Horses for Good
Helping horses, helping people

Horses for Good: Code of Conduct

Purpose

Horses for Good (HfG) is committed to providing a safe, respectful, inclusive and supportive environment for everyone at our premises, including staff, volunteers, participants, visitors and contractors, as well as for all the horses, ponies and other animals in our care.

This Code of Conduct sets out the standards of behaviour and conduct expected of everyone attending HfG. It is designed to protect the safety, dignity and wellbeing of people, animals, property and the environment.

Everyone attending HfG is expected to follow this Code of Conduct, together with all relevant HfG policies, procedures, risk assessments and instructions given by members of the HfG team.

General conduct and respect

All staff, volunteers, participants and visitors are expected to:

- Treat other people with respect, kindness, patience and consideration
- Treat all animals with kindness, dignity and respect at all times
- Follow reasonable instructions given by HfG staff or facilitators
- Behave in a way that does not place themselves, another person, a horse or other animal at unnecessary risk
- Respect HfG's premises, equipment, property and the environment
- Maintain appropriate boundaries and behave in a professional and appropriate manner

Verbal abuse, bullying, intimidation, threatening behaviour, discrimination, harassment or physical abuse towards a person/horse/other animal is unacceptable and will be addressed appropriately.

HfG reserves the right to ask anyone to leave the premises or to end a session, activity or volunteer placement where behaviour is considered unsafe, inappropriate or detrimental towards a person, horse, animal or the premises.

Suitable clothing and footwear

Everyone attending the yard must wear suitable, practical clothing appropriate for the weather conditions and the activity being undertaken.

For safety around horses:

- Tops should cover the shoulders and midriff
- Legs should be covered
- For safety we recommend strong and sturdy (ideally leather) footwear. Flip flops, sandals, crocs or equivalent are not permitted
- Trainers are worn at your own risk. Gloves should be worn when handling the horses
- Steel toe-capped boots are recommended to protect toes or when undertaking activities where additional foot protection may be appropriate
- It is recommended that hats are worn when in close contact with horses

HfG staff may ask an individual to change unsuitable clothing or footwear before participating in an activity if they consider it necessary for safety.

Punctuality and attendance

Staff, volunteers and participants are expected to arrive punctually for their agreed sessions or volunteer shifts.

If you are going to be late or unable to attend, please contact us via the HfG phone as soon as possible.

Regular attendance and punctuality are particularly important for volunteers and participants because changes to attendance can affect horse care, staffing and the safe delivery of sessions.

Behaviour around horses/other animals

Horses can be sensitive to sudden movements, loud noises and unexpected behaviour.

Everyone must:

- Remain calm and considerate around the horses and other animals
- Walk rather than run in the yard, paddocks, school and areas where horses and other animals are present
- Avoid shouting, screaming or making sudden or unnecessary loud noises
- Follow instructions from the HfG team when approaching, handling, leading or working around a horse
- Never approach, touch, feed or interact with a horse or other animal unless permission has been given and it is safe to do so
- Never enter a stable, paddock or other horse area without permission where this is required
- Never deliberately frighten, chase, provoke or otherwise distress a horse or other animal

HfG reserves the right to stop an activity or session immediately if the safety or wellbeing of a horse/other animal is being compromised.

Horse/animal welfare

The welfare of the horses/ponies and other animals is a priority and everyone must follow instructions relating to animal care, handling, feeding, grooming, exercise, turnout and the use of equipment.

No person should make changes to a horse's feed, medication, management, exercise or care without appropriate authorisation from a member of the HfG team.

Please do not hand-feed treats or food to horses/ponies or other animals unless specifically authorised to do so. Hand-feeding may encourage animals to develop unwanted behaviours, including nipping and biting.

Any concerns about a horse's health, behaviour, welfare or safety must be reported to a member of the HfG team immediately.

Safeguarding

HfG is committed to safeguarding children, young people and adults who may be at risk of harm or abuse.

Anyone who sees, hears or becomes aware of a safeguarding concern must report it immediately to one of the Designated Safeguarding Leads:

- **Nat – Designated Safeguarding Lead**
- **Claire – Designated Safeguarding Lead**
- **Fiona – Deputy Designated Safeguarding Lead**

Concerns should not be ignored, investigated independently or discussed unnecessarily with others. Further information and instructions are available on the noticeboard in the White House and in the Safeguarding Folder on the bookcase in the White House.

Dogs and other animals

Dogs, other than assistance dogs, must not be brought onto HfG's premises unless prior permission has been granted by a member of the HfG team.

Where permission has been granted, all dogs (including assistance dogs) must remain securely controlled and either:

- be kept on a lead at all times
- remain safely secured in an agreed location

Dogs must never be allowed to approach, chase, worry or interfere with the horses/other animals, participants, staff or volunteers.

Health, hygiene and infection control

Everyone attending Horses for Good must take reasonable steps to maintain good

hygiene and reduce the risk of spreading illness or infection.

Hands must be washed:

- Before eating or handling food
- After working with horses or completing yard duties where appropriate
- Before leaving the premises

Soap, water and towels are provided outside the block of stables and outside the tack room.

To prevent transfer of disease, if you have visited another equine environment we request a complete change of clothes prior to coming to HfG.

Anyone who develops or experiences sickness or diarrhoea following their time at HfG should inform us via the HfG phone as soon as possible, particularly where there may be a risk of infectious disease being passed to people or horses.

Accidents, injuries and hazards

All accidents, injuries, near misses or concerns about unsafe conditions must be reported to a member of the HfG team as soon as possible. This includes injuries or incidents involving people, horses/animals, equipment or the premises.

Everyone has a responsibility to identify and report hazards. Where it is safe to do so, individuals should take reasonable steps to prevent an identified hazard from causing harm, while ensuring they do not put themselves or others at risk.

Health and Safety

Everyone must comply with HfG's Health and Safety procedures, risk assessments and reasonable instructions from staff.

Tools, equipment and other items must:

- Be used only for their intended purpose and by people who are authorised or appropriately trained to use them
- Be used safely and responsibly

- Be returned to their designated storage area immediately after use
- Not be left where they could create a hazard to people or horses

Particular care must be taken when working around horses, using yard equipment or moving through areas where horses are present.

Mobile phones, photography and technology

HfG recognises that mobile phones and other technology can be useful; however, their use must not compromise safety, confidentiality, safeguarding or the wellbeing of horses, other animals or people.

Photography and video recording must only take place using the HfG phone and with appropriate permission.

Under-18s must store their mobile phones in the classroom with their belongings unless a member of the HfG team has given permission for them to have their phone with them.

Earphones, headphones and other devices that may reduce a person's awareness of their surroundings must not be used where doing so could compromise safety.

A copy of the HfG Mobile Phone Policy is available in the White House.

Personal belongings and valuables

Personal belongings, including mobile phones, earphones, smart watches and other valuables are brought onto HfG's premises at the individual's own risk.

HfG accepts no responsibility for personal belongings that are lost, stolen or damaged.

Alcohol, drugs and smoking

No person may attend or remain on the HfG premises while under the influence of alcohol or illegal drugs or any substance that may impair their judgement, behaviour, coordination or ability to participate safely.

Anyone believed to be under the influence of alcohol or drugs will be asked to leave the premises.

Smoking and vaping are not permitted anywhere on the premises, including outside the gate or on any part of the driveway.

Anyone wishing to smoke or vape must leave the premises and go beyond the road entrance to the property.

Confidentiality and privacy

Everyone attending HfG must respect the privacy and confidentiality of participants, families, staff, volunteers and other individuals connected with the organisation.

Information obtained through involvement with HfG must not be discussed or shared in person, on social media or other public platforms.

Following instructions and organisational procedures

Everyone attending HfG must follow reasonable instructions given by staff and facilitators, particularly where these relate to:

- Health and safety
- Safeguarding
- Horse welfare
- Emergency procedures
- Handling or working around horses
- Use of equipment and facilities
- The safe delivery of sessions and activities

Where an individual is unsure about what to do, they should stop and ask a member of the HfG team rather than proceed in a way that may create a risk.

Breaches of the Code of Conduct

HfG will respond appropriately to any breach of this Code of Conduct. Depending on the nature and seriousness of the behaviour, this may include:

- Providing a verbal or written reminder of the expected standards
- Asking an individual to stop an activity
- Ending a participant session or volunteer shift
- Asking an individual to leave the premises
- Suspending or ending a person's participation or volunteering arrangement
- Reporting concerns to an appropriate external organisation or authority where required

Serious incidents involving abuse, violence, threatening behaviour, safeguarding concerns, deliberate harm to a horse/animal/person or significant health and safety risks may result in immediate removal from the premises and further action.

HfG reserves the right to take whatever reasonable action is necessary to protect the safety and wellbeing of people, horses and other animals.

Responsibility for following the Code of Conduct

Everyone who attends HfG has a responsibility to contribute to a safe, respectful and supportive environment.

By attending the premises, participating in a session or volunteering with HfG, individuals are expected to familiarise themselves with this Code of Conduct and adhere to its requirements.

Dated: September 2026
Review: September 2027