



Communications Policy

This Contractor Communication & Social Media Policy sets out guidance for communication and online conduct where independent, self-employed contractors interact with clients, players, or parents introduced through Calculated Performance Ltd ("the Company").

This policy is intended to protect safeguarding standards, privacy, and professional boundaries. It does **not** create an employment relationship, disciplinary framework, or ongoing obligation inconsistent with self-employed contractor status.

Scope

This policy applies **only to self-employed contractors** engaged under a Coaching Services Contract.

Employees (if applicable) are subject to separate employment communication and social media policies.

Core Principles

- Contractors operate independently but must protect client confidentiality and safeguarding standards.
- The Company may set reasonable boundaries around communication channels to protect clients, contractors, and the business.
- Nothing in this policy requires contractors to accept work or creates mutuality of obligation.

Communication Guidelines

1. Client Communication Channels

Where contractors deliver services arranged through Calculated Performance Ltd:

- Booking enquiries, cancellations, amendments, and administrative matters should be directed through Company-designated communication channels.
- The Company will ordinarily act as the primary administrative point of contact with clients.

This ensures safeguarding oversight, consistency of information, and accurate record-keeping.



2. Personal Contact Details

Contractors are **strongly advised** not to share personal mobile numbers or private contact details with clients, players, or parents introduced through the Company.

This guidance exists to:

- protect contractor privacy
- reduce safeguarding and boundary risks
- prevent unsolicited or inappropriate contact

Where direct contact is expressly required for service delivery, this should be limited, proportionate, and professional.

Social Media Guidance

1. Client Connections

Contractors are **strongly advised** not to follow, connect with, or accept social media requests from clients, players, or parents introduced through the Company.

This guidance applies to platforms including, but not limited to:

- Facebook
- Instagram
- X (Twitter)
- LinkedIn

2. Public Accounts

Where a contractor maintains a public social media profile, they should be mindful that publicly visible content may be associated with their professional activities.

Contractors are encouraged to avoid posting content that:

- is unlawful, offensive, or discriminatory
- undermines safeguarding principles
- could reasonably damage the Company's reputation

This guidance does not restrict lawful personal expression outside the scope of professional association.

Non-Compliance and Contractual Remedies

Where a contractor's actions:



- breach confidentiality or safeguarding obligations
- undermine client relationships
- result in misuse of Company introductions
- constitute a breach of the Coaching Services Contract

Calculated Performance Ltd may take proportionate contractual action, including:

- requiring the issue to be remedied
- restricting future service allocations
- withholding payment for affected services
- terminating the engagement in accordance with the contract

Contractors are **not subject to internal disciplinary procedures** applicable to employees.

Review and Updates

This policy may be reviewed periodically to ensure continued relevance and legal compliance. Any material updates will be communicated to contractors.

Relationship to Contract

This policy must be read alongside the Coaching Services Contract. In the event of any inconsistency, the contract terms shall prevail.

Nothing in this policy creates an employment relationship, mutuality of obligation, or entitlement to work.

Contact Information

For any questions or concerns regarding this Communications Policy, please contact hugh@calculatedperformance.co.uk.

This policy was last reviewed on: 19/12/2025.

Signed: *H.Ferguson*

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