

DUBLIN LGBTQ PRIDE LTD



Volunteer Handbook 2017

May 2017

Introduction

Welcome to Dublin LGBTQ Pride Ltd, and thank you for taking part and giving up your time to help put the festival together. This handbook sets out the broad principles for involvement in Dublin LGBTQ Pride Ltd. It is of relevance to all within the organisation, including Directors, Managers, Volunteers, Staff, Members, and any person elected or appointed to positions of responsibility. The policies contained within are endorsed by the Board of Directors and will be reviewed annually, to ensure that they remain appropriate to the needs of Dublin LGBTQ Pride Ltd and its volunteers.

Commitment

Dublin LGBTQ Pride Ltd recognises the right that people have to participate in the life of their communities through volunteering. It also acknowledges that volunteers contribute in many ways, that their contribution is unique and that volunteering can benefit users of services, staff, local communities and the volunteers themselves. Dublin LGBTQ Pride Ltd is a non-profit organisation without share capital. The organisation does not pay staff directly and is governed by a voluntary Board of Directors that is elected at an Annual General Meeting of company members. The organisation was established in 2006. However, its origins date back to 1983, when several members of the Lesbian, Gay, Bisexual, Transgendered and Queer (LGBTQ) community decided that Ireland needed to add its voice to the global celebration of rich diversity that was happening in the international LGBTQ community. The celebration held then, like the celebrations we hold now, are a testament to the solidarity that the LGBTQ community holds with those who, quietly or loudly, acknowledge their Pride in being part of the LGBTQ community.

Our mission is to:

Foster a sense of pride and solidarity within the LGBTQ community.

- ✓ Inspire LGBTQ people to embrace their identity, as individuals and as part of a community.
- ✓ Highlight and celebrate diversity within the LGBTQ community.
- ✓ Raise public awareness of societal intolerance toward the LGBTQ community.
- ✓ Provide a space of safety for individuals to celebrate both their individuality and sameness.
- ✓ Organise alternative events and activities that support the LGBTQ community.
- ✓ Support companies and organisations that maintain and promote our work.
- ✓ Deal with all business matters with transparency, honesty and integrity.
- ✓ Develop and nurture relationships within and outside the LGBTQ community.
- ✓ Make decisions that will guarantee the longevity of Dublin LGBTQ Pride Ltd.

Dublin LGBTQ Pride Ltd values the contribution made by volunteers and is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering. Therefore, the organisation recognises its responsibility to arrange volunteering activities efficiently and sensitively so that volunteers' time is best used to the mutual advantage of all concerned. Volunteers are those who, unpaid and of their own free will, contribute their time, energy and skills to benefit the community. Membership of the organisation is sourced from former volunteers and as such, by becoming part of the volunteer base of the organisation you will have a say in how the organisation is run through exercising your vote in elections to fill the Board of Directors.

Within the Board of Directors, a Chairperson is chosen to manage the strategic development of the organisation and to provide leadership. Several portfolios operate from the Board including Finance, Company Secretary, Festival, Events, Parade, Post-parade, Sponsorship, and Community Development. Each Director assumes responsibilities for a specific area or portfolio, and effectively becomes a team manager for that area. It is the collective responsibility of the Director to ensure the correct running of the company and its activities, along with his or her own area. The Directors are accountable to the members of Dublin LGBTQ Pride Ltd at the AGM, and are legally responsible for the company's activities and for its prudent financial management. They are responsible for the communication of decisions affecting their teams or areas, and related issues to the Board and Company Members. They have the power to appoint individuals where appropriate, and to remove them in line with HR and Volunteering policy. They may delegate responsibility for certain activities, in consultation with the relevant teams, but remain ultimately responsible for their particular area. Therefore, volunteers are assigned to assist with portfolios, dependent on their skills and availabilities as appropriate. Volunteers can be asked to change portfolio throughout their involvement in the organisation depending on the organisation's requirements, although every effort will be made to facilitate the volunteer's preferences.

Volunteering is a legitimate and crucial activity that is supported and encouraged by Dublin LGBTQ Pride Ltd. The volunteer role is a 'gift relationship', binding only in honour, trust and mutual understanding. Volunteers would be expected to be able to provide at least 2 hours working time per week, or 4 hours per fortnight, where deemed necessary by the company, when a volunteer is on active service with the company. Due to the non-profit nature of the company, the organisation cannot be compelled to provide either regular work or payment or other benefit for any activity undertaken by the volunteer. Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are

acknowledged – both of what Dublin LGBTQ Pride Ltd expects of volunteers and what volunteers can expect of the organisation.

Our Values

- ✓ Celebrate Diversity; accept and celebrate diversity with the understanding that it is our differences that make us extraordinary.
- ✓ Be Inclusive; seek out those who are on the fringes and take practical, concrete steps to ensure their inclusion in society.
- ✓ Increase Visibility & Mutual Respect; increase the visibility of the Dublin LGBTQ community within the wider Dublin, Irish and global community, while communicating the message of mutual respect; appreciate others for who they are, for how they are different and to respect them for such.

Our Culture

A culture defines who we are. Our success is based on the shared values and commitment of the LGBTQ community and their family and friends to continually build the Dublin LGBTQ Pride Festival for the future. We work on providing a safe venue and environment for our community to come out, socialise and show strength in solidarity. We work on discovering creative and innovative ways to promote LGBTQ Pride in the local and wider communities. We take pride in improving the value of our services and commitments to our community and those who support our community while building strong relationships with our community partners and seeking excellence in everything we do.

- Honesty, Integrity and Trust; integrity is our guiding principle. We stand behind what we say we will do for our fellow team-mates, our members and our community. We meet the world head-on as upright, honest and sincere volunteers. We always turn square corners without personal agendas for the betterment of the whole, with understanding that trust is the key component of the entire organisation.
- Teamwork; teamwork is the capability to comprehend and recognise the diverse strengths and abilities in a group setting and apply them to one equitable solution or outcome. We understand that an organisation's goals are seldom achieved through individual pursuits, but rather by working together, valuing the opinions of others, showing appreciation and, most importantly, always working within the team with respect and civility.

- Communication; team communication involves sharing our thoughts and expressions amongst one another. This requires clarity and sensitivity towards the feelings of others. At all times we must realise that values control how we behave, and that the opinions of others are based on their personal truths. The ability to listen, hear, understand and empathise should be the basis of any conversation.
- Meeting Dynamics; holding meetings is a key component of achieving our goals. During a meeting, the Chair of the meeting should set clear goals for the meeting right at the start, assign responsibilities ensuring that those who take on responsibility and ownership accept and are competent to undertake such, and encourage and acknowledge every participant's contributions to the meeting
- Customer Service to the LGBTQ Community; we must know our LGBTQ community intimately, so that we can anticipate its needs, likes and dislikes. A strong relationship with our community guarantees the longevity of our organisation. As an organisation, we actively seek ways to exceed our community's expectations.
- Knowledge & Skills; it doesn't take long for skills and knowledge to become out-dated in a fast-changing world. We must constantly re-equip ourselves, become perpetual students and ensure volunteer retention to keep learning, encourage self-assessment and group facilitation. We must share our knowledge, ask for help where necessary, and train and develop our volunteers to ensure a winning, team-working relationship and a successful festival.
- Positive Attitude & Excellence; Dublin LGBTQ Pride Ltd is a place for 'Can Do' LGBTQ community members. A positive attitude empowers us. A negative attitude drains precious energy and destroys self-confidence. There is no room for negativity in our organisation. A positive attitude is the foundation for excellence. Excellence is an individual attitude, which defines how successful we will be. Adopt a positive attitude and lifestyle.

Volunteer Welfare & Housekeeping Policy

Dublin LGBTQ Pride Ltd strives to make the working environment safe and conducive to a healthy and pleasant atmosphere. Therefore, we will strive to ensure that all procedures and facilities are adequate and are maintained in accordance with legislation. These include the recruitment, training, management and support of everyone who offers his or her time. All volunteers will be made aware of and have access to all of the organisation's relevant policies, including those relating to volunteering, health & safety and equal opportunities. Should volunteers consider any of these to be inadequate or are not being maintained correctly, they should inform HR.

Volunteer Welfare

Dublin LGBTQ Pride Ltd is concerned about the health and welfare of all volunteers, whether problems are of a physical or mental nature. Should any volunteer feel mentally or physically unwell, whether or not the cause is a work issue, the volunteer is encouraged to inform his or her Manager and to see their doctor. All physical and mental health issues raised by volunteers will be dealt with confidentially. Information regarding a volunteer's general well being and issues unrelated to work will remain in strict confidence. To maintain a safe work environment and to protect the health and safety of all volunteers carrying out tasks involving moving goods/materials must: plan his/her specific path and destination to carry out the task; ensure the path is clear of obstructions and that the floor is not slippery; remove all rubbish and litter; not carry loads that he or she cannot manage, and not consume alcohol or other intoxicating substances.

Volunteer Co-ordination

All volunteers will have a nominated member of staff or volunteer to offer guidance and advice to help the volunteer carry out tasks effectively. For the 2017 Festival, this will be Séan Murphy who you can reach at sean@dublinpride.ie. All queries and advice given will be handled in the strictest of confidence unless otherwise stated.

Recruitment & Selection

Dublin LGBTQ Pride Ltd is committed to equal opportunities, in line with the Employment Equality Acts 1998-2008, and the Equal Status Act, 2008. As such, we believe that volunteering should be open to all regardless of age, gender, marital and family status, ethnicity, ability, religion, political belief and membership or otherwise of the travelling community. However, due to legislative implications, Dublin LGBTQ Pride Ltd cannot accept the services of volunteers who are under the age of 18. The acceptance of volunteer assistance for a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out agreed tasks. Information about the volunteer not relevant to the performance of the volunteering tasks concerned will be disregarded by the organisation in terms of recruitment and selection. Potential volunteers will be asked to produce written list of their work experience (CV/Resume) and a work reference, and will be invited to attend an informal interview. Volunteers will have a clear and concise task description. The task description will be prepared in conjunction with the volunteer and the designated person responsible for those activities.

Training & Development

The development of training and support for volunteers is a high priority for the organisation, intended to equip them with the necessary information and skills to carry out their tasks. New volunteers will be properly inducted into the organisation, and will be properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence. It will be the responsibility of the designated person referred to above to see that this training is provided. It is the responsibility of the volunteer to attend relevant training. Training in the management of volunteers will be provided for those staff with direct responsibility for it.

Support, Supervision and Recognition

As stated, volunteers will have a named contact person to whom they can raise any concerns and seek guidance and support. Volunteers will have access to regular support and supervision. This will enable both the volunteer and the supervisor to identify, monitor and evaluate the volunteer's involvement, recognise achievements and identify individual training needs, including that relevant to their particular volunteering role and to their wider personal development. The frequency, duration and format of these sessions will be negotiated between the volunteer and the designated officer referred to above. Volunteers are encouraged to share their views and opinions with the organisation, at meetings and other events. Where possible, formal recognition of the contribution of the organisation's volunteers will be made, through internal awards, articles in newspapers and newsletters, thank you letters, and so forth.

Insurance

Dublin LGBTQ Pride Ltd.'s liability insurance policies include the activities of volunteers and liability towards them. The organisation does not insure the volunteer's personal possessions against loss or damage, so please ensure that they are securely stored in a locked area or kept on your person at all times.

Confidentiality

The organisation strives to ensure that all sensitive information is kept confidential and in line with the Data Protection Act 1988. It is the responsibility of every volunteer, company member, director and staff members to ensure that this act is adhered to at all times. It is agreed that any confidential company information, whether is be individual records or sensitive business matters, will be kept confidential at all times and used appropriately, in line with the act.

Settling Differences

The organisation aims to treat all volunteers fairly, objectively and consistently. The organisation seeks to ensure that volunteers' views are heard, noted and acted upon promptly and aim for a positive and amicable solution based on the organisation's guidelines for settling differences. These procedures are outlined in the Bullying and Harassment Policy. The designated contact person referred to above is responsible for handling problems regarding volunteer complaints or conduct. In the event of a problem, all relevant facts should be obtained as quickly as possible. Support will be provided by the organisation to the volunteer while it endeavours to resolve the problem in an informal manner. If an informal resolution proves impossible, the organisation's wider disciplinary, grievance or complaints policies and procedures (which include volunteers) will be referred to.

Rights and Responsibilities

Dublin LGBTQ Pride Ltd recognises the rights of volunteers to:

- ✓ know what is (and what is not) expected of them
- ✓ have adequate support in their volunteering
- ✓ have safe working conditions
- ✓ know their rights and responsibilities if something goes wrong
- ✓ receive appropriate training
- ✓ be free from discrimination be offered the opportunity for personal development

Dublin LGBTQ Pride Ltd expects volunteers to:

- ✓ be reliable
- ✓ respond to any company communications promptly
- ✓ be honest
- ✓ respect confidentiality
- ✓ make the most of training and support opportunities
- ✓ carry out tasks in a way that reflects the aims and values of the organisation
- ✓ work within agreed guidelines respect the work of the organisation and not bring it into disrepute
- ✓ comply with the organisation's policies

Health & Safety Policy

It is the policy of Dublin LGBTQ Pride Ltd to promote standards of Health and Safety, which will lead to the avoidance or reduction in risks to Health and Safety and to ensure that the best practicable methods of compliance with relevant legislation are achieved. We believe that considerations of Health and Safety are as important an aspect of management control as any other management function, and expect all volunteers to carry out their duties in the full knowledge that safety considerations are necessary to prevent injury and ill health and that health and safety requirements are embodied in legislation. Guidelines for volunteers and stewards are set out in this Statement with an account of their relevant duties. All volunteers are expected to co-operate with Managers and the Board of Directors in ensuring that high standards of Health and Safety can be achieved. All volunteers are reminded of their own legal responsibilities and duties that are explained further in the body of the Safety Statement. Proper arrangements must be made at company level. In the case of specific events including the Dublin LGBTQ Pride Ltd Parade and the Pride Village events, special arrangements will need to be made by the Events Team and the Health and Safety/Security Team to control safety at the events. The Events Team and the Health and Safety/Security Team are answerable to the Board of Directors and must consult the Board on any non-minor decisions made. The Board of Directors may overrule the Events Team or Health and Safety/Security Team, where it deems necessary. The Board of Directors may remove any member of the Events or Health and Safety/Security Teams where it deems that he/she has acted inappropriately or is not carrying out their functions adequately. Duties of Stewards The primary duty of all security stewards is to ensure that the public are safely accommodated within the viewing and circulation areas in a planned manner, so as to ensure the safety and comfort of all patrons at the event. On the day of the Parade itself, the duty of security stewards is to ensure that safety standards are met as required by the Health and Safety/Security Manager and the Parade Manager so that the public may view the Parade in safety, and that floats and individuals participate in the Parade in a safe manner. All stewards are required to attend at least one steward training course before the Parade in order to be familiar with the use of equipment provided, the details of how to perform their duties effectively and the plan for executing the events. The following are the main duties of security / stewards under the direction of the Event Controller and Head of Security.

Parade & Post Parade stewards are charged with:

- Ensuring that the parade progresses at a safe speed, in ensuring that all floats and groups follow the designated route
- Ensuring that all floats keep a safe distance between each other and with walking groups i.e. breaking distance

- Informing all groups/floats in the parade if they are in breach of any of the rules of the parade
- Informing the Event Controller if they have any concerns about the safety of the parade and its participants Dublin LGBTQ Pride Ltd Volunteer Handbook 2013 9
- Informing the Gardaí where they see any incidents of law breaking during the course of the parade
- Preventing, in so far as is possible, standing on seats and climbing of fences and other structures. (Where, by virtue of the scale of the incident, stewards are unable to prevent such activity, they should immediately report the matter to the Area Security Steward Supervisor, or the nearest Garda).
- Patrolling the venue to deal with emergencies such as raising alarms and extinguishing small fires if and when it is safe to do so.
- Controlling entrances, all exit and perimeter fence gates and other strategic points, while the venue is in use.
- Being aware of the locations of fire fighting and medical equipment in the area.
- Recognising potential hazards and suspect packages and report such findings immediately to the Area Security Steward Supervisor or to the nearest Garda.
- Complying promptly with any instruction given in an emergency by a Garda member, the Event Controller, the Safety Officer, or the Head of Security.
- Identifying and investigate any incident or occurrence among patrons and report findings to the Head of Security.
- Reporting to the Head of Security any damage or defect likely to cause injury or danger to persons in attendance.
- Undertaking duties relating to emergency and evacuation procedures.
- Keeping all gangways and designated sterile areas clear.
- Ensuring that all approaches and emergency exits are kept clear and that vehicles are correctly parked.
- Maintaining their position at their place of duty under the direction of the Area Security Supervisor who, if it is considered necessary, can arrange for a replacement.
- Controlling and direct patrons who are entering or leaving the venue
- Assist the diversion of patrons to other parts of the venue, when the capacity for any area has been reached.
- Preventing overcrowding by ensuring that crowd limits in various parts of the venue are complied with and that gangways and exits are kept clear.

- Monitoring the crowd throughout for signs of distress and take action in accordance with written instructions.

Financial & Administration Rules

It is the policy of Dublin LGBTQ Pride Ltd to have a centralised, visible and responsible approach to the financial and administrative running of the organisation.

Centralisation;

- All company documentation including invoices and agreements are to be centrally stored centrally at the office space of Dublin LGBTQ Pride Ltd, located at Outhouse.
- Soft copies of all documents are to be kept by scanning and emailing the document to the relevant Director(s).
- Monthly backups of all online documents must be made, to be stored with other official documentation at Outhouse. Guidelines for all Volunteers and Teams
- Quotes from all suppliers MUST be made in writing before purchase, and sent to finance@dublinpride.ie
- A VAT invoice is required from all companies
- Three quotes (in €) must be sought before ordering good or services
- Approval for products and services must be requested in advance from Finance
- No payment or reimbursement will be made for any item that has not received approval from Finance and/or has no receipt in the organisation's name; individuals are personally liable for all costs if they place an order without approval from Finance.
- Requests for Budget allocations must be made to the Board
- Each Director must nominate a person to deal with their budget
- Audit sheets must be filled out at all cash events and signed by an independent observer
- A company cash box must be used when handling money at an event
- When a person leaves or takes over the cash box they must sign cash sheet and count cash to verify the amount
- All takings from events or sales must be lodged directly to the bank; deductions cannot be made to pay for expenses on the night or other costs, i.e. no expenses to be paid for in cash under any circumstances Budgets & Forecasts
- All teams must prepare and send budgets
- Deadlines for budgets are set by the Finance Director and must be adhered to

- Updated budgets should be sent to Finance on a monthly basis in the 6 months run up to the festival, or when requested.
- Finance edits budgets and makes the festival budget that strives for a surplus
- Budgets are sent to the Board for ratification

Communications Policy

Dublin LGBTQ Pride Ltd recognises that good communication is an essential element of its success. Real communication is a two-way process and is therefore an effective method of giving expression to the good management practice of information and consultation with volunteers, either directly or with or through volunteer representatives. It encourages volunteers to feel a sense of belonging to the organisation, to understand the importance of good relationships, mutual trust and respect and the interdependence of all who contribute to the eventual success. It also enables good, consistent and caring leadership to flourish. Good communications are encouraged among all volunteers within the organisation. In the event that a volunteer / director needs to suspend or exit active duty, a call, email or text needs to be sent the volunteer co-ordinator listed above or that person's direct contact / head of function within 24 hours. Any volunteer / director that remains incommunicado after a period of 48 hours, may be deemed to be AWOL by that team and removed from active service in accordance to the HR guidelines.

Policies

Successful working conditions and relationships depend upon successful communication. Not only do volunteers need to stay aware of changes in procedures, policies and general information, the organisation also encourages volunteers to communicate their ideas, suggestions, personal goals or issues as they affect their work with their team.

Feedback

Dublin LGBTQ Pride Ltd believes that it is essential that all volunteers are kept informed about all organisational matters, including its plans for the future which may directly affect them. We also expect and welcome feedback from volunteers. We encourage a two-way exchange of information.

Data Protection Policy

Dublin LGBTQ Pride Ltd collects and uses information about the people with whom it communicates. This information will be dealt with properly and securely, regardless of how it is

collected, recorded and used, in accordance with the Data Protection Act 1988, which was amended by the Data Protection (Amendment) Act 2003.

Purpose

The purpose of this policy is to ensure that volunteers and any affiliates of Dublin LGBTQ Pride Ltd are clear about the purpose and principles of data protection, and to ensure that the guidelines and procedures in place are followed consistently. Failure to the Act is unlawful and could result in legal action being taken against you, Dublin LGBTQ Pride Ltd or its affiliates. The Act regulates the processing of information relating to living and identifiable individuals. This includes the obtaining, holding, using or disclosing of such information, and covers computerised records in addition to manual filing systems and card indexes. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully.

To do this, Dublin LGBTQ Pride Ltd follows the eight Data Protection Principles outlined in the Act, and will:

- ✓ Obtain and process the information fairly
- ✓ Keep it only for one or more specified and lawful purposes
- ✓ Process it only in ways compatible with the purposes for which it was given
- ✓ Keep it safe and secure, stored centrally at the office space of Dublin LGBTQ Pride Ltd
- ✓ Keep it accurate and up-to-date
- ✓ Ensure that it is adequate, relevant and not excessive
- ✓ Retain it no longer than is necessary for the specified purpose or purposes
- ✓ Give a copy of any individual's personal data to that individual, on request The principles apply to personal data, which is information held on computer or in manual filing systems from which they are identifiable.

Dublin LGBTQ Pride Ltd volunteers who use any personal information in the course of their duties will ensure that these principles are followed at all times.

Ethical Standards - Client Confidentiality

When a volunteer joins the Organisation, they receive a written document that obliges the volunteer to maintain confidentiality at all times. This obligation is also contained in the Volunteer Handbook. Many volunteers have access to highly sensitive information concerning the

organisation's members, third parties and members of the Board. Disclosure of confidential information is taken extremely seriously and any breach of this will lead to the volunteer being asked to leave the organisation.

Bullying & Harassment

Dublin LGBTQ Pride Ltd has a strict stance against bullying and is committed to providing all volunteers with a work environment that is free from bullying and/or harassment. The aim of this policy is to outline what constitutes bullying and harassment and what action will be taken in dealing with offences of this nature.

Purpose

Dublin LGBTQ Pride Ltd acknowledges the right of all volunteers to be treated with fairness, dignity and respect and to a work environment free from bullying and harassment. All volunteers have an obligation to be aware of the effects their behaviour has on others. Any instances of bullying/harassment will be dealt with in an effective and efficient manner. Cases where the behaviour is proved to be repeated and consistent causing unnecessary stress and anxiety will be considered as gross misconduct and will be subject to disciplinary procedures up to and including dismissal. It is imperative that all volunteers respect the dignity of every colleague and be conscious of behaviour that may cause offence.

Definitions

Bullying is defined as "repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of behaviour described in this definition may be an affront to dignity at work but as a once off incident is not considered bullying." An individual can be harassed on grounds of race, religious belief, national ethnic origin, gender, sexual orientation, age, marital status, disability or membership of the travelling community.

Harassment can include conduct offensive to a reasonable person, e.g. Oral or written slurs, physical contact, gestures, jokes, displaying pictures, flags/emblems, graffiti or other material which state or imply prejudicial attitudes which are offensive to colleagues. Incidents of aggressive behaviour, while not acceptable, may not constitute bullying. However, inappropriate aggressive

behaviour, which is systematic and on-going, may amount to bullying. Examples of bullying behaviours include:

- x Verbal abuse
- x Threats and intimidation
- x Jokes
- x Isolation or exclusion from social activities
- x Pestering people
- x Impossible work deadlines
- x Setting meaningless tasks
- x Aggression

The above examples are not exhaustive and only serve as a guideline. Each case will be taken in isolation and dealt with in the appropriate manner.

Complaints procedure

It is often preferable for all concerned that complaints of bullying and/or harassment are dealt with informally whenever possible. This approach is likely to produce solutions that are speedy, effective and minimise embarrassment and the risk of breaching confidentiality. Thus, in the first instance a person who believes she or he is the subject of bullying or harassment should ask the perpetrator to stop the offensive behaviour. If the complainant finds this approach difficult then she or he should seek advice from their contact person. The contact person should approach the alleged perpetrator in a confidential, non-confrontational discussion, with a view to resolving the issue in an informal low-key manner. However, it may not always be practical to use such an informal procedure, particularly when the bullying/harassment is serious or where the people involved are at different levels in the organisation. Therefore, incidents of persistent bullying or harassment should be reported to a HR representative and/or a member of the board of directors. In either instance, a detailed record of what is said and done, along with times and dates should be kept by the complainant, HR, the director and any witnesses. HR and the board of directors will investigate the matter by interviewing all concerned parties. A verbal warning may be issued to the instigator if deemed necessary. The instigator will be given a right to reply, and a disinterested party will witness any proceedings. If further complaints are made about the instigator following this procedure, the instigator may be removed from any further participation as a volunteer, at the discretion of the board of directors. These procedures, both informal and formal, should be followed in all cases in which grievances arise.

Scope

The policies outlined in this handbook are applicable to all directors, volunteers, managers, staff members and affiliates of Dublin LGBTQ Pride Ltd both in the course of their work for the organisation and at associated events such as meetings, conferences, functions and social gatherings, whether on or off site. They also apply to contractors, customers and any other business contacts with whom volunteers or affiliates might reasonably expect to come into contact within the course of their work. The policies will be reviewed annually, or as often as required in exceptional circumstances, and will be amended where necessary.

Dublin LGBTQ Pride Ltd accepts the service of all volunteers with the understanding that such service is at the sole discretion of the organisation. Volunteers agree that the organisation may at any time, for whatever reason, decide to terminate the volunteer's relationship with the organisation.

Ending Your Volunteer Role

You can cease volunteering with Dublin LGBTQ Pride Ltd upon the completion of any assignment, or when you are not currently engaged in an assignment. You may stay subscribed to the members e-mail lists as long as you remain a member, regardless of your volunteering status with Dublin LGBTQ Pride Ltd. If you wish to sever your relationship with Dublin LGBTQ Pride Ltd, please inform your contact person as soon as possible or email the request to info@dublinpride.ie. This notice must be acknowledged by either HR or the relevant Director. Please note that an Exit Interview is a requirement of the resignation process. Furthermore, it is the policy of Dublin LGBTQ Pride Ltd to consider a Director or a Volunteer in a Management Role ineligible for volunteering in a future Board or Management role if he or she does not provide the expected four weeks advance resignation notice and attend the required exit interview. HR and the Board must be notified immediately of all terminations, in order to schedule and complete necessary exit paperwork. The time requirements outlined in this policy may be reduced or waived by a decision of the full Board of Directors in exceptional circumstances only. In the instance of the resignation of a Director, the requirement of attendance of Board Meetings may be suspended at the discretion of the Board of Directors for any reason.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the organisation or who fail to satisfactorily perform their volunteer assignment are subject to dismissal or disciplinary action in accordance with the grievance procedures outlined in this document. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with their contact person and/or HR.

And Finally, Take Pride

Each of us brings special talents and areas of expertise of the organisation. Dublin LGBTQ Pride's values grow out of each individual's values. The Dublin LGBTQ Pride organisation's results are merely the accumulation of our singular results. **You** make a difference. Take time to feel good about what you do and thank you for volunteering.

Contact Details

- Chairperson: festivalchair@dublinpride.ie
- Company Secretary: secretary@dublinpride.ie
- Treasurer: finance@dublinpride.ie / sponsorship@dublinpride.ie
- HR: volunteer@dublinpride.ie
- Parade: parade@dublinpride.ie
- Community Development: community@dublinpride.ie
- Public Relations: pr@dublinpride.ie
- Social Media: socialmedia@dublinpride.ie
- General Queries / Board of Directors: info@dublinpride.ie