

# Staff Handbook





# Welcome to the team

Let's get the ball rolling

Welcome to Goalball UK. We are a registered charity and the National Governing body for goalball in the United Kingdom. This handbook provides important information and guidance in relation to your employment with Goalball UK



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**I want you to find working with Goalball UK a positive and progressive experience, one where you are given the professional and personal autonomy to flourish and achieve.**

Whether you are a new hire or an established team member this handbook will be a useful reference tool for you throughout your goalball journey. The contribution you make can never be over-estimated because it is what you do in your role that enables Goalball UK to achieve its mission and objectives.

This handbook is here to assist you. It is designed as an introduction whilst acting as an on-going source of information and support. Together with your contract of employment and job description it is a critical document of reference that contains details of things that matter to you, whilst referencing important policies and procedures that will help develop and progress goalball. Essentially it sets out what we expect from you in terms of embracing our values and demonstrating our behaviours.

I sincerely hope you have an entirely positive and rewarding experience during your time at Goalball UK and that you feel engaged, valued and fulfilled in your role. Welcome to the team.

**Mark Winder**  
**CEO, Goalball UK**





# Transforming more lives

Our mission is clear

To be world leading in promoting and providing sporting opportunities for blind and partially sighted people and to make Goalball UK a universally recognised sport

## About **Goalball UK**

Goalball UK is the National Governing Body (NGB) for goalball in the United Kingdom and is the representative of goalball in England, Wales, Scotland, and Northern Ireland.

Goalball UK is a charitable company limited by guarantee, incorporated on 26th February 2010 and registered as a charity in July 2010.

Our mission is to raise the profile of goalball throughout the UK, promote participation in the sport and achieve success on the international stage.

Through our organisational values we will:

- ensure all our people are valued;
- promote integrity, responsibility and endeavour;
- be inclusive in everything we do;
- encourage the development of our players from playground to podium, and;
- continually strive for sporting excellence.

We strive to be an organisation that is fit for purpose and exceeds the expectations of our members and key stakeholders, an NGB with the highest standards of governance managed and run by true professionals.





# Key contacts

**Chair of Trustees**  
**Chief Executive Officer**  
**Chief Financial Officer**

John Grosvenor  
Mark Winder  
Mark Martin

john.grosvenor@goalballuk.com  
mark@goalballuk.com  
mark.martin@goalballuk.com

**Children and Young People Officer**  
**Club and Competitions Officer**  
**Finance Assistant**  
**National Talent Lead**  
**Operations Manager**  
**Participation Lead**  
**Senior Development Officer**  
**Talent Officer**

Stephen Newey  
Tom Dobson  
Marion Abbott  
Faye Dale  
Steve Cox  
Alex Bunney  
Kathryn Fielding  
Alex Cockerham

stephen.newey@goalballuk.com  
tom.dobson@goalballuk.com  
marion@goalballuk.com  
faye@goalballuk.com  
steve.cox@goalballuk.com  
alex.bunney@goalballuk.com  
kathryn@goalballuk.com  
alex.cockerham@goalballuk.com





## Your **Goalball UK** handbook

The aim of this handbook is to provide a first point of reference for any questions you have about working with goalball. All terms and conditions contained within are clearly identified as contractual or non-contractual. Where this handbook refers to items that are not terms and conditions it is not necessary to make such a distinction. The overall intention of this handbook is to create a general guide as to what you can expect from us and what we expect from you throughout the employment relationship.

Whilst certain elements do not form part of your contract of employment and are non-contractual you should be aware that a breach of any of the guidelines, policies or procedures contained within it may lead to disciplinary action. **Please ensure you read it thoroughly.**

From time to time a content change may be necessary, and we reserve the right to modify or discontinue any or all of the benefits, policies and terms and conditions described in this handbook. Notification of any such changes will be given in writing by the Chief Executive Officer and any variations to your contractual terms will be notified individually and as necessary a process of consultation will follow.

We are committed to the principles of equal opportunity in our employment practices and we aim to ensure that no employee receives less favourable treatment due to race, sex, disability, sexual orientation, religion or belief, age, marital status or civil partnership, maternity/ pregnancy or gender reassignment, or is disadvantaged by any conditions or requirements being placed on him/her which cannot be justified.

We will not condone any discriminatory act or attitude in the conduct of our business with our employees, colleagues, suppliers, our goalball community (including members, players and volunteers) or anyone with whom we deal and we look to you to support us in implementing these policies.



**1 Acceptance**

*Contractual*

- 1.1** Upon accepting an offer of employment from Goalball UK you consent to the gathering of satisfactory references and, if deemed appropriate for your role, the completion of an enhanced DBS application, the completion of a medical assessment and a check to the validity of any professional qualifications. It is therefore important that any information you supply with your application is accurate and true. Failure to do this will likely result in the withdrawal of any offer of employment, even if the employment relationship has already begun.
- 1.2** If it is a condition of your employment that you hold a full, valid driving licence you should provide evidence of this before you start work. You will be provided a copy of Goalball UKs drivers safety handbook as part of your induction.
- 1.3** Goalball UK is under a legal duty to prevent illegal working by carrying out right-to-work checks to ensure prospective employees can legally work in the UK. All prospective employees are required to produce original right-to-work documents for goalball to check.

**2. Probationary period**

*Contractual*

- 2.1** All new starters at Goalball UK begin their employment with a six month probationary period. Successful completion of that probationary period will be confirmed in writing by the Chief Executive after a probationary appraisal. The company pension scheme is available during the probationary period. The purpose of this period is to provide formal monitoring of your performance and progress to ensure any training needs are identified at an early stage.
- 2.2** This probationary period can be extended at the discretion of management to a maximum of nine months. During this time the employee will be expected to establish their suitability for the post by meeting specific, agreed targets. Assistance and supervision during this period will be offered which include but are not exhaustive to the implementation of a development plan with frequent reviews.
- 2.3** Goalball UK reserves the right, where termination of employment occurs during the probationary period, to restrict the notice period to one week.

**3. Induction**

*Non-contractual*

- 3.1** Goalball UK is committed to providing a thorough induction for all staff.  
*The length of the induction period will depend on the individual and the job. The standard induction period is three months and most staff are expected to be fully inducted after six months.*
- 3.2** Line managers will identify training needs, assess learning styles and monitor, support and oversee the delivery of the overall induction programme to support you in understanding Goalball UK processes and procedures. Line managers will also be involved in supporting your introduction to fellow employees, colleagues and other relevant stakeholders at the earliest and most relevant opportunity.



4 Location of work

*Contractual*

**4.1** The location of your work is as agreed on commencement of your employment and specified in your Main Terms and Conditions of Employment. Due to the nature of Goalball UK as an organisation it is widely accepted that this will be a blend of office, remote, home and venue working for most. With a commitment to consulting individually with employees about this, Goalball UK reserve the right to make alterations as necessary for the ongoing needs and development of the overall charity.

5 Hours of work

*Contractual*

Your contractual hours of work are specified in your Main Terms and Conditions of Employment.

**5.1** Goalball UK operates variable-time arrangements with all of its employees. This means you may be required to vary your hours of work should the need arise.

**5.2** There is a requirement for frequent unsociable hour working including evenings and weekends in line with both operational and competition needs.

6 Time off in lieu (TOIL)

*Non-contractual*

TOIL will only be given when approved by goalball in advance and where small numbers of hours are worked beyond the normal contracted hours however this may not always be possible depending on workloads.

**6.1** You are expected to manage your hours responsibly and not build up TOIL that exceeds 37 hours.

**6.2** All TOIL must be used within 6-months or it will be seen as lost unless explicitly agreed in advance.

7. Flexible working

*Non-contractual*

**7.1** Any employee who has continuous service may make a statutory request for flexible working. An application for flexible working is an application for a permanent variation to the employee's hours, time or place of work. Goalball UK is prepared to discuss the possibility of flexible working with any employee, however the process detailed below refers to statutory requests only.

**7.2** There are a number of flexible working arrangements including part-time working, job sharing, term-time working, fixed term working, working from home, flexible working hours, career breaks, cultural or religious needs and flexible leave. Employees must have completed a minimum of 26 weeks continuous employment prior to their request. An employee can only make a statutory request once in any 12 month period. Requests for significant changes to any flexible working pattern must be made at least three months prior to the change to give Goalball UK sufficient time to consider the request and formalise any agreed changes noting that any agreed variation to terms and conditions will be permanent.

**7.3** Written applications must include the following information:

- Date of application;
- The change to working conditions being sought and when the employee would like the change to come into effect;
- What effect, if any, the employee thinks the requested change would have on Goalball UK as the employer and how, in their opinion, any such effect might be dealt with;
- A statement that this is a statutory request and if and when a previous application for flexible working was made, and;
- Reasons for the request; including if the request is linked to a protected characteristic under the Equality Act 2010.

**7.4** On receipt of an application for flexible working Goalball UK will:

- Arrange a meeting with the applicant to discuss their request. The applicant may be accompanied by a colleague, provided this does not extend the process beyond three months.

**7.5** Following a meeting Goalball UK will:

- Write to the applicant accepting or rejecting the proposed new working arrangements or confirm any compromises discussed and agreed at the meeting.

Applications will only be rejected on the following grounds:

- The burden of additional costs;
- Detrimental effect on meeting stakeholder demands;
- An inability to re-organise any work amongst existing staff
- A detrimental impact on quality
- A detrimental impact on performance
- Insufficient work during the periods the applicant proposes to work, or;
- A planned structural change to the business.

Applicants whose proposals to change their working arrangements cannot be agreed may appeal in writing, setting out their reasons for appeal to the Chief Executive Officer. This must be within five working days of the written receipt of the decision. Where the grounds for appeal require further discussion, an appeal hearing may be held.

If Goalball UK arrange a meeting to discuss the application including any appeal and the employee fails to attend both this and a rearranged meeting without a good reason Goalball UK will consider the request withdrawn, notifying the employee in writing. All statutory flexible working requests, including any subsequent appeals, will be concluded within three months of the date of the request, or longer if agreed with the employee.

## 8 Remuneration

### *Contractual*

Salary is confirmed by the issue of an offer letter followed by a statement of Main Terms and Conditions of Employment. All employees are required to sign a copy of their Main Terms and Conditions to confirm acceptance of their salary and other specified contractual terms.

Salaries are reviewed annually. Any increases in salary are at the discretion of the Board. Payment is made by credit transfer direct into an employees bank or building society by the 28th of each month for that calendar month, unless the date occurs on a weekend day or bank holiday. In this instance payment will be made on the next available working day. Any change to your bank or building society details should be made to the Chief Executive Officer at your earliest opportunity.

Financial remuneration paid to an employee is processed through normal payroll and is subject to National Insurance and Income Tax contributions.

## 9 Expenses

### *Non-contractual*

Expenses that are reasonable will be reimbursed on satisfaction of the following three conditions:

- The item(s) were authorised by your Line Manager prior to the cost being incurred.
- The cost incurred that was approved prior to spend was an out of pocket expense incurred in the performance of duties.
- Expenses must be claimed within two months of being incurred and will only be accepted after this time at the absolute discretion of Goalball UK in exceptional circumstances.
- Our full, detailed expenses policy can be found in the policy suite.

## 10 Holidays and bank holidays

### *Contractual*

Annual leave entitlement, and any enhancements, is confirmed in your Main Terms and Conditions of Employment.

- Note all annual leave must be approved in advance by your Line Manager.
- Your annual leave entitlement is inclusive of bank holidays.
- Employees **starting** with Goalball UK during the year will be entitled to a proportion of their full entitlement of paid holiday calculated on a pro-rata basis and on complete months worked.
- Employees **leaving** Goalball UK during the year will be entitled to a proportion of their full entitlement of paid holiday calculated on a pro-rata basis and on complete months worked.
- Any holiday not taken in the year of accrual can be carried over and used before March 31st of the next year.

**10.1** The holiday year runs from 1st January to 31st December for all employees.

**10.2** On the termination of the contract, if holiday taken exceeds holiday entitlement a deduction of this amount will be made from any pay owing at the time of leaving.

**10.3** On the termination of the contract, if any holiday entitlement remains this will be paid at the time of leaving or an employee may be required to use some of their accrual during their statutory period of notice.

**10.4** Any holiday taken without authorisation will be considered unpaid leave and may result in disciplinary action.

Any proposed periods of closure that Goalball UK decide, for example between Christmas and New Year, and which we may require you to use an element of your annual leave, will be communicated to you in advance of our statutory obligations.

## 11 Statutory sick pay

Statutory Sick Pay (SSP) is paid based on qualifying periods of National Insurance contributions and in most circumstances employees will qualify and will be paid in line with Government regulations.

## 12 Absences

### *Non-contractual*

Goalball UK are sympathetic to genuine cases of illness or situations which might make absence from work unavoidable. All absences are noted and taken seriously and persistent short or long term absences that are or have the potential to become a problem for Goalball UK will be investigated.

In the case of urgent domestic distress or upheaval or for urgent exceptional personal circumstances an employee, in normal circumstances, will be expected to use any holiday leave they have remaining.

All employees have a right to reasonable time off without pay to deal with domestic emergencies.

Time off to attend routine Doctor or Dentist appointments does not constitute a domestic emergency and employees are expected to arrange appointments before or after working hours, where possible. Failure to give reasonable notice may result in the absence being recorded as unauthorised.

Time off to attend Optician appointments during working hours, with opticians funded by Goalball UK under Health & Safety legislation (determined by the nature of the work you do), will be paid leave. Appointments made that are **not** within Health & Safety legislation will **not** attract paid leave.

### **13. Bereavement leave**

*Non-contractual*

In the event of the death of a spouse, partner, child, parent or a dependent relative and at the discretion of the Chief Executive Officer a period of compassionate leave may be granted. This will be assessed on an individual basis as to the length of time and as to whether it will be paid or unpaid.

### **14. Leave for public duties**

*Non-contractual*

Employees are entitled to reasonable time off work without pay for public duties. Such requests must be made in advance of commitments to avoid business disruption. In cases of jury service please contact the Chief Executive Officer at the first opportunity.

### **15. Maternity, paternity and adoption leave, pay and other associated issues**

Goalball UK operates maternity, paternity and adoption leave rights in accordance with current legislation. Please refer to the Maternity, Paternity and Adoption Policy and Procedure for more information.

### **16. Time off without pay**

*Non-contractual*

Time off without pay for other reasons not specifically mentioned in prior clauses may be allowed in special circumstances but must be discussed and agreed in advance with the Chief Executive Officer.

### **17. Career Breaks**

*Non-contractual*

Career breaks will be considered on a case by case basis and any applications must be submitted in writing to your Line Manager. Individuals who are granted short career breaks will, wherever possible, be guaranteed the same job and salary on their return to work.

### **18. Supervision and training**

*Non-contractual*

All employees have the right to regular supervision and communication with their line manager throughout their employment with Goalball UK. Similarly, Goalball UK believe in the continued professional development of staff and, as changes in job practices occur, it may be necessary to supplement or update your existing skills and knowledge in order that our evolving strategic objectives continue to be achieved. Considering this, you should make every attempt to attend any training organised for you.





## 19. Appraisal

*Non-contractual*

All Goalball UK employees will have an appraisal. Please see goalball's Appraisal Policy and Procedure for more information.

## 20. Pension

*Non-contractual*

Goalball UK are required to enrol workers into a workplace pension scheme who are at least 22 years old, not yet of state pension age, earn a salary of at least £10000 per annum and are currently working under a contract of employment. Such enrolment is automatic however you can opt out if you wish. Please contact the finance department for more information about the goalball Workplace Pension Scheme.

## 21. Health and safety

Employees are responsible for taking reasonable care for the health and safety of themselves and others who will be affected and involved by their work, and are required to co-operate with Goalball UK in complying with their statutory duties. Employees must comply with Health and Safety policy and procedures and use and take reasonable care of equipment provided. For employees using computers, tablets (etc) on a regular basis Goalball UK will undertake a Display Screen Equipment (DSE) workstation checklist. It may on occasion be practical for goalball to request employees undertake this themselves using an approved HSE template and for results to be assessed by the employees Line Manager to understand if further action is required. Any necessary and required PPE will be provided by Goalball UK. Employees with health or medical conditions that do or may have the potential to affect an individuals ability to undertake their duties or that could impact or affect those around them are required to disclose this in confidence to the Chief Executive Officer immediately.

## 22. Accidents

All accidents and incidents should be reported using the Goalball UK Accident and Incident Reporting Procedure which includes requirements of reporting under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

## 23. Smoking and vaping

Goalball UK believes that smoking and vaping are hazards to health and wishes to protect its employees from such hazards. We therefore operate a no smoking/vaping policy throughout our premises and request adherence to this at any external premises and venues you may visit. Breaches of this policy may be the subject of grievance or disciplinary procedures.

## 24. Fire safety

Employees will be inducted on fire procedures within Goalball UK premises however when visiting external premises and venues it is the responsibility of the employee to familiarise themselves with site specific procedures and protocols including reporting and evacuation.

## 25. Drug and alcohol policy

Goalball UK promotes a culture in which drug and alcohol misuse is discouraged but encourages any employees that are experiencing problems with drug or alcohol misuse to seek help and offer signposting through appropriate agencies.

Incapacity at work through alcohol or being under the influence of alcohol or illegal drugs may be considered gross misconduct. So too will the supply, production or possession of illegal substances whilst on Goalball UK premises or whilst engaged on Goalball UK business. For more details see the Drug and Alcohol Policy (Employees).

## 26. Union membership and recognition

Employees are entitled to belong to a registered Trade Union of their choice. Whilst we have no formal recognition agreement in place we encourage employees to seek support where they believe it necessary and appropriate. Employees may be accompanied by a Trade Union representative if they are called to a disciplinary hearing, raise a grievance or other formal meetings, where described by relevant Goalball UK policy.

## 27. Dignity at work

Goalball UK is committed to the elimination of harassment which is a form of discrimination. Behaviour that discriminates against someone in the workplace, and/or disadvantages them on the grounds of the protected characteristics outlined in the Equality Act is unacceptable and to end any such discriminatory behaviour goalball will take action as necessary.

Any complaint of harassment should be taken to their Line Manager who will make every effort to secure a satisfactory resolution, either through informal means or formally through the grievance procedure.

Complaints will be handled in confidence and employees reassured that there will be no personal repercussions if they bring a case of harassment to Goalball UKs attention. Please refer to the Dignity at Work Policy for further information.

**28. Vaccine Policy**

As a responsible employer, we have a duty to ensure the safety of all of our employees. We acknowledge and understand that personal opinion on the COVID-19 vaccine continues to vary however we consider that it provides a greater level of personal safety against illness. At this time, the Government has not made the vaccine mandatory, however we do encourage employees take up the vaccine in line with our duty to ensure the safety of employees.

Should this vaccine, or any other in the future, become a mandatory requirement in the workplace our guidance will be subject to change, in line with Government policy.

**29. Lone working policy**

Where practical we will avoid the need for employees to work alone however our team is located throughout the United Kingdom and whilst we have a central office base there remains a necessity for lone working.

Where lone working is necessary, we will take all reasonable steps to ensure the health and safety of employees working alone. We will ensure that a risk assessment is conducted and arrangements are in place prior to employees working alone. The Chief Executive Officer will ensure that:

- Lone working is avoided as far as is reasonably practicable;
- Emergency procedures are in place so that members of staff working alone can obtain assistance if required;
- A risk assessment is completed by a person competent to do so prior to employees working alone;
- Any employee working alone is capable of undertaking the work alone;
- Arrangements are in place so that someone else is aware of a lone worker's whereabouts at all times;
- Persons working alone are provided with adequate information, instruction and training to understand the hazards and risks and the safe working procedures associated with working alone;
- Training records are kept; and
- Ensure that individuals' personal data, including information about their health, collected during lone working assessments is handled in accordance with our Data Protection Policy

Employees working alone will:

- Follow the safe working arrangements developed by us for lone working;
- Take reasonable steps to ensure their own safety; and
- Inform their line manager/assessor of any incidents or safety concerns.

**30. Short-time working and lay off**

*Contractual*

During periods of lower demand we may require that you work less hours or are temporarily suspended from work without normal pay. All options (including unpaid leave, asking you to take paid holiday entitlement and offering flexible working hours) will be considered before putting a Short-Time Working arrangement into place.

Employees will be able to claim a statutory maximum payment of up to £30 a day for 5 days in a 3 month period (i.e. up to £150, pro rata for part time workers), provided they meet the following criteria:

- They have been employed continuously for 1 month.
- Are available for work.
- Do not refuse alternative work (including work not in the contract).
- Have not been laid off due to industrial action.

**31. Use of Social Media Policy**

In this policy, the terms listed below have the meanings given:

“Affiliates” means: (a)all clubs and (b)all Goalball UK (GUK) members including staff, Club Officials, Players, Coaches, Club Personnel, Parents, Volunteers and Officials, and Board Members

“Social Media” means public communications via internet websites such as Twitter, Facebook, LinkedIn, Instagram, and any other Apps or websites of a similar nature existing now or in the future.

**1. Principles**

This Policy is based on the following principles:

- (a) Goalball UK recognises that positive use of social media can aid communication between Clubs whilst better connecting their members and fans.
- (b) Goalball UK respects the rights to freedom of speech that all individuals have
- (c) All users should be aware of the dangers and consequences from using social media platforms.
- (d) Social media use by Affiliates can have an effect on goalball as a sport beyond the immediate intent of an individual
- (e) Goalball UK wants to provide Affiliates with guidance on the use of Social Media, and to clearly set out any circumstances where action may be taken under Goalball UK’s disciplinary procedures.

**2. Use of Social Media by Affiliates (including employees) – Guidance**

- Take responsibility for your comments. You are personally responsible for any social media communications you post.
- Make sure you give people proper credit for their work, and make sure you have the right to use something (including images) before you publish
- Text on a screen doesn't always come across to a reader as you might expect or intend – think about the tone as well as the content of what you want to say.
- Always remember that Social Media communications are accessible from anyone from the public who can keep records of the information. This public includes key funders, prospective players, prospective sponsors, the media other clubs and members of the Goalball family. Inappropriate content or tone of a communication can reflect badly an Affiliate, the sport in general or the National Governing Body.
- Think about how the context of a comment may lead the reader to think you are speaking on behalf of a club or Goalball UK. If in doubt, make clear that your comments are solely yours and do not reflect anyone else's position.
- Do not disclose any confidential or personal information relating to another person or a club or the national governing body without permission
- If you tag, mention or post images of another person on social media, please check first that they are happy for this information to be shared.
- Do not use your social media presence to bully anyone or use discriminatory language against them
- Respect your audience. Communication by clubs or in the name of the sport should be accurate and respectful.
- Be aware that a club or person's online identity can be compromised. Goalball UK can help Clubs in verifying their authenticity and support removing any fake sites that are created. Any Clubs that feel their identity is being impersonated on social media should contact Goalball UK directly.

**Contact**

If somebody responds negatively to your post and tags a journalist, who may have a substantial number of followers please alert Goalball UK at [enquiries@goalballuk.com](mailto:enquiries@goalballuk.com) or contact Goalball UK privately via the platform the issue is on.

**3. Cases where Goalball UK may take action**

Goalball UK reserves the right to take disciplinary action against an Affiliate in the following circumstances.

- The disclosure of confidential information or personal data
- Criticism of or complaints about Goalball UK staff, volunteers or representatives which should be directed through other channels, such as officials, Tournament Directors, complaints procedures or committees
- Comments that could bring the sport into disrepute
- Discriminatory or bullying comments aimed at one person or a group of people, including (without limitation) comments based on disability, race, sex, gender, sexual orientation, religion or belief, age, marital status or pregnancy or maternity.

Goalball UK may act in these circumstances either on its own initiative or on receipt of a complaint from a club or an individual on completion of Form 1 – Submission of a Complaint.

**32. Equality and diversity**

As an organisation Goalball UK continue to try to recruit and maintain a workforce that represents the communities they support. This means that on occasion teams may need to be brought into the charity that have different backgrounds, identities and lived experiences. Everyone involved with Goalball UK at any level or in any role should feel able to bring and be their whole self, if they want to, in terms of their identity.

Under the Equality Act 2010 it is illegal to harass or discriminate against someone due to race, sex, disability, religion or belief, sexual orientation, age, gender transitioning, marriage or civil partnership or pregnancy and maternity and Goalball UK encourages respectful curiosity about diversity so as to not be afraid to discuss issues of difference, to learn and educate, but commit to taking strong, swift and robust actions if it is brought to our attention that anyone is being bullied or harassed or having their quality of life at work compromised on the basis of protected characteristic or other aspect of their identity.

Goalball UK believe that equality and diversity is everyone's business and ask that everyone is vigilant and challenges with respect harassment, bullying or 'banter' that is stigmatising wherever and whenever they see it.

The Board of Goalball UK is responsible for ensuring the Equality Policy is implemented, followed, and reviewed when appropriate. It is also responsible for ensuring that the Equality Policy is enforced and any breaches are dealt with appropriately.

A member of the Board is our "Equality Champion" and will ensure that equality is included as an agenda item at Board meetings and that the Board takes equality issues into consideration when making decisions.

The Chief Executive Officer has the overall responsibility for the implementation of the Equality Policy.

A member of staff is our designated Equality Officer as appointed by the Chief Executive Officer, and will have the overall day-to-day responsibility for the implementation of the Equality Policy and for achieving any equality related actions resulting from it. The Equality Officer's work programme will be amended to reflect this. If required, an internal and/or external equality group will be created to provide additional support.

All stakeholders have the responsibility to respect, follow and promote the spirit and intentions of the Equality Policy. Individual work programmes for Goalball UK staff will be amended to include equality related tasks where appropriate.

An overview is included here in the Staff Handbook and reference will also be made to equality and diversity in any code of conduct. Its inclusion here is for guidance only and does form part of any contract of employment.



Goalball UK will promote continuing professional development for all employees and volunteers to support equal opportunities within the organisation and, where appropriate, provide specialist facilities, equipment or training.

**Actions**

Goalball UK will produce, maintain and monitor an Equality & Diversity Action Plan to ensure the objectives of the Equality Policy are consistently delivered throughout all areas of the organisation. Goalball UK recognises that, in some cases, to further the principle of equality, an unequal distribution of resources may be required. If appropriate and proportionate we will consider positive action or may introduce special measures to assist any group with a Protected Characteristic which is currently underrepresented within any group of stakeholders.

**Monitoring and Evaluation**

The Equality Policy will remain in force until it is amended, replaced or withdrawn. A review of the Equality Policy will take place as and when required, but not less than once every three years. The Equality Action Plan, created to ensure the objectives of the Equality Policy are delivered, will be reviewed by the Chief Executive and the Equality Officer regularly, but in any event not less than once every 12 months.

On an annual basis, statistical and, if appropriate qualitative, information will be collected and a report will be produced by the Chief Executive for the Board. Once approved by the Board the report will be published internally and externally, to show the impact of the Equality Policy and progress towards achieving the Equality Action Plan

**33. Consultation**

Goalball UK is committed to the principles and legal requirements of employee consultation on organisational decisions and change processes that may result in substantial changes to employee terms and conditions of employment.

**34. Fundraising for other organisations**

All employees who carry out fundraising for other organisations in their spare time do so at their own risk and on the understanding there will be no association with Goalball UK and that we will not normally contribute resources or money.

**35. Code of conduct**

Goalball UK expects all its employees to be familiar with the content of the Code of Conduct policy which lists the behaviour expected of all employees and includes conduct rules in connection with money, criminal records, illegal activities, relationships, outside activities, gifts and hospitality. It also gives guidance on the requirement to make a formal declaration if the possibility of any conflict of interest exists.

**36. Employees Property**

No liability is accepted for the loss or damage to your property brought on goalball premises or venues worked from.

**37. Data protection and information security**

All employees are expected to take reasonable day to day action to maintain the security of our information. Data protection rules contain very strict guidelines concerning sensitive and confidential material.

So records can be kept of sensitive and other relevant data pertinent to workers, supporters, young people and stakeholders goalball is registered with the Information Commissioner.

Information is kept that complies with the Data Protection Act as 'relevant' data. Information is also only retained as long as necessary, provided this complies with Goalball UKs regulatory and legal obligations on document retention.

Under Data Protection legislation, data subjects have the following rights with regards personal information:

- The right to be informed about the collection and the use of their personal data
- The right to access personal data and supplementary information
- The right to have inaccurate personal data rectified, or completed if it is incomplete
- The right to erase (to be forgotten) in certain circumstances
- The right to restrict processing in certain circumstances
- The right to data portability, which allows the the data subject to obtain and reuse their personal data for their own purposes across different services
- The right to object to processing in certain circumstances
- Rights in relation to automated decision making and profiling
- The right to withdraw consent at any time (where relevant)
- The right to complain to the information commissioner

Any individual wishing to exercise their rights above can do so without charge by making a request to Goalball UKs Data Protection Compliance Manager via enquiries@goalballuk.com. We commit to responding within the timescales that we are required to follow.

39. Corporate hospitality and gifts

We expect all employees and those who work on our behalf to conduct themselves with integrity, impartiality and honesty at all times and to maintain high standards of propriety and professionalism. This includes avoiding laying themselves open to suspicion of dishonesty or putting themselves in a position of conflict between their official duty and private interest. Gifts and hospitality offered by and/or to our employees (or those working on our behalf) by and/or to participants, members, contractors, suppliers, stakeholders and others might place them in a vulnerable position. Even when offered and accepted in innocence, others may misconstrue the intention behind such gifts.

It is important to take particular care about any gift or hospitality from a person or organisation that has, or is hoping to have, a contract with us.

This policy is non-contractual, and sets out the way in which Goalball UK wishes to manage the giving and receiving of gifts and hospitality. This policy applies to all employees, workers and any contractors working on our behalf. It applies even when giving a gift and no reimbursement from Goalball UK is sought or received. The Bribery Act 2010 applies to this policy

The term "business gifts" in this policy should be interpreted broadly and may include entertainment, accommodation, drinks and meals, vouchers, discounts, tickets to events, and the provision of services as well as gift items.

- The conduct of an individual should not create suspicion of any conflict of interest between official duty and private interest.
- Individuals acting in an official capacity should not give the impression to any member, to any organisation with whom they deal or to their colleagues that they have been, may have been, or may in the future be, influenced by a business gift to show favour or disfavour to any person or organisation.
- It is a disciplinary offence for employees to accept, or indicate that they may accept, any business gift as an inducement or reward that leads them, or may lead them, in an official capacity to take any action or not to take action; or to show favour or disfavour to anyone; or to fail to disclose that they have received business gifts and/or hospitality.
- Any disciplinary action will be in accordance with our disciplinary procedure. If we regard the business gift to be of anything other than of modest value, the offence will be treated as gross misconduct.

Accepting gifts

Promotional or advertising items bearing the donor's logo and/or name (such as mouse pads, pens, diaries or umbrellas) may be accepted, as may coffee, tea, soft drinks and similar refreshments of modest value.

Individuals may accept modest gifts where refusal is likely to cause offence. More substantial or expensive offerings must not be accepted. The recipient of an unsolicited gift of a more substantial nature, or of frequent gifts, must return them with a polite explanation that our rules do not allow their acceptance.

If this is likely to cause offence, then it may be that the gift(s) can be accepted and donated to charity. In certain circumstances, where the gift is made as a token of the donor's gratitude for an exceptionally high standard of service, there may be a case made for acceptance of the gift by the individual on behalf of the organisation. In such cases, written permission must be sought from the Chief Executive Officer.

Legacies and bequests

From time to time, members may decide that it is appropriate to leave a gift in the form of a legacy or bequest to an employee who has given particularly good service over a period of time.

On the death of a participant, small gifts of nominal value (i.e. less than £50) may be accepted from the family. If a larger gift is offered, or you are informed of a legacy or bequest, and to refuse it may cause offence, especially at a sensitive time, then it may be accepted provided that it is made clear to the donor that it will be declared to the Chief Executive Officer and approval will have to be received from the Chief Executive Officer or Chair of the Board prior to its acceptance.

The details must then be declared immediately. In such cases, we reserve the right to require you to refuse the gift/legacy/bequest if we deem this to be inappropriate.

Accepting hospitality

Offers of hospitality may include invitations to social events such as sporting fixtures, concerts, theatrical performances or meals. Other invitations may include attendance at business conferences, presentations or recreational events for the purpose of general business discussions or information. Such offers may be accepted (including accommodation and/or transportation) provided that what is offered is reasonable under the circumstances, and that the offer meets one or more of the following criteria:

- the generation of good relations with a potential stakeholder (e.g. Board member, club member, other governing bodies for Goalball UK, media, representatives of other sporting organisations, funders, sponsors, suppliers etc)
- the maintenance of good relations with a stakeholder
- the promotion of Goalball UK or the sport of goalball.

Any concerns about whether any hospitality offered may be accepted should be referred to the Chief Executive Officer for consideration.

Register of gifts and hospitality accepted

In the interests of openness and integrity, and in order to protect individuals from accusations of impropriety, Goalball UK will maintain a central register of gifts and hospitality accepted.

**Offering gifts and/or hospitality**

It may be appropriate to offer gifts and/or hospitality when one or more of the following criteria is satisfied:

- the generation of good relations with a potential stakeholder (e.g. Board member, club member, other governing bodies for goalball, media, representatives of other sporting organisations, funders, sponsors, suppliers etc)
- the maintenance of good relations with a stakeholder
- the promotion of Goalball UK or the sport of goalball.

Prior to giving any gift or hospitality (other than modest value, e.g. refreshments or lunches), approval should be obtained from the Chief Executive Officer. Any gifts or hospitality given on behalf of Goalball UK must be modest in cost, quantity and frequency. Gifts of cash or cash equivalents, such as gift certificates, must not be offered.

Anyone who gives gifts or supplies hospitality which has not been approved in advance by the Chief Executive will not be reimbursed for the cost of the gift/hospitality and disciplinary action may be taken against employees who behave in this way. If the unauthorised gift or hospitality was paid for by Goalball UK, the employee (or the individual working on our behalf) may be required to refund this.

**Good practice**

When accepting or offering gifts or hospitality, employees must ensure that these:

- would not embarrass Goalball UK if disclosed publicly
- are not in poor taste or at a venue that would reflect poorly on Goalball UK (eg unsavoury or sexually oriented events, or events otherwise in violation of the our commitment to mutual respect)
- do not recur frequently enough to suggest an improper motive.

The following are strictly forbidden:

- giving or receiving money or other cash equivalent as a business gift
- giving or receiving gifts or hospitality that are too costly or frequent to be within the customs of the marketplace
- giving any gifts or hospitality to reward a government employee
- giving or receiving gifts or hospitality that influence or give the appearance of influencing business judgement
- offering a gift or hospitality when it is known that it would violate the recipient's policy to accept it

Monitoring and review of this policy

The Chief Executive Officer has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation (at least annually) and additionally whenever there are relevant changes in legislation or to our working practices. Any queries or comments about this policy should be addressed in the first instance to your Line Manager.

**40. Continuing Professional Development (CPD)**

Continuing Professional Development (CPD) is essential for personal growth and career development as well as to ensure that Goalball UK raises its performance in achieving its strategic and operational objectives. Professional development is a shared responsibility, requiring commitment and resources from the employee, volunteer, Board and its committees (collectively “trainees”) and the organisation.

CPD contributes to personal job satisfaction, productivity, reward and recognition. CPD and learning are necessary to attract and maintain the quality of high-calibre professionals. CPD relates to developing the skills, knowledge and experience gained both formally and informally to apply to the workplace. Employees, volunteers, Board and its committee members should undertake CPD as it is critical to the success of our athletes and operations.

**Training and development**

These terms are often used interchangeably. Training generally supports learning how to do something specific, relating to skill and competence e.g. using a computer application to becoming a pilot. Development supports learning relating to capability and competence from basic know-how to more advanced, mature or complex understanding. It also helps develop a range of transferable skills like leadership, managing projects or organising information.

CPD covers the following beneficiaries:

- Employees, Coaches, Athletes, Classifiers, Technical officials, Medical, sports science and technology officials, Event organisers, Volunteers, Board and its committee members

CPD, wherever possible, should be accredited on the national qualifications framework and recognised across countries, and should contribute to a required number of CPD points for each category and includes, but is not limited to, the following formats:

- Online courses
- In person courses
- Workshops, seminars and conferences
- Staff exchanges, secondments and job rotation
- Shadowing and mentoring
- Delegation of responsibility with associated support and guidance

CPD, besides contributing to personal development, may be required as a result of legislative changes, the introduction of new technology or a change in role but it does not cover study leave.

**Process**

Within the budget available for CPD, the division will be decided annually for volunteers, employees, the Board and its committees based on assessed need.

In relation to employees:

- The Line Manager will assess, as part of the employees' annual appraisal/performance development plan, performance management and workforce planning process, the CPD needs of employees and identify the timeframes within which CPD should occur based on the performance targets set and the strategic plan objectives such that there are clearly defined outcomes.
- Once all employees have their CPD requirements set, the Chief Executive Officer will be required to prioritise based on the outcomes identified, benefits to the organisation and the available budget.
- The Chief Executive Officer may also decide if the employee should pay up to 50% of the course fee and/or whether this should be refunded once the employee is assessed as competent.
- If an employee submits their resignation such that the employee will not be able to complete the CPD while an employee, they should refund the course fees, but obviously may complete the course, to enable the Chief Executive Officer to select another employee to undertake the course.
- Where an employee undertakes CPD, they should undertake in writing that, where foreseeable, they will continue to work for the organisation for an agreed period of time failing which, they may be required to refund an agreed proportion of the course fees.
- An application from the Chief Executive Officer for CPD will be decided by the Chairperson.
- Where an employee undertakes CPD as part of his/her own improvement where it is not directly beneficial to the organisation, this will be annual leave.
- Requests for flexible working hours will be considered by the Chief Executive Officer where such requests will not affect the operational requirements of the organisation.
- Should an employee wish to undertake full-time studies for a period longer than 2 months, the prior agreement of the Chief Executive Officer is required and leave without pay may be approved. The Chief Executive Officer may, in their discretion, discuss alternatives with the employee and/or decide to appoint a temporary contract employee for the required period of time.
- The Chief Executive Officer may designate up to 5 days in any calendar year for employees as professional development days which may include health, safety and workplace behaviours in accordance with relevant legislation, cross culture training, fire awareness and emergency evacuation, workplace ergonomics equal opportunity and unconscious bias.

**General**

When attending an external course, you must keep any expenses relating to the course to a minimum and reclaim any expenses on the required form supported by receipts. Should accommodation or significant travelling costs need to be incurred, the Chief Executive Officer should approve these prior to the course.

- Opportunities for full-, part-time, fixed term contract employees should be based on equal opportunity and allocated transparently while taking cognisance of the need for the organisation to address marginalised groups.
- Where an external service provider is required, normal procurement processes must be followed.
- For CPD opportunities identified, the trainee should identify options which are cost-effective and meet the learning required.
- The Chief Executive Officer or nominee must keep up to date records of CPD undertaken per trainee.
- Each trainee should submit to the Chief Executive Officer a short report on the CPD and how what they have learned will be applied in the workplace.

**41. Use of information technology**

All Goalball UK employees are expected to access IT resources responsibly and not take unreasonable advantage of access to the internet or any equipment provided. Employees should only access IT equipment and systems for the express purpose that they have been given access. Staff accessing systems outside of these express purposes may be subject to disciplinary action and any such access may be treated as gross misconduct. Disciplinary action will be taken against any individual who accesses pornographic or other unacceptable sites on goalball equipment or through Goalball UK's network.

**42. Termination of Employment**

*Contractual*

On termination you are required to give goalball:

- One week's notice for employees in their probation period
- Four weeks' notice in writing irrespective of length of service for all employees with the exception of:
  - Those employees where a specified notice period is stipulated in their contract of employment that is greater than four weeks' notice.

If you give notice to terminate your employment or if you are given notice, it may be possible, by mutual agreement, to waive or reduce the formal notice period.

On termination Goalball UK is required to give you:

- A minimum of one weeks' notice to employees in their probation period
- Four weeks' notice if you have more than six months and up-to five years continuous service
- Five weeks' notice if you have five years but less than six years' continuous service
- A weeks' increase for each completed year of continuous service up-to a maximum of twelve weeks

In cases or events of gross misconduct (summary dismissal) Goalball UK has a right to dismiss without notice



**43. Cessation of a fixed term contract**

Where an employee is contracted for work for a fixed term period their contract end date will be detailed in their Terms and Conditions of Employment.

**44. Redundancy**

Following appropriate consultation and in line with employment legislation Goalball UK reserves the right to make redundancies where necessary and offers redundancy pay based on statutory provisions. Please refer to the Redundancy Policy.

**45. Disciplinary policy and procedure**

*Non-contractual*

The Goalball UK Disciplinary Policy and Procedure exists to promote fair and equitable treatment when the conduct or behaviour of an employee is a cause for concern. The procedure is designed to help employees maintain an appropriate standard of behaviour and conduct and ensure that a fair and consistent method is followed by the organisation. Please refer to the full policy for further information.

**46. Grievance policy and procedure**

*Non-contractual*

With a commitment to promoting effective working relationships and creating an environment in which employees feel able to resolve work-related issues and seek resolution at the most appropriate level goalball expects employee cooperation in the resolution of grievances so our work can continue. Please refer to the Grievance Policy for further information.

**47. Fraud Policy**

There is a Fraud Policy in operation which can be found on the Goalball UK website.

**48. Whistleblowing**

There is a Whistleblowing Policy in operation which can be found on the Goalball UK website.

**49. Alterations and additions**

The provisions of Terms and Conditions of Employment may be altered by Goalball UK as occasion requires or as changes of legislation demand. Such legislative changes that are mandatory on Goalball UK will be deemed to take effect at the effective date of the legislation change. For any other proposed alterations or additions Goalball UK will inform and consult with you as required. You will be notified in writing by Goalball UK of any agreed alterations and additions.



# Safeguarding

Safeguarding children, young people and vulnerable adults is everyone's business at Goalball UK



Empowerment



Protection



Prevention



Proportionate



Partnership



Accountability

## **50. Safeguarding**

Goalball UK is working closely with the Child Protection in Sport Unit (CPSU), a specialist group under the umbrella of the National Society for the Prevention of Cruelty to Children (NSPCC) to maintain an up to date safeguarding and child protection policy.

Goalball UK have attained the CPSU's Advanced level of standards for Safeguarding and Protecting Children in Sport.

As the National Governing Body of goalball across the UK, Goalball UK has a moral and legal obligation to ensure that the highest possible standard of care is provided for everyone involved. Therefore, through the development, communication and implementation of safeguarding policies we aim to maintain and increase the professionalism and safeguards of good practice that have been set as standard throughout our sporting landscape.

In accordance with national legislation and guidance, we have created policies that promotes welfare, equal opportunities and safeguarding regardless of whether you are a participant, coach, volunteer or spectator. In addition, we have actively highlighted throughout the policies, that it is the responsibility of everyone within goalball to highlight areas of abuse and/or poor practice and to act in response to any concerns.

The Goalball UK Safeguarding and Child Protection policy and Safeguarding Concern reporting form are available to read and download from the Goalball UK website.

Supporting this we will ensure all Goalball UK staff, volunteers, players, officials, non-playing members, spectators, families of those involved and external partners understand the process and regulations in place and commit to continue working closely with the relevant organisations including the NSPCC and Sport England to build a portfolio of resources that address the serious nature of safeguarding involved in sport.

**Steve Cox**  
**Lead Safeguarding Officer, Goalball UK**  
[steve.cox@goalballuk.com](mailto:steve.cox@goalballuk.com)  
07706286584

**“Goalball UK has a requirement as the recognised national governing body for the sport to provide a user friendly and transparent approach to safeguarding, child protection, welfare and equality for all”**







# Our obsessions

1

Increase the number of players, coaches and volunteers participating in goalball across the UK

2

Provide players, coaches, officials and volunteers with a safe, tangible pathway to develop their talent within a strong domestic framework of competition

3

Increase the awareness of goalball both across the UK and on the international stage

4

Increase funding and resource to support the growth and sustainability of goalball and Goalball UK

5

Ensure a high performing, well governed, sustainable and robust organisation that cares for its members and celebrates the quality and diversity inherent in our sport

6

Continue to develop and grow our UK high performance programme, creating world class Great Britain teams





**Hanz Lorenzen and Sepp Reindl originally developed goalball in 1946 as a rehabilitation programme for visually impaired World War II veterans.**

Within the next few decades goalball evolved into a competitive sport, and was featured as a demonstration sport at the 1976 Montreal Summer Paralympic Games.

The success of this led to the first World Championships being held in Austria in 1978, before it was officially included within the Paralympic movement in the 1980 Summer Games in Arnhem and thereafter.

Played by two teams of three players with a maximum of three substitutions on each team goalball is open to both male and female visually impaired athletes, and sighted players can also play domestically.

The object of the game is to score a goal by bowling the ball along the floor so that it crosses the goal line of the opposing team. The defending team has to prevent the ball going in to their goal by stopping it while remaining in their team area and then control the ball and attack by bowling the ball back again thereby trying to score in the other goal.







English Institute of Sport, Coleridge Road, Sheffield, South Yorkshire, S9 5DA  
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