



VOLUNTEER HANDBOOK

YOUR COMPLETE GUIDE TO VOLUNTEERING WITH BRITISH EVENTING



WELCOME TO VOLUNTEERING WITH BRITISH EVENTING

Welcome to the team of British Eventing Volunteers. On behalf of all competitors, owners, organisers and many supporters thank you for joining us.

You are now one of thousands of volunteers of all ages, backgrounds and cultures who regularly give their time to support the sport of eventing in Great Britain. Through your hard work you are helping to grow our sport so that more people can participate in it and your contribution is highly valued by us. Quite simply, without your help eventing would not be the amazing sport it is and so we want your time to be rewarding and enjoyable.

This guide is packed with useful information regarding many aspects of volunteering in eventing.

We hope this helps you to 'kick on' and above all enjoy your participation in this sport.

British Eventing is always looking for ways to improve the support we give to all participants, so if you have any suggestions, ideas or comments, please let us know by emailing: volunteer@britisheventing.com.

For more information and advice on all aspects of volunteering in eventing, go to the British Eventing website at www.britisheventing.com.

"It is quite simple, we would not have a sport without the loyal and dedicated team of volunteers. Week in week out eventing volunteers make the sport happen in a professional and seamless way. All those involved in our sport owe the volunteers a huge debt of gratitude"

RICHARD WAYGOOD WORLD CLASS PERFORMANCE
MANAGER AND CHEF D'EQUIPE

GETTING TO KNOW BRITISH EVENTING

British Eventing is the National Governing Body for the sport of eventing in Great Britain.

To deliver the sport on a national basis to the highest standard, we train hundreds of volunteers, officials, riders and technical support teams. The result is that we have successful European medal winning teams at Pony, Junior, Young Rider and Senior level. Our Senior level riders also have a successful track record at World and Olympic games.

British Eventing's mission is to drive the sport of eventing forward to greater levels of participation, competence and enjoyment for all those involved by being a dynamic and inspirational organisation.

British Eventing has a national Volunteer Database, known as BEV, which is a valuable resource for Event Organisers to use when they need volunteers for their events. BE membership is not required to be registered on BEV, there are no obligations and it is free.

Go to page 14 for more information about BEV.

What you can expect from us

British Eventing and its Organisers are all committed to the BE Code of Conduct. British Eventing and its organisers will work to promote these to all who participate in the sport whether as competitors, owners, coaches, volunteers or supporters.

The British Eventing Code of Conduct is in the Members Handbook and every member by virtue of its membership is bound to the Code of Conduct.

Did you know?

- Great Britain has the greatest amount of horse trial events globally with some 180 events per season.
- On average, there are some 75,000 competitive starts per season, jumping well over 1.5 million cross country fences from BE80 to four star level.
- On average a normal One Day Event running over a weekend needs around 250 volunteers.
- To administer and service the sport and its membership of around of 15,000 and 11,000 horses, British Eventing has around 30 permanent staff working from the headquarters in Abbey Park and six Regional Coordinators.
- Our team of Stewards, Technical Advisers and Scorers ensure that the competitions are run according to the rules and technical standards.
- British Eventing was the first to develop a safety system for cross country fences, known as a frangible device, and the first to define safety system requirements for frangible devices.
- Our competitors may start in the year of their 12th birthday but there is no upper limit!

BE CODE OF CONDUCT

Members of British Eventing and those connected with them are required to abide by its Code of Conduct in regard to both the welfare of horses and their own conduct.

BE is at one with the BEF and the FEI in that at all times the welfare of the horse is paramount in the sport of eventing and must never be subordinated to competitive or commercial interests. At all stages during the preparation, training and competing of competition horses, welfare must take precedence over all

other demands. This includes good horse management, training methods, farriery, tack and transportation.

The sport of eventing involves many people; as competitors and their connections, as organisers and the teams of officials and as helpers. The sport relies heavily on the support and active involvement of many volunteers and many professionals in diverse fields. BE requires everyone involved in the sport to behave in a civilised and courteous way towards each other and to uphold the integrity and reputation of the sport.



VOLUNTEERS CHARTER

OUR RESPONSIBILITIES TO YOU

As a volunteer you can expect:

- To be given tasks that you are capable of and that are of benefit to the sport.
- A clearly defined outline of the task we would like you to undertake.
- To have a member of the organising team nominated as a key contact for the task involved.
- That we strive to ensure equality of opportunity within the affiliated events and British Eventing.
- Safe working conditions.

We will also try to ensure that you:

- Are kept informed of changes and developments affecting you.
- Have the opportunity to be involved with decision making that affects you, where appropriate.
- Are able to say no to inappropriate requests outside the task outline.
- Have access to a complaints procedure via an independent member of the organising team.
- Feel your contribution is valued by the organising team, who are fully aware of the nature and purpose of volunteering.
- Are able to see how your contribution fits into the broader objectives of the sport.

RESPONSIBILITIES OF VOLUNTEERS

We would ask that as a volunteer you:

- Work with us to achieve our aims and objectives.
- Be reliable.
- Give commitment.
- Air any problems/issues immediately to the appropriate person.
- Respect confidentiality, equal opportunities, health and safety and safeguarding policies.
- Uphold the name of British Eventing and its affiliated events at all times.
- Provide notice of your intention to stop volunteering for us, where possible.
- Enjoy yourself!



“The reason I volunteer is to give back to a sport that’s given me a lot over the years. To be involved at the very core of the sport and know that you help make it possible is a great feeling.”

ELIN STENBERG, VOLUNTEER OF THE YEAR 2016

VOLUNTEERING ROLES

Some of the roles you can be expected to be asked to do are listed below. You will usually be given full training before you are asked to do anything, but if you are not sure about anything then say so before you start your role.

- Cross Country Fence Judging – if you are on your own you may be paired up with someone. Training will be given in the morning before you start.
- Dressage Stewarding – coordinating riders at the dressage collecting ring. There will usually be more than one dressage steward because there are normally several dressage rings on the go at the same time.
- Show jump collecting ring – coordinating the riders before they enter the show jumping ring.
- Help in the cross country start finish – recording start and finish times of competitors on score cards.
- Help the Event Secretaries.
- Help the scorer compiling the scores that come in from across the event.

This is not a complete list and there are many other roles that need volunteers, such as score collecting, car parking, in hospitality or in cross country control. However the roles listed above are the most likely ones you may be asked to do.



SAFEGUARDING/ HEALTH AND SAFETY

British Eventing fully accepts its legal (the Children's act 1989) and moral obligation to provide a duty of care, to protect all children (and vulnerable adults) and safeguard their welfare, irrespective of age, any disability they have, gender, racial origin, religious belief and sexual orientation. A child/young person is defined as a person under the age of 18 (the Children's act 1989).

British Eventing along with all other BEF member bodies, fully adopts the BEF Safeguarding Policy, the full policy can be downloaded from the BEF website www.bef.co.uk/ BE's Safeguarding Policy and Equal Opportunity Policy can be downloaded from britisheventing.com.

Health and Safety

As a volunteer, you are responsible for your own safety and that of the people you work with. Every event has a health and safety policy which is published in their programme and they all undertake risk assessments before the start of the event.

Some things to keep in mind when volunteering at an event:

- Horses are unpredictable so always be aware of the horses around you.

- If unsure do not try to catch a loose horse.
- If you notice something unsafe contact the volunteer coordinator or someone of the organising team.
- If there is an incident report it straight away to an event official or via the radio network if you have been given one. Follow the instructions you are given.

If you are not sure about these points, or any others, please ask the event or email volunteer@britisheventing.com

“Without our volunteers our sport would not be possible. We are extremely grateful for their hard work and support and are committed to recognising wherever possible the work that they do”

DAVID HOLMES, BE CHIEF EXECUTIVE

GETTING TO KNOW THE EVENT

Whether your volunteering takes place at a One Day Event or at an International Three Day Event, below are a few suggestions of things to do:

- Get introduced to other volunteers.
- Understand the terms of reference for your role.
- Know when and where relevant meetings take place.
- Understand the importance of your role.
- Appreciate the organisation's traditions.
- Know who to talk to about feedback or if there is a problem.
- Get to know the competition site and its accessibility.
- If in doubt please ask! The volunteer coordinator or someone from the organising team will be able to help you if you do not know or understand something.

WHAT IS EXPECTED FROM YOU

As an eventing volunteer, you are in a position of trust and you might be responsible for equipment. We ask you to preserve the event's and British Eventing's good name by:

- Supporting the aims and objectives of the event and British Eventing.
- Knowing and keeping to the policies and procedures of the event and British Eventing.
- Being open minded and honest in your dealings with us.
- Treating fellow volunteers and staff with courtesy and respect.
- Reaching a shared understanding of your role and commitment and telling the event if you wish to change the nature of your contribution to it.
- Informing the event organiser or British Eventing of any improvements that can be made to the service and support that you receive.

“As an international rider who competes at all levels, I cannot thank the volunteers enough for giving up so much of their time, for a sport that we all love. Such long hours in all weather conditions, you are all invaluable.”

TINA COOK, COMPETITOR





“Volunteers are an essential part of our sport without whom it would not happen. It is important they know they are valued and much appreciated”

GEMMA TATTERSALL, COMPETITOR

BE 100

YOUNG EQUESTRIAN LEADERS AWARD

The young Equestrian Leaders Award (YELA) is an award scheme for the British Equestrian Federation (BEF) designed to recognise the time and effort young volunteers give to equestrianism and shape their experience, so they become equestrian leaders in the future.

YELA runs over three progressive levels: Bronze, Silver and Gold. Bronze requires 20 hours of volunteering and introduces skills in responsibility, organisation and communication - and silver develops these further. The Gold Award requires 120 hours of volunteering, encouraging leadership and the planning and delivery of a specific project.

To find out more visit www.yela.org.uk.



BRITISH EVENTING VOLUNTEERS (BEV)

BEV was created to support organisers in the staffing of their event which means that we may share the database with organisers (or their appointed coordinator) or we ourselves may email you on behalf of the event. BEV does not get used for any other purpose nor do we share your information with third parties. To find out more visit www.britisheventing.com/volunteer.

If you are not already a BE member, as a BE registered volunteer you will receive BE's monthly e-newsletter which will keep you informed and up to date. Also, don't forget keep a diary of all your eventing work by logging into your BE web account and recording your volunteering work. If you have not got a log in, please contact us via volunteer@britisheventing.com.

Finally, you can unsubscribe from BEV at any time by emailing volunteer@britisheventing.com with 'unsubscribe' in the subject header and your name, postcode and, if applicable, your BE registration number in the email.

DEALING WITH PROBLEMS/COMPLAINTS

We hope that volunteers will never need to lodge a complaint or have a complaint made about them.

However, if you have a complaint about an event you volunteered at, about someone within the event, British Eventing or a member of British Eventing, you can write to:

The Sport Manager
British Eventing
Abbey Park
Stareton
Kenilworth
Warwickshire CV8 2RN

You can submit your complaint by email and the email address for the Sport Manager can be found on the BE website [Contact Us](#) page.

BE's complaints policy can be found on the BE website under [Contact Us](#).





HQ CONTACT

British Eventing National Volunteer Coordinator
British Eventing
Abbey Park
Stareton
Kenilworth
Warwickshire CV8 2RN

Tel: 02476 698 858
Email: volunteer@britisheventing.com

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