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Warehouse 3, Plot 354-247, AH Building, Al Qouz 1, Shekh Zayed Road, Dubai, UAE  
Tel.: +971501156988

## *Code of Business Conduct*

### **Our Values**

At Royal Arsenal Martial Arts we believe in building a community where everyone : coaches, staff, students, and families feels safe, respected, and inspired to grow.

This Code is our shared guide to ensure we train, work, and interact in a way that reflects our values of respect, safety, integrity, and excellence.

### **1. Purpose and Scope**

This Code applies to everyone who represents or participates in the Academy , including staff, contractors, students, and parents.

It covers all activities within the Academy and any situation where we represent the Academy publicly.

#### **Definition of “Management”**

For the purposes of this Code, *management* refers to the Academy’s owners, partners, or any person formally delegated with authority to make operational, financial, or disciplinary decisions on behalf of the Academy.

### **2. Respecting Laws and Guidelines**

- Follow all UAE Federal Laws, Dubai Municipality regulations, and Dubai Sports Council directives.
- Adhere to immigration and labor laws where applicable.
- Meet health, safety, and building requirements to protect our community.

### **3. Professional and Positive Conduct**

- Treat everyone with respect, courtesy, and fairness.
- We welcome all , no discrimination based on nationality, gender, religion, or ability.
- Use language that builds trust; avoid offensive or disrespectful remarks.
- When speaking with students, parents, or the public, maintain professionalism and courtesy.

### **4. Safety and Wellbeing**

- Follow training safety rules and use protective equipment when required.
- Report hazards immediately so we can address them.
- Ensure first aid readiness , trained personnel will be present during classes.

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#### **5. Financial Transparency (*Staff/management*)**

- Handle all fees, memberships, and transactions openly, with receipts provided.
- Personal financial arrangements related to the Academy require management approval.
- All sponsorships and partnerships related to Royal Arsenal Martial Arts Academy must be approved in writing by management.

#### **6. Avoiding Conflicts of Interest (*Staff/management*)**

- Keep personal interests separate from Academy decisions.
- Do not accept gifts or benefits that could influence your decisions or create the appearance of favoritism.

#### **7. Privacy and Confidentiality**

- Respect the privacy of all members, families, and staff.
- Do not share personal or Academy information without permission.
- Follow the UAE Personal Data Protection Law (PDPL) when handling personal information.

#### **8. Child Protection**

- We have zero tolerance for harassment, abuse, or exploitation of any kind.
- Children must always be supervised during classes and events.
- Report any concerns about a child's safety to management or the authorities immediately.

#### **9. Social Media and Public Image**

- Share our values online , avoid posts that could harm our reputation.
- Official announcements must be approved by management.
- Make it clear when personal opinions are your own and not the Academy's.

#### **10. Care for Academy Property**

- Use facilities and equipment for their intended purposes only.
- Report any damage or loss promptly so repairs can be made.

#### **11. Living the Code**

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We are all responsible for upholding this Code.

If someone acts in a way that goes against it, the Academy will address it fairly:

1. Guidance or verbal reminder
2. Written warning
3. Suspension or termination of employment or membership (in serious or repeated cases)

### **Acknowledgment**

By being part of the Academy, you agree to follow this Code and contribute to a safe, respectful, and inspiring environment for all.