

## **SGA VOLUNTEER MANAGEMENT POLICY**

### **1. Purpose**

The purpose of this policy is to establish clear guidelines and procedures for the identification, recruitment, training, and appreciation of volunteers supporting the Singapore Golf Association's (SGA) tournaments and events. Volunteers are essential to the success of our events and play a critical role in promoting the growth of golf in Singapore.

### **2. Definition**

A 'volunteer' is an individual who performs a task at the direction of and on behalf of SGA without compensation or expectation of compensation beyond reimbursement. Volunteers must be officially accepted and enrolled by SGA before undertaking any assigned tasks during SGA events or tournaments.

### **3. Code of Conduct**

As ambassadors of SGA, volunteers are expected to:

- Demonstrate sportsmanship and professionalism while respecting all players, guests, staff, and fellow volunteers.
- Be punctual and reliable in fulfilling assigned roles.
- Avoid any form of discrimination, harassment, or bullying.
- Use association resources responsibly and only for authorized purposes.
- Refrain from behaviors that may harm the reputation of SGA.
- Refrain from giving any form of rules advice to players and always follow the directions of SGA and rules officials.
- Report unsafe conditions, incidents, or concerns to the appropriate SGA staff or referee immediately.

Violations of this code may result in the immediate termination of volunteer duties.

#### 4. Volunteer Recruitment and Selection

##### a. Eligibility

- Volunteers must meet the minimum age requirement of 18. Parental consent is required for individuals under 18.
- All volunteers must follow all policies, procedures and instructions provided by SGA.

##### b. Application Process

- Interested individuals can apply via the volunteer application form available on the SGA website or through the link [here](#).

##### c. Selection Criteria

- Volunteers are selected based on skills, experience, availability and role requirements.
- Equal opportunities will be provided without discrimination.
- Volunteers must disclose any relationships with players (e.g parent or relative of a player) to avoid conflicts of interest.

#### 5. Orientation and Training

##### a. Volunteer Communication

- Confirmed volunteers will be added to a WhatsApp group for streamlined communication regarding the tournament.

##### b. Training

- Training will be provided to all volunteers once they have been confirmed for their respective roles appointed.
- Volunteers may be required to attend a briefing session specific to their assignments.
- Ongoing training opportunities will be offered to enhance volunteer skills.

##### c. Termination

- Volunteers may resign at any time but are requested to provide advance notice.

## 6. Roles and Responsibilities

Volunteers may be assigned the following roles, including but not limited to:

a. Static or Mobile Live Scorer

- They are responsible for recording every player's hole scores and transmit this information to the Golf Genius scoring system through their own mobile phones.

b. Buggy Shuttle Driver

- They are responsible for transporting players between holes as and when required. Volunteers need to be of a minimum age of 18 in order to drive a buggy.

c. Chaperone

- Volunteers will be assigned to a specific flight to ensure the safety of the junior golfers and to assist computing scores for the players within the flight.

d. Starters

- Volunteers are responsible for announcing each group on the tee during each round.

e. Drinks Distribution

- Volunteers are responsible for distributing and allocating beverages around the course for players, keeping them hydrated.

f. Operations & Administrative Support

- This group of volunteers will assist SGA staff with the administrative support, maintain players' order during scoring, trolley distribution, buggy allocation for referees and officials etc. and other duties as and when required.

## 7. Dress Code

- First-time volunteers should wear comfortable golf polo shirts, golf bottoms (e.g., khakis or skirts), and non-slip shoes suitable for walking on the course
- Official SGA apparel will be provided to volunteers who complete a minimum of three days of volunteer service at any specific major tournament. This apparel is provided once and must be reused for future volunteering activities.
- Volunteers are encouraged to bring rain gear, cap, and sunscreen to prepare for varying weather conditions.

## 8. Provisions of Volunteering

SGA will consider providing the following provisions for volunteers, including:

- Volunteer goodie pack\* (content may vary from time to time based on availability)
- Two official volunteer golf shirts\* and one cap\*, provided exclusively to first-time volunteers only. The second shirt will be given when the volunteer participates in a subsequent event or tournament
- Lunch and beverage provided during volunteering days
- Eligibility for the “Volunteer of the Year” award recognition and an invitation to the Annual SGA Appreciation Gala Dinner
- Appreciation Golf Day for selected outstanding volunteers
- Opportunities to gain insights into golf tournament operations and network with like-minded golf enthusiasts
- Exposure to top Amateur events
- Be part of the community supporting the golf development in Singapore

*(\*Item is provided exclusively to first-time volunteers, who complete a minimum of 3 volunteer days of service at an SGA major tournament within a calendar year. Volunteers are expected to retain their official apparel with them for future use)*