



CODE OF CONDUCT & BEHAVIOUR POLICY

Document Control Sheet

Document Title:	Code of Conduct & Behaviour Policy
-----------------	------------------------------------

Rev.	Status	Date	Author(s)	Reviewed By	Approval
0	Draft	30/09/2024	JD	SMcC	SU Board
1	Final	14/03/2025	JD	SMcC	SU Board

CONTENTS

1.	INTRODUCTION.....	1
2.	WHAT IS THE CODE OF CONDUCT & BEHAVIOUR.....	1
3.	DOES THE CODE APPLY TO ME?.....	1
4.	HOW TO USE THE CODE OF CONDUCT & BEHAVIOUR POLICY	2
5.	REPORTING PROCEDURES & DEALING WITH BREACHES.....	2
5.1	Clubs	2
5.2	Board Members	2
5.3	Employee of Squash Ulster.....	2
5.4	Members other than a Board member or Employee.....	2
6.	SENIOR PLAYER'S CODE OF CONDUCT & BEHAVIOUR	3
6.1	Who does this code apply to?.....	3
6.2	Expected minimum standards of behaviour and conduct.....	3
7.	JUNIOR PLAYER'S (U19 AND BELOW) CODE OF CONDUCT & BEHAVIOUR ...	5
7.1	Who does this code apply to?.....	5
7.2	Expected minimum standards of behaviour and conduct.....	5
8.	REFEREES & OFFICIAL'S CODE OF CONDUCT & BEHAVIOUR	7
8.1	Who does this apply to?.....	7
8.2	Expected minimum standards of behaviour and conduct.....	7
9.	COACHES, TEACHERS & VOLUNTEERS CODE OF CONDUCT & BEHAVIOUR	10
9.1	Who does this apply to?.....	10
9.2	Expected minimum standards of behaviour and conduct.....	10
10.	CLUBS, SCHOOLS & OTHER ORGANISATIONS CODE OF CONDUCT & BEHAVIOUR	13
10.1	Who does this code apply to?	13
10.2	Expected minimum standards of behaviour and conduct.....	13
11.	SPECTATORS & PARENTS CODE OF CONDUCT & BEHAVIOUR.....	18

11.1	Who does this apply to?.....	18
11.2	Expected minimum standards of behaviour and conduct.....	18

1. INTRODUCTION

Squash Ulster is the governing body responsible for the playing and promotion of squash in Ulster. It is a National Governing Body for certain purposes and at the same time is subject to the overall jurisdiction of Irish Squash. As such along with Irish Squash it sets the standards and values that apply at every level of squash within Ulster. Any member of a club or school affiliated to Squash Ulster agrees to comply with Squash Ulster's Constitution, Rules, Policies and Procedures, including this Code of Conduct & Behaviour.

This Code encapsulates all of the sporting, moral and ethical principles that squash represents and aligns to the Irish Squash Code of Conduct.

2. WHAT IS THE CODE OF CONDUCT & BEHAVIOUR

Sporting excellence and enjoyment are only achieved by participants and spectators through adherence to the highest moral, ethical and sporting standards. Squash Ulster and Irish Squash Codes of Conduct set out the standards and expectations expected of those in the sport of squash. These Codes promote respect, good sportsmanship, high standards of behaviour and ethics. The Codes exist to protect everyone within the game and outlines the behaviour expected from everyone involved in Squash Ulster.

The Codes of Conduct have common standards which apply to all, and some specific to the role being carried out, e.g. official, coach, committee members.

All Members are required to abide by these Codes. In addition, clubs should ensure that the Codes are well known and promoted, so that there is a culture of respect and a discrimination free environment for all to enjoy the sport. Under this Code a participant is defined as a player, coach, manager, referee, official, volunteer teacher, or spectator involved in squash under the jurisdiction of Squash Ulster.

3. DOES THE CODE APPLY TO ME?

If you are involved at any level in the game, then this Code applies to you. Although Squash Ulster (and Irish Squash) are responsible for setting the standards, everyone involved in squash has a responsibility to promote the sport, making sure that there is equal access and opportunity for all, and that fairness and respect is upheld.

This Code allows Squash Ulster to uphold the values that we all believe in and gives us a mechanism to deal with any breaches in a fair and consistent manner.

4. HOW TO USE THE CODE OF CONDUCT & BEHAVIOUR POLICY

This Code of Conduct & Behaviour relates to everyone involved in squash in Ulster. If you have a voluntary or paid role, or you participate in a role which does not refer to you specifically, then the generic Code of Behaviour applies to you. We have also defined a number of common roles within squash for which we have provided specific guidance.

5. REPORTING PROCEDURES & DEALING WITH BREACHES

It is important that unacceptable behaviour is dealt with quickly and appropriately. Therefore, it is essential that people know where to go if they want to report a concern or incident.

5.1 CLUBS

Clubs should use their own internal procedures to resolve straightforward issues locally and informally if at all possible. If this is not possible an alleged breach of the Code by a Member other than a Board member or Employee of Squash Ulster shall be referred for investigation to the Complaints Management Committee of Squash Ulster Board and dealt with under normal procedures. These procedures are to be found here:

LINK

5.2 BOARD MEMBERS

An alleged breach of the Code by a Board Member or Chairperson shall be investigated by the remaining members of the Board.

5.3 EMPLOYEE OF SQUASH ULSTER

An alleged breach of the Code by an employee of Squash Ulster shall be dealt by the individual's line manager under the industrial relations complaints and appeals procedures.

5.4 MEMBERS OTHER THAN A BOARD MEMBER OR EMPLOYEE

An alleged breach of the Code by members other than a board member or employee shall be dealt with dependant on their status as defined in Section 6.

6. SENIOR PLAYER'S CODE OF CONDUCT & BEHAVIOUR

6.1 WHO DOES THIS CODE APPLY TO?

The player's Code of Conduct & Behaviour applies to all players playing squash in Ulster. In order to protect the reputation of Squash Ulster, the Code also applies to all players associated with Squash Ulster, participating in matches / events under the auspices of Irish Squash, and those participating in other squash tournaments / events outside Ulster.

6.2 EXPECTED MINIMUM STANDARDS OF BEHAVIOUR AND CONDUCT

All players will, at all times:

1) RESPECT THE GAME

- Respect the spirit of fair play in squash. This is more than playing within the rules. It also incorporates the concepts of friendship, respect for others and always participating with the right spirit.
- Promote the reputation of the sport and take all possible steps to prevent it from being brought into disrepute by setting a positive example for others, particularly young participants, and spectators.

2) RESPECT OTHERS

- Respect the rights, dignity and worth of others, especially referees, officials, coaches, players, and spectators.
- Conduct themselves in a manner that takes all reasonable measures to protect their own safety and the safety of others.

3) RESPECT SELF

- Accept success and failure, victory, and defeat, with dignity.
- Never participate when under the influence of alcohol or drugs.
- Never use physical abuse or threatening or intimidating behaviour.

- Never use inappropriate language or gestures, including the use of foul, sexist, abusive, racist, sectarian or any prejudicial language or tolerate it from players and / or team officials.
- Never abuse equipment (e.g. throwing a racquet), venue equipment / fixtures or fittings.
- Never confront a referee or technical official, and absolutely not within 20 minutes following the end of the match, with the intention of behaving inappropriately or arguing about decisions.
- Protect others involved in the game from verbal or physical abuse and threatening or intimidating behaviour.

4) FOLLOW BEST PRACTICE

- Abide by the Squash Ulster's Safeguarding Policy.
- Abide by the Squash Ulster's Equality Policy.
- Abide by the Squash Ulster's Websites & Social Media Policy.
- Abide by the Ulster and Irish Squash Anti-Doping Rules.

7. JUNIOR PLAYER'S (U19 AND BELOW) CODE OF CONDUCT & BEHAVIOUR

7.1 WHO DOES THIS CODE APPLY TO?

The Young Player's Code of Conduct & Behaviour applies to all young people under 15 playing squash in Ulster. In order to protect the reputation of Squash Ulster, the Code also applies to all Young People associated with Squash Ulster, participating in matches / events under the auspices of Irish Squash, and those participating in other squash tournaments / events outside the province.

7.2 EXPECTED MINIMUM STANDARDS OF BEHAVIOUR AND CONDUCT

All Junior players will, at all times:

1) RESPECT THE GAME

- This is more than playing within the Rules of Squash. It is about friendship, enjoyment and always participating with the right spirit.
- Be on time for training and competitions.
- Give maximum effort and strive for the best possible performance.
- Always thank your opposition, coaches, referees and officials after every game or training session.

2) RESPECT OTHERS

- Referees, officials, coaches, opponents, and spectators should be valued.
- Respect the decisions of referees and officials.
- Protect others involved in the game from verbal or physical abuse and other forms of threatening or intimidating behaviour such as bullying.

3) RESPECT SELF

- Take responsibility for their actions on and off the pitch.
- Do not smoke, drink or take drugs of any kind (other than prescription).
- Never use inappropriate language or gestures.

- Never abuse equipment (e.g. throwing a racquet), venue equipment / fixtures or fittings.
- Never confront a referee or technical official, and absolutely not within 20 minutes following the end of the match, with the intention of behaving inappropriately or arguing about decisions.
- Wear suitable clothing for the activity in which they are taking part.
- Respect the facilities where they play and the equipment that they use.
- Tell someone they trust if the behaviour of others makes them feel uncomfortable in any way.

4) FOLLOW BEST PRACTICE

- Abide by the Squash Ulster's Equality Policy.
- Abide by the Squash Ulster's Websites & Social Media Policy.
- Abide by the Ulster and Irish Squash Anti-Doping Rules.

8. REFEREES & OFFICIAL'S CODE OF CONDUCT & BEHAVIOUR

8.1 WHO DOES THIS APPLY TO?

The content of this Code of Conduct & Behaviour applies to all referees and officials involved in squash in Ulster. In order to protect the reputation of Squash Ulster, the code also applies to all those associated with Squash Ulster, umpiring / officiating in matches / events under the auspices of Irish Squash, and those umpiring / officiating in other squash tournaments / events outside the province.

8.2 EXPECTED MINIMUM STANDARDS OF BEHAVIOUR AND CONDUCT

All referees and officials will, at all times:

1) RESPECT THE GAME

- Respect the spirit of fair play in squash. This is more than playing within the rules. It also incorporates the concepts of friendship, respect for others and always participating with the right spirit.
- Promote the reputation of squash and take all possible steps to prevent it from being brought into disrepute.
- Encourage players to play within the Rules and the spirit of the game.
- Be honest, consistent, objective, impartial and courteous when applying the Rules of the game.
- Never request inappropriate hospitality of any kind, or accept any hospitality offered that could be considered to be excessive.
- In completing reports, set out the true facts and do not attempt to justify or embellish any decisions.
- Have regard to protecting the players through the application of the Rules of the game.
- Use common sense to ensure that the "spirit of the game" is not lost by over-umpiring.
- Actions speak louder than words. Ensure that both on and off the field behaviour is consistent with the principles of good sportsmanship.

- Compliment both teams at the end of a game on their good sportsmanship and play.
- Be consistent, objective, and courteous in calling infringements.

2) RESPECT OTHERS

- Respect the rights, dignity and worth of others, especially referees, officials, coaches, players and spectators.
- Show patience and understanding towards those who may be learning the game.
- Never publicly express any criticism of referees or officials such as match officials and technical officers.
- Conduct themselves in a manner that takes all reasonable measures to protect their own safety and the safety of others.

3) RESPECT SELF

- Never use inappropriate language or gestures.
- Never use foul, sexist, abusive, racist, sectarian, or any prejudicial language or tolerate it from players, referees, team officials, spectators or parents.
- Never participate when under the influence of alcohol or drugs.
- Never abuse venue equipment/fixtures or fittings.
- Co-operate with other referees/officials to discourage improper conduct by players/coaches/managers/spectators.
- Be properly dressed and equipped when umpiring.
- Protect others involved in the game from verbal or physical abuse and threatening or intimidating behaviour.
- Have a current Squash Ulster accreditation or registration appropriate to the nature of the activity.
- Take personal responsibility to ensure that they are suitably insured for their activities.

4) FOLLOW BEST PRACTICE

- Abide by the Squash Ulster's Safeguarding and Protecting Young People in Squash Policy, Procedures and Good Practice Guidelines.
- Make a personal commitment to keep yourself informed and updated of Rules of Squash.
- Abide by the Squash Ulster's Safeguarding Policy.
- Abide by the Squash Ulster's Equality Policy.
- Abide by the Squash Ulster's/Irish Squash's Anti-Doping Rules.

9. COACHES, TEACHERS & VOLUNTEERS CODE OF CONDUCT & BEHAVIOUR

9.1 WHO DOES THIS APPLY TO?

The Coaches, Teachers, & Volunteers Code of Conduct & Behaviour applies to all Coaches, Managers, Teachers, & Volunteers involved in squash in Ulster. This includes mentors, referees, coaches, and Adult Helpers. In order to protect the reputation of Squash Ulster, the Code also applies to all those associated with Squash Ulster, participating in matches / events under the auspices of Irish Squash.

9.2 EXPECTED MINIMUM STANDARDS OF BEHAVIOUR AND CONDUCT

All such individuals will, at all times:

1) RESPECT THE GAME

- Respect the spirit of fair play in squash. This is more than playing within the rules. It also incorporates the concepts of friendship, respect for others and always participating with the right spirit.
- Promote the reputation of the sport and take all possible steps to prevent it from being brought into disrepute by setting a positive example for others, particularly young participants, and spectators.

2) RESPECT OTHERS

- Respect the rights, dignity and worth of others, especially referees, officials, coaches, players, and spectators.
- Ensure a sensible balance between performance and the emotional, physical, social, and developmental needs of participants.
- Respect confidentiality of participants and any related data at all times.
- Have the participants' best interests at heart at all times and recognise when it is in the participants' best interests to be passed to other organisations.
- Conduct themselves in a manner that takes all reasonable measures to protect their own safety and the safety of others.

3) RESPECT SELF

- Accept success and failure, victory, and defeat, with dignity.
- Ensure that activities carried out by participants are suitable for their age, strength, maturity, and the ability of each individual participant.
- Ensure the wellbeing and safety of each participant above all other considerations, including the development of performance.
- Ensure that if in a position of authority this privilege will not be used to exert influence over participants to gain personal benefit for themselves, their clubs or their schools.
- Ensure that all participants are aware of their responsibilities under the Code of Behaviour.
- Never participate when under the influence of alcohol or drugs.
- Never abuse equipment (e.g. throwing a racquet), venue equipment / fixtures or fittings.
- Never confront a referee or technical official, and absolutely not within 20 minutes following the end of the match, with the intention of behaving inappropriately or arguing about decisions.
- Never use inappropriate language or gestures, including the use of foul, sexist, abusive, racist, sectarian or any prejudicial language or tolerate it from players and / or team officials.
- Never engage in any form of inappropriate personal or sexual relationship with a participant ('inappropriate' – as defined within a position of trust within Sexual Offences Act).
- Never smoke whilst participating in any squash activity.
- Project an image of health, cleanliness and appropriate appearance for any activity they are involved in.

- Realise your responsibility as a role model and set positive examples for others, particularly young participants and spectators.
- Set and uphold the boundaries between a working relationship and friendship between themselves and participants when in a position of trust. This is essential when the participant is a young person.
- Protect others involved in the game from verbal or physical abuse and threatening or intimidating behaviour.
- Have an Squash Ulster qualification / award / accreditation appropriate to the nature of the activity and the role being undertaken.
- Have a valid First Aid Certificate or ensure that appropriate first aid provision is available.
- Take personal responsibility to ensure that they are suitably insured for their activities.

4) FOLLOW BEST PRACTICE

- Abide by the Squash Ulster's Safeguarding Policy.
- Abide by the Squash Ulster's Equality Policy.
- Abide by the Squash Ulster's Websites & Social Media Policy.
- Abide by the Squash Ulster's/ Irish Squash's Anti-Doping Rules.

10. CLUBS, SCHOOLS & OTHER ORGANISATIONS CODE OF CONDUCT & BEHAVIOUR

All Clubs, Schools & other organisations have an essential role in upholding and implementing Squash Ulster Code of Conduct and Behaviour. These organisations should aim to be:

- Advocates of equality, fair play and safety in the practice and the administration of squash.
- Supporters of the Squash Ulster Code of Conduct and Behaviour and be communicators of the Code to their members.
- Influential in driving squash forward as a sport.
- Open in the recruitment of individuals to work within their organisations (either paid or unpaid).

10.1 WHO DOES THIS CODE APPLY TO?

The content of this Code of Conduct & Behaviour applies to all Clubs, Schools and other organisations involved in squash in Ulster. In order to protect the reputation of Squash Ulster, the Code also applies to all those associated with Squash Ulster, participating in matches / events under the auspices of Irish Squash, and those participating in other squash tournaments / events outside Ulster.

10.2 EXPECTED MINIMUM STANDARDS OF BEHAVIOUR AND CONDUCT

All Clubs, Schools and organisations will at all times:

1) RESPECT THE GAME

- Respect the spirit of fair play in squash . This is more than playing within the rules. It also incorporates the concepts of friendship, respect for others and always participating with the right spirit.
- Participate within the rules and regulations of the game.
- Be honest, consistent, objective, impartial and courteous when applying the rules of the game.

- Promote the reputation of squash and take all possible steps to prevent squash from being brought into disrepute.
- Accept success and failure, victory, and defeat, with dignity.
- Ensure that all participants are aware of their responsibilities under the Code of Behaviour.

2) RESPECT OTHERS

- Show patience and understanding towards players who may be learning the game.
- Never publicly express any criticism of umpires or officials such as match officials, technical officers, or reserve umpires.
- Show an appreciation for volunteer coaches and administrators – their efforts contribute hugely to people being able to participate.
- Ensure a sensible balance between performance and the emotional, physical, social, and developmental needs of participants.
- Respect confidentiality of participants and any related data at all times.
- Have the participants' best interests at heart at all times – recognise when it's in the participants' best interests to be passed to other organisations.
- Ensure that activities carried out by participants are suitable for their age, strength, maturity and the ability of each individual participant.
- Ensure the wellbeing and safety of each participant above all other considerations, including the development of performance.
- Ensure that when a person is in a position of authority, this privilege will not be used to exert influence over participants to gain personal benefit for themselves, their clubs or their schools.
- Set and uphold the boundaries between a working relationship and friendship between themselves and participants. This is especially important when the participant is a young person.
- Remember that young people participate in sport for their enjoyment, not yours.

- Protect others involved in the game from verbal or physical abuse and threatening or intimidating behaviour.
- Never use foul, sexist, abusive, racist or any prejudicial language or tolerate it from players and/or team officials.
- Support all efforts to remove bad or abusive language and unsporting behaviour.
- Conduct themselves in a manner that takes all reasonable measures to protect their own safety and the safety of others.

3) REGULATE THE BEHAVIOUR OF THEIR PARTICIPANTS, INCLUDING SPECTATORS

- Clubs typically play at facilities that are privately owned or at facilities provided by local councils / schools. Access to these facilities is either 'open' (that anyone can watch a game) or is 'controlled', where the club either charges an admission fee; or due to the nature of the venue access is restricted to those who purposely come to watch or participate in squash activities.
- Irrespective of the type of facility, or its access arrangements, most squash participants and spectators are affiliated, associated, familiar or are known to the club that they support. As such clubs have responsibility to regulate their behaviour when in the vicinity of a squash venue.
- We understand that during matches participants and spectators may become emotionally engaged with the game, tensions may rise, and they may become frustrated with decisions made by officials, umpires, coaches and players. While it is fair to disagree with officials, umpires, coaches and players – even vocally, it is not fair to use inappropriate language or gestures, including the use of foul, sexist, abusive, racist, sectarian or any prejudicial language at officials, umpires, coaches or players - see Spectators and Participant Code of Conduct & Behaviour.

4) FOLLOW BEST PRACTICE

- Have an established internal disciplinary procedure to deal with disorderly, abusive, offensive or improper behaviour by participants prior to, during and after any Squash Ulster match or event. This extends to behaviour towards opposing teams, coaches,

managers, umpires, officials, the public, members of Squash Ulster staff/ volunteers or their representatives.

- Ensure participants and any other support staff conduct themselves in a manner that takes all reasonable measures to protect their own safety and the safety of others, including the safety of each participant.
- Take responsibility to ensure that the club or school, is suitably insured for their activities.
- Comply with the General Data Protection Regulation in relation to the handling of personal data.
- Abide by the Squash Ulster Safeguarding Policy.
- Abide by the Squash Ulster Equality Policy.
- Abide by the Squash Ulster's Websites & Social Media Policy.
- Abide by the Squash Ulster/Irish Squash's Anti-Doping Rules.

5) SOCIAL MEDIA

Clubs should be aware and understand that:

- Any comments made on social media and on web sites may be considered public comment, and that any comments which are deemed improper, bring the game into disrepute, are critical of officials, or are threatening, abusive, indecent or insulting may breach this Code of Conduct and Behaviour and could lead to disciplinary action.
- Comments which are personal in nature or could be interpreted as offensive, use foul language or contain direct or indirect threats at other members are likely to be considered improper.
- Squash Ulster's Child Protection and Safeguarding policies apply and that their use of social media platforms is compliant with these policies.
- Their members are required to act in the best interests of the sport at all times and should be aware of this when using social media platforms.
- Social media postings which members believe to be visible to a limited number of selected people may still end up in the public domain. Consequently, care should be

exercised with regards to the contents of such postings and be aware that social media postings could also lead to civil proceedings being brought by affected parties.

11. SPECTATORS & PARENTS CODE OF CONDUCT & BEHAVIOUR

11.1 WHO DOES THIS APPLY TO?

The content of this Code of Conduct & Behaviour applies to all spectators and parents involved in squash in Ulster. In order to protect the reputation of Squash Ulster, the Code also applies to all spectators and parents who watch matches / events under the auspices of Irish Squash, and those watching other squash tournaments / events outside Ulster.

11.2 EXPECTED MINIMUM STANDARDS OF BEHAVIOUR AND CONDUCT

All spectators and parents will, at all times:

1) RESPECT THE GAME

- Respect the spirit of fair play in squash. This is more than playing within the rules. It also incorporates the concepts of friendship, respect for others and always participating with the right spirit.

2) RESPECT OTHERS

- Respect the rights, dignity and worth of others, especially umpires, officials, coaches, players, and spectators.
- Respect the decisions of umpires and officials – do not publicly question the umpires' judgement and never their honesty.
- Show respect for your opponents. Without them there would be no game. Applaud good play by your own players and the visiting players.
- Focus on the player's efforts and enjoyment rather than winning or losing.
- Remember that players learn best by example. Appreciate good performances and skilful play by all participants.
- Leave the coach to communicate with individual player during a game/ event.
- Show an appreciation for volunteer coaches and administrators – their efforts contribute hugely to players being able to participate.

- Inform the coach, manager, captain or, if there is one, another member of a management team of any new or changed injury, health or welfare issue which they consider is appropriate for them to know.

3) RESPECT SELF

- Accept success and failure, victory, and defeat, with dignity.
- Never using physical abuse or threatening or intimidating behaviour.
- Never ridicule or admonish a player for making a mistake or losing a competition.
- Never use inappropriate language and gestures.
- Never using physical abuse or threatening or intimidating behaviour.
- Never participate when under the influence of alcohol or drugs.
- Never abuse venue equipment / fixtures or fittings.
- Never confront an umpire or technical official with the intention of behaving inappropriately or arguing about decisions.
- Conduct themselves in a manner that takes all reasonable measures to protect their own safety and the safety of others.
- Protect others involved in the game from verbal or physical abuse and threatening or intimidating behaviour.