

Volunteer Code of Conduct

Thank you for dedicating your time and efforts to volunteer with us. To ensure a positive and productive environment for everyone, we have outlined this Code of Conduct to guide your actions and interactions during your volunteering journey. Adherence to this code is essential for achieving an environment that embodies the LTA core principles of Respect, Integrity and Inclusion.

When part of the volunteer programme we ask that you always uphold the following principles:

Respect

- Treat everyone with respect, dignity and kindness, regardless of their race, gender, age, religion, sexual orientation, disability, or background.
- Communicate openly, honestly, and respectfully with fellow volunteers, LTA employees, players, coaches and all of those that you come in contact with.
- Refrain from any behaviour that could be considered discriminatory, harassment, or offensive.
- Refuse to tolerate any discrimination, harassment or bullying. If you become aware of an incidence of any of these behaviours, please report it immediately to your Volunteer Manager.

Integrity

- Conduct yourself with professionalism and integrity at all times.
- Not approach players, seek autographs or photos, whilst on shift or in your volunteer uniform.
- Be punctual and reliable in fulfilling your volunteer commitments.
- Notify your Volunteer Manager as soon as possible if you are unable to attend a scheduled shift or if you will be late for a scheduled shift.
- Not access an event using your accreditation at time when you do not have a scheduled volunteer shift.
- Take responsibility for your actions and decisions as a volunteer.
- Avoid any conflicts of interest or activities that could be detrimental to the reputation of the LTA.
- Not to drink alcohol, smoke or vape whilst in your role or in your volunteer uniform.
- Not to disclose any confidential information which you become aware of in your role.
- Refrain from making any statement, or providing any information, to the media regarding your volunteer role, the LTA or the event you are supporting.

Inclusion

- Embrace inclusivity and actively contribute to providing a positive, welcoming and safe environment.
- Be respectful and considerate of other volunteers, event staff and members of the public.
- Acknowledge and respect the contributions and expertise of others.
- Prioritise your own well-being and the well-being of others during your activities.
- Follow all policies, procedures and safety guidelines relevant to your role.
- Avoid engaging in activities that could put yourself or others at risk.
- Be aware of, and follow, the highest standards of safety and security for yourself and your possessions whilst performing your role.

Acknowledgement

By applying to volunteer with the LTA and/or actively volunteering with the LTA, you agree to adhere to this Code of Conduct.

This document is not intended to be legally binding, and any activity is entirely voluntary with neither party intending any employment relationship to be created.

You are free to step down from your role at any time, and the LTA can, in rare circumstances, cease your involvement as a volunteer following a breach of this agreement. The inclusion of anyone within the volunteer programme is ultimately the decision of the Volunteer Management Team and the LTA.

Thank you for your commitment to upholding these standards and for your invaluable contributions to our events.