

CODE OF CONDUCT

WORKING WITH US



WHY THIS MATTERS

At Maximum Performance / The In-House Training, we believe that a **positive, inclusive, and respectful** workplace benefits everyone—our trainers, staff, and participants alike. This Code of Conduct sets out key principles to ensure we create a welcoming and accessible

environment across the entire organisation. By following these guidelines, we can ensure that everyone feels valued, heard, and able to engage fully. Let's work together to make this a great place to work and learn!

OUR SEVEN EXPECTATIONS

- 1. Respect Everyone**
- 2. Use Inclusive, Up-to-Date Language**
- 3. Be Flexible for Different Needs**
- 4. Create a Safe and Supportive Space**
- 5. Check Your Bias**
- 6. Be Professional and Respect Privacy**
- 7. Keep Learning and Improving**

By following these principles, we help create an inclusive and supportive organisation where everyone can thrive. Whether you are delivering training, supporting operations, or managing the business, your actions shape our culture. Let's ensure we keep it welcoming, respectful, and relevant for all. We're all human, and the world is ever changing, but we need to ensure these guidelines are followed as closely as possible.

CODE OF CONDUCT

1. Respect Everyone

We're all different, and that's what makes our organisation stronger. Everyone in our team, whether delivering training or working behind the scenes, should:

- Respect and value different cultures, backgrounds, and perspectives.
- Recognise that people have different working and learning styles.
- Avoid stereotypes and remain open-minded.

2. Use Inclusive, Up-to-Date Language

Language evolves, and we need to ensure our communication is respectful and relevant. That means:

- Using gender-neutral pronouns (they/them) rather than assuming gender.
- Avoiding outdated or potentially offensive terminology.
- Keeping examples and references relevant.

3. Be Flexible for Different Needs

Everyone experiences the world differently, so we must make our workplace and training accessible to all:

- Be mindful of mental health challenges such as anxiety or depression.
- Make adjustments for neurodivergent individuals (dyslexia, ADHD, autism, etc.).
- Consider visual and hearing impairments—provide subtitles, clear visuals, and alternative formats where needed.
- Allow flexibility—some colleagues and participants may require different ways to engage.

4. Create a Safe and Supportive Space

- Ensure that all colleagues and participants feel welcome and comfortable.
- Discrimination of any kind (racism, sexism, homophobia, transphobia, ableism, etc.) will not be tolerated.
- Give feedback constructively and encourage open, supportive discussions.

5. Check Your Bias

We all have biases—it's natural. But as an organisation, we must:

- Commit to continuous learning about diversity, inclusion, and equity.
- Recognise our own privilege and avoid making assumptions about others.
- Encourage diverse perspectives and voices in our workplace and training sessions.

6. Be Professional and Respect Privacy

- Maintain professionalism and set appropriate boundaries with colleagues and participants.
- Respect confidentiality—do not share personal information without consent.
- If you are concerned about someone's wellbeing, follow the correct safeguarding procedures.

7. Keep Learning and Improving

A great organisation is always evolving. We expect everyone to:

- Take part in relevant training on inclusion and accessibility.
- Seek and apply feedback to improve our work and training delivery.
- Stay informed about best practices and emerging research in our industry..