

Norfolk Snowsports Club Code of Conduct - Volunteers and Staff Supplement

Introduction

This supplement to the Club's Code of Conduct (the **Code**) provides additional guidance for volunteers and members of staff working at, or for, the Club. It does not create additional rules or requirements. It simply seeks to expand upon some of the statements contained in the Code, to provide greater clarity and transparency, and to help volunteers and staff, whose interactions with the Club are generally of greater frequency or intensity, to act in line with the Code.

Unacceptable behaviour

The Club wishes to provide the following additional examples of unacceptable behaviour.

- Undermining or manipulative behaviour
- Abuse of power or influence
- Making malicious allegations, claims or complaints
- Cold shouldering, isolating others, or silent treatment
- Backstabbing or spreading rumours behind backs
- Any behaviour that might reasonably be expected, in isolation (if sufficiently serious or if intent is apparent) or over time (if the behaviour has been repeated), to negatively impact the enjoyment or participation of others in any aspect of Club life.
- Prima donnas or any unwarranted expectation of special treatment (including, for example, because you contribute substantially to Club life – your contribution is greatly appreciated but does not earn you a privileged position)
- Campaigning or forming coalitions against individuals or groups or encouraging others to engage in any of the activities or behaviours comprised in this list.

Inclusion

The Club places particular emphasis on its volunteer spirit. It is part of the culture of the Club. It is also a critical component of how the Club operates for the benefit of the Members and others.

Current volunteers should see themselves as ambassadors for the Club and should actively encourage those who express an interest in joining the volunteer community.

Discipline during sessions

The Club is, above all, a place for people to have fun. Whilst, as a general principle, discipline is necessary to ensure the smooth running of sessions, it is not desirable or appropriate for disciplining participants to play a part in sessions unless there is a safety concern or it is important in order to avoid disruption to the session.

There is an element of good judgment required and it is appreciated that perspectives may differ. However, all those running sessions should bear in mind the Club's Values.

Disagreements etc.

If a problem is identified, please deal with it in a timely, polite, and professional manner. This applies to all those involved. Please avoid playing the blame game, and recrimination. They are not in keeping with the Club's Values.

You must try to resolve any disagreement, complaint or grievance professionally and, where possible, at the time the issue is identified or promptly afterwards. You should do so, in the first instance, by speaking openly and plainly, but calmly and dispassionately, to the individuals concerned. The

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individuals with whom you need to speak may include fellow volunteers, members of staff, Club management, or a member of the Executive Committee. It may also include speaking to Members or visitors to the Club.

Wherever possible, such matters should be managed in private (or, at least, discreetly), not public. You are expected to be aware of your surroundings and the effect (including, for example, causing personal embarrassment or anxiety) that any public discussion could have on those concerned.

Escalation of disagreements etc.

Only if matters cannot be resolved through calm and polite dialogue, should a written complaint be made or grievance raised.

This is not intended to discourage complaints or grievances being made where it is appropriate to do so. Nor is it intended to suggest that a matter of sufficient seriousness should not be recorded in writing. Some matters are so serious that a written record is both appropriate and necessary. In some cases, verbal communication may be inappropriate or unwise.

But the reality is that much nuance can be lost in writing. Tone of voice and body language can help to convey a message without causing offence or raising the stakes, where a written message could be misinterpreted.

We all understand that, for some, a face-to-face conversation about a delicate or controversial matter can feel confrontational. But premature escalation of a matter, including resorting to more formal written communications, can exacerbate a situation that might otherwise be capable of resolution with less time, effort, disruption, and stress.

The Club has in place certain policies and procedures relating to safeguarding, bullying, harassment, grievances, and complaints. Each of these is designed for a distinct situation or set of circumstances. None of them should be used in order to achieve a personal objective or to place another person under threat of disciplinary or other action. The Club will take seriously any bad faith misuse or manipulation of Club policies and procedures to achieve a personal agenda.

That said, anyone who feels that they have been mistreated, or who has observed mistreatment or behaviours that are inimical to the Club's Values, should feel confident in their ability to utilise the Club's policies and procedures appropriately to deal with the situation. Anyone who does so will receive the full and unequivocal support of the Club, its management team and the Executive Committee.