



## What is a Code of Practice?

A Code of Practice lists commonly agreed principles of best practice and demonstrates why and how they should be applied. It encompasses professional ethics as well as methodology. These principles are, overall, points that are agreed on by the professional peer group involved and serve as a measure by which comparisons can be made to the advantage of both clients of signatories to the Code of Practice and those signatories themselves.

As an UKAF Member, you undertake to abide by the Code of Practice, as set out below and you agree that you will:

**Be bound by the AOP's this document (part1) and the Members' Charter (incorporated into this Code),**

*Copies of which are available to*

*Download from the members' area of the UKAF website [www.ukairsoftfederation.co.uk](http://www.ukairsoftfederation.co.uk)*

- 1. Act with integrity and honesty and in all business dealings.**
- 2. Act ethically and with due diligence and work to gain and maintain the trust of your customers/players.**
- 3. Actively support UKAF activities and lend your name, where possible, to campaigning issues.**
- 4. Recognise and accept your responsibilities under the Health & Safety At Work Act 1974 and other relevant legislation and conduct your operations in a manner that befits your professional standing and does not bring the UKAF into disrepute.**
- 5. Consider all people equal without prejudice or favour and create and maintain an inclusive workplace that is positive and supportive, that appreciates difference and diversity and builds relationships based on mutual respect, regardless of the seniority of roles.**
- 6. Not tolerate bullying and harassment of any sort, recognise that such behaviour may be unlawful and ensure that processes are in place for the reporting and investigation of such and that appropriate action is taken.**
- 7. Ensure that as a minimum you have all the relevant/appropriate insurances, (Such as Public Liability, Employer's Liability and Professional Indemnity) in place to meet the legal requirements for your business.**
- 8. Ensure that the equipment you use is maintained, fit for purpose and serviceable. (In some business circumstances, this may be a legal requirement – see point 4 above).**
- 9. Exercise all reasonable skill and care in the undertaking of a piece of work,**
- 10. Strive to uphold and further the professional standard of your work and encourage others to do the same.**





**11. Ensure that everyone involved is fully aware of the expectations that relate to acceptable behaviour and that all recognise that the manner in which they perform their role is just as important as technical competence and or creative ability.**

**12. Treat as confidential any information disclosed to you by your customers/players, in the course of your business.**

## **Part 2**

**You should also undertake to:**

- 1. Do what is necessary to create a positive environment with your customers/players.**
- 2. Ensure that all your paperwork is in place and up to date. (This would include Policies, terms of business, usage agreements, training etc.)**
- 3. Maintain an active interest in your continuing professional development including staying abreast of industry developments.**
- 4. Create, maintain and encourage a supportive and nurturing environment for all those that you work with and show generosity in sharing examples of best practice.**

## **Part 3**

**We also recommend that:**

- 1. You retain ownership of your intellectual property.**
- 2. Summary**

**In essence, a Code of Practice communicates that UKAF members are professional in all aspects of the business and are what might be termed, 'a safe pair of hands'.**

**By linking the UKAF's members together through a Code of Practice, it is hoped that the resultant association will be beneficial to all.**

**Beneficial to the UKAF by having its membership derived from like-minded individuals bringing forward the best attributes of the industry.**

**Beneficial to the membership by being associated with an organisation that represents the best in Airsoft.**

**Lastly, beneficial to the customers/players who are looking for reassurance that the Site/retail/Event will be handled with all due diligence.**





### 3. Engagement

This section sets out how UKAF members relate to the Code of Practice.

The Code of Practice is a yardstick, a set of professional ethics and requirements that UKAF expects its members to abide by. In addition, customers/players can use the Code of Practice as a means to establish what the minimum level of service is that they can reasonably expect from an UKAF member. (Note: The Code of Practice does not attempt to set out any parameters for the individual site or retail rules and guidelines).

The Code of Practice, UKAF and its members:

The Code of Practice contains elements taken from the Members' Charter that UKAF members must abide by, all of which are contained above. In addition, the Code contains elements that are recommended in the interests of best practice. It is made clear in the Code of Practice, which elements are mandatory (Part 1) and which are advisory or recommended (Parts 2 and 3). Being a member of the UKAF means that every point in Part 1 is part of their professional practice. It also means that each member looks to constantly improve the quality of their practice through the implementation of the points in Parts 2 and 3.

While there might be no obligation placed upon members to encompass the points in Parts 2 and 3, the nature of the UKAF's members means that they would most likely wish to do so. Any member proven to be in contravention of the points in Part 1 will be suspended as a member of the UKAF and be subject to the UKAF's disciplinary procedure, set out in Section 4.

The Code of Practice and the customers/players:

The Code of Practice can be used by the customer's/player's side to provide a basis for the working relationship and a 'checklist' of certain key areas of business practice in order that a customer's/player's minimum expectations may be based on real foundations. customers/players can expect certain minimum standards of professionalism when they are in contact with an UKAF member.

The very minimum they can expect is encapsulated in Part 1 - what UKAF members shall undertake to provide. For the customer/player, when they employ the services of an UKAF member, they are commissioning the highest level of professional service, expertise, creativity and safety. Put simply, they are commissioning the best.

### 4. Disciplinary and Complaints Procedure

In order that the Code of Practice has solid foundations, the UKAF needs to have a suitable complaints and disciplinary procedure in place to underwrite the Code. If the UKAF receives a complaint against a member, this will be investigated using the procedure outlined below. **IMPORTANT:** UKAF will not deal with any disputes or claims for financial redress.

#### 4.1. Aim.

To investigate alleged breaches of the Code of Practice, either through the receipt of a complaint made directly to UKAF or when documented elsewhere, the nature of a complaint has been drawn to the attention of UKAF.





#### 4.2. The Disciplinary & Complaints Officer.

UKAF shall from time to time appoint a person to act as the Disciplinary and Complaints officer. That person so appointed need not be a member of UKAF.

#### 4.3. The Disciplinary & Complaints.

UKAF shall elect a group of 4 members and 4 non-members to sit as the Disciplinary and Complaints Committee to review any issues that are placed before it. The Committee shall be headed up by the Disciplinary and Complaints Officer, who has shared responsibility for the operation of the Committee with the Chief Executive Officer of UKAF.

#### 4.4. The Procedure

4.4.1. The process is started by (a) the referral of an issue drawn to the attention of UKAF or (b) the raising of a complaint from any other person to UKAF.

4.4.2. In both cases, the nature of the complaint, complainant and relevant information must be submitted in writing and be supported by any documented evidence.

4.4.3. The complaint must fall within the scope of the Code of Practice in the first instance. If it does not, after referral to UKAF, the complainant should be informed in writing and the matter closed.

4.4.4. If complaint is to be heard, the UKAF appointed Disciplinary & Complaints Officer will be asked to take responsibility and see that these procedures are followed. The first requirement will be to inform UKAF that there is a new matter to deal with.

4.4.5. Any member(s) connected to the complaint should be informed of the nature of the complaint and allowed 21 days from date of notification to submit their response in writing, with any supporting documentation to the Committee.

4.4.6. If there is any proposed or on-going legal activity pertaining to the complaint, then any action by UKAF appointed Disciplinary & Complaints Officer shall be suspended until such activity is concluded.

4.4.7. UKAF appointed Disciplinary & Complaints Officer will review the material submitted and decide if the complaint is supported within a period of 21 days from the date that all material submissions were made.

4.4.8. In the event that the complaint is upheld, the Committee may do one or more of the following; (i) reprimand the member concerned. (ii) suspend the member concerned for a period determined by the Committee. (iii) recommend that the member be expelled from UKAF.

4.4.9. The Committee will notify UKAF, the complainant and those members associated with the complaint of its decision, in writing.

4.4.10. No further correspondence will be entered into with either the complainant, the member or any other members who were involved, once the Committee has reached its decision.

4.4.11. Appeal: Any member removed from the UKAF shall be entitled to appeal against that decision as long as any appeal is lodged within 21 days of the member being informed of the Committee's decision. It shall then review the evidence presented to the Committee and act accordingly within a period of a further 21 days.

