when they've done well and support them when they are struggling; do not ridicule or shout at a child for making mistakes or losing a game.
- Always support the decisions of officials during games.
- Be gracious in victory or defeat.
- Let the coach do their job and do not confuse players by telling them what to do.
- Never engage in or tolerate any offensive behaviour or language.
- Encourage players to show respect to everyone in the game, including team-mates, the opposition, coaches, managers, officials and spectators, leading by example.
- Respect people's differences and not bully or discriminate against others for reasons such as race, gender, sexuality, background or ability.
- Report any incidents of bullying or abuse, even if you're just a witness.
- Never engage in public criticism of referees or England Ice Hockey.
- Understand that if you don't follow the code of conduct, actions may be taken against you by your club or National Governing Body.

As a parent you have the right to:

- Feel welcome in your club regardless of ability, physical appearance, sexual orientation, gender, race, or religion.
- Be assured that your child is safeguarded during their time in ice hockey.
- Know how to access your club and England Ice Hockey's policies and procedures.
- Be informed by your club of any problems or concerns relating to your child where appropriate.
- Know the procedure should your child be involved in an accident or become injured.
- Provide your consent or otherwise for filming and photography, trips away and otherwise.
- Know who your club's Designated Safeguarding Lead is and how to contact them.
- Be informed of your club's internal complaints process and who to contact.
- Be listened to and treated fairly when you raise concerns to your club.

6. Code of Conduct for Coaches

We all have a responsibility to promote high standards of behaviour in ice hockey and create a positive environment where participants can enjoy the game. Play your part and observe the code of conduct at all times:

As a coach, we expect you to:

General

- Work within the limits of your professional competence and ensure you hold appropriate accredited qualifications as per EIH requirements, keeping your professional knowledge and skills up to date.
- Ensure that you have the appropriate professional and/or institutional indemnity when providing services both in your own country and abroad.
- Adhere to and implement England Ice Hockey and your club's safeguarding procedures.
- When providing a service to a player under 18 years of age seek written consent from their parent or legal guardian.
- Be aware of legal obligations, including safeguarding procedures and anti-doping regulations, as well as how to escalate concerns relating to abuse or anti-doping infringements.
- Attend all required safeguarding training and ensure your DBS status is maintained as per England Ice Hockey requirements set forth in EIH policies and procedures.
- Notify the Chair and Designated Safeguarding Lead of any matters, such as criminal investigations, allegations or convictions, which may arise and compromise their suitability to continue in their role.
- Ensure the environment for participants is as safe as possible, taking into account and minimising possible risks.
- Follow the club and England Ice Hockey procedures should a participant have an injury or accident.
- Ensure kit, equipment and premises are fit for purpose and safe and accessible to use.
- Treat all personal information on participants or their families on a "need to know" basis unless information sharing with other is required to protect and safeguard a person from harm.
- Raise any concerns or complaints regarding club incidents through your club's official channels and understand that England Ice Hockey can only handle issues raised within the remit of our complaints policy.

Behaviour

- Use your position to create a positive environment, leading by example.
- Show respect to everyone involved in the game, including players, the opposition, coaches, managers, officials, spectators and parents.
- Adhere to the laws and spirit of the game.
- Respect the decisions of the referee and do not interfere with matches.
- Be gracious in victory or defeat.
- Respect people's differences and not bully or discriminate against others for reasons such as race, gender, sexuality, background or ability.
- Report any incidents of bullying or abuse, even if you're just a witness, intervening where necessary.
- Not utilise bullying, verbal abuse or intimidation as part of their coaching style.
- Not abuse your position of authority to make financial, sexual, or improper emotional relationships including, but not limited to, refraining from having a relationship with anyone under 18 for whom they are coaching or responsible for.
- Not smoke, drink alcohol or use recreational drugs before or while coaching or when otherwise in the company of junior players or likely to be seen by them.
- Actively educate players on issues relating to the use of performance-enhancing drugs in sport, ensuring that they are aware of which substances are banned (where age-appropriate).
- Never engage in public criticism of referees or England Ice Hockey.
- Understand that if you don't follow the code of conduct, actions may be taken against you by your club or National Governing Body.

When working with players, coaches are expected to:

- Treat all players with respect and dignity.

- Place the physical and emotional safety of each player above everything, including winning.
- Always act in the child or player's best interest and respect their right to self-determination with regard to training and playing ice hockey.
- Encourage each player to accept responsibility for their own behaviour and performance.
- Be aware of the physical needs of participants, especially the developmental stage and needs of children, and ensure that training loads and intensities are appropriate and well managed.
- Take account of players' emotional maturity as well as physical development.
- Respect each player as an individual and be responsive to their needs.
- Cooperate fully with others (e.g. officials, medics, designated safeguarding officers) for each player's best interests.
- Avoid overplaying players, ensuring that they have adequate rest and recovery time between games and training sessions.
- Not encourage injured players to return too early or to play while injured. Following advice of a doctor in determining whether an injured player is ready to play again.
- Take as much interest in those players who are sick or injured as in those who are fit.

As a coach you have the right to:

- Be supported in your role by your club and England Ice Hockey.
- Have access to your club and England Ice Hockey's policies and procedures.
- Know who your club's Designated Safeguarding Lead is.
- Have access to ongoing training and CPD required for your role.
- Feel welcome in your club regardless of ability, physical appearance, sexual orientation, gender, race, or religion.
- Be informed of your club's internal complaints process and who to contact.
- Be listened to and treated fairly when you raise concerns to your club.

7. Code of Conduct for Volunteers, Committee Members and Off-Ice Officials

We all have a responsibility to promote high standards of behaviour in ice hockey and create a positive environment where participants can enjoy the game. Play your part and observe the code of conduct at all times.

As a volunteer or committee member, we expect you to:

General

- Work within the limits of your professional competence and ensure you hold appropriate qualifications if required for your role, keeping any CPD up to date.
- Adhere to your role responsibilities and seek support from the Chair of the club if they are unable to do so.
- Adhere to and implement England Ice Hockey and your club's safeguarding procedures.
- When providing a service to a player under 18 years of age seek written consent from their parent or legal guardian.
- Be aware of legal obligations, including safeguarding procedures and anti-doping regulations, as well as how to escalate concerns relating to abuse or anti-doping infringements.
- Attend all required safeguarding training and ensure your DBS status is maintained as per England Ice Hockey requirements set forth in EIH policies and procedures.
- Notify the Chair and Designated Safeguarding Lead of any matters, such as criminal investigations, allegations or convictions, which may arise and compromise their suitability to continue in their role.
- Ensure the environment for participants is as safe as possible, taking into account and minimising possible risks.
- Follow the club and England Ice Hockey procedures should a participant have an injury or accident.
- Ensure kit, equipment and premises are fit for purpose and safe and accessible to use.
- Treat all personal information on participants or their families on a "need to know" basis unless information sharing with other is required to protect and safeguard a person from harm.

- Raise any concerns or complaints regarding club incidents through your club's official channels and understand that England Ice Hockey can only handle issues raised within the remit of our complaints policy.

Behaviour

- Use your position to create a positive environment, leading by example.
- Show respect to everyone involved in the game, including players, the opposition, coaches, managers, officials, spectators and parents.
- Adhere to the laws and spirit of the game.
- Respect the decisions of the referee and do not interfere with matches.
- Be gracious in victory or defeat.
- Respect people's differences and not bully or discriminate against others for reasons such as race, gender, sexuality, background or ability.
- Report any incidents of bullying or abuse, even if you're just a witness, intervening where necessary.
- Not abuse your position of authority to make financial, sexual, or improper emotional relationships including, but not limited to, refraining from having a relationship with anyone under 18 for whom they are coaching or responsible for.
- Not smoke, drink alcohol or use recreational drugs before or while coaching or when otherwise in the company of junior players or likely to be seen by them.
- Never engage in public criticism of referees or England Ice Hockey.
- Understand that if you don't follow the code of conduct, actions may be taken against you by your club or National Governing Body.

When working with players, volunteers and committee members are expected to:

- Treat all players with respect and dignity.
- Not tolerate any form of abuse and intervene and report as necessary.
- Place the physical and emotional safety of each player above everything, including winning.
- Encourage each player to accept responsibility for their own behaviour and performance.
- Cooperate fully with others (e.g. officials, medics, designated safeguarding officers) for each player's best interests.

As a volunteer you have the right to:

- Be supported in your role by your club and England Ice Hockey, being given the appropriate tools to undertake your role and responsibilities.
- Have access to your club and England Ice Hockey's policies and procedures.
- Know who your club's Designated Safeguarding Lead is.
- Have access to ongoing training and CPD required for your role.
- Feel welcome in your club regardless of ability, physical appearance, sexual orientation, gender, race, or religion.
- Be informed of your club's internal complaints process and who to contact.
- Be listened to and treated fairly when you raise concerns to your club.

8. Code of Conduct for Health Professionals

This is not a substitute for any professional code that exists within medical disciplines and should be used to complement such codes where they exist.

All medical professionals must adhere to the off-ice officials' code of conduct above. Additionally, they are expected to:

- Work within the limits of your professional competence and scope of practice, and ensure they hold appropriate qualifications.
- Ensure that you have the appropriate professional and/or institutional indemnity when providing services both in your own country and abroad.
- Keep your professional knowledge and skills up to date.
- Keep accurate and clear notes that are stored appropriately to maintain patient confidentiality.

- Make the player's health and welfare their primary concern, always acting in their best interests.
- Respect the player's right to self-determination when recommending a service but, where there is risk, ensure that you raise any professional concerns where appropriate.
- Obtain consent from a player before disclosure of their medical information to a third party (this is separate from the contractual membership consent given to EIH).
- Be aware of legal obligations, including safeguarding procedures and national and international anti-doping regulations, as well as how to escalate concerns relating to abuse or anti-doping infringements.
- Not abuse your position of authority to make financial, sexual, or improper emotional relationships.
- Ensure that the environment that you are working in is fit for purpose and meets the minimum standards of any regulatory or external authority in this area, documenting and escalating any concerns to EIH's safeguarding team if you feel the player's safety to be compromised by the facilities, equipment or access to/organisation of medical provision.
- Ensure that a player can dress/undress in a suitable private space and that a chaperone can be made available on request.
- Follow your club and England Ice Hockey's injury reporting procedures.

When providing a service to a player under 18 years of age seek written consent from their parent or legal guardian where possible.

9. Code of Conduct for Photographers

All photographers must adhere to the off-ice officials' code of conduct above. Additionally, they are expected to:

- Work within the limits of your professional competence.
 - Treat all children and players fairly and with respect.
 - Only use images of juniors in suitable dress / kit.
 - Use imagery to positively reflect juniors' participation in ice hockey.
 - Seek appropriate consent, if possible, from parents / guardians when taking pictures, including of those that are non-EIH members (e.g., school groups, spectators, etc.) in-line with the EIH Filming and Photography Policy.
 - Be aware of legal obligations, including safeguarding procedures and national and international anti-doping regulations, as well as how to escalate concerns relating to abuse or anti-doping infringements.
 - Not abuse your position of authority to make financial, sexual, or improper emotional relationships
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10. Code of Conduct for Referees

Referees and officials are not registered with EIH, instead they form part of Ice Hockey UK. However, EIH ask that all referees must adhere to the code.

Additionally, they must:

- Work within the limits of your professional competence and ensure you are kept abreast of rule changes and updates within the rules of ice hockey.
- Operate within the rules of the sport.
- Treat all children and players fairly and with respect.
- Realise your responsibility as a role model and set positive examples for others.
- Act with integrity, honesty and objectivity at all times when officiating.
- Have regard for protecting the players through the application of the rules of the game.
- Ensure all players wear the mandatory protection.
- Be aware of legal obligations, including safeguarding procedures and national and international anti-doping regulations, as well as how to escalate concerns relating to abuse or anti-doping infringements.

- Not abuse their position of authority to make financial, sexual, or improper emotional relationships.

As a referee you have the right to:

- Perform your duties free from harassment or abuse from players, coaches, volunteers/staff and spectators.
 - Feel welcome regardless of ability, physical appearance, sexual orientation, gender, race, or religion.
 - Raise concerns and be listened to by England Ice Hockey.
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11. Code of Conduct for Clubs

We all have a responsibility to promote high standards of behaviour in ice hockey. As a player, you have a big part to play. Fair play and respect for all others in the game is essential.

As a club, we expect you to:

- Have in place an appropriate club constitution and meet and maintain England Ice Hockey's affiliation requirements.
- Abide by England Ice Hockey's policies and procedures, including but not limited to EIH's Safeguarding Policy, Equality and Diversity Policy, Privacy Policy, league Rules and Regulations and the Department of Player Safety procedures.
- Be aware of legal obligations, including safeguarding procedures and national and international anti-doping regulations, as well as how to escalate concerns relating to abuse or anti-doping infringements.
- Safeguard children and vulnerable adults at a tournament / match in compliance with EIH's Safeguarding Policy and any other policies, procedures or legislation that is relevant.
- Undertake due diligence checks for club personnel, hosts and medical professionals which may include background checks as outlined in EIH's Safer Recruitment Policy.
- Ensure appropriate risk assessments, health and safety policies and insurance policies are in place for your club, venue and any activities undertaken (including transportation, tournaments abroad etc).
- Make all club personnel aware of England Ice Hockey's Code of Conduct & Ethics and other policies associated with this, including but not limited to England Ice Hockey's Safeguarding Policy, England Ice Hockey and UKAD's Anti-Doping Policy and England Ice Hockey's Data Protection Policy.
- Provide volunteers with the resources and support to fulfil their roles safely and professionally.
- Make all club members aware of your club's complaints policy, and ensure they are listened to and treated fairly when raising a concern or complaint.
- Follow England Ice Hockey's disciplinary procedures and cooperate fully with any investigation related to on or off-ice incidents, including code of conduct breaches, and any incidents of racism, homophobia, bullying or abuse.
- Respond to England Ice Hockey requests in a timely manner to enable us to administer membership and competitions appropriately.
- Ensure membership and competition information is administered in a timely and accurate manner.
- Adhere to the laws of the game.
- Display and promote high standards of behaviour and fair play at all times.
- Respect people's differences and not bully or discriminate against others for reasons such as race, gender, sexuality, background or ability.
- Report any incidents of bullying or abuse, intervening where necessary.
- Listen to your members' views and concerns and take appropriate actions.
- Never engage in public criticism of referees or England Ice Hockey.
- Understand that if you don't follow the code of conduct, actions may be taken against your club by the National Governing Body.

As a club you have the right to:

- Be supported in creating a positive club environment.

- Have the highest levels of integrity upheld by England Ice Hockey with regard to the administration of your club and the sport.
- Have access to England Ice Hockey's policies, procedures and resources to administer the game safely and effectively.
- Be involved and contribute towards to future progress of the sport in England and Wales.
- Be listened to and treated fairly when you raise concerns of complaints with England Ice Hockey.