**VOLUNTEER POLICY:**

**Our aims**

To promote community participation in healthy recreation by providing facilities for the playing of association of Handball and other sports capable of improving health, wellbeing, and self-esteem.

**Mission Statement**

The Handball Foundation places a high value on the skills, knowledge, commitment, and enthusiasm that volunteers bring to the sport environment. We encourage volunteer involvement at every level of the organisation and from all backgrounds, regardless of ability, health, gender, ethnicity, age, sexuality, and religion. Volunteers can make a positive difference to the community and to themselves.

This agreement between The Handball Foundation and volunteers is binding in honour only; it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Volunteer involvement complements the work of our organisation but does not replace the work of paid members. Unless specifically stated, volunteers shall not be considered as volunteers of the organisation.

**Definition of Volunteering**

Volunteering is an activity where individuals decide, freely and by choice, to help achieve the charity aims without expectations of financial or other rewards in kind.

**Our commitment and undertaking to our volunteers**

We believe for volunteering to be successful; members and volunteers must match. We aim to ensure this match occurs through recruitment and selection procedures and annual monitoring and evaluation of volunteering opportunities throughout our programme.

* Recruitment - We will use appropriate means to advertise for volunteers locally that take in to account the principles of our equal opportunities and diversity policies. The applicants will be required to complete an application from and will be interviewed by the Handball Foundation CEO and, if successful two references will be taken up
* Supervision and Support - We will explain the standards we expect for our programme and will encourage and support each volunteer to achieve and maintain them
* Health and Safety – We will provide adequate training and feedback in support of our health and safety policy
* Insurance- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us
* Equal Opportunities- To ensure all volunteers are dealt with in accordance with our Equal Opportunities Policy
* Addressing concerns- To try and resolve fairly any problems, grievances, and difficulties any volunteer may whilst volunteering with us
* Expenses- All volunteers will be entitled to claim expenses they incur whilst volunteering for us, including travel costs (any expense will only be paid if approved by the Chief Executive Officer prior to start date)
* Induction- All volunteers will be inducted by the Handball Foundation Welfare Officer prior to start date

**Volunteer’s commitment and undertaking**

* To perform your volunteering role to the best of your ability
* To follow the charity procedures and standards, including health and safety and equal opportunities in relation to volunteers, other volunteers, and members
* To maintain the confidential information of the organisation and its members, in particular information of a confidential, nature such as personal details of children should be treated with the strictest confidence
* To meet time commitments and standards agreed to and to give reasonable notice so other arrangements can be made when this is not possible
* To bring any complaints to the attention of the Handball Foundation Welfare Officer

Volunteer Code of Conduct

**CODE OF CONDUCT**

The Handball Foundation’s Code of Conduct is set out below. It covers the main standards of behaviour the Handball Foundation requires from volunteers. The Code includes the Handball Foundation Rules, which volunteers need to follow, and examples of misconduct. A breach of the Handball Foundation Rules may result in disciplinary action. A single instance of gross misconduct may result in dismissal without notice.

The Handball Foundation Rules and the examples of misconduct are not exhaustive. All volunteers are under a duty to comply with the standards of behaviour and performance required by the Handball Foundation and to always behave in a reasonable manner.

**FOUNDATION RULES**

**Attendance and Timekeeping**

Volunteers are required to comply with the rules relating to notification of absence set out in the Handball Foundation’s Absence Procedure.

**Standards and Conduct**

* Volunteers are required to maintain satisfactory standards of performance at work
* Volunteers are required to comply with all reasonable management instructions
* Volunteers are required to co-operate fully with their colleagues and with management, and to ensure the maintenance of acceptable standards of politeness
* Volunteers are required to take all necessary steps to safeguard the Foundation’s public image and preserve positive relationships with its members or members of the public
* Volunteers are required to ensure that they behave in a way that does not constitute unlawful discrimination
* Volunteers are required to comply with the Handball Foundation’s operating policies and procedures
* Any queries received from the media must be referred immediately to the Chief Executive Officer. Volunteers must not attempt to deal with queries themselves

**Confidentiality**

Volunteers are required to keep confidential, both during their time with the Handball Foundation and at any time after its termination, all information gained during their volunteering about the Handball Foundation’s business and that of the members or associated parties except as required by law or in the proper course of their duties.

**Work Clothing**

Where kits are provided by the Handball Foundation or required on site, they must be always worn during working hours. Volunteers are responsible for ensuring that all items of kit are kept clean and always maintained in reasonable condition and returned to the Handball Foundation on termination of volunteering.

**Health and Safety**

Volunteers are required to gain an understanding of the Handball Foundation’s Health and Safety procedures, observe them, and ensure that safety equipment and clothing are always used.

Volunteers must report all accidents, however small, as soon as possible, in line with the companies Health & Safety procedures.

**On Site Rules**

Volunteers are required to follow any site-specific rules.

**Property and Equipment**

Except for use on authorised Handball Foundation business, volunteers are not permitted to make use of the Foundation’s or telephone, postal or other services.

Volunteers must not remove Foundation or site property or equipment from the Foundation or site premises unless for use on authorised Foundation business or with the permission of CEO.

On termination of their employment volunteers must return all Foundation property.

Volunteers are required to comply with the Foundation’s Data Protection Policy, Internet and Social Media Policy, and report any breach of security which compromises the safety of personal data for any individual. Failing to adhere to these polices or deliberate breaches of these policies may result in disciplinary action being taken.

**Personal Searches and Personal Property**

Volunteers are solely responsible for the safety of their personal possessions on the Handball Foundation premises and should ensure that their personal possessions are always kept in a safe place.

Should a volunteer find an item of private property on the premises he or she is required to inform the CEO immediately.

**Expenses**

The Handball Foundation will normally reimburse volunteers in respect of any expenses, necessarily and proportionately incurred in the course of their work against the relevant receipts. The Handball Foundation reserves the right to refuse to pay an expense claim where the expenditure is unreasonable, disproportionate, unnecessary, or not agreed prior to the event.

**Environment**

In order to provide a cost-effective service, volunteers are requested to use the Handball Foundation’s equipment, materials, and services wisely. Volunteers should try to reduce wastage and the subsequent impact on the environment by ensuring that they close windows, avoid using unnecessary lighting or heating or leaving taps running, switch off equipment when it is not in use and handle all materials with care.

**Changes in Personal Details**

Volunteers must notify the Handball Foundation of any change in personal details, including change of name, address, telephone number or next of kin. This will help the Handball Foundation to maintain accurate and up to date personal information, in compliance with the General Data Protection Regulations and ensure it is able to contact the volunteer or another designated person in case of an emergency.

You are required to notify CEO of any changes in your health that may affect your work.

**Use of E-mail & Social Media**

The Handball Foundation’s IT systems contain an e-mail facility which is intended to promote effective communication within the Handball Foundation on matters relating to its business.

E-mails should be written in accordance with the standards of any other form of written communication, and the content and language used in the message must be consistent with best Handball Foundation practice. Messages should be concise and directed to relevant individuals on a need-to-know basis.

E-mails can be the subject of legal action (for example, claims of defamation, breach of confidentiality or breach of contract) against both the volunteer who sent them or the Handball Foundation. Volunteers are also reminded that e-mail messages may be disclosed to any person mentioned in them. Volunteers must therefore always be careful if they write about people in e-mails.

Volunteers should not use or post anything unsuitable on any social media platform relating to the Handball Foundation.

**Inappropriate Use**

Misuse of the Handball Foundation’s computer systems, social media channels or misuse of a data subjects’ personal data may result in disciplinary action up to and including summary dismissal. Examples of misuse include, but are not limited to, the following:

* sending, receiving, downloading, displaying, or disseminating material that insults, causes offence, or harasses others;
* accessing pornographic, racist, or other inappropriate or unlawful materials;
* engaging in online chat rooms or gambling;
* forwarding electronic chain letters or similar material;
* downloading or disseminating copyright materials;
* transmitting confidential information about the Handball Foundation or its members;
* downloading or playing computer games;
* copying or downloading software; and
* downloading music
* breach of the Handball Foundation’s policies and procedures for protecting personal data (members, volunteers or third parties)

**HARASSMENT AND BULLYING POLICY**

The Foundation is committed to providing a working environment free from harassment and bullying, which supports the right of all volunteers to be treated with respect. The Handball Foundation recognises the damage that harassment and bullying can cause to the health and welfare of volunteers and the responsibilities of the employer’s duty of care.

The Handball Foundation will seek to ensure that all volunteers respect each other and work in harmony to achieve the aims and goals of the charity.

This policy seeks to inform and guide good practice in promoting dignity at work. It is important that volunteers are aware of its contents and understand their rights and responsibilities and their role in ensuring that the policy is observed.

The Handball Foundation will aim to provide the support needed for individuals to decide the most appropriate course of action if they feel they are being bullied or harassed or have allegations of harassment or bullying made against them, and to resolve the issues raised. The procedures provide a framework for dealing with complaints confidentially and equitably, endeavouring to resolve problems quickly and informally, without fear of victimisation or retaliation.

The Handball Foundation takes complaints of bullying or harassment seriously and will deal quickly and positively with any complaints about breaches of this policy, which may include the use of disciplinary procedures or other appropriate actions.

The Handball Foundation will also take seriously any allegations proven to have been made maliciously. Complainants who make malicious allegations will be subject to disciplinary action.

Victimisation or retaliation because of action taken under this procedure will lead to disciplinary action. Victimisation may also be unlawful.

**Definitions of Harassment and Bullying**

Harassment is defined as behaviour where a person is subjected to unwanted conduct, which has the purpose (intentionally), or effect (unintentionally) of violating that person’s dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment for that individual.

Harassment takes many forms, occurs on a variety of grounds, and may be directed at one or more person. It includes sexual and racial harassment and bullying, as well as any other forms of personal harassment arising from disability, sexual orientation, socio-economic status, age, religion etc. It can be a single significant incident or repeated unacceptable behaviour.

It should be stressed that it is not the intention of the perpetrator that is key in deciding whether harassment has occurred, but whether it is disadvantageous for the individual to whom it is directed and is not within the normal range of interpersonal behaviour.

Harassment is a form of discrimination and is covered by the Equality Act 2010.

**Types of harassment**

**Sexual Harassment**

The inappropriate introduction of sexual comments or unwanted sexual attention or activities into working environments.

**Racial Harassment**

The inappropriate introduction of racially motivated comments into working environments. It can involve a hostile or offensive act or expression by a person of one racial or ethnic origin against a person of another, or incitement to commit such an act.

**Personal Harassment**

The inappropriate introduction of comments or activities into a working environment concerning an individual’s disability, age, socio-economic group, sexual orientation, religion, or any other form of personal victimisation.

The following list provides a range of examples of harassment but is not exhaustive:

* Unlawful violence such as physical attacks
* Unnecessary and unwanted physical contact ranging from touching to serious assault
* Indecent or sexual assault
* Sexual innuendo
* Unwelcome advances, attention, invitations, or propositions
* Suggestive and unwelcome comments or attitudes, insulting behaviour, or obscene/offensive gestures
* Staring or leering
* Verbal and written harassment, e.g. offensive letters, telephone calls or e-mails, racist remarks, taunts, offensive language or jokes, gossip and slander, threats, derogatory name calling or ridicule
* Visual displays of posters, graffiti, emblems, or other offensive materials such as pin-ups or degrading /indecent/pornographic material, racially offensive material
* Electronic transmission of pornographic, racist, degrading, or indecent material
* Unwelcome or lewd references to personal physical features, figure, or dress
* Intrusion by pestering, spying, following, or stalking etc.
* Isolation or non-cooperation at work, exclusion from social activities

**Bullying**

The Handball Foundation defines bullying in the following general terms for the purpose of this policy: persistent; offensive; abusive; intimidating; malicious or insulting behaviour and/or the abuse of power, and/or the imposition of unjustified sanctions, which has the effect of making the recipient feel upset, threatened, humiliated or vulnerable, which undermines their self-confidence and which may cause them to suffer stress. As with harassment, it is the impact on the individual and not the intention of the perpetrator that determines whether bullying has taken place.

Bullying is most associated with an abuse of power or authority. It most typically involves someone in a position of authority bullying someone in a subordinate position but bullying of people in a more senior role by people in a subordinate position can also occur.

This list provides a range of examples and is not exhaustive:

* physically pushing, kicking, hitting, pinching, etc;
* name calling, spreading rumours, persistent teasing and humiliation or the continual ignoring of others;
* posting of derogatory or abusive comments, videos, or images on social media;
* racial, homophobic, transphobic, or sexist comments, taunts, or gestures;
* sexual comments, suggestions, or behaviour;
* unwanted physical contact.

**The Impact of Harassment and Bullying**

**Harassment and Bullying:**

* Is offensive and degrading
* Can have serious effect on an individual including anxiety, loss of concentration, illness, and absence from work or social activities
* Can be unpredictable, irrational, and sometimes unseen by others
* Can cause an individual to feel isolated and threatened, with implications for physical and mental health

This is unacceptable on moral grounds and may, if unchecked or badly handled, create serious problems for an organisation including:

* Poor moral and poor volunteer relations
* Loss of respect for managers and supervisors
* Deficient performance
* Loss of productivity
* High turnover of staff
* Absence from work
* Damage to the Foundation’s reputation

Signed…………………………………………………………………. (CEO)

Signed .................................................................... (Volunteer)

Updated: April 2024