



# Operating Procedures

## Overview

The purpose of this document is:

- To support the Club Constitution dated 20 February 2016 and provide additional information on the rules and regulations and practises for the day to day running of the Club.
- If anything in this document contradicts the constitution then the constitution shall take precedence.
- Amendment to these operating procedures will happen once a year by the Club's General Secretary with the support of the Club Secretary. All amendments are to be completed and signed off by the Club Chairman and approved at the Annual General Meeting.

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Signature	
Name	Simon Lewis
Role	Club Chairman
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## SECTION A: Governance

### 1. Club Trade License

- 1.1. The Club operates under a Community Development Authority (CDA) license which is renewed every two years by the CDA. The organisation of the renewal process is responsibility of the General Secretary with the support of the Club Secretary.

### 2. Club Board of Directors (BoD)

- 2.1. The BoD comprises of nominated or invited individuals who are vetted and approved by the CDA before they are accepted in the role as Director. The board is chaired by the Chairman of the Club.
  - a. **Board Membership:** the BoD must have a minimum of five members and a maximum of nine, and include two UAE nationals. The organisation of applying for board membership will be the responsibility of the General Secretary. The organisation of the BOD will be as follows:
    - i. Club Chairman
    - ii. General Secretary
    - iii. Club Treasurer
    - iv. Club Legal
    - v. 2 UAE Nationals Directors
    - vi. 2 Expatriate Directors
  - b. **Board Meetings:** the BoD should aim to meet a minimum of twice a year or as required. Once at the Annual General Meeting (AGM) to be held in November, and once at the end of the season, to be held in May. The minutes of these meetings will be collated and published by the General Secretary.
  - c. **Annual General Meeting:** The Business that is transacted at an AGM shall be the consideration of the accounts, to receive the report of the Auditors and to appoint auditors for the coming year, the ordinary report of the Club Board and, the election of the members of the Club Board and any special resolutions. The AGM can only take place under the following conditions:
    - i. If within half an hour of the time appointed for the holding of a General Meeting a quorum of 10% of the membership is not present it shall stand adjourned to the same time and place the following week. If at the third calling of the meeting a quorum is again not present within half an hour of the time for which the meeting was called, those members present shall be deemed to be a quorum.
    - ii. The meeting if convened on the requisition of members shall be dissolved should twenty (20) of the signatories not be present or if there is not a quorum.
    - iii. If the Chairman is not present within fifteen minutes after the time appointed for holding a meeting, the Board members present shall choose one of their number to be Chairman of such meeting.
    - iv. The Chairman of the meeting may at his sole discretion decide whether a vote should be taken on a show of hands or by ballot, notwithstanding that the election of an officer for any opposed position must be by ballot.
    - v. Candidates may stand for more than one position. If they are unsuccessful for one position they may subsequently stand for election to any position or positions for which they have been nominated.
    - vi. If there are no candidates nominated for a position in accordance with Clause 1.2.c.v above when voting for the position is due to begin, the Chairman may ask for nominations from the floor. Any member proposed

and seconded at this time must be present at the meeting and must agree to assume the responsibilities of the position. Nominations need not be restricted to one candidate.

- vii. If the position remains vacant after the AGM, the BoD must take steps to fill the position in accordance with constitution.

### 3. Club Committee

3.1. The BoD shall appoint the Club Committee to assist the Board in managing the day to day running of the Club. Job descriptions for these positions are listed in Annex A of this document.

3.2. **Role of Club Committee:** The Club Committee is responsible for the day to day running of the Club and may pay such expenses incidental to the establishment, promotion and function of the Club as they think fit.

a. **Membership of Club Committee:** the following roles will form the Club Committee:

- i. Club Chairman
- ii. Mini & Youth Chairman
- iii. Club Secretary
- iv. Club Administrator
- v. Club Medical Officer
- vi. PR & Sponsorship Club
- vii. Club Captain & Social
- viii. Fixtures Secretary
- ix. Director of Rugby
- x. Director of Netball
- xi. Ladies Captain
- xii. Men's Captain

b. **Club Committee Meetings:** The Club Committee shall meet approximately once every three months (Sep/Oct, Dec/Jan and Mar/Apr). The meetings shall be organised by the Club Secretary. To form a quorum 50% of the members are required.

- i. Questions arising at any meeting shall be decided by a majority vote with the Chairman casting the deciding vote in the event of a tie.
- ii. Proper minutes shall be kept on all proceedings of the Club Committee and any subcommittee that are approved at the subsequent meeting and retained by the Club Secretary.

c. **Vacancies on the Club Committee:** vacancies on the Club Committee will be managed as follows:

- i. Any of the Club Committee who can no longer carry out his duties will be deemed to have resigned.
- ii. If any vacancy arises, the Club Committee shall have the power to fill it immediately by displaying on Club website (and advertise on social media) a notice requesting nominations for the vacant position within 10 days of the date of notice. Should there be two or more nominations for the position, then the Club Committee should elect one person for the position by secret ballot.
- iii. If a member of the Club Committee is unable to perform his duties for a period that is not expected to exceed two months, the Club Committee may co-opt a willing member who shall exercise all the rights and responsibilities of the incumbent during his absence. The co-option must immediately be publicised on the Club website.
- iv. If a member of the Club Committee cannot perform his duties for a period which is expected to exceed two months, the Club Committee must immediately notify all members of Club and request volunteers for the position. The Club Committee may co-opt a volunteer, who will exercise all the rights and responsibilities of the incumbent in his absence. The names of all volunteers and the co-opted members must immediately be publicised on the Club website.

## 4. Club Accounts

- 4.1. **Financial Year:** The financial year for the club is from 1<sup>st</sup> July to the 30<sup>th</sup> June every year and the Accounts must be audited annually by an external auditor, before presentation to the members at the AGM.
- 4.2. **Club Bank Account:** The Club shall operate bank accounts for the formal and official recording of transactions. Treasurer and Club Administrator of the Club Committee shall be signatories of the bank account. Within five (5) working days of an AGM the outgoing officers must notify the Bank of any changes and formally introduce the new signatories.
- 4.3. **Club Accounting:** The Club will use an international recognised accounting system that is recognised by accredited auditors and accountants. All day-to-day transactions of revenue and costs are to be logged in the system by the Club Administrator. Access to the system must be known by the Treasurer and Club Administrator.
- 4.4. **Deposits:** Any officer of the Club or their delegate may make deposits to Club's accounts.
- 4.5. **Withdrawals:** All withdrawals over AED5,000 from Club Bank Account shall require the joint signature of the designated signatories either on the invoice, purchase order or the payment cheque.
- 4.6. **Petty Cash:** All payments except petty cash must be by cheque, bank draft, telegraphic transfer or standing order. The Club Administrator must maintain only the minimum cash funds necessary for him/her to settle day to day expenses. Unless there is an overriding necessity, no more than AED 10,000 should be maintained as cash. Surpluses should be deposited into the club bank account as soon as possible.
- 4.7. **Authority for Expenditures:** The following authorities of expenditure shall be used on all items and properly accounted for in the Club Accounting system:

Item	Tier 1	Tier 2	Tier 3
	Club Administrator	Club Treasurer	Club Chairman
Expenditure	Up to AED10K	Up to AED100K	> AED100K
Investment	Up to AED10K	Up to AED100K	> AED100K

- 4.8. **Reconciliation of Club Accounts:** the Club Administrator will be responsible for the monthly reconciliation of the club accounts in order that accurate cash amount can be reported on demand.
- 4.9. **Control of Assets:** The Club Administrator shall prepare and keep current an inventory of Club's assets, including all equipment and the individual replacements costs of which exceeds AED 500 in the club accounting system. The Club Committee is individually and collectively responsible for Club's assets. New members of the Club Committee must sign a current inventory of assets, thereby relieving the outgoing members of their responsibility.

## 5. Salaries & Benefits

- 5.1. In order to ensure the best that the club can afford in capability to deliver on the club vision and mission there are certain roles club eligible for compensation.
- 5.2. The Club Chairman will decide the level of compensation and this will be based on what the Club can afford. This will be agreed with at least one member of the BoD. Where possible benefits will be obtained from Sponsorship relationships (see paragraph 6) in order to reduce actual club expenditure.
- 5.3. The following roles are eligible for a salary or benefit at the discretion of the BoD:

Club Role	Sponsor Requirement
Club Administrator	Yes
Club Secretary	Yes

Director of Rugby	
Director of Netball	
Rugby Development Officer	
Club Physiotherapist	

- 5.4. Club members can apply to be sponsored by the club under the CDA License. Following approval from the Club Chairman the Club Secretary is to liaise with the CDA to obtain a no-objection where upon the residence visa can be processed. The individual must bare all costs associated with the processing of the visa unless otherwise agreed by the Club Chairman and at least one other member of the BoD.

## 6. Club Sponsorship

- 6.1. To supplement funds received from annual subscription fees the club will seek sponsorship revenue from local businesses within the UAE and specifically Dubai. The Club Chairman, Treasurer and PR & Sponsorship Executive must agree a target every January for the total revenue required to run the club, and the ratio of club subscription fees to club sponsorship revenue, that will ensure the long term sustainability of the club.
- 6.2. The PR & Sponsorship Executive will be responsible for coordinating the sale of sponsorship deals which will result in a sponsors logo being placed on one or more of the promotion channels:
- Club Playing Kit
  - Club Website
  - Club face Book channels
  - Email blasts
  - Club Shop
- 6.3. All aspects of sponsorship must be channelled through the PR & Sponsorship Executive for processing and approval. Key to this aspect of governance is to ensure the potential sponsorship deal has the capability to generate a positive return of investment for the sponsor, and that there is no conflict of competition with existing sponsors.

## 7. Club Website

- 7.1. The club website will be managed by the PR & Sponsorship Executive and updated by the Club Secretary on a daily or weekly basis depending on the flow of information.
- 7.2. All costs associated with the running and maintenance of the club website are to be transacted through the club accounting system.
- 7.3. The design of the club website must be in line with the brand guidelines of club.

## SECTION B: Membership

### 1. Membership & Fees

- 1.1. Membership fees will be established and budgeted for by 31<sup>st</sup> May each year. The fees will be published on the Club website by the 30<sup>th</sup> June in order that registrations can be received from the 1<sup>st</sup> July each year.
- 1.2. The Club Board will sign off the fees for the following types of membership:

Type of Membership	Description
a. Honorary members	Limited to individuals selected by the Club Committee, who have rendered service to CLUB and shall have Honorary Life Membership of CLUB without obligation to pay subscription fees.
b. Full Membership	Limited to any individual who pays the required annual subscription fees to play a season of netball or rugby and registered online.
c. Overseas Member	Limited to those members who have since left the UAE and who pays the required subscription fee. A Country Member has no voting rights.
d. Social members	Limited to any individual who pays the required subscription fees and have registered online. A Social Member has no voting rights.

- 1.3. Annual Subscription Fees will be available in two type:
  - a. **Early-Bird:** these are discounted fees available between the 1<sup>st</sup> July and 31<sup>st</sup> August.
  - b. **Normal Fee:** these are full priced fees and are available from 1<sup>st</sup> September to the 30<sup>th</sup> January.
- 1.4. Where existing members are experiencing financial difficulties due to loss of employment or a change of circumstance then the only Club Chairman has the authority to agree an instalment plan with the individual for the normal fees to be paid in full by the end of the season.

### 2. Disciplinary

- 2.1. Disciplinary procedures will be implemented on the decision of the Club Chairman and administered by the Club Secretary.
- 2.2. The following actions by Club members who have paid annual subscription fee as listed in paragraph 2 are subject to the disciplinary procedures of the Club:

Action	Description	Disciplinary Process
Disrespect	Member is disrespectful to another member or visiting member to the extent that an official written complaint is received to either a member of the Club Board or Club Committee.	Incident will be investigated and report given to Club Chairman. If member has been disrespectful a written warning will be provided which is valid for the rest of the season. A second incident will cause the individual to lose their membership without refund of fees.
Contravenes the Club Code of Conduct	Member contravenes any aspect of the Club Code that causes an official complaint to be raised to the club by either an internal member of external entity or person.	Incident will be investigated and report given to Club Chairman. If member has been disrespectful a written warning will be provided which is valid for the rest of the season. A second incident will cause the individual to lose their membership without refund of fees.



### 3. Club Code of Conduct

- 3.1. The Sports of Rugby Football and Netball will be damaged by any impairment of public confidence in the honest orderly conduct of matches and competitions or in the integrity and good character of the participants
- 3.2. This section aims to define the code conduct for the Dubai Hurricanes. Both players and where appropriate parents are requested to read them and sign the agreement when registering with the club online.
- 3.3. Definitions:
  - a. "WR" means the World Rugby;
  - b. "UAERF" means the United Arab Emirates Rugby Federation
  - c. "UAENA" means the United Arab Emirates Netball Association
  - d. "Officer" means an executive board member, other officer or employee of a Sports Body;
  - e. "Participant" means a player, a referee, touch judge or other match official, a selector, coach, trainer, manager or other team official, or an individual involved in the organisation, administration or promotion of the Sport including (but not limited to) a board member, director, other officer or employee of a Sports Body. This includes all officials, referees etc. from other recognised Sports Unions associated with tournaments which the Dubai Hurricanes participate in, or host either in the Gulf or overseas.
  - f. "Rugby Body" means the Dubai Hurricanes, any Member Clubs or Affiliated Clubs of the UAERF, or any Rugby Union, Club or other body in membership with or affiliated to a Member Club or Affiliated Club
  - g. Words in the singular include the plural and vice versa; and
  - h. A reference to a gender includes the other genders.
- 3.4. Object of Code of Conduct:** Dubai Hurricanes is committed to providing the best and safest environment for participation in sport. Players, coaches, officials and spectators have the right to be involved in their Sport without fear of abuse or vilification. All involved in the sport must be aware of their responsibility to encourage and support players, respect officials and appreciate the contribution of volunteer coaches and administrators. The image of Sports and public confidence in the integrity and good character of those involved in the sport will be enhanced by actively supporting the following Codes of Good Behaviour.
- 3.5. Participants:** All participants in the Game are bound:
  - a. not to bet on the outcome or on any other aspect of a match or competition;
  - b. not to throw or fix a match, try to achieve a contrived outcome to a match or a competition, or otherwise influence improperly the outcome or any other aspect of a match or a competition;
  - c. not to seek or accept a bribe or other benefit to do anything mentioned above;
  - d. to report immediately to the Dubai Hurricanes and UAERF any offer of a bribe or other benefit to do anything mentioned in paragraph above or any attempt by any other person to do anything mentioned in the above
  - e. not to engage in any Doping Practice as defined by the World Anti-Doping Authority;
  - f. to comply with the WR, Dubai Hurricanes and UAERF's Safety Directives for Referees, Coaches and Players;
  - g. not to breach the Laws of the Game relating to Foul Play or Misconduct;
  - h. not to abuse, threaten or intimidate a referee, touch judge or other match official, whether on or off the field, or a selector, coach, manager or other team official;
  - i. not to show unnecessary obvious dissension, displeasure or disapproval towards a referee, touch judge or other match official, his or her decision or generally following a decision of a match official

- j. not to use crude or abusive language or gestures towards referees, touch judges or other match officials or spectators;
- k. not to do anything which is likely to intimidate, offend, insult or humiliate another participant on the ground of the race, colour or national or ethnic origin of the person;
- l. not to conduct themselves in any manner, or engage in any activity, whether on or off the field, that would impair public confidence in the honest and orderly conduct of matches and competitions or in the integrity and good character of participants; and
- m. not to do anything which adversely affects or reflects on or discredits the Game of Rugby Football, the sport of Netball, the Dubai Hurricanes, any Member Club or Affiliated Club of the UAERF, or any squad, team, competition, tournament, sponsor, official supplier or licensee, including, but not limited to, any illegal act or any act of dishonesty or fraud

All participants are entitled to:

- n. skilled and qualified leadership;
- o. a safe playing environment;
- p. enjoy rugby activities;
- q. be treated with respect.

All participants should:

- r. respect the laws of the game in a fair and safe manner;
- s. treat all coaches, officials, referees, team mates and opposition players and officials with respect;
- t. never argue with the referees decision;
- u. never use foul, abusive, offensive or discriminatory language;
- v. never demean another person on the ground of race, colour or ethnic origin;
- w. agree to abide by the Rules and Regulations of the Dubai Hurricanes.

3.6. **Coaches:** Coaches are the link with those playing sports. It is important that they are qualified and skilled as sport educators. Coaches must at all times:

- a. Foster an enjoyment of playing rugby, netball and other sports;
- b. Cater for all levels of ability;
- c. At junior level provide equal opportunities for participants to develop skills, gain confidence and experience success
- d. Prepare and conduct sessions based upon sound coaching methods and make a commitment to update and maintain sound coaching principles and practice;
- e. Appreciate and understand young people's growth and development;
- f. Take into consideration the maturity and fitness level of the players, when scheduling and determining the training programmes
- g. Foster a learning an environment in which the process is as important as the outcome;
- h. Never ridicule or chastise young people for making mistakes;
- i. Insist on fair play, not tolerate foul play, fighting or offensive language;

- j. Provide safe training and playing conditions;
  - k. Insist that players not use prohibited or performance enhancing drugs;
  - l. Encourage players to demonstrate exemplary sporting behaviour in both training and competition
  - m. Engender respect for the ability of opponents as well as for the judgement of officials and opposing coaches
  - n. Never use offensive or discriminatory language or do anything that may demean another person on the grounds of race, colour or ethnic origin;
  - o. Set a good example as a role model and leader.
- 3.7. **Match Officials:** Match Officials should:
- a. be consistent, objective, courteous and helpful;
  - b. be a model of good sporting behaviour;
  - c. keep informed of and exercise sound officiating practices;
  - d. understand the growth and development of children;
  - e. ensure that the 'Spirit of the Game' is not lost by over-pedantic interpretations of the laws;
  - f. compliment participants on their efforts;
  - g. encourage good sporting behaviour and promote respect for all participants;
  - h. give all young people a 'fair go' regardless of their gender, ability, race, colour or ethnic origin;
  - i. never accept a bribe or inducement to affect the outcome of a match, and ensure that any bribe or inducement that is offered is reported to the Dubai Hurricanes.
- 3.8. **Spectators:** Spectators can influence the behaviour of participants and the conduct of the sport. Spectators should:
- a. appreciate that young people participate in sports for their enjoyment;
  - b. acknowledge and compliment good performances and efforts from all participants regardless of the outcome
  - c. Respect the decisions of Match Officials, Coaches and players;
  - d. Never ridicule or abuse a participant for making a mistake;
  - e. Never use offensive or discriminatory language or do anything which may demean another person on the grounds of race, colour or ethnic origin
  - f. Discourage the use of violence in any form, be it spectators, coaches, officials or players.
- 3.9. **Safety & Medical Considerations:** It is important that:
- a. playing and training grounds are adequately maintained and regularly checked for hazards;
  - b. participants understand and adopt the Dubai Hurricanes guidelines for Health & Safety if available
  - c. appropriate and properly fitted protective equipment (e.g. mouth guards) are used at all training and competition sessions;
  - d. suitable clothing and footwear is worn for all training sessions and games;
  - e. warm-up and cool-down exercises accompany all rugby activities;
  - f. fluid intake be encouraged before, during and after sports activities;
  - g. activity for young players be limited during extremes of temperature or humidity;



- h. players should be protected from the dangers of sun exposure. When not playing participants should wear protective clothing and apply maximum strength sunscreen on exposed skin. Whenever possible there should be adequate shading areas.
- i. coaches and managers must be made aware of any pre-existing medical conditions (e.g. asthma, epilepsy and diabetes) and should know how to deal with them in case of emergency.
- j. coaches and managers and other adults must seek and take in to account medical advice when players are affected by injury or illness. Players must be fully recovered before returning to competition or training. If in doubt, a medical clearance from the doctor should be obtained. Any player complaint of pain, tenderness, limitation of movement or disability must be promptly managed and referred to appropriate medical personnel.



## Appendix A – Club Job Descriptions

Are maintained by the Club Secretary for all Board of Directors and Club Committee positions.