



BEHAVIOURS FRAMEWORK



INTRODUCTION

The EFL Trust is committed to promoting a safe, healthy and productive working environment where all employees are treated fairly and with dignity and respect.

The Behaviours Framework has been created to help embed the EFL Trust's core values and provide guidance and support for every employee.

Our Behaviours Framework sets clear standards of moral and ethical behaviour which are essential to maintaining our reputation, culture and the long term success of our charity.

Your commitment to this Framework

Every EFL Trust employee must comply with the Framework. You must make time to read and understand this document. If you have any questions, or need advice please speak to your line manager or HR.



VALUES AND BEHAVIOURS

Living up to our values

We take great pride in having established a culture that is built upon an agreed set of values.

Our working ethos is passionate and highly focused. We work hard but have fun, and everyone shares in the success of our organisation. More than just words, we believe our values are the essence of our brand and are instrumental to the way we work and operate every day.





PASSIONATE ABOUT PEOPLE

- Invite and act on feedback
- Conduct respectful interactions with each other
- Proactively check on each other's wellbeing
- Champion each other
- Recognise the contribution of others
- Support our own development and the development of others
- Listen to the ideas of others
- Respect different points of views
- Celebrate, recognise and encourage differences
- Acknowledge and celebrate individual and team successes.



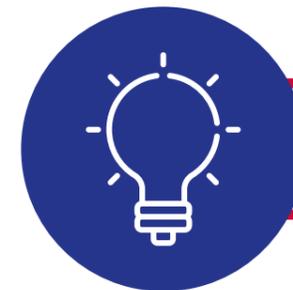
CONTINUALLY IMPROVE

- Be flexible and innovative
- Share your knowledge and experience
- Listen and learn from others
- Take responsibility for your own development
- Encourage others to develop and grow
- Strive to exceed standards and expectations of ourselves and others
- Know your own limits and when to seek help.



LEADING BY EXAMPLE

- Take pride in what we do
- Promote the EFL Trust and our Partners
- Be prepared and engaged
- Embrace change
- Do what we promise
- Have the courage to fail
- Be responsive and positive to communications
- Be honest and not afraid to admit mistakes
- Protect and respect the personal information of others.



INNOVATE AND INSPIRE

- Challenge the norm and push boundaries
- Encourage new ideas
- Use limited resources innovatively
- Take positive risks and reflect honestly
- Dare to experience new things
- Be flexible and proactive
- Be open minded
- Invest in ideas.

PEOPLE

Workplace Safety

We want to ensure the workplace safety of our employees, candidates and partners. We expect all our employees to play their part in making the EFL Trust safer and ensuring that they and their team has the right equipment, training and knowledge to guarantee a safe working environment.

You must as a minimum:

- If you are office based, ensure you know who the First Aiders are for your building and familiarise yourself with fire extinguishers and emergency exits and evacuation procedures
- Undertake the DSE assessment and seek to ensure you have the equipment you need to work comfortably and safely
- Be aware of the work you are undertaking and the hazards associated with it
- Look out for your own safety and others around you
- Report any accident, near miss, injury, ill health or unsafe condition so appropriate action can be taken
- Ensure you are properly trained for the work you are doing.



Equality Diversity, and Inclusion

We promote a diverse, inclusive and equal workplace both internally and externally. Every employee is expected to treat everyone with whom we have contact with dignity, courtesy and respect. At the EFL Trust we treat our colleagues, CCOs, and partners fairly and on merit.

We recruit, promote and reward our employees based on their capabilities, skills and values. Gender, race, colour, ethnic or national origins, marital status, family circumstances, age, disability, sexual orientation, political or religious belief are not relevant to personal and team performance at work.

Our employees have the right to work in a safe environment free from discrimination, bullying or harassment. We support and uphold human rights principles and international standards.

Harassment-free workplace

Every employee has the right to a working environment free from harassment and intimidation. We have a zero tolerance approach to harassment and intimidation.

What constitutes harassment?

Harassment is unwanted conduct which is reasonably considered to have the purpose or effect of:

- Violating the recipient's dignity
- Creating an intimidating, hostile, degrading, humiliating or offensive environment for the recipient

At all times every employee has a personal responsibility to behave in a manner that is not offensive to others.

Drugs and Alcohol

The EFL Trust is a drug-free workplace. While at work and attending business-related activities in any location you are strictly prohibited from using or being under the influence of alcohol or illegal drugs. From time to time the EFL Trust may organise, or you may attend events on behalf of the organisation where alcohol is served. You are always expected to drink responsibly at these events.

Bribery and corruption

The EFL Trust operates a zero tolerance policy to bribery and corruption. We do not offer or accept bribes or improper inducements, including facilitation payments, to secure business or to gain any advantage for either the EFL Trust or for any individual. We actively refrain from any misleading or deceptive accounting or financial reporting practices.

We expect you to comply with all bribery and corruption-related legislation and to take all reasonable steps to ensure everyone you work with does the same.

Gifts and Hospitality

Maintaining high quality professional relationships with our CCOs and partners is essential to the success of our business. Sometimes we provide or receive business courtesies, such as reasonable entertainment and modest gifts. However, we never allow these courtesies to affect our ability to make objective, professional decisions or give the perception that our objectivity has been compromised.

Refer to your line manager or Head of Department on what is and isn't deemed acceptable.

Whistleblowing

Whistleblowing is the reporting of suspected wrongdoing at work by an employee, the Company a CCO or a supplier or business partner. Our whistleblowing policy exists to help you speak up in situations where you suspect dangerous, illegal, harmful or fraudulent activity is taking place, or when you or your colleagues are being treated unfairly.

The EFL Trust conducts its business to the highest standards of integrity and honesty, and we expect you to maintain these same standards in everything you do.

If you have an issue with a colleague or business partner, you should initially discuss the matter with them. If this is not possible, you should speak to your line manager or HR. If it is not possible to talk to these people, use our whistleblowing policy.

OUR BUSINESS

Conflict of Interest

We avoid conflicts of interest. Always act in the best interest of the EFL Trust. Don't let your personal interests conflict, or appear to conflict with the Organisation's interests. Even the perception of a conflict of interest can damage our business and reputation. This happens when your personal interests could affect your judgement and conflict with the EFL Trust's interests. Conflicts of interest can arise in many situations. You should always disclose your interest to your line manager and remove yourself from the decision-making process.

Protecting our assets

We each have a duty to look after and respect all of the EFL Trust's assets – namely our place of work, computer and telephone, finances or supplies you may have access to and even our working time.

We should protect organisational assets from misuse, theft and waste. We must also ensure other companies cannot gain an unfair advantage by accessing important information about our business.

You should:

- Use organisational resources responsibly and appropriately
- Ensure hardware, such as laptops, phones and other devices, are never left in public or insecure places
- Ensure that all sensitive, confidential and personal information you may handle stays secure
- Ensure business expenditure is accurately and honestly accounted-for.

Information management and security

Information is one of our most valuable assets. We must do all we can to protect it. We must demonstrate that we handle information with care and integrity.

Information has many forms from email, databases, voicemail and websites through to paper-based communication, photos and videos. Whatever its format, information and passwords must always be appropriately protected.

The very nature of our business means we handle personal and confidential information about our employees, CCOs, Partners and Participants every day. We have an important duty to respect this information and ensure it is protected and handled responsibly and only used for the purposes for which it is provided. We take our obligations under data protection and privacy law very seriously.

You must always:

- Only use personal information for the business purpose for which it was supplied (for example: the provision of recruitment services) with the written consent of the provider
- Ensure personal information is secure at all times and is relevant, accurate and kept up to date
- Ensure that arrangements are in place to comply with data protection legislation.

Corporate governance

The EFL Trust is open, honest and cooperative with our regulators. We ensure that the information we provide is accurate and complete. The Board is collectively responsible for the Company's financial and operational performance, as well as for promoting the success and sustainability of the business.

The Board fulfils its responsibilities by directing and supervising the Company's strategy and policies.

Communicating with the outside world

Any communication with external stakeholders, such as our clients, shareholders, charity foundations or even the media, must be clear and truthful. We urge you to take care when using social media and email. Remember that once you have made a public statement you have no control over what happens to it or who uses it.

All external communication must be approved by our Marketing and Communications team.

Internal communication is equally important as this can easily make it into the outside world.

Financial and non-financial accounting and reporting

We have an obligation to our contractors, investors, partners and funders to ensure that we report openly, honestly and accurately on our business performance. Accurate record-keeping protects our reputation.

You must always:

- Accurately and fairly report all business transactions and performance metrics
- Complete all expense claims accurately and in line with the employee business expense procedure
- Maintain records in accordance with legal requirements.





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