

Volunteer and Work Placement Management Policy

Tennis Ireland depends on volunteers to carry out its work, both in the operation of the Board, and in the carrying out of day-to-day activities. Irrespective of how a volunteer chooses to engage, it is essential that he/she is consistently treated with respect and fairness, and in a friendly and supportive environment. This Volunteer and Work Placement Management Policy sets out the principles by which volunteering activity in Tennis Ireland will be managed.

Volunteer Opportunities

Volunteering opportunities exist with respect to:

- Participation in the Board
- As a committee member
- Providing administrative support
- Assisting with the running of events and tournaments

Volunteers are not employees and no volunteer is paid for the time and effort that they contribute to Tennis Ireland.

Volunteer Recruitment

The Board welcomes volunteer participation from across the community.

Working Conditions

Tennis Ireland is committed to ensuring that all volunteers operate in a safe working environment. Volunteers are expected to participate fully in any training provided, to assist them in carrying out work activities assigned to them. When working on behalf of Tennis Ireland, volunteers are expected to take all necessary steps to ensure their own safety and that of members of the public with whom they engage.

Training and Development

Tennis Ireland is committed to providing volunteers with an opportunity to learn and grow through their engagement with the Company. Learning opportunities may arise from participating in tasks or activities that are new to a volunteer or through taking project management responsibilities. Each volunteer will receive an appropriate level of induction training (in keeping with his/her volunteering role). Volunteers joining the Board, as a result of participating in a work placement scheme, will also be facilitated in engaging in whatever training is deemed appropriate by their supervisor.

Support and Guidance

Tennis Ireland will develop and agree on an annual work plan, which will determine the volunteering activities to be carried out. Volunteers will be made aware of how their specific role helps implement the work plan. As work-related questions may arise throughout the year, Tennis Ireland will designate a committee (or sub-committee) member to liaise with volunteers and oversee their work as appropriate. In this way, practical work-related issues that may arise can be dealt with in a timely fashion. In the case of volunteers who are assigned as part of a work placement scheme, a staff member will act as liaison.

Recognition of Volunteers

The Board is committed to recognising the invaluable contribution that volunteers make. To this end, volunteers will be thanked for their efforts privately and publicly when opportunities arise and volunteers will be encouraged to attend celebrations and events organised by the Board. Whenever

possible, the Board will include a wide range of volunteers in its publicity efforts and external communications efforts.

Expenses

Out-of-pocket expenses may be reimbursed to volunteers, subject to the agreement of the CEO and within the terms agreed in advance by the Board of Tennis Ireland. Original receipts must be submitted to the Financial Controller within one month of being accrued for costs being reimbursed.

Insurance

Tennis Ireland will ensure that appropriate insurance cover is in place to cover all volunteers. The Company does not provide motor insurance or breakdown assistance for volunteers using their personal motor vehicles.

Managing Difficulties

The Board recognises that difficulties may arise between volunteers from time to time. Whenever possible, any such difficulties will be dealt with informally and in a timely fashion.

Disciplinary Matters

Should the behaviour or activities of a volunteer pose difficulties to the operations or reputation of the Company, then an appropriate disciplinary procedure will be followed by the Board. The disciplinary procedure will provide volunteers with an opportunity to explain their case fully and fairly.

Grievance Matters

Should the behaviour or work demands pose difficulties for a volunteer, then an appropriate grievance procedure will be followed by the Company. The grievance procedure will provide volunteers with a fair and supportive opportunity to state their issue(s) so that they can be resolved in an amicable fashion. Where a volunteer has been assigned by the Company through a work placement scheme, the volunteer will be encouraged to contact their scheme supervisor. The scheme supervisor will then contact the designated staff liaison to agree the appropriate course of action to take in the case.

Confidentiality

During their activities on behalf of Tennis Ireland, volunteers may have access to information that is not intended for dissemination publicly. Volunteers are required to keep this information confidential. It is the responsibility of the Board to determine the appropriate time at which confidential information will be released to the public, subject to adherence to any relevant legislative requirements.