

AQUATICS GB

VOLUNTEER AGREEMENT AND CODE OF CONDUCT

Introduction:

Aquatics GB values the contribution of every volunteer and recognises that volunteers play a vital role in delivering safe, professional and enjoyable events for athletes, officials, spectators, partners and the wider aquatic community.

This Volunteer Agreement and Code of Conduct sets out:

- What volunteers can expect from Aquatics GB.
- The standards of behaviour and professionalism expected of all volunteers.
- The process that will be followed where those standards are not met.

Our Principles and Values

Everything we do at Aquatics GB is guided by our organisational principles and values. As a volunteer, you play an important role in bringing these values to life through your actions, behaviours and interactions with others. Our principles and values underpin the way we deliver events, work together and represent Aquatics GB. They shape the expectations set out in this Code of Conduct and should be reflected in every decision and interaction.

What Volunteers Can Expect from Aquatics GB

Aquatics GB is committed to providing a positive, safe and rewarding volunteering experience.

1. **Training and Development;** You will receive the induction, information and training necessary to undertake your role safely and effectively. Where possible, Aquatics GB will support your personal development by providing opportunities to develop your skills across the different aquatic disciplines.
2. **Communication and Teamwork;** You will be treated with courtesy, dignity and respect. We will work collaboratively with you to improve our events and your volunteer experience. We will remain communicative, and we will respond in a timely manner to all correspondence.
3. **Expenses;** Reasonable expenses will be reimbursed in accordance with the Aquatics GB Volunteer Expenses Policy.
4. **Meals and Refreshments;** Volunteers will receive lunch and refreshments during each volunteering day unless advised otherwise before the event.

5. Health and Safety; Aquatics GB is committed to providing a safe environment for volunteers through appropriate planning, risk assessments and safe working practices.
6. Insurance; Volunteers are covered by Aquatics GB insurance whilst undertaking authorised volunteering activities
7. Diversity, Equity and Inclusion; Every volunteer will be treated fairly, respectfully and without discrimination in accordance with the Aquatics GB Diversity, Equity and Inclusion Policy.
8. Safe and Respectful Environment; Aquatics GB has zero tolerance for bullying, harassment, sexual harassment discrimination and victimization. Concerns will be addressed promptly and in accordance with the relevant Aquatics GB policies and procedures.
9. Volunteer Clothing and Equipment; Volunteers will receive one branded event polo shirt for every two days volunteered at their first Aquatics GB event. Additional clothing may be issued at the discretion of the Event Director. Any equipment required for the role will also be provided.
10. References; Aquatics GB will provide references recognising a volunteer's contribution as and when requested.

Volunteer Standards of Conduct:

While volunteering for Aquatics GB you are expected to act professionally and uphold the reputation and values of the organisation.

1. Professional Conduct

Volunteers must:

- Act honestly, professionally and with integrity.
- Represent Aquatics GB positively at all times.
- Wear the required volunteer clothing and accreditation provided.
- Perform their role to the best of their ability.
- Behave in a manner that promotes confidence in Aquatics GB.

2. Following Your Role

Volunteers must:

- Understand and carry out the responsibilities of their assigned role.
- Read and comply with the Event Manual and all relevant Aquatics GB policies and procedures.
- Follow reasonable instructions given by the Event Director, Event Management Team and authorised personnel.
- Respect the authority of Technical Officials within their areas of responsibility.
- Seek guidance whenever unsure how to undertake a task.

3. Event Authority and Decision Making

Aquatics GB events are delivered under the direction of the Event Director, who has overall responsibility for the safe, efficient and successful delivery of the event. Volunteers are expected to support the decisions of the Event Director, Event Management Team and, where applicable, Technical Officials acting within the scope of their responsibilities.

Volunteers must:

- Follow all reasonable instructions issued by the Event Director, Event Management Team and authorised personnel.
- Carry out only the duties assigned to them.
- Consult the Event Director or their nominated representative before making any change that could affect event operations.
- Raise concerns, operational issues or suggestions through the appropriate management channels.

Volunteers must not:

- Alter event schedules, timetables or running orders.
- Change presentation plans, ceremonies, medal presentations or athlete call-up procedures.
- Amend operational procedures, staffing arrangements or venue layouts.
- Give instructions that conflict with those issued by the Event Director or Event Management Team.
- Make commitments or decisions on behalf of Aquatics GB outside the authority of their role.

Constructive suggestions are encouraged; however, decisions regarding event operations, scheduling, presentation, staffing and resource allocation remain the responsibility of the Event Director. Failure to follow reasonable instructions or repeated attempts to override agreed operational decisions may result in removal from duties.

4. Communication and Teamwork

Volunteers are expected to communicate respectfully, professionally and constructively at all times.

Volunteers must:

- Treat everyone with courtesy, dignity and respect.
- Work collaboratively with fellow volunteers, staff, athletes, coaches, officials and spectators.
- Respond to volunteering communications within a reasonable timeframe wherever possible.
- Inform the Event Director as soon as reasonably practicable if they are unable to attend, are running late or cannot complete an agreed shift.
- Raise concerns through the appropriate management channels.
- Accept feedback professionally.

Volunteers must not:

- Use abusive, threatening, intimidating, discriminatory, sexual or offensive language or behaviour.
- Publicly undermine colleagues or management.
- Engage in gossip or behaviour that damages team morale.

5. Attendance and Reliability

Volunteers are expected to:

- Attend all agreed shifts.
- Arrive on time and ready to begin duties.
- Give as much notice as possible if unable to attend.

Repeated failure to attend or persistent lateness without reasonable explanation may result in removal from future volunteering opportunities.

6. Diversity, Equity, Inclusion and Respect

Volunteers must:

- Treat everyone fairly and with respect.
- Promote an inclusive environment.
- Never discriminate, bully, harass, sexually harass or victimise another person.
- Challenge inappropriate behaviour where safe to do so and report concerns appropriately.
- Undertake any training required.

7. Safeguarding

The welfare of children and adults at risk is everyone's responsibility.

Volunteers must:

- Follow all Aquatics GB safeguarding policies and procedures.
- Report safeguarding concerns immediately to the Event Director and designated Safeguarding Lead.
- Undertake any training required.

8. Health and Safety

Volunteers must:

- Comply with health and safety procedures.
- Follow emergency procedures.
- Use equipment safely.
- Report accidents, incidents, hazards and near misses immediately.
- Only undertake duties for which they have received appropriate instruction or authorisation.
- Undertake any training required.

9. Confidentiality and Data Protection

Volunteers must maintain the confidentiality of personal, operational and commercially sensitive information obtained through volunteering. This obligation continues after volunteering has ended.

10. Social Media and Public Communications

Volunteers must not:

- Post content that could damage the reputation of Aquatics GB.
- Share confidential information.
- Publish photographs or information relating to children or adults at risk without appropriate permission.
- Make offensive or discriminatory comments online.
- Present personal opinions as official Aquatics GB views.

11. Conflict of Interest

Volunteers must declare any actual, potential or perceived conflict of interest that could affect their role or the integrity of an event.

12. Alcohol, Drugs and Smoking

Volunteers must not undertake volunteer duties whilst under the influence of alcohol or illegal drugs or while impaired by medication in a manner that affects their ability to volunteer safely. Venue smoking and vaping policies must be observed.

13. Gifts and Hospitality

Volunteers must not seek or accept gifts or hospitality that could influence, or reasonably appear to influence, their decisions or conduct.

14. Compliance

Volunteers must comply with:

- Aquatics GB policies and procedures.
- Health and Safety requirements.
- Equality Act 2010.
- Data protection legislation.
- Safeguarding legislation and guidance.
- Any legislation relevant to their volunteering activities.

15. Promoting Fair Sport

Volunteers are expected to uphold the integrity of aquatic sport by respecting competition rules and reporting any suspected misconduct through the appropriate channels.

Breaches of this Code and Escalation Process:

Aquatics GB expects all volunteers to comply with this Code of Conduct.

Where standards are not met, Aquatics GB will seek to address concerns fairly, proportionately and consistently.

Depending on the circumstances, action may include:

1. Informal guidance or coaching.
2. Additional training or mentoring.
3. A formal meeting with the Event Director or an appropriate Aquatics GB representative.
4. Removal from specific duties.
5. Removal from the remainder of an event.
6. Suspension from volunteering whilst concerns are reviewed.
7. Termination of the volunteer relationship.
8. Referral to safeguarding authorities, statutory agencies or other appropriate bodies where required.

Repeated breaches of this Code—including persistent lateness, poor communication, failure to follow reasonable instructions, repeated disregard of policies or conduct that undermines the safe or effective delivery of an event—may result in the termination of the volunteer relationship. Aquatics GB reserves the right to suspend a volunteer from duties where this is necessary to protect participants, volunteers, staff, the integrity of the event or the reputation of the organisation.

Volunteer Agreement:

This document sets out the mutual expectations between Aquatics GB and its volunteers. It does not create a contract of employment.

Volunteers are under no obligation to accept volunteering opportunities offered by Aquatics GB, and Aquatics GB is under no obligation to provide volunteering opportunities.

Either the volunteer or Aquatics GB may end the volunteering relationship at any time.