



Staff and Volunteer Code of Conduct

White Oryx Academy is committed to creating a safe, respectful, and inclusive environment for all children and young people across our programmes in Qatar. All staff, coaches, and volunteers must adhere to this Code of Conduct to uphold the highest standards of safeguarding and professional behaviour, in line with Qatari laws, cultural sensitivities, and international best practice.

1. Commitment to Safeguarding

Staff and volunteers must:

- Prioritise the welfare, safety, and dignity of every child and young person at all times.
- Comply with the White Oryx Academy Safeguarding and Child Protection Policy, which incorporates guidance from Qatar's Ministry of Education and Higher Education, Ministry of Sports and Youth, and international frameworks (e.g., NSPCC, KCSIE).
- Immediately report any concerns, disclosures, or observations of harm, abuse, or neglect to the Designated Safeguarding Lead (DSL).
- Complete mandatory safeguarding induction and regular training updates in accordance with Qatari legal expectations and White Oryx protocols.

2. Professional Conduct and Cultural Sensitivity

All staff and volunteers are expected to:

- Serve as positive role models, demonstrating honesty, respect, and professionalism.
- Respect Qatar's cultural and religious values, including appropriate dress, language, and behaviour in public and during academy activities.
- Maintain clear professional boundaries with children and their families at all times.
- Avoid any appearance of favouritism or special relationships and do not engage in personal relationships with children or young people.
- Never be alone in private with a child or young person without appropriate visibility, authorisation, or supervision.

3. Appropriate Communication and Use of Technology

- Communicate with children and parents only through approved academy platforms or official email; personal messaging apps and social media are strictly prohibited.
- Do not post images or share content related to children on personal social media accounts.
- During virtual sessions or digital communications, uphold the same standards of conduct and visibility as expected during face-to-face sessions.
- Report any online safeguarding concerns to the DSL without delay.

4. Physical Contact and Coaching Practices

- Physical contact should only be used when absolutely necessary, such as to ensure safety or demonstrate a coaching technique, and must always be:
 - Culturally appropriate and respectful.
 - Consented to by the child and visible to others.
 - In line with academy guidelines and safety standards.
- Ensure coaching is child-centred, inclusive, and free from undue pressure or inappropriate practices.

5. Equality, Inclusion, and Behaviour Management

- Treat all children equally, regardless of nationality, religion, gender, or ability.
- Promote inclusion, fair play, and mutual respect at all times.
- Challenge and report discriminatory behaviour, bullying, or verbal/physical abuse.
- Use positive reinforcement and appropriate behaviour management techniques that align with academy policy no corporal punishment or aggressive behaviour is tolerated under Qatari law or academy standards.

6. Transport, One-to-One Situations, and Supervision

- Staff should not transport children in personal vehicles unless authorised in writing and in compliance with White Oryx policy and insurance coverage.
- Avoid one-to-one situations. If necessary, ensure:
 - A risk assessment has been completed.

- The interaction is time-limited, visible, and reported to a senior staff member.
- Maintain appropriate staff-to-child ratios and ensure adequate supervision at all times, especially during transitions and changing times.

7. Substance Use, Language, and Appearance

- Staff and volunteers must not consume or be under the influence of alcohol, drugs, or tobacco when responsible for children.
- Refrain from using inappropriate, offensive, or culturally insensitive language or humour.
- Maintain a professional appearance in line with the values of the Academy and the expectations of Qatari society.

8. Whistleblowing and Reporting Concerns

- Staff and volunteers are encouraged to report any breach of this Code, policy concerns, or unsafe practices through the Whistleblowing Policy or directly to the DSL or management.
- White Oryx Academy upholds a no-retaliation policy and will support individuals who raise concerns in good faith.

9. Breaches of the Code

Violations of this Code may result in:

- Disciplinary action (up to and including termination of employment or volunteer role).
- Referral to relevant authorities in Qatar.
- Legal consequences where appropriate.