



CODE OF CONDUCT

Version 3.0

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1. Introduction and Definitions

What is the Code of Conduct?

- 1.1. This England Squash Code of Conduct outlines the standards of conduct expected, at all times, from all individuals within squash at affiliated clubs and venues in England.
- 1.2. As the National Governing Body, England Squash is responsible for setting the standards and values that apply at every level of the sport. This Code encapsulates all the sporting, moral and ethical principles that squash represents.
- 1.3. We believe squash is a sport for all, that anyone can enjoy however they choose to participate – as a player, coach, committee member, official, volunteer, parent, or spectator.

Does England Squash become involved in dealing with all conduct matters?

- 1.4. No, however England Squash does require that all individuals in any role within squash at affiliated clubs and venues in England comply with this Code of Conduct and all England Squash policies and procedures.
- 1.5. Whilst England Squash expects the Code of Conduct to be adhered to by everyone within squash at affiliated clubs and venues in England, each individual club/organisation may also have its own tailored policies and procedures to which members and individuals involved in that club/organisation are subject.
- 1.6. Therefore, with the exception of section 9.3 and 9.4 of this Code and any relevant safeguarding matters as detailed in the England Squash Reporting Procedure Flowcharts, England Squash will not usually get involved in matters concerning conduct issues of members, staff, players, coaches, spectators, parents, guardians and other individuals unless and until that club/organisation's disciplinary procedures have been exhausted.
- 1.7. The Case Management Group has sole discretion to decide whether England Squash must deal with a safeguarding matter.
- 1.8. In cases where one or more clubs/organisations are in dispute, or there is a dispute with a club/organisation and its members, or between members, England Squash will not intervene unless the club/organisation in question has exhausted its own internal procedures first. England Squash will only intervene where there has been a breach of this Code or of England Squash's policies and procedures.
- 1.9. At silver level junior sanctioned events and above ("England Squash Sanctioned Events") and senior events (PSA, SSL, ESF, or WS, ("Partner Events")), England Squash has sole discretion to decide whether England Squash should deal with breaches of this Code and/or any safeguarding issues.

Does the Code apply to me?

- 1.10. If you participate or are otherwise involved at any level in the game, then this Code applies to you.

- 1.11. Although England Squash is responsible for setting the standards of conduct which are detailed in this Code, everyone involved in squash has a responsibility to promote the sport in a positive manner, making sure that there is equal access and opportunity for all, and that fairness and respect are upheld.
- 1.12. This Code allows England Squash to uphold the values and highest standards of integrity that we all believe in as a sport and provides a mechanism to deal with any breaches of the Code in a consistent manner.
- 1.13. Note that for the purposes of this Code, and in conjunction with the criteria for membership of England Squash, references to a “child” or “children” are a reference to an individual who is under 18 years of age.

2. Universal Conduct Obligations

- 2.1. This section of the Code applies to all involved with the sport of squash in England.
- 2.2. All such individuals or organisations must:
 - 2.2..1. observe a spirit of fair play by respecting all others and recognising the value of squash in the lives of the squash community;
 - 2.2..2. respect referees, officials, coaches, players, spectators, and other individuals involved with squash in England;
 - 2.2..3. take all reasonable measures to protect their own safety and the safety of others on and around the court;
 - 2.2..4. not do anything, on or off the court, that (i) is or may be (a) unsporting, (b) insulting, and/or (c) contrary to the integrity of, adversely affects and/or is detrimental to the interests of, the game, and/or (ii) brings or has the potential to bring the game, an event, other participants, themselves, England Squash and/or a sponsor or other commercial partner of England Squash into disrepute;
 - 2.2..5. not use sexist, abusive, racist, insulting, discriminatory or prejudicial language or gestures against any other participant, or make any communication or statement, on or off the court (including in e-mail, online, on social networking platforms or on group chat or messaging applications or sites) whether orally or in writing, that is or may be contrary to, or not compliant with, any other standard set out in this Code of Conduct;
 - 2.2..6. value diversity and treat everyone equally regardless of ability, age, disability, gender identity, marriage or civil partnership status, maternity or pregnancy status, race (including ethnic origin, nationality, and colour), religion or beliefs and sex, social status, or sexual orientation;
 - 2.2..7. not participate in, or in connection with, the sport in any way (including playing, coaching and officiating) having ingested or used or while under the influence (or potentially under the influence) of any (i) drug (except one required for legitimate medical treatment) or illegal substance of any kind, whether or not performance

enhancing, or (ii) “Prohibited Substance” in terms of the England Squash Anti-Doping Regulations;

- 2.2..8. assist England Squash in ensuring the safety and welfare of children, young people and adults who are involved in the sport in any way by maintaining appropriate standards of conduct and behaviour in their dealings with children, young people and adults in accordance with the England Squash Safeguarding Policies, and promptly report any concerns or worries to a Club Welfare Officer, Tournament Organiser/Safeguarding Lead or England Squash Safeguarding Manager;
- 2.2..9. not commit a criminal offence (or commit any act, or engage in other conduct, that would constitute a criminal offence), whether or not committed/conducted in a squash context, that England Squash believes would adversely affect the sport, the reputation of the sport, any other participant, England Squash and/or its commercial partners or sponsors;
- 2.2..10. if so requested, cooperate fully with any England Squash (or other governing or official body) investigation and provide comprehensive, honest, and accurate information and responses; and
- 2.2..11. comply with all other applicable England Squash rules, policies, and procedures.

3. Additional Player Conduct Obligations

- 3.1. This section of the Code sets out additional conduct obligations and on court regulations, sanctions and penalty points which apply to all players involved in squash in England.
- 3.2. All players will, at all times:
 - 3.2..1. set a positive example for others, particularly children and spectators;
 - 3.2..2. play within the rules of the game as published by World Squash and respect the decisions of referees and other match officials without complaint;
 - 3.2..3. refrain from ridiculing or shouting at match officials, spectators, or other players;
 - 3.2..4. comply with any applicable clothing rules and regulations including, but not limited to, the use of protective eyewear.
 - 3.2..5. wear eye protection during competition if they are under 19 years, including when competing in adult age groups. It is also mandatory for players of all ages to wear eye protection when playing doubles in competitions. Standard prescription glasses are not designed for squash. Players who wear prescription glasses must either wear appropriate squash eye protection worn over prescription glasses or prescription eye protection for squash. Wearing eye protection is strongly recommended for all players – juniors and adults - during training, practice, and other non-competitive activities. Coaches are expected to prioritise player safety and ask players to wear eye protection where appropriate. When buying eye protection, look for the British Standard BS EN 18527-2:2021 to ensure it meets necessary safety standards.

3.3 Player Conduct Disciplinary Incidents and Resulting Sanctions

- 3.3.1 The [Rules of Squash](#) which are available on the England Squash website, outline the powers available to any referee for dealing with on court offences by players. Where breaches of the rules are identified and, provided that the referee is appointed by England Squash, the European Squash Federation (ESF) or World Squash, and is - England Squash or [World Squash Officiating](#) (WSO) qualified, the referee will submit a report to England Squash within five working days of the offence. Reports for matches governed by ESF or World Squash may take longer.

The awarding of a Code of Conduct Penalty (stroke, game, or match) will attract penalty points as set out below in 3.3.3.

- 3.3.2 The accumulation of Code of Conduct penalties following the submission of an official report form in 3.3.1 will result in an automatic ban as set out in 3.3.6.1. Additional penalties may also be imposed at the discretion of England Squash.

- 3.3.3 A player will accumulate penalty points for each conduct offence as follows:

Conduct Stroke Awarded = 1 penalty point for each conduct stroke. There is no sanction for a warning.

Conduct Game Awarded = 3 penalty points for each conduct game.

Conduct penalty points are cumulative for the same match: e.g. a conduct stroke + conduct game = 4 penalty points

The types of behaviour which will be treated as conduct offences include but are not limited to:

- audible or visible obscenity;
- verbal, physical or any other form of abuse;
- unnecessary physical contact, which includes pushing off the opponent;
- dangerous play, including an excessive racket swing;
- dissent to an Official;
- abuse of equipment or court;
- unfair warm-up;
- delaying play, including being late back on court;
- deliberate distraction;
- receiving coaching during play.

When a penalty point is awarded to a player, they will be informed of the specific conduct that resulted in the point being awarded.

- 3.3.4 There is no penalty provision for the award of a conduct match against a player as any report containing a penalty of that nature will automatically be escalated in accordance with the England Squash Disciplinary Policy and Flowchart.
- 3.3.5 All infringements occurring during a match shall be used for the purpose of points accumulation.
- 3.3.6 A player will invoke an automatic ban as set out below for reaching the following penalty point levels in any 12-month period:

- 3.3.6.1. Accumulation of 4 - 5 points during any 12-month period = 4-week ban.
- 3.3.6.2. Accumulation of 6 points or more during any 12-month period shall automatically be escalated in accordance with the England Squash Disciplinary Policy and Flowchart and to the associated committee.
- 3.3.6.3. Penalty points remain active for a 12-month period.
- 3.3.6.4. A ban set out in 3.3.6.1 and/or 3.3.6.2 would prohibit a player from competing in any England Squash Sanctioned Event or Metropolitan / County League during the period concerned.
- 3.3.6.5. Any bans commence on the third Monday after the details of the conduct offence are received by England Squash. However, all periods of bans will fall within the months of October – April inclusive and may be carried over if necessary.
- 3.3.7. England Squash will collate the information relating to conduct offences and inform the offending player when a ban is imposed. There is no right of appeal, except for when new evidence can be provided. England Squash will only hear an appeal if it relates to an administrative or procedural error for which there is evidence.
- 3.3.8. Incidents that occur and involve players operating in and at World and European events will be ratified through the ESF Code of Conduct documentation where their own sanctions and regulations will set precedence. England Squash retains the right to deliver further sanctions through the Disciplinary Policy and Flowchart and England Squash Code of Conduct documentation if it is deemed necessary.

4. Additional Conduct Obligations: Clubs, County Associations and Leagues

- 4.1. This section of the Code sets out additional conduct obligations which apply to all clubs, county associations, leagues and any representatives or employees at any of those organisations, all of whom have an essential role in upholding and implementing this Code. These individuals and organisations should be:
 - 4.1..1. advocates of equality, fair play and safety in the practice and the administration of squash;
 - 4.1..2. supporters of this Code and communicators of it to their members and individuals involved in squash; influential in driving squash forward as a sport; and
 - 4.1..3. open and inclusive in the recruitment of individuals to work within their organisations (in either paid or unpaid roles).
- 4.2. All such individuals and bodies will, at all times:
 - 4.2..1. participate within the rules and regulations of the game;
 - 4.2..2. be honest, consistent, objective, impartial and courteous when applying the rules of the game;

- 4.2..3. show patience and understanding towards players who may be learning the game;
- 4.2..4. never publicly express any criticism of referees or other match officials;
- 4.2..5. ensure a sensible balance between performance and the emotional, physical, social, and developmental needs of the players;
- 4.2..6. have the players' best interests at heart;
- 4.2..7. ensure that activities carried out by players are suitable for their age, strength, maturity, and ability;
- 4.2..8. ensure the wellbeing and safety of all individuals involved with squash above all other considerations;
- 4.2..9. have a working knowledge of all procedures and policies in force at the relevant organisation;
- 4.2..10. ensure that all individuals involved with squash within the relevant organisation are aware of their responsibilities outlined in this Code;
- 4.2..11. ensure that when any individual involved with squash within the relevant organisation is in a position of authority, this privilege will not be used to exert influence over others to gain personal benefit for themselves or any other connected party;
- 4.2..12. set and uphold the standards of a professional working relationship between themselves and any individuals, particularly when that individual is a child or adult at risk;
- 4.2..13. where appropriate, ensure that they are suitably insured for their activities including third party insurance and employer's liability insurance.

5. Code of Conduct: Coaches

- 5.1. This section of the Code applies to all coaches or any other individual with a delivery, performance, or education role within squash in England.
- 5.2. All such coaches involved in squash will, at all times:
 - 5.2..1. act as a positive role model by maintaining the highest standards of discipline and sporting behaviour and projecting a favourable image of squash and (where relevant) the squash coaching profession or other squash-related vocation;
 - 5.2..2. ensure that players under their supervision meet the standards of respect for individuals involved with squash in England as required by the generic element of this Code;
 - 5.2..3. be sensitive to each player's self-esteem when providing constructive feedback, including where the player may have made a mistake or lost a match, ensuring a

sensible balance between performance and the emotional, physical, social, and developmental needs of the player;

- 5.2..4. have the players' best interests at heart at all times, including by being honest, realistic and consistent with them, and teaching them (and accepting) that the player(s) can only do their best;
- 5.2..5. involve each player in decisions that will affect them;
- 5.2..6. report any concerns in relation to a child or adult at risk following the reporting procedures of England Squash in the Safeguarding Children and Young People Policy and Safeguarding Adults Policy.
- 5.2..7. obtain, and maintain, all appropriate qualifications relating to coaching and safeguarding including an up-to-date Disclosure and Barring Service approval;
- 5.2..8. where applicable, obtain, and maintain, a valid First Aid / Emergency Aid Certificate or ensure that appropriate first aid is always available;
- 5.2..9. where appropriate, ensure that they are suitably insured for their activities including third party insurance or employer's liability insurance;
- 5.2..10. ensure that activities carried out by players are appropriately supervised on and off the courts and are suitable for their age, strength, maturity, and the ability of each individual player;
- 5.2..11. refrain from the public criticism of another coach and do not solicit business away from another coach or club;
- 5.2..12. ensure that any advertising is accurate and obtain appropriate permission to advertise from the relevant club(s) and other coaches working at that club;
- 5.2..13. ensure that the relevant permissions and consent forms are in place for any participant to partake in their activity, adhering to GDPR legislation and guidance on the holding of data;
- 5.2..14. ensure the wellbeing and safety of each player above all other considerations, including the development of performance;
- 5.2..15. ensure that all equipment and facilities meet all appropriate safety standards and understand all relevant operating procedures and relevant risk assessment criteria regarding the facility being used;
- 5.2..16. ensure that any child or adult at risk operating in a coaching capacity is doing so under the supervision of a suitably qualified and insured adult coach;
- 5.2..17. communicate and co-operate with medical practitioners in the diagnosis, treatment, and management of any player's physical and / or mental health issues;

- 5.2..18. ensure that all players are aware of their responsibilities under this Code and never condone behaviour that contravenes this code;
- 5.2..19. Realise their responsibilities as role models and set positive examples for others, particularly children, parents, and spectators;
- 5.2..20. never cause any individual to lose self-esteem by embarrassing, humiliating, or undermining them;
- 5.2..21. be aware of power imbalances that may arise between a coach and a player, their parent or guardian or their support network;
- 5.2..22. ensure that when in a position of authority this privilege will not be used to exert influence over other individuals to gain personal benefit for themselves or any other connected party;
- 5.2..23. set and uphold the boundaries between a professional working relationship and friendship between themselves and players when in a position of trust especially where the player is a child or an adult at risk;
- 5.2..24. never engage in any form of inappropriate personal or sexual relationship with a player;
- 5.2..25. only engage in one-on-one coaching sessions with a child with parental consent and where the space is visible to other persons / parents / working CCTV present (whether a school hall, court / changing room). Coaches will also adhere to transportation guidance when sharing lifts with participants.

6. Code of Conduct: Spectators, Parents and Guardians

- 6.1. This section of the Code applies to all spectators, parents and guardians involved in squash in England.
- 6.2. Although the emphasis of this part of the Code is on children, this part is not intended to be exclusive to their activity – it is recognised that spectators, parents, and guardians will also be present at adult matches.
- 6.3. Parents and Guardians always have a responsibility to encourage all players to settle disagreements amicably without resorting to hostility or violence and support all efforts to remove bad or abusive language and unsporting behaviour. Parents and Guardians may also remind players that any breach of expected behaviours (see section 2 – Universal Conduct Obligations) is likely to invoke disciplinary action and penalties.
- 6.4. All such individuals involved in squash will, always:
 - 6.4..1. respect the decisions of officials and teach children to do the same;
 - 6.4..2. focus on the efforts and enjoyment of children rather than winning or losing;
 - 6.4..3. never ridicule or admonish a child for making a mistake or losing a match;

- 6.4..4. teach children that honest effort and teamwork are as important as victory or individual performances;
- 6.4..5. appreciate good performances, skilful play and effort by all players;
- 6.4..6. show an appreciation for volunteer coaches and administrators;
- 6.4..7. pay particular attention to being patient with young markers and never intimidate them through words or behaviour;
- 6.4..8. inform any coach or other appropriate individual of any new or changed injury, health, or welfare issue which a parent considers is appropriate for that individual to know about their child.

7. Code of Conduct: Referees and Officials

- 7.1. This section of the Code applies to all referees and other match officials involved in squash in England. Incidents that occur and involve players operating in and at World and European events will be ratified through the ESF and World Squash Code of Conduct documentation where their sanctions and regulations will set precedence.
- 7.2. All such individuals involved in squash will, always:
 - 7.2..1. act as a positive role model by maintaining the highest standards of discipline and sporting behaviour and projecting a favourable image of squash and of officiating;
 - 7.2..2. encourage all players to play within the rules;
 - 7.2..3. be honest, consistent, objective, impartial and courteous when applying the rules of the game;
 - 7.2..4. show patience and understanding towards those who may be learning the game;
 - 7.2..5. never publicly express any criticism of other referees or officials;
 - 7.2..6. have a current England Squash and / or World Squash accreditation or registration appropriate to the nature of the activity being officiated;
 - 7.2..7. refrain from any public criticism of players, organisers, spectators, sponsors, or events that may bring the game into disrepute.
- 7.3. All such individuals must not accept invitations / requests to recruit or appoint qualified referees on behalf of an event organiser outside England Squash. If receiving an individual invitation to an event, such individuals should check with England Squash before accepting. Major 'external' events should not be confused with requests for local support e.g., County Closed Championships, local or county leagues etc. If you are unsure, please contact England Squash for advice.

8. Code of Conduct: Club/County Committee or Board Members

8.1. Each Committee or Board Member must:

- 8.1.1. keep confidential all sensitive information disclosed to, or obtained by, them and not use any such information for private purposes or disclose any such information to any third party;
- 8.1.2. avoid situations where there may be a conflict or potential conflict of interest or any allegation of impropriety;
- 8.1.3. not accept gifts, hospitality or other benefits that might reasonably be thought to influence, or be intended to influence, their Club, Organisation or England Squash related decision-making or where doing so has the potential to bring the sport and / or their Club, Organisation, England Squash or the Game into disrepute;
- 8.1.4. act in the best interests of squash in England and in accordance with the England Squash governing documents;
- 8.1.5. adhere to and promote the values of England Squash;
- 8.1.6. follow all appropriate rules, regulations, and governing documents as appropriate; and
- 8.1.7. be aware of and consider the appropriate tier of the UK Code for Sports Governance.

9. Breaches of this Code

- 9.1. It is important that any behaviour that amounts to a breach of this Code is dealt with quickly and appropriately.
- 9.2. Any alleged breach of this Code should be set out in writing and sent to the relevant club, county association or league in which the alleged breach took place for handling in accordance with the relevant body's complaints and disciplinary procedures. Any appeal should also be provided for, and dealt with, by the relevant club, county association, or league. There is no provision for an appeal to England Squash where the relevant club, county association, or league have jurisdiction over the alleged breach.
- 9.3. However, if the relevant issue cannot be dealt with at a local level because the subject matter relates to an area within the sole jurisdiction of England Squash, an alleged breach of this Code should be set out in writing and sent to England Squash in accordance with the Complaints and Disciplinary Policies and Flowcharts.
- 9.4. Any alleged breach of the Code which is within the sole jurisdiction of England Squash that does not appear to fit within any specific England Squash policy should be dealt with in accordance with the Complaints and Disciplinary Policies and Flowcharts.
- 9.5. In cases where an individual breaches this Code or is complained or reported against on three separate occasions in one year, England Squash must be informed by email complaints@englandsquash.com. For safeguarding issues please email safesquash@englandsquash.com.

9.6. Copies of rules, policies, procedures, and flowcharts are available at www.englandsquash.com.