

THE.TEAM: SME Mass Participation Limited Volunteer Policy

This Volunteer Policy outlines the arrangement between THE.TEAM: SME Mass Participation Limited ("THE.TEAM") and its volunteers. THE.TEAM greatly appreciates the contribution of volunteers at our events and aim to ensure that volunteering with us is a rewarding and positive experience.

1. THE.TEAM's key objectives for volunteering are to provide:

- An enjoyable and meaningful experience for volunteers.
- Training so volunteers understand their roles and responsibilities.
- Opportunities to develop transferable skills which can be taken into other opportunities.
- Recognition and appreciation for volunteers' contributions, including a package of goods to ensure that volunteers feel valued.

Volunteers play a vital role in helping THE.TEAM deliver high-quality events, and as a valued part of our volunteer team, we hope that everyone who volunteers feels part of the team and enjoys the experience.

2. What volunteers can expect from THE.TEAM :

We will do our best to:

- Introduce you to the organisation, explain your role, and provide any necessary training.
- Respect your skills, dignity and individual preferences to the best of our ability.
- Provide adequate refreshments whilst you are part of our team.
- Keep you informed about organisational updates and on any changes affecting your role.
- Maintain insurance covering volunteers for injury suffered or caused by THE.TEAM's negligence.
- Strive to provide a safe working environment.
- Apply equal opportunities.
- Listen to and address complaints should any issues arise.
- Comply with relevant safeguarding policies, particularly when working with children or vulnerable adults.

3. Volunteer Expectations:

You, the volunteer, will do your best to:

- Work reliably and to the best of your ability. Notify THE.TEAM as early as possible if you cannot volunteer as expected.
- Follow THE.TEAM's rules and procedures, including health and safety, equal opportunities, safeguarding policies (particularly when working with children or vulnerable adults) and confidentiality policies.

- Treat fellow volunteers, staff, event participants and the public with respect.
- Act as a positive ambassador for THE-TEAM at our events.
- Raise any concerns about a child's or vulnerable adult's safety immediately to a member of THE-TEAM's staff and/or event organisers.

4. Conduct and Standards:

As a volunteer, you are expected to uphold the following conduct and standards, which includes:

1. Respecting the rights, dignity and worth of all athletes, officials and other volunteers.
2. Treating others as you would like to be treated, regardless of age, sex, ethnicity, religion, political alignment, sexual orientation or physical ability.
3. Considering the well-being and the safety of participants before, during and after the event.
4. Developing appropriate working relationship with all staff based on mutual trust and respect.
5. Helping to promote the positive aspects of the sport.
6. Displaying consistently high standards of behaviour and appearance.
7. Using appropriate language at all times.
8. Following all guidelines shared by THE-TEAM and relevant governing bodies.
9. Encouraging and applauding all participants.

5. Photography and Filming:

Photography and filming will take place at our events, and you may be photographed or recorded while volunteering at an event. By volunteering, you acknowledge and consent to THE-TEAM capturing your image and/or likeness and to its use, now or in the future, for purposes including but not limited to communications, marketing, promotional materials and social media.

For information on photography and filming in connection with under 16s, please see point 6 below.

6. Volunteers Under 16 Years of Age:

- Volunteers under the age of 16 must have parental consent to participate, have completed the registration process, and must be supervised by an adult while participating at the event.
- The minimum age of volunteering is 8 years old. Some roles may have age restrictions for safety reasons, and THE-TEAM may adjust or restrict roles for volunteers under 16 as needed.
- Volunteers under 16 may use a designated visual identifier provided by THE-TEAM to indicate that they do not want their images captured or used by THE-TEAM for marketing or communication purposes. Where this identifier is worn, our staff and appointed photographers will take reasonable steps to adhere to this. Please note: we cannot prevent photos being taken by members of the public, spectators, participants, or other third parties at the event.

7. Health, Safety and Liability:

You acknowledge that:

- Volunteering at THE-TEAM events may involve certain risks, and you willingly assume all risks associated with your participation.
- These risks include, but are not limited to, those arising from weather conditions, the actions of other people (including athletes, participants, spectators, other volunteers, or event staff), and the environment in which the event takes place.
- You are responsible for your own immediate personal safety and should report hazards or incidents promptly.
- You must follow all health and safety instructions shared by THE-TEAM.
- Volunteers are not covered for personal loss, theft or injury arising from their own negligence.

To the extent permitted by law, and except for liability arising from fraudulent misrepresentation, or death or personal injury caused by THE-TEAM's negligence, you agree not to bring any claim against the company, its officers, employees, volunteers, subcontractors, or agents in connection with your participation, and you release them from any such claim.

8. Food and Beverages

Food and Beverages will be provided to volunteers during the event. Some products may contain, or may have been prepared alongside common allergens such as nuts, dairy, gluten, and soy. It is your responsibility to check ingredients and ensure that any food or drink you consume is suitable for you. THE-TEAM cannot be held liable for allergic reactions, illness, or injury resulting from consumption, except where caused by THE-TEAM's negligence.

9. Data Protection

Your personal data is collected and processed for the purposes of registering you to volunteer at our events and facilitating your participation. In most cases, you sign up via a third-party online volunteer management system (such as Rosterfy), where you provide your personal data directly and it is stored within that system. In some circumstances, we may collect volunteer information (including your personal data) using alternative methods (such as online forms) where use of the volunteer management system is not appropriate or practicable. In those cases, we collect the same or similar information and use it in the same way.

Access to your personal data is restricted to authorised staff or volunteers. For operational purposes, limited information may be printed or shared with event staff or other volunteers (such as your name, shift details, clothing size, or dietary preferences). Broader medical information or personal contact details are not shared in this way.

In some situations, volunteers may be given access to limited contact details for other volunteers or staff where this is necessary for on-the-day coordination, and such details shall be used strictly for event-related purposes only. Volunteers may request that their contact details are not shared.

When you create an account on the volunteer management system, you are required to review and agree to the applicable terms and conditions, and privacy policy. Further information about how your personal data is processed can be found in our respective Privacy Policies:

Outlaw Triathlon: <https://outlawtriathlon.com/privacy-policy-cookie-policy>

Note: this policy is a guide to volunteering and does not constitute a legally binding contract of employment. Volunteering is offered on a goodwill basis, and either party may end the arrangement at any time.

