

The Event Volunteer Code of Conduct:

Volunteers play a crucial role in the delivery of exceptional events; they are the friendly faces providing added-value, giving up their time to help deliver the best and smoothest experiences for all those involved. Volunteers are asked to act as representatives of British Triathlon and the sport. Whilst Volunteers will receive guidance or, where necessary, training from British Triathlon staff, it is important for Volunteers to know what is expected of them.

Volunteer definition

By signing up to a Volunteering Opportunity, Volunteers acknowledge they are ambassadors for British Triathlon; will take full responsibility for their actions; understand the points set out below and agree to comply fully with them.

Compliance with the Code of Conduct is required of anyone Volunteering with British Triathlon, and respecting this will help us to deliver successful events. If the code is breached and reported, all complaints and allegations will be acted upon according to the British Triathlon Customer Charter and Complaints Policy (Appendix A)

As a Volunteer with British Triathlon, you can expect:

- To be treated with fairness and respect – British Triathlon is committed to ensuring we are a sport which is inclusive and welcoming of diversity, and our volunteer processes align to our Equality and Diversity Policy (see Appendix B);
- To be covered under British Triathlon Public Liability Insurance
- To receive Health and Safety & Safeguarding guidance;
- A safe environment to work in;
- Clear communication regarding your Volunteering opportunity, to include Volunteer Agreement (where necessary), timings, location, clothing, travel, food, expenses, any necessary training and any other requirements;
- Appropriate support from your Team Leader / British Triathlon staff member;
- Responses to your queries/requests/complaints in a timely manner – you can contact us on volunteering@britishtriathlon.org
- Recognition and thanks.

British Triathlon expects that all Event Volunteers will:

Respect Diversity.

Show respect for and treat everyone equally regardless of age, ability, gender, race, religion, ethnic origin, social status or sexual orientation. Respect the rights, dignity and worth of every person within the context of triathlon.

Be fair, considerate and honest in dealings with others including other Volunteers, staff members, players and members of the public.

Follow Procedures.

Act lawfully at all times. Any Volunteer found to be engaging in criminal or illegal activity will be referred to the police and removed from their Volunteering role.

Not volunteer under the influence of illegal substances and/or alcohol, and will only smoke on Volunteer breaks and in the designated areas.

Be aware of and abide by British Triathlon Safeguarding and Good Practice Guidance Involving Young Volunteers (see Appendix C), reporting any concerns and acting appropriately.

Be aware of and abide by British Triathlon's Health and Safety Policy Statement for each event, and not undertake any action which may threaten the Health and Safety of others or his/herself

Agree to the British Triathlon Confidentiality Agreement

Refrain from any behaviour that may bring British Triathlon into disrepute. This includes the use of social or any other electronic media to publicly criticise anyone (players/coaches/officials/volunteers/staff) involved within triathlon.

Refrain from making any statements about British Triathlon, without necessary permission, and not use your involvement to promote any beliefs/behaviours/practices which are not consistent with that of British Triathlon.

Recognise that where a personal relationship occurs between a Volunteer, staff member or event stakeholder, it should be declared as soon as possible to avoid possible conflict of interest.

Demonstrate Appropriate Attitude and Behaviour.

Deliver the Volunteer role in line with the British Triathlon Values of Fair Play, Respect, Consistency and Transparency, Embrace Change, Encourage High Aspirations, Recognise Success, Environmentally Conscious and Confidentiality.

Be open and honest with what you can/cannot commit to.

Maintain high standards at all times, conducting oneself in an appropriate manner relating to language, behaviour, appearance and punctuality.

Be guided by British Triathlon staff for direction and training where reasonably expected.

Be flexible in your approach to Volunteering - from time to time, and in line with what is reasonable. Volunteers may be asked to undertake other duties beyond their original assignments. (If you feel unable to perform these duties, you should speak to your Team Leader / British Triathlon staff member).

Demonstrate commitment and attend your pre-agreed Volunteering shifts - whilst Volunteers are in no means bound by legal obligation to attend, we expect Volunteers to honour their commitments as far as possible. We recognise that from time to time, the unforeseeable does occur and in this case, you should contact your Team Leader / British Triathlon staff member as soon as possible.

Volunteers shall not:

- Behave contrary to the preceding guidelines/ best practice.
- Disclose confidential information to any unauthorised persons.
- Copy confidential information for any unauthorised use or reason.
- Remove confidential information from the premises.
- Take custody of confidential information when not authorised to do so.

Appendices

Appendix A – British Triathlon Customer Charter and Complaints Policy

<https://www.britishtriathlon.org/britain/documents/about/policy-documents/general-policies/frg027---customer-charter-complaints-policy.pdf>

Appendix B – Equality and Diversity Policy

https://www.britishtriathlon.org/britain/documents/about/policy-documents/general-policies/equality_and_diversity_policy.pdf

Appendix C - Safeguarding and Good Practice Guidance Involving Young Volunteers

<https://www.britishtriathlon.org/britain/documents/about/child-protection/british-trithlon-young-volunteers-guidance-web.pdf>