



VOLUNTEER RECOGNITION POLICY

Volunteer Recognition Policy

Version 1.0

Policy applies from: **11th November 2025**

Note: The Policy is to be applied retrospectively for events in the Autumn series 2025 and Night Street League 2025/26 season.

Purpose

The Club functions through the voluntary contributions of members. Volunteers give their time and expertise freely to provide opportunities for club members and members of the wider community to participate and to further the sport of orienteering more broadly. In the main volunteers seek no reward for this, however, as a Club we should never take voluntary contribution for granted.

This document sets out the Club's policy, rules and guidelines for recognising volunteers and aims to provide a degree of consistency and proportionality across different volunteer roles and events or activities.

Scope

The policy covers the offer of 'recognition' to volunteers when they have undertaken specific roles (as specified in this policy) for the Club in relation to the staging of events or activities.

This includes all volunteers, whether Club members, members of other Clubs or organisations or independent individuals.

Principles

This policy concerns the 'recognition' of volunteers' contribution.

Recognition is a nominal token of appreciation offered by the club. It is not a reward or payment for the contribution of time and expertise.

Recognition is separate from the reimbursement of any legitimate out of pocket expenses that may have been incurred by the volunteer in performing the role (see MDOC Policy on Expenses for further details).

Recognition should be offered after the event or activity (noting that participating helper discounts are applied at time of entry).

Juniors fulfilling an Event Official role or acting as a Series Co-ordinator should be offered recognition in line with that provided for seniors.

The offer of a gift, discount or credits in recognition of voluntary contributions is entirely at the discretion of the Club. The Club is not bound to offer 'recognition' in all or any instances covered under this policy or not.



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Volunteers may not wish to receive a recognition or may choose to decline any offer made.

Volunteer recognition offers made by other Orienteering Clubs, Organisations or Major Events will differ from the MDOC policy, and do not establish any precedent that the Club is bound to follow.

Responsibilities

Event or Activity Organisers are ultimately responsible for determining and arranging appropriate offers of recognition for volunteers in line with the rules and guidelines set out within this policy. This should be done in conjunction with the Fixtures Secretary.

The entries manager / secretary for specific events or activities will have responsibility for ensuring entry systems support recognition awards where these are to be provided through the Clubs entry system(s) [subject to the capabilities of the entry system], e.g. via discount on entry, credits to personal entry system accounts.

As the circumstances around the different events and activities of the Club and the people that volunteer can vary considerably, there is a need for Organisers to be able to apply a degree of discretion when determining the precise nature of any recognition offered. Where relevant, this policy provides guidelines for organisers on different options and value limits. If in doubt, organisers should consult with the Fixtures Secretary in the first instance who may refer this to the Club Committee for consideration as necessary.

Should volunteers feel they should have received recognition under the scope of this policy (for events or activities taking place after the date that this policy document came into force) they should make representation in writing to the Organiser of the relevant event or activity, copying the Club Treasurer. Any such representations should be submitted within 1 calendar year of the date of the event or activity in question.

The Club Treasurer will oversee the consistent and correct application of the policy over each financial year. The Fixtures Secretary will be responsible for providing information to the Club Treasurer as requested to support this oversight role.



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Recognition for Volunteer Roles

The following section provides guidelines and rules in relation to recognition for specific Volunteer Roles in relation to Club events and activities.

Event Officials

Organisers and Planners: Should be credited the equivalent to two senior full entries (before any member discount is applied) for the event or activity being organised on their personal entry system account.

Where more than one Organiser and / or Planner has a substantive role, then this credit should be applied to each Organiser and / or Planner.

Where an Organiser or Planner is shadowing as part of their development then they should be credited the equivalent of one senior full entry (before any member discount is applied) for the event or activity being organised on their personal entry system account. Where course Checkers are used for NSL (or similar events) the organiser should determine an appropriate offer of recognition in line with the above.

Controllers: The same recognition as offered to Organisers and Planners should be offered to Controllers, where this is felt appropriate.

It is recognised that at some of our events the Controller will be from outside the Club and therefore they may not have a personal entry system account on the Clubs entry system, or they may be unlikely to enter an MDOC event in the future.

Under these circumstances the Organiser can determine an alternative appropriate gift* as recognition for their contribution up to the value of the entry system credit that would otherwise be offered.

Juror: When British Orienteering rules require a Jury to be in place at an event it is essential we can get volunteers from the national pool of controllers.

While jurors may not need to adjudicate on any aspects of an event, when they do, it can consume a large amount of time on the day of the event and potentially beyond. It is important that as a Club we acknowledge people who agree to act in this capacity.

Where someone volunteers to act on a jury and they have entered the event and will participate in the event, we should offer a refund in line with the 'on the day helper - running' discount of 50% of their entry fee.

Other Helper Roles:

Series Coordinator: The Coordinator of a series of MDOC events (e.g. Summer series) or a multi-day event (e.g. Manchester in May) should be credited the equivalent of one senior full entry (before any member discount is applied) for each event in the series on their personal entry system account.



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On the day Helper (Running): On the day helpers who are entering the event can receive a 50% discount on their full entry fee (senior or junior), at the time of their entry, via the online registration system as recognition for volunteering by selecting the appropriate check box. The 50% discount is applied to the full fee before any MDOC members discount is applied.

In the event that an on the day helper is recruited after they have entered paying the full entry fee (with or without members discount) the Organiser should arrange through the entries manager / secretary for the event for that volunteer to receive a credit on their account or to their payment card.

On the day Helper (Not Running): On the day helpers who are not running should be offered a credit equivalent to 50% of the senior full entry (before any member discount is applied) for the event or activity being organised on their personal entry system account.

Preparatory Helper (not attending): Where an individual volunteers to help with preparations for an event or activity but does not attend on the day, the Organiser may determine an appropriate and proportionate offer of recognition, not exceeding the equivalent value of one senior full entry for the event or activity in question.

Where helpers do not hold a personal entry system account, or they are unlikely to use any credit applied, then the Organiser may determine an alternative appropriate gift* as recognition for their contribution. In these circumstances the value of any alternative gift should not exceed the value of the entry system credit that would have normally applied.

*NOTE: A gift may be an item of Club 'merchandise' or kit, a purchased gift (e.g. food, drink, flowers, item of sportswear or retail gift voucher). Gifts of cash should be avoided.

NOTE: Credits applied to the volunteer's personal entry system account can only be redeemed against MDOC events.

NOTE: Volunteers may nominate a different named recipient for credits issued via the entry system.



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Activities

Not all Activities staged by the Club will have an entry fee, or, as in the case of a Social event, the entry fee may cover food and refreshments. In such cases entry fees equivalent to a standard MDOC Local event may be applied to determine an appropriate level of recognition.

Volunteer Oversubscription

In the event that a larger number of on the day volunteer entries are received than will be needed the Organiser can ask for the helper option to be closed on the entry system. In addition, they should determine:

If the workload can be lessened on all by the additional volunteers.

If standing down volunteers, notification of this should be done at least 24 hours in advance of the event. Potentially identify more regular volunteers to give them some respite which also has the effect of ensuring less frequent or new volunteers gain experience and confidence in roles. The organiser should discuss with those being stood down how best to handle any additional payment in relation to any entry discount already applied, it might be possible to commute the discount to a future event (i.e. the volunteer pays full rate at a future event that they are willing to help at in lieu of the discount received for the event in question).

Organisers should log details of any volunteers stood down, and pass this to all series coordinators so they can ensure no unintended inequity develops over time.

Definitions

Full entry fee – the full fee applicable before deduction of any applicable discounts. Where gradual entry fee increases are applied to an event the full fee should be the highest rate chargeable. The exception to this is the application of on the day helper discount which will be applied automatically to the applicable rate at the time of entry.

Personal entry system account – the personal account held by the volunteer on the Clubs event entry (registration) system.

Events – Events registered with British Orienteering

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