

# Cork City FC Volunteers' Charter

1. Volunteers are an integral part of Cork City FC's success on and off the pitch, and should be treated with the utmost respect at all times.
2. In becoming a Cork City FC (the "**Club**") volunteer (a "**Volunteer**"), the Club will (insofar as practicable):
  - a. treat all volunteers equally and fairly;
  - b. provide any appropriate training that Club deem is required;
  - c. provide a safe working environment and any insurance cover required;
  - d. outline the task(s) to be completed in full by instruction from the designated representative(s) from the Club responsible for that task or working group (the "**Club Representative**") who will also support queries or concerns from the Volunteer;
  - e. shall follow the reporting lines from the Club Representative through the Operations Manager (if different) to the General Manager and ultimately through to the FORAS board of management;
  - f. make the Volunteer aware of when and where the Volunteer's support is needed;
  - g. provide ongoing support and supervision where needed as directed by the Club Representative;
  - h. respect a Volunteer's right to say 'No' to any task assigned to him or her;
  - i. endeavour to make the volunteering experience a rewarding one;
  - j. thank all volunteers for their efforts;
  - k. recognise the unique contribution that volunteers make to the Club;
  - l. be receptive to any feedback or comments given; and
  - m. ensure that the Disciplinary Procedure and the Grievance Procedure, if required, is followed;
3. Volunteers will be treated with the upmost respect by staff and their fellow volunteers alike.
4. In return, the Volunteer shall:
  - a. represent the club in an appropriate manner including but not limited to social media commentary;
  - b. respect the club's values and aims;
  - c. fulfil their task(s) to the best of their ability and seek assistance/clarification when uncertain of the task assigned to them;
  - d. to give sufficient warning if unavailable, especially in relation to recurring tasks;
  - e. take due care of their personal safety and the safety of others;
  - f. respect any confidentiality required of them including but not limited to formal, informal discussions of matters involving the Club;
  - g. follow the reasonable instructions of the Club Representative and/or the board of management of FORAS or a representative of the Club (including but not limited to the General Manager and the Operations Manager);
  - h. take due care and consideration for what the Volunteer posts or publish on social media sites and its effect in the Club, its employees (on and off the field), and fellow Volunteers;
  - i. comply with the Social Media Code of Conduct policy (available from the Club on request); and
  - j. raise any concerns or grievances in the manner outlined in the Grievance Procedure.
  - k. comply with any actions of the Club or FORAS outlined in the Disciplinary Procedure.

5. The Volunteer shall comply with the social media policy at Schedule 1 (the “**Social Media Policy**”).
6. Should the Volunteer deem that an issue has arisen then the Volunteer agrees that the grievance procedure at Schedule 2 (the “**Grievance Procedure**”) shall be followed.
7. Should the Club deem that an issue (including where it is found that any information communicated by the Volunteer breaches this charter, breaches confidentiality, breaches any named policy or procedure, or otherwise bringing the Club into disrepute) then the Volunteer agrees that the following disciplinary procedure at Schedule 3 (the “**Disciplinary Procedure**”) shall be followed.
8. The Social Media Policy, Grievance Procedure, and/or Disciplinary Procedure may be updated by the Club from time to time and the Club will use reasonable endeavours to ensure that the most recent Social Media Policy, Grievance Procedure, and/or Disciplinary Procedure is uploaded to the Club’s website or otherwise may available to the Volunteer.
9. This volunteer agreement is binding in honour only, and is not intended to be a legally binding contract between the Volunteer and the Club. Neither party intends any employment relationship to be created, and this agreement may be cancelled at any time at the discretion of either party.

I, the undersigned, have read this document and as the Volunteer referred to above agree to the principles outlined in this document.

I, the undersigned, have read Data Protection Policy set out at Schedule 4 (Data Protection Policy) and agree to its contents and the Club and FORAS holding my personal data [tick here:

**Name in print:**

**Signature**

**Date**

**Email address:**

**Telephone number:**

**Point of Contact:** To be communicated by the FORAS board of management.

## **SCHEDULE 1 SOCIAL MEDIA POLICY**

The Volunteer shall comply following guidelines when posting on social networking sites regarding any matters concerning the Club:

- a. Do not post information which is confidential to the club;
- b. Do not post material that could be deemed to be threatening, harassing, illegal, obscene, defamatory, slanderous, or hostile towards any individual or entity;
- c. Do not post phone numbers or email addresses of any member of the Club, football community, office or external entity without their express permission;
- d. Do not infringe on the rights of the Club or any individual or entity, including privacy, intellectual property or publication rights;
- e. Do not promote or advertise a commercial product or solicit business or membership or financial or other support in any business, group or organization except those which are officially endorsed by the Club;
- f. Do not allow any other individual or entity to use your identity for posting or viewing comments;
- g. Do not post comments under multiple names or using another person's name;
- h. Take due care and consideration for what the Volunteer posts or publish on social media sites and its effect in the Club, its employees (on and off the field), and fellow Volunteers;
- i. Do not post digital media (audio, video, photography) relating to the Club or FORAS without securing the written permission of the original copyright holder should such copyright exist;
- j. Do not criticise or disparage the FAI, match officials, or other clubs;
- k. Avoid commenting on matters relating to referees and internal club matters;
- l. Avoid making instant comment;
- m. Avoid being critical of those who hold positions of authority within football including but not limited to the FAI;
- n. Be aware that the media read and scan the non-official sites associated with the Club and within Irish football and can publish any comments made without your consent, as social media is considered to be in the public domain;
- o. Be completely certain of the accuracy/legitimacy of what are you saying; and
- p. If you are unsure whether a post may be controversial then don't post it.

## SCHEDULE 2 GRIEVANCE PROCEDURE

Should the Volunteer deem that an issue has arisen then the Volunteer agrees that the following grievance procedure shall be followed:

- a. Should an issue arise, the first step is for the Volunteer to contact the Club Representative;
- b. Should this not be possible or if the issue is with the Club Representative then the Volunteer shall contact the current Club General Manager;
- c. The Club and/or FORAS shall investigate the issue and decide on the necessary action to be taken (if any). Such investigation may necessitate any or all of the following:
  - i. the need to review the issues surrounding the incident,
  - ii. discuss the matter with the Volunteer,
  - iii. discuss the matter with other witnesses (put forward by the Volunteer or otherwise),
  - iv. any other action deemed appropriate in order to fully establish the facts around the issue which has arisen.
- d. Following this investigation and, if necessary, discussion with board members of FORAS or representatives from the Club, the Volunteer will be contacted by the Club Representative as to the result of that investigation and the resulting action;
- e. If the Volunteer is not happy with the outcome or wish to appeal any decision made, the Volunteer shall write to the chairman of FORAS (the "**Chairman**") outlining his or her viewpoint;
- f. The Chairman shall organise a meeting for the Volunteer, with other FORAS board member(s) present if the Chairman deems their presence appropriate (except where the initial complaint is in relation to one of the invited FORAS board member(s) in which case the Volunteer can if he or she so wishes meet with the Chairman without the presence of said FORAS board member(s));
- g. The General Manager or Chairman shall organise any further meetings as he or she deems necessary; and
- h. The General Manager or Chairman shall communicate with the Volunteer his decision in relation to the issue.

### SCHEDULE 3 DISCIPLINARY PROCEDURE

Should the Club deem that an issue (including where it is found that any information communicated by the Volunteer breaches this charter, breaches confidentiality, breaches any named policy or procedure, or otherwise bringing the Club into disrepute) then the Volunteer agrees that the following disciplinary procedure shall be followed:

- a. Should an issue arise, a board member of FORAS or representative of the Club will investigate the matter (and such investigation shall not be carried out by any person involved in the issue). Such investigation may necessitate any or all of the following:
  - i. the need to review the issues surrounding the incident,
  - ii. discuss the matter with the Volunteer,
  - iii. discuss the matter with other witnesses (put forward by the Volunteer or otherwise),
  - iv. any other action deemed appropriate in order to fully establish the facts around the issue which has arisen.
- b. Following this investigation and, if necessary, discussion with board members of FORAS or representatives from the Club, the Volunteer will be contacted by the Club Representative as to the result of that investigation;
- c. If as a result of the investigation action is deemed necessary the assistance or sanctions that the Club may deem necessary include (but are not limited to):
  - i. No action necessary;
  - ii. Informal discussion as to issue which occurred;
  - iii. Verbal or written instruction as to future conduct;
  - iv. Temporary or permanent removal of the Volunteer from the Volunteer's particular role;
  - v. (generally for gross misdemeanours) Temporary or permanent removal of the Volunteer as a volunteer of the Club.
- d. The Volunteer to be contacted by the Club Representative as to the appropriate action deemed necessary.
- e. Should this not be possible or if the issue is between the Club Representative then the Volunteer shall be contacted by the current Club General Manager;
- f. If the Volunteer is not happy with the outcome or wish to appeal any decision made, the Volunteer shall write to the chairman of FORAS (the "**Chairman**") outlining his or her viewpoint;
- g. The Chairman shall organise a meeting, with additional FORAS board member(s) present if the Chairman deems their presence appropriate (except where the initial complaint is in relation to one of the invited FORAS board member(s) in which case the Volunteer can if he or she so wishes meet with the Chairman without the presence of said FORAS board member(s));
- h. The General Manager or Chairman shall organise any further meetings as he or she deems necessary; and
- i. The General Manager or Chairman shall communicate with the Volunteer his decision in relation to the issue.

## **SCHEDULE 4 DATA PROTECTION POLICY**

This information notice sets out details of the personal data relating to you, the Volunteer, that we, FORAS and the Club, collect and how we will process it in order to allow you to volunteer for us.

### **Personal Data that We Process**

We process the following personal data about you:

- your contact details - e.g. your name, telephone number, and email address;

### **Sources of Personal Data**

We collect personal data from you directly, and from the following sources:

- the Volunteers Charter; and/or
- the Personal Data held by us as a result of your previous volunteering with the Club or FORAS.

### **Purposes of Processing and Legal Basis**

The personal data that is referred to above will be processed for the purposes of:

- entry on a database of volunteers for FORAS and the Club;
- contacting you in relation to events for which you have indicated to the Club representative, a board member of FORAS, or other representative of the Club that you wish to volunteer for;
- contacting you in relation to events similar to those for which you have previously volunteered or have indicated that you would like to volunteer for;
- to offer training to you, as a volunteer, in relation to your role within the Club;
- assessing and recording your competence as a result of the training provided to you;
- maintaining records in relation to qualifications provided to you;
- recording the records in relation to any grievance or disciplinary procedures;

Your consent may be withdrawn at any time by informing the Club Representative or by email to [forastrust@gmail.com](mailto:forastrust@gmail.com) (or other email address as indicated by the Club Representative).

### **Recipients of Data**

We shall not disclose your personal data to third parties, save for the following recipients in connection with the above purposes:

- employees of the Club and/or FORAS;
- members of the board of management of FORAS; and/or
- the Club Representative.

### **Retention**

We will retain records as necessary for the performance of your role as a volunteer. This data may be retained by us for a period of one year after you stop volunteering with the Club.

### **Your Rights**

You have the following rights, in certain circumstances, in relation to your personal data:

- the right to access your personal data;
- the right to request the rectification and/or erasure of your personal data;
- the right to restrict the use of your personal data; and
- the right to object to the processing of your personal data.

In order to exercise any of the rights set out above, please contact us at [forastrust@gmail.com](mailto:forastrust@gmail.com) (or other email address as indicated by the Club Representative).

### **Transfers Abroad**

In connection with the above we may transfer your personal data outside the European Economic Area, including to a jurisdiction which is not recognised by the European Commission as providing for an equivalent level of protection for personal data as is provided for in the European Union (a "Third Country"). If and to the extent that we do so, we will use our reasonable endeavours to ensure that appropriate measures are in place to comply with our obligations under applicable law governing such transfers.

### **Complaints**

You have the right to lodge a complaint with the Irish Data Protection Commissioner (or any replacement organisation) (<https://www.dataprotection.ie/docs/Contact-us/11.htm>).