

# Singapore Bowling Federation's (SBF) Safe Sport Commitment & Policy

## 1 Definition

Based on the International Olympic Council's Consensus Statement developed in 2016, Safe Sport is defined as "an athletic environment that is respectful, equitable and free from all forms of harassment and abuse (non-accidental) violence".

## 2 Purpose:

- To protect the interests of athletes, coaches, volunteers and secretariat staff in our sport from harassment and abuse.
- To outline the principles that guide our approach to safeguarding and protecting athletes, coaches, volunteers and secretariat staff.
- To adopt practices and outline standards of behaviour
- To establish a safe sport culture that is understood, endorsed and put into action by SBF Honorary Secretary, managed and enforced by SBF Executive Director with assistance from SBF Admin & HR Manager.

## 3 Responsibilities

The General Council (represented by the Hon. Secretary/Chairman of People Excellence Thrust) is responsible for the development and endorsement of the Singapore Bowling Federation (SBF) Safe Sport Commitment. It delegates the implementation of the policy to the Executive Director. The role of each entity in relation to the development and compliance of the SBF Safe Sport Commitment is detailed in the table below.

Entity	Role/Responsibility
General Council	<ul style="list-style-type: none"><li>• Promote the commitment to this policy and its expectations.</li><li>• Support policy review on an annual cycle as a minimum or at a time governed by legislation, regulations, or organisational learnings that promote a change to the policy and all relevant procedural guidelines.</li><li>• Ensure compliance to the policy via an inbuilt review mechanism.</li></ul>

Entity	Role/Responsibility
	<ul style="list-style-type: none"> <li>• Ensure adequate resources are allocated to allow for the development and effective implementation of this policy.</li> <li>• Develop opportunities for regular discussion at all levels to support a culture of openness and continued improvement and accountability towards safe sport</li> <li>• Advocate and promote safe sport, empowering and engaging stakeholders (SBF certified coaches, SBF High Performance team which includes National coaches, Centres of Excellence managers and coaches, SBF Secretariat Staff, athletes, etc) in support of this policy and its expectations.</li> </ul>
<p><b>Executive Director and Admin &amp; HR Manager</b></p>	<ul style="list-style-type: none"> <li>• Ensure all staff, volunteers, agents and athletes understand their obligations in accordance with the Safe Sport Commitment and any relevant policy and procedural documentation. This includes induction, a minimum of one briefing/training session, and periodic discussion and guidance at department/team meetings.</li> <li>• Ensure the suite of safe sport policies is implemented and adhered to amongst relevant stakeholders (SBF certified coaches, SBF High Performance team which includes National coaches, Centres of Excellence managers and coaches, SBF Secretariat Staff, athletes, etc).</li> <li>• Ensure the development and implementation of required internal policy/work procedures and guidelines are in place to support safe sport practice in accordance with the expectations of the Safe Sport Commitment.</li> <li>• Ensure adequate resources are allocated to allow effective implementation of the suite of safe sport policies.</li> <li>• Ensure to support SBF volunteers, staff, agents (Centre Of Excellence managers and coaches) and athletes with a decision to initiate any form of action to protect all participants and organisers of SBF programmes, events, courses and activities from harassment and abuse.</li> <li>• Ensure appropriate support, such as counselling and formal debriefing, are provided for any SBF staff, agents (COE managers and coaches) involved in any matter relating to a concern for the safety and wellbeing of SBF volunteers, staff, agents, athletes and participants and organisers of SBF programmes, events, courses and activities</li> </ul>

Entity	Role/Responsibility
	<ul style="list-style-type: none"> <li>• Advocate safe sport, empowering and engaging stakeholders in support of this Statement.</li> <li>• Proactively share resources and experience in the development of safe sport initiatives as they are identified.</li> <li>• Develop opportunities for regular discussion at all levels to support a culture of continuous improvement and accountability towards safe sport</li> <li>• Ensure that our staff, volunteers, agents are aware of the appropriate recruitment, screening and employment practice in relation to individuals with specific roles in organising programmes, events and offering services related to bowling.</li> </ul>
<b>Staff and Volunteers</b>	<ul style="list-style-type: none"> <li>• Maintain a full understanding of the commitments and expectations of this policy, as well as all other policy relevant to safe sport.</li> <li>• To undertake any induction and training regarding publicising and implementation of this policy</li> <li>• To seek guidance from SportSG if there is ever any lack of understanding in relation to the commitments and expectations as set out in this policy.</li> <li>• To take action to protect staff, volunteers, partners, agents and participants of its programmes and events from all forms of harassment and abuse.</li> <li>• To assist in creating and maintaining a sport safe culture and a culture of inclusion.</li> </ul>

#### 4 Our Commitment

SBF is committed to ensuring the safety and wellbeing of its staff, volunteers, partners, agents and participants of its programmes and events. Our policies and procedures seek to address risks to safe sport and to establish safe sport culture and practices. Our suite of safe sport policies is: accessible in forms that are easy to understand; have been informed via stakeholders' briefing and consultation; and are communicated to our staff, volunteers, partners, agents and athletes. We will periodically review our policies, gain endorsement of changes and advise our staff, volunteers, agents and athletes of any changes.

## **5 We are committed to safe sport**

Through our Safe Sport Framework, we document our clear commitment to keeping sport safe from harassment and abuse. We communicate our commitment to our staff, volunteers, partners, agents and participants of our programmes and events and give them access to a copy of our commitment statement.

## **6 Our staff and volunteers know the behaviour we expect**

We ensure that our staff, volunteers and agents understand their role and the behaviour we expect in relation to keeping staff, volunteers, partners, agents and participants of our programmes and events safe from harassment and abuse through application of the Code of Behaviour (Annex A) and Code of Professional Conduct (Annex C). We utilise clear position descriptions which clearly state relevant safe sport requirements. We have a Code of Behaviour and Code of Professional Conduct, which is approved and endorsed from SBF General Council that outlines our expectations for behaviour towards staff, volunteers, partners, agents and participants of our programmes and events. Our staff and volunteers are given a copy of and have access to the Code of Behaviour and Code of Professional Conduct. Our staff, volunteers, partners and agents indicate, in writing, that they have read and are committed to the Code of Behaviour and Code of Professional Conduct.

## **7 We minimise the likelihood of recruiting a person who is unsuitable**

We have appropriate measures in place to minimise the likelihood that we will recruit volunteers, staff, partners and agents who are unsuitable to work in sport. We have recruitment procedures that ensure:

- our commitment to safe sport is communicated to potential applicants for positions
- face-to-face interviews are held which includes safe sport related questions
- professional reference checks are undertaken
- screening checks are undertaken, including identity, declarations of disciplinary or criminal record, qualifications or any relevant checks if available.

## **8 Induction and training is part of our commitment**

We provide all staff, volunteers and agents with information during their induction / training about our commitment to keep sport safe including our policy, Code of Behaviour, Code of Professional Conduct and safe sport reporting policy. We have a process for ensuring all staff and agents complete safe sport training where available. We support ongoing education and training for our staff, volunteers and agents to ensure safe sport information is provided on an ongoing basis.

We ensure that our staff, volunteers and agents have up to date information relevant to specific legislation applicable in Singapore or where they may travel to as a part of their duties.

## **9 We encourage the involvement of stakeholders**

We involve and communicate with all stakeholders in developing a safe, inclusive and supportive environment. We provide information about:

- our commitment to safe sport and communicating of rights
- the behaviour we expect of staff, volunteers, agents and athletes
- our policy about responding to harassment and abuse

We have processes for encouraging two-way communication between staff/volunteers/agents and participants of our programmes, events and activities. We seek their feedback and have a process for responding. We respect diversity and seek to facilitate effective communication and involvement.

## **10 Our staff and volunteers understand their responsibility for reporting harassment and abuse**

Our policy for responding to harassment and abuse is approved and endorsed by the SBF General Council, and applies to staff, volunteers and agents (See Annex B). The policy states that:

- SBF staff, volunteers and agents must immediately report cases of alleged harassment or abuse and any concerns with policies, practices or the behaviour of staff and volunteers that relate to harassment and/or abuse.
- Staff, volunteers and agents must meet any legislated mandatory or other jurisdictional reporting requirements
- Staff, volunteers and agents must follow a specified process when reporting harassment or abuse including who will receive reports
- failure to report is serious misconduct

Our staff, volunteers, partners and agents are given a copy of and have access to the policy and understand the implications of the policy for their role. We document any allegation, disclosure or concern regarding harassment and abuse and monitor responses to all allegations, disclosures or concerns.

## 11 We maintain and improve our policies and practices

We are committed to maintaining and improving our policies, procedures and practices to keep staff, volunteers, partners, agents and participants of our programmes and events safe from harassment and abuse. We have assigned responsibility for maintaining and improving our policies and procedures to the Executive Director and Admin & HR Manager.

We monitor our staff, volunteers and agents to ensure appropriate practice and behaviour, and policies are followed. We communicate with our staff, volunteers and agents to ensure that they understand our policies and that the policies are effective in the work place. We require our staff, volunteers and agents to disclose information affecting their suitability to work in sport. We review our records, checks and policies periodically.

We have formal reviewed our service delivery to identify and document potential risks of harassment and abuse to staff, volunteers, partners, agents and participants of our programmes and events. We undertake formal reviews, at least annually, to identify and document potential risks of harassment and abuse to staff, volunteers, partners, agents and participants of our programmes and events. We have a procedure to undertake annual reviews, as part of our ongoing compliance with sport safe requirements.

Reference	Date approved	Date Last amended	Date of next review	Status
	Apr 2020			Endorsed by: Chairman - People Excellence Thrust  Approved by: General Council

**Singapore Bowling Federation Safe Sport Commitment & Policy:  
Code of Behaviour (For SBF Staff, Volunteers, Agents, Athletes/Bowlers)**

In the process of conducting any programmes, events and activities or providing services, the SBF, i.e. staff, volunteers, agents (Centre Of Excellence managers and coaches) and athletes in National programme are required to abide by the following Code of Behaviour in support of its Safe Sport Commitments:

- (a) Treat and respect everyone equally, regardless of race, language, religion, culture, gender, sexual orientation or physical ability.
- (b) Ensure that athletes, coaches and officials are properly attired, i.e. in a manner that would not be considered provocative, offensive and insulting.
- (c) Sexual/physical intimacy between SBF staff, volunteers, coaches and athletes in National programme (including Centres of Excellence) is inappropriate and to be avoided. Any physical contact between staff, volunteers, coaches and athletes should be only when necessary (e.g. providing first aid, etc) and should be in a manner that will not be considered as an act of harassment or an unwelcome intrusion of personal space.
- (d) Refrain from using profane, abusive, denigrating or derogatory language (includes all forms of communication including social media).
- (e) Address conflicts in a respectful manner, using appropriate official channels.
- (f) Support clean and healthy competition, including an environment free of doping, and encourage fair play at all times.

**Singapore Bowling Federation Safe Sport Commitment:  
Reporting Procedure for Incidents in Breach of Code of Behaviour (For SBF Staff,  
Volunteers, Agents)**

**Bowlers in National Programme:**

For any Offence, the following action will be considered / taken;

**TABLE 1**

	Action	
	<p>Minor Offence:</p> <p>Inappropriate dressing and use of language not amounting to deliberate act of harassment and abuse. Disrespect towards athletes, SBF staff and officials, etc.</p>	<p>Major Offence:</p> <p>Any deliberate act Serious misconduct e.g. obscene behaviour, drunk and disorderly, sexual impropriety, cheating in competition, violent conduct (physical assault), CBT, etc.</p>
1 <sup>st</sup> Offence	<p>Complaints concerning bowler - Respective Coach in charge of bowler will make an Incident Report to the Head Coach and issue a written warning. Head Coach will provide a written report to the Grievances and Disciplinary Sub-committee (GDS) with the Incident Report.</p> <p>Complaints concerning officials/staff/agents – incident to be reported by victim by writing to GDS/Executive Director (ED). For staff, ED would take appropriate action after investigation (verbal or written warning). For officials, pending outcome of investigation by GDS, appropriate action would be taken by Hon Sec (for officials and industry partner), or appropriate sub-committee Chairman.</p>	<p>Victim may be advised to make a police report and the alleged offender could be immediately suspended from all SBF/squad activities, pending findings/outcome of investigation. Further disciplinary action such as extended suspension or expulsion from appointed post/committee/national team could be taken.</p>
2 <sup>nd</sup> Offence	<p>Complaints concerning bowler - Respective Coach in charge of bowler will make an Incident Report to the Head Coach. The Coaching Panel (comprising Technical Director and Head Coaches) will deliberate and submit a written report to GDS and recommend whether the bowler shall be suspended. GDS will evaluate and recommend to General Council if suspension is required and provide the period of suspension. General Council will make the final decision on the suspension recommendation. Bowler will be informed of General Council's decision accordingly by way of written letter.</p> <p>Complaints concerning officials/staff/agents - incident to be</p>	NA



	reported by victim by writing to GDS/Executive Director (ED). For staff, ED would take appropriate action after investigation (verbal/written warning. For more serious action, Staff Sub-Committee would deliberate and decide on need for more serious action, including dismissal). Pending outcome of investigation by GDS, appropriate action would be taken by Hon Sec (for officials and industry partner), or appropriate sub-committee Chairman.	
3 <sup>rd</sup> Offence	Respective Coach in charge of bowler will make an Incident Report to the Head Coach. The Coaching Panel (comprising Technical Director and Head Coaches) will deliberate and submit a written report to GDS and recommend whether the bowler shall be expelled from the programme. GDS will evaluate and recommend if expulsion is required. Bowler will be informed of decision accordingly by way of written letter.	NA

In the event of any infraction, the following procedures will take place:

: The coach/official/victim must inform SBF in writing about any infraction and the subsequent consequences.

Such a letter is to be addressed to:

**Chairman**  
**GRIEVANCES AND DISCIPLINARY SUB-COMMITTEE**  
**Singapore Bowling Federation**  
**131 Rifle Range Rd**  
**#04-01 Temasek Club**  
**Singapore 588406**

A hearing involving the victim and the accused (applies to bowlers, coaches, SBF staff, agents) may be held. If a minor is involved (victim or accused), his/her parents would be invited to attend the hearing. There will be an investigative process whereby the final decision will be decided by the GDS and it will be made known to the parties involved either at the meeting or at a later date.

The Grievance and Discipline Sub-Committee (GDS) representing SBF reserves the right to deny a bowler/coach/staff/agent who is charged and found guilty of engaging in criminal activity or of violations of civil law to participate in any or all Team Singapore events and programs.

## **Staff / Coach**

**For any Offence, the following action will be considered / taken:**

1. Grounds for Disciplinary Action:
  - (a) Unsatisfactory Performance
  - (b) Unacceptable Conduct, and
  - (c) Wilful or Serious Misconduct

2. Disciplinary Procedure:

The Stages that may be followed when discipline is deemed necessary includes the following:

- a) Verbal Warning (*held for 3 months*)
- b) Corrective Actions/Counselling
- c) Official Written Reprimand (*held for 3 months*)
- d) Disciplinary meeting with appropriate supervisor or manager
- e) Final Written Warning (*held for 1 month*)
- f) Detraction of Benefits
- g) Indefinite Suspension or Demotion
- h) Termination

The following indicate the beginning of the disciplinary procedure in regards to each infraction:

### **Performance Issues:**

Disciplinary procedure starts at stage 6(a). It includes but is not limited to:

- Failure to meet performance objectives
- Attendance issues
- Failure to meet deadlines

### **Misdemeanours / One-time minor offence:**

Disciplinary procedure starts at stage 6(a). It includes but is not limited to:

- Rude behaviour to customers or partners/fellow co-workers
- On the job minor mistakes
- Involuntary discrimination

### **Misconduct / Frequent Offender:**

Disciplinary procedure starts at stage 6(e). It includes but is not limited to:

- Frequent occurrences of performance issues and misdemeanours
- Lack of response to counselling and corrective actions
- Lost temper in front of customers or partners
- On the job mistakes
- Unwillingness to follow standards

### **Severe Offensive Behaviour / Felony:**

Disciplinary procedure starts at stage 6(f). It includes but is not limited to:

- Corruption / Bribery
- Breach of Employment Agreement
- Harassment / Voluntary Discrimination
- Workplace Violence
- Embezzlement / Misappropriation / Fraud
- Substance Abuse

The disciplinary procedure may commence when there is sufficient evidence to justify it. When there is suspicion or hints of misconduct, the circumstance must be timely investigated.

3. Investigation

Depending on the circumstances, it may be necessary to conduct an investigation into incidents and/or allegations. This may involve collecting relevant data, interviewing the relevant employee, relevant witnesses, such as the employee's co-workers or supervisors, or even customers and suppliers with whom the employee has had contact.

4. Documentation

Every stage of the procedure will be documented and filed along with necessary information (Evidence, testimonies, employee's progress or improvement, etc)

5. Appeals

Appeals are allowed and must be filed to the next line of management.

In the event the procedure ends in suspension/termination/resignation, all appropriate guidelines will be followed in accordance to Federation policy.

## Singapore Bowling Federation

### CODE OF PROFESSIONAL CONDUCT FOR COACHES, STAFF & INDUSTRY PARTNERS

1. The document shall be referred as “Code of Professional Conduct for Coaches, Staff & Industry Partners
2. Each of the following expression and/or words shall have the meaning set forth against it:
  - “Participants” - any one whom the staff, coach or the industry partner, trainer, facilitator or volunteer enters into an agreement / engagement for professional services.
  - “Code”- Code of Professional Conduct for Personnel conducting programs, events and activities
  - “Declaration”- A written statement referring to and disclosing the facts relevant to the situation covered by particular provisions of the Code of Professional Conduct
  - “Member” - An individual that has been appointed as a coach, facilitator, trainer in SBF or Centre Of Excellence / Private-run academies and clubs to provide professional coaching
3. Anyone who wishes to be a facilitator, trainer or volunteer for Singapore Bowling Federation & SBF Centre of Excellence / Commercial Bowling Academy must attend a mandatory briefing on SBF Code of Professional Conduct
4. Professional Code of Conduct
  - a. Member shall at all times conduct himself in a manner which will enhance the standing and public regard of the sport and profession and not to do anything that will bring him, the bowling industry or the profession into disrepute.
  - b. Member shall at all times abide by the laws of Singapore and that of any country where he is sent in discharge of services under the contract
  - c. Member shall at all times not communicate anything that is profane, vulgar, demeaning or sexually suggestive and shall display, promote and instill respectable and amicable behavior
  - d. Member shall at all times maintain a professional relationship with participants, even when building rapport with participants while discharging their professional responsibility.

- e. Members shall at all times exercise sound professional judgment and discretion in deciding what is appropriate physical contact.
- f. Members shall at all times not initiate, accept or attend a social event with a participant on a one-to-one basis unless with approval and acknowledgement of the organization whom he works with
- g. Members shall at all times exercise professional judgment to ensure that communication with participants is kept within professional parameters.
- h. Member shall at all times respect the cultural, ethnic and religious differences of the participants and shall organize learning and positive interactions that are non-political, non-racial and non-religious, taking into account the participants' diversity.
- i. Member shall at all times recognise, respect and uphold the dignity and worth of every participant under their charge and manage them in a just and considerate manner, acting in the best interest.
- j. Member shall at all times ensure that physical and emotional safety and security of the participants are top priority when they discharge their professional responsibility
- k. Member shall at all times only accept an engagement for which he is suitably qualified and shall regard the participants' learning requirement and interests as paramount.
- l. Member shall at all times, not knowingly, without permission, use copyright material or techniques that others have developed.
- m. Member shall at all times respect fellow members in the bowling industry and shall not misrepresent the qualifications of other members, nor will he make any comments or statements of another member that are negative.
- n. Members shall avoid any actions or situations inconsistent with his professional obligations or which in any way might be seen to impair his integrity
- o. Member shall at all times not attempt to obtain work by giving financial inducement to participants or engaging agencies.
- p. Member shall recognize that in the discharge of his responsibility to the profession as well as to himself and his participants, he should at all times ensure that his knowledge and skills are kept up to date and shall take appropriate steps to this end.

5. The committee shall be empowered to issue, rescind and amend this code and any advice, circular or direction given under this code from time to time, which shall be binding to the members.
6. Any complaint concerning a member shall be made in writing and addressed to the General Council. The committee shall refer complaints received to the Grievances and Disciplinary Sub-Committee to inquire into the complaint.
7. The committee may also on its own motion refer the complaint concerning the member to the Grievances and Disciplinary Sub-Committee.