



# HANDBOOK for EBU Volunteers

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# MESSAGE FROM THE CHAIRMAN

May I please offer you a real “Thank You” for choosing to join our team of Volunteers at the English Bridge Union. The EBU only works as an organization because of the combined efforts of our dedicated Staff and Volunteers to work together as an efficient team, bringing the benefits of EBU Membership to all our clubs and counties, in face-to-face bridge and online, and both nationally and internationally.

The EBU Mission is to welcome and support all members on their own personal journey through the world of bridge, and to promote the game of bridge in England as an inclusive Mind Sport working with and through our bridge clubs and County Associations.

As a membership organisation, Volunteers are at the heart of how we deliver the services we offer to our members. Volunteers bring invaluable skills, experience and enthusiasm to the EBU without which it would be impossible to deliver the services we provide for clubs and the wider bridge playing community.

We are grateful for the time and skills that our Volunteers bring, and we want the EBU to be a great organisation in supporting our Volunteers. We very much hope you will enjoy your time working with us and that you will find the opportunity is personally rewarding.

The EBU Board remains committed to volunteering and aims to provide a great experience for all Volunteers.

This document aims to ensure that anyone working in or with the EBU understands how the organisation wishes people to be treated and is aware of the documented policies to which all volunteers and staff members must adhere.

Adrian Darnell  
Chair of English Bridge Union

## The Role of the Volunteer and How we work

Most of our Volunteers<sup>1</sup> are members of the EBU who contribute their unpaid time to benefit the aims and objectives of the EBU. It is a free choice, made by the person giving up their time. The EBU does not provide any payment in return for the time given or the role undertaken, but Volunteers are covered under the EBU's Employer's Liability Insurance and are covered by the EBU's Abusive Behaviour Policy. Any breach of the Abusive Behaviour Policy in relation to any Volunteer will be referred to the Conduct Committee. Volunteers will:

- be offered opportunities for training and skills development if appropriate for their roles and tasks within the EBU;
- not be used to directly replace paid workers, nor have unfair demands made on their time or be asked to do something which is against their principles or beliefs;
- not be asked to work in conditions considered unsuitable for paid staff, and will have the same provisions made for them regarding Health and Safety matters and public liability.
- be free to take a break from volunteering or cease to volunteer.

All Volunteers are asked to complete a Volunteer Registration at the outset of their appointment, are required to follow the relevant codes of practice for their role, and to work under the direction of a group leader. It is important for our Volunteers to recognize that they represent the EBU in their role and offer their time and input as part of the wider EBU team of staff and Volunteers. Volunteers in relevant roles will be subject to a Disclosure and Barring Service (DBS) check.

The Board is committed to a professional approach and openness and honesty when things go wrong. The intent is that all Volunteers will share in this culture and commitment.

It is important that Volunteers (and Staff) are well aware of the existing EBU policies which govern behaviour and interaction with others. The remainder of this document identifies those policies and highlights their purpose.

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<sup>1</sup> An EBU Volunteer in this context is a person who spends unpaid time undertaking work for the direct benefit of the EBU organisation.

# **Policies around Personal Behaviour**

## **Conflict of Interest**

The requirements are based on two principles,

- Volunteers (and Employees) must not make use of, nor exploit, the EBU, or brand names associated with the EBU or information obtained in the course of their duties, to further their own private interests or those of any outside organization, except where these coincide with the interests of the EBU.
- Volunteers (and Employees) must not act in a manner likely to bring the EBU or those working for the EBU into disrepute or likely to affect the EBU's reputation for integrity.

## [Full Policy Statement](#)

## **Social Media Policy**

The Social media policy exists to help volunteers (and staff) avoid some of the well-known pitfalls associated with the use of social media. In particular it urges caution in the use of social media, and its avoidance for anything complicated or controversial.

## [Full Social media Policy](#)

## **Grievance Policy**

From time to time there may be instances where a volunteer has a complaint about another volunteer, a member of staff or the organisation itself. Similarly, a member of staff, another volunteer or a member of the public may have a complaint about a volunteer's EBU contribution, attitude or conduct. In these instances, the Grievance Procedure should be followed. This procedure is available to all volunteers and employees.

## [Full Grievance Procedure](#)

## **Public Interest Disclosure**

The Public Interest Disclosure Act 1998 (commonly known as the 'Whistle Blowing Act') protects workers who raise legitimate concerns publicly. The EBU acknowledges the rights which the act protects.

## [Full Public Interest Disclosure Procedure](#)

# **Policies around Working with Others**

## **Committee Code**

The Committee Member Code of Conduct exists to remind those working in groups about the need to work together constructively, about the need to take collective responsibility, and the duty of confidentiality around discussions within the group.

[Full Committee Code Policy](#)

## **Code of Conduct for working with Junior Squads**

This code of conduct aims to ensure that the safety and well-being of the junior squad members is treated as a first priority by all those involved, and applies to captains and coaches as well as leaders of the junior squads.

[Full Code of Conduct Policy](#)

## **Safeguarding Policy**

This policy (incorporating a good practice guide) covers the EBU approach to safeguarding for youngsters and for vulnerable adults, and has been drawn up with input from professional bodies in the safeguarding space.

[Full Safeguarding Policy](#)

## **Abusive Behaviour Policy**

This short policy reminds everyone that the EBU does not tolerate abusive behaviour towards any EBU members or staff or volunteers. Instances of abusive behaviour should be reported immediately to the CEO.

[Abusive Behaviour Policy](#)

## **Equity, Diversity & Inclusion**

This policy reflects the commitment of the EBU to equal opportunities for all, and the need to ensure that all those engaged in bridge are welcomed, respected, valued and supported.

[Full Equity, Diversity & Inclusion Policy](#)

# Other Important Policies

## **Data Protection and Privacy**

The EBU is committed to meeting its responsibilities under the Data Protection Act 2018 (“DPA 2018”) and the UK General Data Protection Regulations (GDPR) and will take all reasonable steps to ensure appropriate processing, accuracy and confidentiality of personal data.

## **[EBU’s Privacy Notice](#)**

We hope that we can resolve any query or concern you raise about our use of your personal information. If not, contact the Information Commissioner at [ico.org.uk/concerns/](http://ico.org.uk/concerns/) or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

## **Health and Safety**

The EBU has a duty of care to ensure that a safe and healthy environment is provided for all volunteers. All volunteers have a duty of care to themselves and others as set out in the [Health and Safety Policy](#) and the [Safeguarding Policy](#).

Where any Volunteer believes there needs to be a specific Risk Assessment conducted for their role – they should ask the EBU Health and Safety Officer (Karen Durrell) to undertake a risk assessment to ensure all risks are carefully considered and best practice is adopted.

## **Vaping & Smoking Policy**

It is the policy that all EBU workplaces are smoke and vapour free. Accordingly, we do not allow anyone be they staff members, members, volunteers, services users, clients or visitors to smoke on its premises. There is a designated smoking area, outside the Aylesbury building.

## **Holidays, Sickness and Compassionate Leave**

Whilst there are no defined arrangements for Volunteers for Holidays, Sickness or Compassionate Leave, the EBU are concerned for the Welfare of Volunteer.

If members of a Committee are on leave, it is always helpful for their Volunteer Lead to be informed in the event of absences for Holidays, Sickness and Compassionate Leave.

## **Leaving your volunteer role at the EBU**

There may come a time when you wish to cease to be a Volunteer with the EBU, either because your term of appointment comes to an end or for other reasons.

The EBU would like to have the opportunity to thank you for your time as a Volunteer and also for your feedback to help with the way we support our Volunteers in the future. To this end we would appreciate the chance of a feedback and thank-you meeting, if that fits with you. This can be conducted with a member of the team, when it suits you.

# VOLUNTEER REGISTRATION FORM

Please complete, photograph and email copy

To the EBU Office Manager. [OfficeManager@ebu.co.uk](mailto:OfficeManager@ebu.co.uk)

Name of volunteer	
Role	
Designated contact	
Start date	
End date (if applicable)	
Is a DBS check required?	

Full name	
Address with postcode	
Phone numbers	
Email Address	

All Volunteers acknowledge that they have read and understood the EBU Volunteer Handbook and are conscious of the set of EBU policies mentioned within it, and agree to abide by those policies.

ACCEPTED AND AGREED

<b>Name of volunteer</b>	<b>Signature</b>	<b>Date</b>