

## MEV POLICY – VOL 009

<b>Manchester Event Volunteers</b>	Volunteer Services
<b>Policy Number</b>	VOL 009
<b>Policy Title</b>	<b>Disciplinary Action</b>

### **POLICY DESCRIPTION**

It may be necessary during the event for managers to deal with matters of discipline involving volunteers. Issues may arise which vary from minor disciplinary issues to incidents of serious misconduct.

### **POLICY IMPLEMENTATION**

This policy can be applied to:

- Employees of your organisation
- Volunteers
- Other staff working directly for the event,

The policy should not be applied to contractor staff i.e. individuals employed by a separate business entity engaged to provide services to the event organisers. Where there is a disciplinary issue in connection with contractor staff, the Contractor should be contacted.

### **Examples of Minor Disciplinary Issues**

The following are examples of issues considered to be minor disciplinary offences:

- Using personal mobiles phones whilst on duty
- Repeatedly arriving a few minutes late for a shift

### **Examples of Serious Disciplinary Issues**

The following are examples of issues considered to be serious disciplinary offences:

- Threatened or actual assault
- Theft
- Fraudulent or corrupt activity

Serious disciplinary issues, such as those described above, could result in the individual's services being terminated.

### **Dealing with Disciplinary Offences**

#### **Minor Disciplinary Issues**

Where a minor disciplinary issue arises, the immediate supervisor/manager should:

- Immediately gather all available facts, interview the individual concerned and any witnesses/others who may be able to provide relevant information. Give the individual an opportunity to put forward their version of events, any mitigation, etc.
- In all cases the Volunteer Manager should be notified of the situation.
- An Incident Tracking Form should be completed by the manager dealing with the situation. A copy of this form can be obtained from the MEV central team.
- If the immediate supervisor/manager accepts the explanation given, the individual should return to duty.
- If there is reasonable belief that the allegation(s) is sustained, the issue should be referred to the Volunteer Manager will make clear to the individual that they are being given an official warning and any further instances of misconduct could lead to further disciplinary action being taken. The individual should be advised that when two formal warnings have been given, this automatically results in their instant removal from the venue and their services being dispensed with.

- A record of the meeting should be noted on the Incident Tracking Form and signed and dated by the Volunteer Manager, the immediate supervisor/manager, and the volunteer involved.
- A copy of the Incident Tracking Form will be forwarded to Volunteer Manager and Manchester Event Volunteers. Where the incident involves a paid member of staff a copy of the form should be forwarded to your own HR department.

NB: Should it be necessary to terminate the services of a volunteer, it will be necessary for the individual to return items which belong to the event organisers before leaving the venue. MEV should also be contacted regarding any termination of service.

### **Serious Disciplinary Issues**

Where a serious disciplinary issues arises, the immediate supervisor/manager along with Volunteer Manager should:

- Immediately gather all available facts, interview the individual concerned and witnesses/others who may be able to provide relevant information. Give the individual an opportunity put forward their version events, any mitigation, etc.
- Contact MEV or your HR department for advice
- If the immediate supervisor/manager accepts the explanation given, the individual should return to duty at the venue.
- If there is reasonable belief that the allegation(s) is sustained, the individual should be advised that their services as a volunteer are no longer required with immediate effect. A record of the incident should be noted on the Incident Tracking Form and signed and dated by the Volunteer Manager and the immediate supervisor/manager. The Volunteer Manager will confirm this decision in writing to the individual and MEV.
- Ensure the individual returns all items belonging to the event organisers and is accompanied off the venue.
- If the matter involves the Police, this should be dealt with as a separate matter and Security / Event Management must be notified. Ensure all copies of all documents are made before passing to the Police.
- An Incident Tracking Form should be completed, irrespective of outcome, and forwarded to the Volunteer Manager and MEV- where a member of paid staff is involved this will then be forwarded to HR. For copies of the Incident Tracking Form please contact MEV.

The Volunteer Manager and immediate supervisor/manager should:

- Ensure that the Incident Tracking Form contains a full report of events, with recommendations
- Expect to provide a witness statement and/or be called upon as a witness.
- Call HR for advice

### **NOTE**

**All matters of discipline should be treated confidentially and information should only be shared on a need to know basis. Anyone found breaching confidentiality will face disciplinary action.**

### **EXCLUSIONS**

Contractor staff, i.e. individuals employed by a separate business entity engaged to provide services. Where there is a disciplinary issue in connection with Contractor staff the Contractor should be contacted.