



Sport Exhibitions Ltd / Charity Pool Exhibitions

Volunteer Handbook

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Introduction

1. About Charity Pool Exhibitions/Sport Exhibitions Ltd

Charity Pool Exhibitions is an organisation based in Stoke on Trent which specialises in raising funds for charities.

Our main aim is to raise funds through entertaining pool exhibitions performed by Carl 'Houdini' Morris, a world champion and trick shot specialist, as well as through other pool professionals.

Charity Pool Exhibitions also raises funds by other means such as collections and pre-determined events as well as many one-off events.

Below, please find a list of the events we do, and a description;

2. Shopping Centre Interactive Pool Events

Pool Events held in shopping centres throughout the UK where the public are given the opportunity to play against professional pool players and former world champions, in return for a minimal donation to charity. It is free for spectators. The majority of our funds are raised via the spectators' donations into our collection buckets as well as passers by.

3. Pool Entertainment Events

Many pubs, clubs and venues through the UK pay for entertainers to provide entertainment for their customers. In our case, we will provide them with a spectacular pool exhibition at no cost to them, as long as they raise a pre-agreed amount for our chosen charity.

4. Collections & Stalls

The traditional and well-tested method of supermarket collections by way of tin/bucket collections as well as bag-packing where volunteer numbers are sufficient. Stalls can be set up where permitted and consist of tombolas, cake stalls, guess the weights etc..

5. Own Fundraising Activities

We encourage others to organise and run their own events as part of our aim to raise £1m for the charity

Our chosen charity is Against Breast Cancer, charity number 1121258, for whom we are committed to raising funds until 2016. Against Breast Cancer's website can be found at www.againstbreastcancer.org.uk.

Charity Pool Exhibitions - and charitypool exhibitions.org - is the public name used by Sport Exhibitions Ltd in which all events are channelled. Sport Exhibitions Ltd's company number is 5556320.

All monies raised from events are donated directly into the charity's account and the costs incurred by Sport Exhibitions Ltd by organising the events are settled on a monthly basis. All costs incurred as a result of running these events, plus related expenses such as public liability, office costs, vehicles etc are paid for by Sport Exhibitions Ltd.

Volunteering Policy

1. Introduction

Sport Exhibition Ltd is a company that specialises in raising funds for charity through interactive pool exhibitions and events, as well as fundraising via many methods including the traditional supermarket collections.

Sport Exhibitions Ltd channels its activities through Charity Pool Exhibitions and the website, www.charitypool exhibitions.org. We are committed to;

- raising awareness and funds for charity through interactive pool exhibitions and events.
- recruiting volunteers throughout England to help us in many aspects.
- promoting best practice in volunteer management through training, development and support.

This Volunteering Policy covers the work of volunteers within Sport Exhibition Ltd.

2. Principles

Given our commitment to the involvement of volunteers and the development of voluntary activity, Sport Exhibition Ltd works with volunteers in a range of roles. Our work with volunteers is underpinned by the following principles.

- We believe that the skills and experience of volunteers working with Sport Exhibition Ltd make a significant contribution to ensuring that we can continue to raise the profile of the charity and raise funds through our events in England. We aim to ensure that volunteers play a full and active part in Sport Exhibition Ltd and are an integral part of the company and its future development.
- We believe that volunteers bring extra value to the organisation and will not seek to introduce volunteers to replace paid staff.
- Sport Exhibition Ltd expects all paid staff and directors to work positively with volunteers.
- We recognise and celebrate the diversity of our country and aim to reflect this diversity in the volunteers we work with.

3. Practise Guidelines

3.1. Promotion

Given our commitment to diversity, we actively promote volunteering and recruit potential volunteers using a variety of media and means, through the Volunteer Centres and www.do-it.org.

3.2. Recruitment

Where necessary, we interview prospective volunteers to find out what they would like to do, their skills and experience, and to identify the most suitable opportunity for them.

3.3. Volunteer Agreements and Task Descriptions

We ask each volunteer to sign a Volunteer Agreement (see Appendix 3) in which we agree what they can expect from Sport Exhibition Ltd and what we expect in return. The Volunteer Agreement makes it clear that the volunteering arrangement is **not** a contract of employment.

In addition to the Volunteer Agreement, each volunteer receives a Task Description that states clearly what work they will be carrying out with Sport Exhibition Ltd.

3.4. Expenses

Sport Exhibition Ltd reimburses all travel and other expenses in accordance with our Volunteer Expenses Claim Procedure (see Appendix 4/).

3.5. Induction and Training

All volunteers receive an Induction to introduce them to the work of Sport Exhibition Ltd and to their role in particular. We provide training where required to enable volunteers to fulfil their role to the best of their potential.

3.6. Supervision and Support

All volunteers have a named person who is their supervisor and the initial point of contact for any problems. Volunteers receive regular supervision and feedback from their supervisor, and have the opportunity to raise any issues or concerns.

3.7. Volunteer Involvement

Volunteers are encouraged to express their views on any aspects of Sport Exhibition Ltd's work, and to be involved in its development, through team meetings or other structures as appropriate.

3.8. Insurance

Sport Exhibition Ltd has full Public Liability Insurance which covers all volunteers on the premises or while engaged on Sport Exhibition Ltd business.

3.9. Health & Safety

Volunteers are covered by Sport Exhibition Ltd's Health and Safety Policy, a copy of which is contained in the Volunteer Handbook (see Page 13).

3.10. Equal Opportunities

Sport Exhibition Ltd has an Equal Opportunities Policy which covers all paid staff and volunteers. A copy is available in the Volunteer Handbook (see Page 6).

3.11. Problem Solving

Sport Exhibition Ltd aims to resolve problems at the earliest possible stage and has separate procedures to deal with complaints by or about volunteers. These are in the Volunteer Handbook (see Page 27).

3.12. Confidentiality

Volunteers are bound by the same requirements for confidentiality as paid employees of Sport Exhibition Ltd (see Page 18).

Equal Opportunities Policy

1. Equal Opportunities Policy

- 1.1. We do not discriminate against staff on the basis of their gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age. The principle of non-discrimination and equality of opportunity applies equally to the treatment of former staff, visitors, clients, customers and suppliers by members of our current workforce.
- 1.2. The measures we take to implement the principle of non-discrimination have been devised on the basis of advice from the relevant governmental and professional bodies. We are committed to a programme of action to make this policy effective and to bring it to the attention of all staff.
- 1.3. This policy deals with the specific categories of staff and areas of work which we have identified as potentially giving rise to equal opportunities issues and provides more specific guidance on the parameters of our policy and approach to equal opportunities.
- 1.4. All staff have a duty to act in accordance with this policy, and therefore to treat colleagues with dignity at all times, and not to discriminate against or harass other members of staff, whether junior or senior to them. In some situations, we may be at risk of being held responsible for the acts of individual members of staff and will not therefore tolerate any discriminatory practices or behaviour.

1.5. Scope and purpose of the policy

- 1.5.1. This policy applies to the advertising of jobs and recruitment and selection, to training and development, opportunities for promotion, to conditions of service, benefits and facilities and pay, to health and safety and to conduct at work, to grievance and disciplinary procedures and to termination of employment, including redundancy.
- 1.5.2. We will take appropriate steps to accommodate the requirements of workers' religions, cultures, and domestic responsibilities.

1.6. Forms of discrimination

- 1.6.1. Discrimination may be direct or indirect and it may occur intentionally or unintentionally.
- 1.6.2. Direct discrimination occurs where someone is put at a disadvantage for a reason related to one or more of the grounds set out in paragraph 8.1. For example, rejecting an applicant on the grounds of their race because it is considered they would not "fit in" could be direct discrimination.
- 1.6.3. Indirect discrimination occurs where an individual is subject to an unjustified provision, criterion or practice which puts them at a particular disadvantage because of, for instance, their sex or race. For example, a height requirement would be likely to eliminate proportionately more women than men. If this criteria cannot be objectively justified for a reason unconnected with sex, it would be indirectly discriminatory on the grounds of sex.

- 1.6.4. Discrimination also includes victimisation (less favourable treatment because of action taken to assert legal rights against discrimination or to assist a colleague in that regard) and harassment (which is dealt with under our Anti-harassment Policy).

1.7. Recruitment and selection

- 1.7.1. We aim to ensure that no job applicant receives less favourable treatment on any of the unlawful grounds listed in paragraph 8.1. Our recruitment procedures are reviewed regularly to ensure that individuals are treated on the basis of their relevant merits and abilities. Job selection criteria are regularly reviewed to ensure that they are essential for the effective performance of the job and therefore justified on non-discriminatory grounds.
- 1.7.2. We take steps to ensure that knowledge of vacancies reaches a wide labour market and, where relevant, groups underrepresented in our organisation. Where appropriate, use may be made of lawful exemptions to recruit suitably-qualified people to cater for the special needs of particular groups.
- 1.7.3. To ensure that this policy is operating effectively with respect to recruitment and selection and the other areas identified in paragraph 8.5, and to identify those sections of the local community which may be under-represented in employment, we monitor applicants' racial origins, gender, disability, [sexual orientation and religion] [and age] as part of the recruitment procedure. We also maintain records of this data [in an anonymised format] solely for the purposes stated in this policy. Ongoing monitoring and regular analysis of the data obtained provide the basis for taking appropriate steps to eliminate unlawful direct and indirect discrimination and implement this policy.

1.8. Staff training and promotion and conditions of service

- 1.8.1. Staff training needs will be identified through regular staff appraisals. All staff will be given appropriate access to training to enable them to progress within the organisation and all promotion decisions will be made on the basis of merit.
- 1.8.2. The composition and movement of staff at different levels will be regularly monitored to ensure equality of opportunity at all levels of the organisation. Where appropriate, steps will be taken to identify and remove unnecessary or unjustifiable barriers and to provide appropriate facilities and conditions of service to meet the special needs of disadvantaged or underrepresented groups.
- 1.8.3. Our conditions of service, benefits and facilities are reviewed regularly to ensure that they are available to all staff who should have access to them and that there are no unlawful obstacles to accessing them.

1.9. Termination of employment

- 1.9.1. We will monitor redundancy criteria and procedures to ensure that they are fair and objective and are not directly or indirectly discriminatory.
- 1.9.2. We will also ensure that disciplinary procedures are carried out fairly and uniformly for all staff, whether they result in the giving of disciplinary warnings, dismissal or other disciplinary action.

1.10. Disability discrimination

- 1.10.1. If you are disabled, or become disabled, you are encouraged to tell us about your condition. This is to enable us to support you as much as possible. You may also wish to advise your line manager **OR** the Charity Director of any reasonable adjustments to your working conditions or the duties of your job which you consider to be necessary, or which would assist you in the performance of your duties. Your line manager **OR** The Charity Director may wish to consult with you and with your medical adviser(s) about possible reasonable adjustments. Careful consideration will be given to any such proposals and they will be accommodated where possible and proportionate to the needs of your job. Nevertheless, there may be circumstances where it will not be reasonable for us to accommodate suggested adjustments and we will ensure that we provide you with information as to the basis of our decision not to make any adjustments.
- 1.10.2. We will monitor the physical features of our premises to consider whether they place disabled workers, job applicants or service users at a substantial disadvantage compared to other staff. Where possible and proportionate, we will take steps to improve access for disabled staff and service users.

1.11. Fixed-term employees [and agency workers]

- 1.11.1. We monitor our use of fixed-term employees [and agency workers], and their conditions of service, to ensure that they are being offered appropriate access to benefits, training, promotion and permanent employment opportunities. We will, where relevant, monitor their progress to ensure that they are accessing permanent vacancies.

1.12. Part-time workers

- 1.12.1. We monitor the conditions of service of part-time employees and their progression to ensure that they are being offered appropriate access to benefits and training and promotion opportunities. We will ensure requests to alter working hours are dealt with appropriately under our Flexible Working Policy.

1.13. Breaches of the policy

- 1.13.1. If you believe that you may have been discriminated against you are encouraged to raise the matter through our Grievance Procedure. If you believe that you may have been subject to harassment you are encouraged to raise the matter through our Anti-harassment Policy. If you are uncertain which applies to you or need advice on how to proceed you should speak to line manager in the first instance.
- 1.13.2. Allegations regarding potential breaches of this policy will be treated in confidence and investigated in accordance with the relevant procedure. Staff who make such allegations in good faith will not be victimised or treated less favourably as a result. False allegations which are found to have been made in bad faith will, however, be dealt with under our Disciplinary Procedure.
- 1.13.3. Any member of staff who is found to have committed acts of discrimination or harassment will be subject to disciplinary action. Such behaviour may constitute gross misconduct and, as such, may result in summary dismissal. We always take a strict approach to serious breaches of this policy.

2. Anti-Harassment & Bullying Policy

- 2.1. All staff must be treated with dignity and respect, free from harassment or other forms of bullying at work. This handbook sets out examples of the type of conduct that may constitute harassment or bullying and our commitment to eliminating such conduct.
- 2.2. All staff are responsible for treating their colleagues with dignity and respect and should consider whether their words or conduct could be offensive to others. Even unintentional harassment or bullying is unacceptable.
- 2.3. Where harassment or bullying is shown to have taken place it will be dealt with under our Disciplinary Procedure as a form of misconduct. In some cases it may be treated as gross misconduct leading to summary dismissal of those responsible.

2.4. What the law requires

- 2.4.1. Under the Health and Safety at Work Act 1974 we have a duty to provide our staff with a safe place and system of work. This includes a workplace free from harassment and bullying which may, in certain circumstances, also amount to unlawful discrimination.
- 2.4.2. We are also responsible for ensuring that staff are protected from unlawful harassment, bullying or discrimination in the course of their work on grounds of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.
- 2.4.3. Individual members of staff may also in some cases be held legally liable for harassing their colleagues or third parties [including customers], and may be ordered to pay compensation by a court or employment tribunal.

2.5. What are harassment and bullying?

- 2.5.1. Harassment is any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of violating the recipient's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.
- 2.5.2. Harassment often (but not exclusively) targets the gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief or age of the victim.
- 2.5.3. A single incident of unwanted or offensive behaviour to one individual can amount to harassment.
- 2.5.4. Examples of harassment include:
 - 2.5.4.1. unwanted physical conduct or "horseplay". Physical conduct ranges from touching, pinching, pushing or brushing past someone or invading their personal space, to grabbing, shoving, punching and more serious forms of physical or sexual assault;
 - 2.5.4.2. unwelcome sexual behaviour, which the harasser may perceive as harmless flirting, and which may involve unwanted suggestions, advances, propositions or pressure for sexual activity;
 - 2.5.4.3. suggestions that sexual favours may further a career or that refusal of sexual favours may hinder it;

- 2.5.4.4. continued suggestions for social activity within or outside the workplace after it has been made clear that such suggestions are unwelcome;
 - 2.5.4.5. inappropriate behaviour whether in the form of offensive or intimidating comments or gestures or insensitive jokes or pranks;
 - 2.5.4.6. the sending or displaying of material that is pornographic or obscene or that some individuals or groups may find offensive (including e-mails, text messages, video clips and photographs taken or sent using mobile phones or via the internet);
 - 2.5.4.7. ignoring or shunning someone, for example, by deliberately excluding them from a conversation or a workplace social activity.
- 2.5.5. Bullying is offensive, intimidating, malicious or insulting behaviour which, through the abuse or misuse of power, makes the recipient feel vulnerable, upset, humiliated and threatened. Power includes both personal strength and the power to coerce others through fear or intimidation. Bullying is often a form of harassment and can undermine an individual's self-confidence, competence and self-esteem. As with harassment, bullying can take the form of physical, verbal and non-verbal conduct.
- 2.5.6. Legitimate and constructive criticism of a worker's performance or behaviour or reasonable requests made of workers in the course of their employment will not constitute bullying.
- 2.5.7. Examples of bullying include:
- 2.5.7.1. shouting at, being sarcastic towards, ridiculing or demeaning others;
 - 2.5.7.2. physical or psychological threats;
 - 2.5.7.3. overbearing and intimidating levels of supervision;
 - 2.5.7.4. inappropriate and/or derogatory remarks about someone's performance;
 - 2.5.7.5. abuse of authority or power by those in positions of seniority;
 - 2.5.7.6. unjustifiably excluding colleagues from meetings or communications.
- 2.5.8. Harassment or bullying can occur both in the workplace and in settings outside the workplace, such as business trips, events or social functions organised for or on our behalf and whether on or off our premises.
- 2.5.9. Anyone who believes they are being subjected to harassment or that they are being bullied should not hesitate to use the procedures set out below.

2.6. Informal steps to resolve bullying or harassment

- 2.6.1. If you consider that you are being bullied or harassed, you should initially attempt to resolve the problem informally with the person responsible if you feel able, and explain clearly to them that their behaviour is not welcome or makes you uncomfortable. If this is too difficult or embarrassing to do on your own, you should seek support from your line manager **OR** Managers will provide confidential advice and assistance to those who believe they have been bullied or harassed and will offer to assist in the resolution of any problems, whether through informal or formal means.

- 2.6.2. If you are in any doubt as to whether an incident or series of incidents which have occurred constitute bullying or harassment, then you should initially contact your line manager confidentially, on an informal basis. They will be able to advise you how your concerns should be dealt with.
- 2.6.3. If informal steps have not been successful or would not be appropriate, you should follow the formal procedure set out below.

2.7. Raising a formal complaint about bullying or harassment

- 2.7.1. The informal procedure may not be appropriate due to the nature of the harassment or bullying or because you do not feel able to talk directly to the person creating the problem. In these cases or where the informal procedure has been unsuccessful, you should raise your complaint in writing with the Director(s) whose role is to achieve a solution wherever possible and to respect the confidentiality of all concerned.
- 2.7.2. Your written complaint should set out full details of the conduct in question, including the name of the harasser or bully, the nature of the harassment or bullying, the date(s) and time(s) at which it occurred, the names of any witnesses and any action that has been taken so far to attempt to stop it from occurring.
- 2.7.3. As a general principle, the decision to progress a complaint rests with you. However, we have a duty to protect all staff and may decide to pursue the matter independently if, in all the circumstances, it is considered appropriate to do so.

2.8. Formal investigations

- 2.8.1. Complaints will be investigated in a timely and confidential manner to establish full details of what happened. Your name and the name of the alleged harasser or bully will not be divulged other than on a "need to know" basis to those individuals involved in the investigation. We will appoint a person with suitable experience and with no prior involvement in the complaint to investigate and we will set out a provisional timetable for the investigation, which will be communicated to all parties. The investigation will be thorough, impartial and objective, and will be carried out with sensitivity and with due respect for the rights of all parties concerned.
- 2.8.2. Consideration will be given to whether the alleged harasser or bully should be redeployed temporarily, or suspended on full pay or whether reporting lines or other managerial arrangements should be altered pending the outcome of the investigation.
- 2.8.3. At the outset of the investigation, the investigator will meet with you to hear your account of the events leading to your complaint. You have the right to be accompanied by a colleague or a trade union representative of your choice. We will arrange further meetings with you as appropriate throughout the investigation and/or at its conclusion.
- 2.8.4. The investigator will also meet with the alleged harasser or bully who may also be accompanied by a colleague or trade union representative of their choice. It may also be necessary to interview witnesses to any of the incidents mentioned in your complaint. Where it is necessary to interview witnesses, the importance of confidentiality will be emphasised to them.
- 2.8.5. At the conclusion of the investigation, the investigator will submit a report to a Director(s) nominated to consider the complaint. The Director(s) will usually arrange a meeting with

you to report the outcome within a week of the conclusion of the investigation. A copy of the investigator's report together with the Director(s) findings will be provided to you and to the alleged harasser.

- 2.8.6. If the Director(s) finds that harassment or bullying has occurred, prompt action will be taken to stop the harassment or bullying immediately and prevent its recurrence. The findings will be dealt with under our Disciplinary Procedure. Consideration will be given to whether the harasser or bully should be dismissed and, if not, whether they should remain in their current post or be transferred.
- 2.8.7. Even where a complaint is not upheld, consideration will be given to how the ongoing working relationship between you and the alleged harasser or bully should be managed. This may involve, for example, arranging some form of mediation or counselling or a change in the duties or reporting lines of either party.
- 2.8.8. Any worker who is, after investigation, found to have deliberately provided false information or to have acted in bad faith may be subject to action under our Disciplinary Procedure.

2.9. Appeals

- 2.9.1. If the grievance has not been resolved to your satisfaction you may appeal in writing to Charity Director, stating your full grounds of appeal, within [one week] of the date on which the decision was sent or given to you.
- 2.9.2. We will hold an appeal meeting, normally within one week of receiving your written appeal. This will be dealt with impartially by a member of the board of trustees who has not previously been involved in the case (although they may ask anyone previously involved to be present). You have a right to bring a colleague or trade union representative to the meeting.
- 2.9.3. We will confirm our final decision in writing, usually within one week of the appeal hearing. This is the end of the procedure and there is no further appeal.

2.10. Protection for those making complaints or assisting with an investigation

- 2.10.1. Staff who make complaints or who participate in good faith in any investigation conducted into alleged harassment or bullying will be protected from any form of intimidation or victimisation as a result of their involvement.
- 2.10.2. Any member of staff who considers that they have been subjected to any such intimidation or victimisation should seek support from their line manager. They may alternatively or additionally raise a complaint in writing under this procedure or our Grievance Procedure.

2.11. Confidentiality

- 2.11.1. Confidentiality is an important part of the procedures provided to deal with harassment and bullying. Whether making a complaint or because they are involved in any investigation, everyone is responsible for observing the high level of confidentiality required.
- 2.11.2. Breach of confidentiality may give rise to disciplinary action under our Disciplinary Procedure.

Health and Safety Policy

1. Introduction

Sport Exhibitions Ltd is committed to providing and maintaining safe and healthy working conditions, equipment and systems for all its employees, volunteers and others affected by its activities, and to providing the information, training and supervision necessary to achieve this aim. Staff are consulted on all matters affecting their health and safety and involved in drafting and implementing procedures.

Sport Exhibitions Ltd is committed to complying with its statutory duties under the Health & Safety at Work Act 1974 and all subsequent health & safety legislation to which it is subject, and to adopting best practice in ensuring the health and safety of its staff, volunteers and others affected by its activities.

2. Responsibilities

Overall legal responsibility for health and safety issues at Sport Exhibitions Ltd rests with the Company. The Director(s) is/are responsible for ensuring that the organisation fulfils its health and safety responsibilities. Implementation of the policy on a day to day basis rests with the Director(s).

Each employee and volunteer has a legal responsibility to ensure that they do not endanger themselves or others, and to co-operate with Sport Exhibitions Ltd management in complying with its legal obligations and the terms of this policy. It is also the responsibility of each employee and volunteer to report any potential hazard to the Director(s) of Sport Exhibitions Ltd. All staff and volunteers receive appropriate training and induction, to enable them to fulfil their role safely. Staff and volunteers are made aware of relevant health and safety issues as a routine part of induction, when all staff receive a copy of the policy.

Responsibility for the development of this policy and accompanying procedures rests with the Company, and working in close liaison with the Director(s), who are responsible for the day-to-day implementation of the policy. The policy will be reviewed and revised on at least an annual basis, in consultation with staff and volunteers. Any employee or volunteer who has suggestions to improve the workings of this policy should approach the Director(s). It is the responsibility of the Director(s) to ensure that this policy is kept up to date and that assessed risks are dealt with as required.

3. Risk Assessment

Sport Exhibitions Ltd undertakes risk assessments of its offices, activities, equipment and systems as required. Any significant findings are documented and used to eliminate or minimise risk and to provide advice to employees and volunteers. Risk assessments are carried out by Sport Exhibitions Ltd and in liaison with staff as appropriate. All staff who are involved in undertaking risk assessments receive training to ensure they are competent to carry out the role. All risk assessments are signed off by the Director(s).

Sport Exhibitions Ltd has Risk Assessments as a standard agenda available on its website . Risk assessments that identify a medium level of risk must be routinely reported to the Director(s), together with proposed actions to eliminate or minimise the risk. Any hazard that is identified as high risk must be reported to the Director(s), together with proposals to eliminate or minimise the risk.

The Director(s) must produce an annual report to the Personnel Sub-Committee on all risk assessments conducted, remedial actions taken, and on any health & safety incidents, including reportable accidents.

4. Hazards

4.1. Personal Safety

Sport Exhibitions Ltd has regular and ongoing contact with members of the public, at our events throughout the UK. As such, we have contact from time to time with customers who, for whatever reason, may be difficult to deal with, or even violent or aggressive. Sport Exhibitions Ltd is committed to protecting the safety of its employees and volunteers through operating safe systems of work, training and the design and management of buildings in which we operate. Staff and volunteers receive training as required on lone working, dealing with difficult situations and with violence or aggression.

4.2. Fire Safety

Fire procedures are displayed on the walls of Sport Exhibitions Ltd and all employees and volunteers receive a briefing about fire procedures as part of their induction. Fire extinguishers are provided and fire drills are conducted regularly.

The Fire Warden at the Sport Exhibitions Ltd are the Director(s). Their role in the event of fire is to ensure that staff, volunteers and service users vacate the premises by the safest route, to check that everyone who was in the building is present at the Assembly Point and to inform the Fire Service if anyone is not accounted for. Fire Wardens are not expected to fight fires or otherwise take personal risk in the event of fire.

All staff and volunteers at events not located within Sport Exhibitions Ltd's office should familiarise themselves with the local fire procedure.

4.3. Suspicious Packages

Mail is generally opened by the Administrators. All staff opening mail should be aware of any suspicious packages and should adopt the following precautions:

- Open letters with a letter knife or similar tool;
- Avoid disturbing the contents of envelopes, e.g. by shaking;
- Wash their hands after opening the mail;
- Report immediately any suspicious packages to the Director(s), whose responsibility it is to contact the police.

If any member of staff finds an unattended package about which they are suspicious, they should not touch it, but report it to the Director(s), who is responsible for notifying the police.

4.4. Accidents and First Aid

Sport Exhibitions Ltd has First Aid boxes and Accident Books. The Responsible Person for the company is/are the Director(s).

All accidents while working or volunteering, however apparently trivial, **must** be reported to the Responsible Person, who must note it in the Accident Book. Responsibility for reporting injuries in either building under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences) Regulations rests with the Director(s).

4.5. Electrical Equipment

Only electrical equipment which has been authorised by the Director(s) and checked for safety may be used in Sport Exhibitions Ltd premises and/or events. All electrical equipment is checked annually by a

qualified technician, who reports his findings to the Director(s). The Director(s) is responsible for ensuring that any recommendations are implemented.

All employees and volunteers have a duty to ensure that electrical equipment is used safely and in accordance with the manufacturer's instructions, and that there are no trailing wires or cables, which could cause a tripping hazard.

4.6. Handling & Lifting

Whilst very few of our activities are physically demanding, there are occasions when goods need to be lifted and moved, for example transportation of pool tables from the van to the site in the shopping centre. There is a trolley available in Sport Exhibitions Ltd's van which should be used. If it is unavoidable to lift and carry heavy items, care should be taken to bend and lift correctly, not to twist the upper body when lifting and to carry heavy objects as close to the body as possible. If in any doubt about lifting or carrying, consult the Director(s).

4.7. Hazardous Substances

Sport Exhibitions Ltd operations do not involve hazardous substances. At the Sport Exhibitions Ltd office, staff or volunteers do not have access to cleaning materials. At the Sport Exhibitions Ltd office, care is taken with all cleaning materials, which are stored and used only in accordance with manufacturers' instructions.

Photocopiers are used in accordance with manufacturers' recommendations on siting and ventilation.

4.8. Staff Support

Sport Exhibitions Ltd recognises that employees and volunteers require appropriate support to enable them to perform their roles effectively and without undue stress.

Staff who are feeling stress because of the nature of their work or workload, or other factors are encouraged to speak openly with the Director(s), who is responsible for ensuring that appropriate support is given and that the situation is addressed and monitored as part of the process of regular supervision and support.

5. Management & Review

This policy and the outcome of any Risk Assessments associated with it, are reviewed at least annually by Sport Exhibitions Ltd's Director(s), or more frequently if circumstances should warrant.

Lone Worker Policy

1. Introduction

Sport Exhibitions Ltd has a duty to ensure the safety of all staff and volunteers in all circumstances. Staff and volunteers are entitled to feel safe whatever their working environment.

This policy applies to any member of staff/volunteer working alone either in the office or working on Sport Exhibitions Ltd business away from the office.

Any person working alone as a solitary worker is likely to be at greater risk, due to the lack of immediate assistance in the event of an accident or incident.

2. Definition of Working Alone

A person is considered to be working alone if they do not have visual or verbal communication with someone who can summon assistance in the event of an accident or emergency. Even if the person has access to a telephone they are still considered to be working alone because if injured they may not be able to use a phone to summon help.

3. Health & Safety

There is no legal prohibition on working alone. However there are general duties in the Health and Safety at Work Act, and also requirements to assess and control risks in the Management of Health and Safety at Work regulations 1992. These require an employer to provide safe systems of work and safe workplaces as far as reasonably practicable, and control risks that do arise from work activities. These duties are held towards staff, volunteers, students, contractors, visitors and any other persons who are affected by work activities.

3.1. Risk Assessment

In many situations Lone Working is prohibited. Low risk activities are permitted but should be subject to a risk assessment, carried out by the Director(s). A risk assessment should consider the following points associated with the work so that it can be carried out safely.

- Are there safe access and exit arrangements?
- Are the fire precautions for the building fully operational?
- Is the lone worker fully familiar with how to respond in an emergency, e.g. how to activate the fire alarm?
- Is there access to a first aid kit?
- Is the level of supervision at other times sufficient to ensure that any problems are identified and dealt with?
- Are there aspects of the individuals health that could lead to increased risk (e.g. diabetic) would they have access to medical requirements?
- Are other precautions necessary, for example, could the lone worker make regular contact with another person, should they be equipped with a personal alarm, or lone worker's safety alarm (to detect absence of movement after a pre-set time?)
- Will the Lone Worker be involved in home visits?
- As with all risk assessments, the findings should be reviewed at reasonable intervals, and in the light of experience.

4. Office

After office hours you should ensure the building is secure and that members of the public cannot gain access.

Ideally more than one person should be in the building at any one time.

Follow all safety procedures when using any equipment.

When locking and securing the building be aware of any obvious dangers. If you feel unsafe call for help, do not place yourself in a dangerous situation.

5. Reporting In

To enable the implementation of this policy Sport Exhibitions Ltd will, in consultation with staff, and volunteers, develop and implement working alone and reporting in procedures.

To assist with reporting in procedures Sport Exhibitions Ltd will provide access to a mobile phone.

To assist with the implementation of this policy staff and volunteers will have to provide the following details:

- Home address and telephone number
- Emergency contact name, address and telephone number
- Any known medical conditions
- Type of car, colour, registration

6. Client Visits or Meetings

If working out of hours, or outside your normal premises, employees and volunteers may consider taking additional measures such as using recognised personal security equipment e.g. torch, personal alarm.

If travelling by car ensure that someone knows where you are going and what time you are expected to arrive. Belong to a breakdown association if possible.

Ensure you have access to an outside phone line in case you need to call the emergency services.

7. Policy Review

This policy will be reviewed on an annual basis unless there is a need to review the policy earlier.

Confidentiality

1. Confidentiality and Sport Exhibitions Ltd & Charity Property

- 1.1. At no time during your time as a volunteer with Sport Exhibitions Ltd except in the proper course of your volunteering or as required by law, may you disclose to any third party or make use of, whether on your own account or for any third party, any information which is of a sufficiently high degree of confidentiality as to amount to a trade secret of Sport Exhibitions Ltd or any information used in the business of Sport Exhibitions Ltd which is disclosed to a competitor would be liable to cause real significant damage to Sport Exhibitions Ltd, or any information in respect of which Sport Exhibitions Ltd owes a duty of confidence to a third party.
- 1.2. Without prejudice in clause 12.1 (except in the proper performance of your duties) neither during the course of your volunteering or thereafter may you use (on your own account or for any third party) or disclose to any third party any confidential information of Sport Exhibitions Ltd which you have acquired at any time during your volunteering, such as information relating to its finances, its budgets, its management accounts, its trading statements, its production and service costs; its regulatory reports; its management systems; its maturing new donor opportunities; its corporate strategies; its products and services; its marketing and sales strategies, its marketing and business development surveys, strategies and plans, its sales reports, its advertising and promotional material; the celebrities who support it, the support they provide and their contact details; its charging structures; its business methods and processes., its technical information and know-how such as inventions, designs, programmes, techniques, database systems, formulae and ideas; the donations it receives; the contact names, contact details and identities of its donors; mailing lists purchased by Sport Exhibitions Ltd; information on the personnel of Sport Exhibitions Ltd and their terms of employment and engagement; any information marked “confidential” or which you are informed by Sport Exhibitions Ltd is confidential.
- 1.3. You must use your best endeavours to prevent the disclosure of the confidential information described in clauses 12.1 and 12.2 to any third party and you must report immediately any such unauthorised disclosure of which you become aware.
- 1.4. You must not remove any of Sport Exhibitions Ltd property, such as documents, Sport Exhibitions Ltd information stored on electronic data storage devices or contained in or attached to emails, Sport Exhibitions Ltd information relating to its donors and equipment from Sport Exhibitions Ltd’s premises, except for the proper performance of your volunteering duties. All property belonging to Sport Exhibitions Ltd must be returned on request and/or when you cease your volunteering activities,. You must not memorise or copy any documents or information belonging to Sport Exhibitions Ltd or send it to any third party, whether in paper or electronic form, otherwise than in the proper performance of your volunteering duties.
- 1.5. Nothing in clause 13.1 shall prevent you from exercising any of your rights under the Public Interest Disclosure Act 1998. The restrictions in clause 13.1 will not apply to your own general skill and knowledge, information generally available to the public (unless it is so available because you have disclosed it in an unauthorised manner), or disclosure as required by law or a court of competent.

Data Protection Policy

1. Data Protection Policy

- 1.1. Everyone has rights with regard to how their personal information is handled. During the course of our activities we will collect, store and process personal information about our staff, and we recognise the need to treat it in an appropriate and lawful manner.
- 1.2. The types of information that we may be required to handle include details of current, past and prospective employees, suppliers, customers, and others that we communicate with. The information, which may be held on paper or on a computer or other media, is subject to certain legal safeguards specified in the Data Protection Act 1998 (the Act) and other regulations. The Act imposes restrictions on how we may use that information.

1.3. Status of the policy

- 1.3.1. This part of our handbook sets out our rules on data protection and the legal conditions that must be satisfied in relation to the obtaining, handling, processing, storage, transportation and destruction of personal information.
- 1.3.2. If you consider that our provisions for complying with the Act have not been followed in respect of personal data about yourself or others you should raise the matter with your line manager [or the Data Protection Compliance Manager].

1.4. Definition of data protection terms

- 1.4.1. **Data** is information which is stored electronically, on a computer, or in certain paper-based filing systems.
- 1.4.2. **Data subjects** for the purpose of this policy include all living individuals about whom we hold personal data. A data subject need not be a UK national or resident. All data subjects have legal rights in relation to their personal data.
- 1.4.3. **Personal data** means data relating to a living individual who can be identified from that data (or from that data and other information in our possession). Personal data can be factual (such as a name, address or date of birth) or it can be an opinion (such as a performance appraisal).
- 1.4.4. **Data controllers** are the people who or organisations which determine the purposes for which, and the manner in which, any personal data is processed. They have a responsibility to establish practices and policies in line with the Act. We are the data controller of all personal data used in our business.
- 1.4.5. **Data users** include employees whose work involves using personal data. Data users have a duty to protect the information they handle by following our data protection and security policies at all times.
- 1.4.6. **Data processors** include any person who processes personal data on behalf of a data controller. Employees of data controllers are excluded from this definition but it could include suppliers which handle personal data on our behalf.

- 1.4.7. **Processing** is any activity that involves use of the data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data including organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transferring personal data to third parties.
- 1.4.8. **Sensitive personal data** includes information about a person's racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health or condition or sexual life, or about the commission of, or proceedings for, any offence committed or alleged to have been committed by that person, the disposal of such proceedings or the sentence of any court in such proceedings. Sensitive personal data can only be processed under strict conditions, and will usually require the express consent of the person concerned.

1.5. Data protection principles

- 1.5.1. Anyone processing personal data must comply with the eight enforceable principles of good practice. These provide that personal data must be:
 - 1.5.1.1. Processed fairly and lawfully.
 - 1.5.1.2. Processed for limited purposes and in an appropriate way.
 - 1.5.1.3. Adequate, relevant and not excessive for the purpose.
 - 1.5.1.4. Accurate.
 - 1.5.1.5. Not kept longer than necessary for the purpose.
 - 1.5.1.6. Processed in line with data subjects' rights.
 - 1.5.1.7. Secure.
 - 1.5.1.8. Not transferred to people or organisations situated in countries without adequate protection.

1.6. Fair and lawful processing

- 1.6.1. The Act is intended not to prevent the processing of personal data, but to ensure that it is done fairly and without adversely affecting the rights of the data subject. The data subject must be told who the data controller is (in this case Against Breast Cancer), [who the data controller's representative is (in this case the Data Protection Compliance Manager)], the purpose for which the data is to be processed by us, and the identities of anyone to whom the data may be disclosed or transferred.
- 1.6.2. For personal data to be processed lawfully, certain conditions have to be met. These may include, among other things, requirements that the data subject has consented to the processing, or that the processing is necessary for the legitimate interest of the data controller or the party to whom the data is disclosed. When sensitive personal data is being processed, more than one condition must be met. In most cases the data subject's explicit consent to the processing of such data will be required.

1.7. Processing for limited purposes

- 1.7.1. Personal data may only be processed for the specific purposes notified to the data subject when the data was first collected or for any other purposes specifically permitted by the Act.

This means that personal data must not be collected for one purpose and then used for another. If it becomes necessary to change the purpose for which the data is processed, the data subject must be informed of the new purpose before any processing occurs.

1.8. Adequate, relevant and non-excessive processing

- 1.8.1. Personal data should only be collected to the extent that it is required for the specific purpose notified to the data subject. Any data which is not necessary for that purpose should not be collected in the first place.

1.9. Accurate data

- 1.9.1. Personal data must be accurate and kept up to date. Information which is incorrect or misleading is not accurate and steps should therefore be taken to check the accuracy of any personal data at the point of collection and at regular intervals afterwards. Inaccurate or out-of-date data should be destroyed.

1.10. Timely processing

- 1.10.1. Personal data should not be kept longer than is necessary for the purpose. This means that data should be destroyed or erased from our systems when it is no longer required.

1.11. Processing in line with data subject's rights

- 1.11.1. Data must be processed in line with data subjects' rights. Data subjects have a right to:
 - 1.11.1.1. Request access to any data held about them by a data controller.
 - 1.11.1.2. Prevent the processing of their data for direct-marketing purposes.
 - 1.11.1.3. Ask to have inaccurate data amended.
 - 1.11.1.4. Prevent processing that is likely to cause damage or distress to themselves or anyone else.

1.12. Data security

- 1.12.1. We must ensure that appropriate security measures are taken against unlawful or unauthorised processing of personal data, and against the accidental loss of, or damage to, personal data. Data subjects may apply to the courts for compensation if they have suffered damage from such a loss.
- 1.12.2. The Act requires us to put in place procedures and technologies to maintain the security of all personal data from the point of collection to the point of destruction. Personal data may only be transferred to a third-party data processor if he agrees to comply with those procedures and policies, or if he puts in place adequate measures himself.
- 1.12.3. Maintaining data security means guaranteeing the confidentiality, integrity and availability of the personal data, defined as follows:
 - 1.12.3.1. **Confidentiality** means that only people who are authorised to use the data can access it.
 - 1.12.3.2. **Integrity** means that personal data should be accurate and suitable for the purpose for which it is processed.

1.12.3.3. **Availability** means that authorised users should be able to access the data if they need it for authorised purposes. Personal data should therefore be stored on our central computer system instead of individual PCs.

1.12.4. Security procedures include:

1.12.4.1. **Entry controls.** Any stranger seen in entry-controlled areas should be reported.

1.12.4.2. **Secure lockable desks and cupboards.** Desks and cupboards should be kept locked if they hold confidential information of any kind. (Personal information is always considered confidential.)

1.12.4.3. **Methods of disposal.** Paper documents should be shredded. CD-ROMs should be physically destroyed when they are no longer required.

1.12.4.4. **Equipment.** Data users should ensure that individual monitors do not show confidential information to passers-by and that they log off from their PC when it is left unattended.

1.13. Dealing with subject access requests

1.13.1. A formal request from a data subject for information that we hold about them must be made in writing. A fee is payable by the data subject for provision of this information. Any member of staff who receives a written request should forward it to [their line manager **OR** the Data Protection Compliance Manager] immediately.

1.14. Providing information over the telephone

1.14.1. Any member of staff dealing with telephone enquiries should be careful about disclosing any personal information held by us. In particular they should:

1.14.1.1. Check the caller's identity to make sure that information is only given to a person who is entitled to it.

1.14.1.2. Suggest that the caller put their request in writing if they are not sure about the caller's identity and where their identity cannot be checked.

1.14.1.3. Refer to their line manager **OR** the Data Protection Compliance Manager for assistance in difficult situations. No-one should be bullied into disclosing personal information.

2. Electronic Information and Communications System Policy

2.1. Our electronic communications systems and equipment are intended to promote effective communication and working practices within our organisation, and are critical to the success of our business. This part of our handbook deals mainly with the use (and misuse) of computer equipment, e-mail, the internet, telephones, Blackberries, personal digital assistants (PDAs) and voicemail, but it applies equally to the use of fax machines, copiers, scanners, CCTV, and electronic key fobs and cards. It outlines the standards we require users of these systems to observe, the circumstances in which we will monitor use of these systems and the action we will take in respect of breaches of these standards.

2.2. All staff are expected to protect our electronic communications systems and equipment from unauthorised access and harm at all times. Failure to do so may be dealt with under our

Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.

2.3. Equipment security and passwords

- 2.3.1. Staff are responsible for the security of the equipment allocated to or used by them, and must not allow it to be used by anyone other than as permitted by this handbook.
- 2.3.2. If given access to the e-mail system or to the internet, staff are responsible for the security of their terminals. If leaving a terminal unattended or on leaving the office they should ensure that they lock their terminal or log off to prevent unauthorised users accessing the system in their absence. Staff without authorisation should only be allowed to use terminals under supervision.
- 2.3.3. Desktop PCs and cabling for telephones or computer equipment should not be moved or tampered with without first consulting the IT department.
- 2.3.4. Passwords are unique to each user and must be changed regularly to ensure confidentiality. Passwords must be kept confidential and must not be made available to anyone else unless authorised by IT Manager. For the avoidance of doubt, on the termination of employment (for any reason) staff must provide details of their passwords to IT Manager and return any equipment, key fobs or cards.

2.4. Systems and data security

- 2.4.1. Staff should not delete, destroy or modify existing systems, programs, information or data which could have the effect of harming our business or exposing it to risk.
- 2.4.2. Staff should not download or install software from external sources without authorisation from IT Manager.
- 2.4.3. No device or equipment should be attached to our systems without the prior approval of the IT department. This includes any USB flash drive, MP3 or similar device, PDA or telephone. It also includes use of the USB port, infra-red connection port or any other port.
- 2.4.4. We monitor all e-mails passing through our system for viruses. Workers should exercise caution when opening e-mails from unknown external sources or where, for any reason, an e-mail appears suspicious (for example, if its name ends in .ex). The IT department should be informed immediately if a suspected virus is received. We reserve the right to block access to attachments to e-mails for the purpose of effective use of the system and for compliance with this part of our handbook. We also reserve the right not to transmit any e-mail message.
- 2.4.5. Staff should not attempt to gain access to restricted areas of the network, or to any password-protected information, unless specifically authorised.
- 2.4.6. Staff using laptops or wi-fi enabled equipment must be particularly vigilant about its use outside the office and take any precautions required by the IT department from time to time against importing viruses or compromising the security of the system. The system contains information which is confidential to our business and/or which is subject to data protection legislation. Such information must be treated with extreme care and in accordance with our Data Protection Policy.

2.5. E-mail etiquette and content

- 2.5.1. E-mail is a vital business tool, but an informal means of communication, and should be used with great care and discipline. Staff should always consider if e-mail is the appropriate means for a particular communication and correspondence sent by e-mail should be written as professionally as a letter or fax. Messages should be concise and directed only to relevant individuals.
- 2.5.2. Staff should not send abusive, obscene, discriminatory, racist, harassing, derogatory or defamatory e-mails. Anyone who feels that they have been harassed or bullied, or are offended by material received from a colleague via e-mail should inform their line manager Or office manager.
- 2.5.3. Staff should take care with the content of e-mail messages, as incorrect or improper statements can give rise to claims for discrimination, harassment, defamation, breach of confidentiality or breach of contract. Staff should assume that e-mail messages may be read by others and not include anything which would offend or embarrass any reader, or themselves, if it found its way into the public domain.
- 2.5.4. E-mail messages may be disclosed in legal proceedings in the same way as paper documents. Deletion from a user's inbox or archives does not mean that an e-mail cannot be recovered for the purposes of disclosure. All e-mail messages should be treated as potentially retrievable, either from the main server or using specialist software.
- 2.5.5. In general, staff should not:
 - 2.5.5.1. send or forward private e-mails at work which they would not want a third party to read;
 - 2.5.5.2. send or forward chain mail, junk mail, cartoons, jokes or gossip;
 - 2.5.5.3. contribute to system congestion by sending trivial messages or unnecessarily copying or forwarding e-mails to those who do not have a real need to receive them;
 - 2.5.5.4. sell or advertise using our communication systems or broadcast messages about lost property, sponsorship or charitable appeals; [the message board public folder should be used for these purposes;]
 - 2.5.5.5. agree to terms, enter into contractual commitments or make representations by e-mail unless appropriate authority has been obtained. A name typed at the end of an e-mail is a signature in the same way as a name written at the end of a letter;
 - 2.5.5.6. download or e-mail text, music and other content on the internet subject to copyright protection, unless it is clear that the owner of such works allows this;
 - 2.5.5.7. send messages from another worker's computer or under an assumed name unless specifically authorised; or
 - 2.5.5.8. send confidential messages via e-mail or the internet, or by other means of external communication which are known not to be secure.
- 2.5.6. Staff who receive a wrongly-delivered e-mail should return it to the sender. If the e-mail contains confidential information or inappropriate material (as described above) it should not be disclosed or used in any way.

2.6. Use of the internet

- 2.6.1. When a website is visited, devices such as cookies, tags or web beacons may be employed to enable the site owner to identify and monitor visitors. Such a marker could be a source of embarrassment to the visitor and us, especially if inappropriate material has been accessed, downloaded, stored or forwarded from the website. Such actions may also, in certain circumstances, amount to a criminal offence if, for example, the material is pornographic in nature.
- 2.6.2. Staff should therefore not access any web page or any files (whether documents, images or other) downloaded from the internet which could, in any way, be regarded as illegal, offensive, in bad taste or immoral. While content may be legal in the UK, it may be in sufficient bad taste to fall within this prohibition. As a general rule, if any person (whether intended to view the page or not) might be offended by the contents of a page, or if the fact that our software has accessed the page or file might be a source of embarrassment if made public, then viewing it will be a breach of our Electronic Information and Communications Systems Policy.
- 2.6.3. Staff should not under any circumstances use our systems to participate in any internet chat room, post messages on any internet message board or set up or log text or information on a blog or wiki, even in their own time.

2.7. Personal use of systems

- 2.7.1. We permit the incidental use of internet, e-mail and telephone systems to send personal e-mail, browse the internet and make personal telephone calls subject to certain conditions set out below. Personal use is a privilege and not a right. It must be neither abused nor overused and we reserve the right to withdraw our permission at any time.
- 2.7.2. The following conditions must be met for personal usage to continue:
 - 2.7.2.1. use must be minimal and take place substantially out of normal working hours (that is, during lunch hours, before 9 am or after 5.30 pm);
 - 2.7.2.2. personal e-mails must be labelled "personal" in the subject header;
 - 2.7.2.3. use must not interfere with business or office commitments;
 - 2.7.2.4. use must not commit us to any marginal costs; and
 - 2.7.2.5. use must comply with the policies set out in this handbook including the Equal Opportunities Policy, Anti-harassment Policy, Data Protection Policy and Disciplinary Procedure.
- 2.7.3. Staff should be aware that personal use of our systems may be monitored and, where breaches are found, action may be taken under the disciplinary procedure. We reserve the right to restrict or prevent access to certain telephone numbers or internet sites if we consider personal use to be excessive.

2.8. Monitoring of use of systems

- 2.8.1. Our systems enable us to monitor telephone, e-mail, voicemail, internet and other communications. For business reasons, and in order to carry out legal obligations in our role as an employer, use of our systems including the telephone and computer systems, and any

personal use of them, is continually monitored by the Director(s). Monitoring is only carried out to the extent permitted or as required by law and as necessary and justifiable for business purposes.

2.8.2. We reserve the right to retrieve the contents of messages or check searches which have been made on the internet for the following purposes (this list is not exhaustive):

- 2.8.2.1. to monitor whether the use of the e-mail system or the internet is legitimate;
- 2.8.2.2. to find lost messages or to retrieve messages lost due to computer failure;
- 2.8.2.3. to assist in the investigation of wrongful acts; or
- 2.8.2.4. to comply with any legal obligation.

Complaints Procedure

1. Complaints Procedure

If a volunteer has a complaint about Sport Exhibitions Ltd, a member of staff or another volunteer;

In the first instance they should discuss the matter with their line manager. In most cases this informal approach should resolve any issue or concern. If the line manager is the person complained about, then the matter should be referred to another manager wherever possible. If the matter is not resolved then it should be put in writing to the director. The matter should be dealt with within 14 days.

In all cases complaints should be dealt with quickly and in a confidential matter.

No Smoking Policy

1. We are committed to protecting your health, safety and welfare and that of all those who work for us by providing a safe place of work and protecting all workers, service users, customers and visitors from exposure to smoke.
2. All of our workplaces (including our vehicles) are smoke-free and all staff and visitors have a right to a smoke-free environment.
3. This no-smoking complies with the Health Act 2006 and associated regulations. We are committed to a program of action to make this policy effective and to bring it to the attention of all staff.

4. Scope and implementation of the policy

- 4.1. Smoking is banned at our workplace. The ban applies to anything that can be smoked and includes, but is not limited to, cigarettes, pipes (including water pipes such as shisha and hookah pipes), cigars and herbal cigarettes.
- 4.2. No-smoking signs are displayed at the entrances to our workplace.
- 4.3. Staff may only smoke outside in designated areas during breaks. When smoking outside, staff should ensure that they dispose of cigarette butts and other litter appropriately.
- 4.4. Staff using our vehicles, whether as a driver or passenger, must ensure the vehicles remain smoke-free. Any of our vehicles that are used primarily for private purposes are excluded from the smoking ban. Any questions concerning these provisions should be directed to Office Manager.
- 4.5. We are committed to making this policy effective and to promoting a healthy working environment. Workers who experience particular difficulty complying with this policy should discuss their situation with their line manager or Office manager.

5. Breaches of the policy

- 5.1. Breaches of this policy will be dealt with under our Disciplinary Procedure and, in serious cases, may be treated as gross misconduct leading to summary dismissal.
- 5.2. Smoking in smoke-free premises or vehicles is also a criminal offence and may result in a fixed penalty fine and/or prosecution.

General Issues

General Issues

- Smoking is not permitted in the office, or during our event (see Page 28).
- All staff and volunteers have a responsibility to ensure that the offices are free from hazards which are likely to cause a fall or injury.
- Mop up any spillages as soon as they occur.
- Do not block or obstruct corridors, stairways or passageways.
- Take care stacking shelves or other storage and ensure heavy items are not stacked on high shelves.
- All staff and volunteers have a responsibility for ensuring that kitchen areas are kept clean and tidy, that crockery and cutlery are washed regularly and rubbish is disposed of safely.
- Observe local no smoking rules during our events.

APPENDIX 1 - Public & Employers Liability Insurance



Mr C Morris
Sport Exhibitions Ltd
108 Weston Road
Meir
Stoke-on-Trent
ST3 6AL

Charity & Healthcare Division
Temple Point, 7th Floor
1 Temple Row
Birmingham B2 5YB
Tel: 0121 200 4920
Fax: 0870 197 3289
Web: www.gilesinsurance.co.uk

8th June 2010

Dear Carl

Policy type: Commercial Combined
Insurer: ACE European Group Ltd Charity Scheme
Policy number: To Be Advised
Client ref: 1601286

I refer to your email dated 8 June and confirm your policy has been renewed with ACE European for 12 months from 12 June 2010. I would also confirm that the Public Liability cover has been increased to £5,000,000.

Your policy documentation should follow shortly, but in the meantime I have enclosed a Confirmation of Liability Insurances document as proof to any third party that you have the cover in place.

Also enclosed is our premium invoice which I trust will receive your early attention.

Your policy documentation will be forwarded as soon as it is received, but if you have any further queries please do not hesitate to contact me.

Regards

Yours sincerely

Teresa Woodward Cert CII
Account Broker

Direct Dial: 0121 200 4943
Email: Teresa.Woodward@gilesinsurance.co.uk
Direct Fax: 0870 197 3289

Giles Insurance Brokers Ltd is authorised and regulated by The Financial Services Authority.
The Financial Services Authority does not regulate all forms of the products and services we provide.

Registered in Scotland:
Registration No. 108909
Registered Office:
Spectrum Building, 7th Floor,
55 Blythswood Street, Glasgow G2 7AT

APPENDIX 2 - Risk Assessment (Shopping Centres Only)

Risk Assessment and Method Statement for on site Events and Promotions at the Galleria

Date of activity: _____

Assessor: Carl Morris

Event: Charity Pool Event for Against Breast Cancer (Charity #1121258)

Location: _____

Method statement – please detail all relevant tasks that will be undertaken during the build up. Include details of equipment to be used i.e. power tools or working at height etc. Also detail control measures and PPE to be used (where applicable)	Pool Table, weighing 215kg, will be transported from the van to the site using out pool table trolley which supports the weigh and only lifts the table a few inches off the ground. Other equipment comes in their own cases which can be wheeled along. Equipment that do not come in cases are placed on the pool table safely and wheeled to the site. 15 minutes is needed to unload the van. Set-up generally takes 45 minutes, depending on how far the site is from the location given to unload the van. Signing in and out is upon request by the centre.
Time of arrival and duration of set up	For venues more than 60 miles from Stoke on Trent, we will arrive the evening before the first day of our event at the centre's closing time to set up. Set up generally takes 1 hour.

Activity	Hazard	Who may be harmed	Control measures	Risk Grading	Additional measures required
Set up During Break down	Slips, trips & falls	Public & Staff	Keeping area tidy and in the event of liquid spillages, the site will be cordoned off and the spillage reported and cleaned before allowing anyone back in the site.	1	
During Setup and Breakdown	Manual handling	Staff	Only item over the recommended weight is the pool table, at 215kg. However, a procedure we use to get the table off the van and onto the trolley is safe and secure. The table is then pushed to the site. Help may be needed to push it up steep inclines.	1	
During	Fire/Arson	Public & Staff	Ensuring that we do not have a fire hazard around the site.	1	
During	Pool Balls being used for inappropriate actions	Public & Staff	Member of staff always in attendance during the event. Ability to stop a member of the public from using the balls for inappropriate actions instantly is limited.	2	
During	Hitting members of the public with the cue as cueing up	Public & Staff	Perimeter Barrier ensures members of the public are not in range of the maximum cueing distance needed, hence our space requirements	1	
During	TV & Stand falling over	Public & Staff	Placing the TV and stand just inside the perimeter stand unless your electrical sockets require it be placed just outside.	2	

Risk Grading Table;

Likelihood

- 1 Very unlikely
- 2 Unlikely
- 3 Likely
- 4 Very Likely
- 5 Almost certain

Severity

- 1 First aid injury
- 2 Minor injury
- 3 three day Injury
- 4 Major injury
- 5 Fatality

Risk Rating

- 1 - 5 Low risk
- 6 - 14 Medium risk
- 15 -25 High risk

The information given in the assessment has been communicated to all my team and it will be ensured that the control measures highlighted are implemented to ensure that the event holds minimal risk.

Signature: _____

Date of assessment: 01/03/2011

Re-assessed on (date): _____

Signature: _____

Re-assessed on (date): _____

Signature: _____

Appendix 3 - Volunteer Agreement

This Volunteer Agreement describes the arrangement between the Sport Exhibitions Ltd and you as our volunteer. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

Part 1: The organisation.

Your role as a volunteer is defined by your Role Description. This work is designed to broker individuals into volunteering opportunities and to maintain accurate data records of Organisations, Opportunities and Volunteers. You can expect Sport Exhibitions Ltd to provide:

1. Induction & Training

- 1.1. To provide thorough induction on the work of Sport Exhibitions Ltd, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role. The Volunteer Handbook provides full details of the organisation and the context in which we work.

2. Supervision, Support and Flexibility

- 2.1. To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;
- 2.2. To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems;
- 2.3. To do our best to help you develop your volunteering role with us.

3. Expenses

- 3.1. To repay these expenses following procedures in the Volunteer Handbook:
- 3.2. Travel to and from home to the office and during your work: see the table on [page 34](#) for rules on methods of travel and car mileage allowances.

4. Health and Safety

- 4.1. To provide adequate training and feedback in support of our health and safety policy, a copy of which is in the Volunteer Handbook.

5. Insurance

- 5.1. To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.

6. Equal Opportunities

- 6.1. To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is set out in the Volunteer Handbook.

7. Problems

- To try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us.

- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the Volunteer Handbook.

Part 2: The Volunteer

We expect you:

- to help Sport Exhibitions Ltd fulfil its aims;
- to perform your volunteering role to the best of your ability;
- to inform Sport Exhibitions Ltd as soon as you are able if you find that you cannot keep a pre-arranged date to volunteer;
- to honestly and promptly forward any monies collected to us, or deposited into a designated account;
- to follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients;
- to maintain the confidential information of the organisation and of its clients;
- 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 provide referees as agreed who may be contacted, and to agree to a police check being carried out where necessary.

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future.

Name: _____

Address: _____

Postcode: _____

Telephone Number: _____

E-mail: _____

Signed (Volunteer): _____

Date: _____

Signed: (Director):



Date:

Appendix 4 - Volunteer Expenses Claim Procedure

1. Volunteer Expenses Claim

Travel or other expenses incurred by a volunteer as a result of their volunteering will be reimbursed, according to the number of hours as shown in the table below, and provided the following steps are taken.

1.1. Reimbursement Steps

Volunteers need to take the following steps in order to be reimbursed:

- 1.1.1. The volunteer completes a Volunteer Expenses Claim Form and attaches receipts to it.
- 1.1.2. The expenses claim should then be passed on to the Director(s) who will approve it and issue reimbursement.
- 1.1.3. The volunteer will then receive reimbursement from Accounts and a copy of their Expenses Claim Form (if required).

1.2. Expense Coverage Levels

The following table explains what the maximum amount we can reimburse you for is; However, if the cost is less, we will cover only that cost;

Minimum # of Hours Volunteered	Claim? (Maximum Claim)				Maximum Daily Allowance
	Transport**	Parking (£0.75 per hour)	Food	Drink	
1	No	Yes (£0.75)	No	Yes (£1.00)	£1.75
2	No	Yes (£1.50)	No	Yes (£1.00)	£2.50
3	No	Yes (£2.25)	No	Yes (£2.00)	£4.45
4	Yes (£4.00)	Yes (£3.00)	Yes (£5.00)	Yes (£2.00)	£14.00
5	Yes (£5.00)	Yes (£3.75)	Yes (£5.00)	Yes (£3.00)	£16.75
6	Yes (£6.00)	Yes (£4.50)	Yes (£5.00)	Yes (£3.00)	£18.50
7	Yes (£7.00)	Yes (£5.25)	Yes (£5.00)	Yes (£4.00)	£21.25
8	Yes (£8.00)	Yes (£6.00)	Yes (£5.00)	Yes (£4.00)	£23.00
	Petrol	Diesel	LPG		
1400cc or less	12p	11p	8p	**Transport includes taxi fare, bus, train and mileage when using your own car. Please remember to note the mileage, or we can calculate this using the distance between your home postcode and the venue.	
1400 to 2000cc	15p	11p	10p		
Over 2000cc	21p	16p	14p		

Any expenses other than above needs to be discussed with the Director(s).

Appendix 5 - Volunteer Expenses Claim Form

Name _____

Event _____ Date ____ / ____ / ____

Start Time _____ Finish Time _____ Total Hours _____

Details of Claim

Date	Type of Claim Transport/Parking/Food/Drink/Other (please state)	Amount (£)
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____
_____	_____	£ _____

Total Claim £ _____

Signed _____ Date ____ / ____ / ____

Director Authorisation _____ Date ____ / ____ / ____

PLEASE ATTACH RECEIPTS. NO RECEIPT = NO PAYMENT!

Send this form to: Charity Pool Exhibitions, 108 Weston Road, Meir, Stoke on Trent, Staffordshire, ST3 6AL
Alternatively, e-mail info@charitypool exhibitions.org and attach this form as a PDF.

Appendix 6 - Contact

For further information or queries, please contact;

Sport Exhibitions Ltd

Carl Morris

Director

info@charitypool exhibitions.org

Sport Exhibitions Ltd

108 Weston Road

Meir

Stoke on Trent

Staffordshire

ST3 6AL

Tel: 01782 370239 (For informational purposes, please use e-mail as director is profoundly deaf.)

E-mail: info@charitypool exhibitions.org

Website: www.charitypool exhibitions.org

Company Number 05556320

Against Breast Cancer

Gordon Vallance

Director

Against Breast Cancer

Leathem House

Napier Court

Barton Lane

Abingdon

Oxfordshire

OX13 3YT

Tel: 01235 534211

E-mail: info@againstbreastcancer.org.uk

Website: www.againstbreastcancer.org.uk

Charity Number 1121258