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This Service Level Agreement is effective as of xx.xx.xxxx

**BETWEEN:** The British Athletes Commission (BAC)

**AND:**

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent delivery of advice and support. The BAC is an independent body providing confidential advice and support to athletes within the high-performance system, and there will be no cost to you, the athlete, for the use of our Services. In order to satisfy the expectations of both parties, this agreement outlines:

- the schedules listed in the Articles of Association under which the BAC shall operate;
- the BAC undertakings in respect to the advice and support it will provide; and
- the responsibilities and behaviours expected of the athlete

**Schedule 1(iii)** to offer advice, support and guidance to individual athletes either directly or indirectly who need independent help in dealing with issues that may affect their welfare and/or performance.

**Schedule 1(x)** to be consulted by athletes, and to act as an independent central resource with integrity which can provide support to athletes in the form of information, advice, direction or referral services, in the following areas: Athlete funding; Facilities; Athletes' careers, post retirement; Support services; Selection; Media/sponsorship opportunities; Doping control; Safeguarding; Disputes involving Athletes and other relevant areas.

**BAC UNDERTAKINGS:**

- Provide individually tailored end-to-end case management support for the athlete, delivered by appropriately qualified and experienced staff;
- Where possible, enact early interventions and informal resolutions;
- Ensure communication is consistent and regular throughout the process and feedback is provided at appropriate opportunities;
- Provide accessible channels of communication including email and telephone;
- Maintain confidentiality of information, exception to be made when the BAC is obligated to disclose to other parties e.g. safeguarding, criminal concerns, risk of harm to individual or other
- Initiate dialogue with other organisations, with prior discussion and consent of athlete, in an attempt to resolve informally;



- Signpost the athlete to external support services, within or outside of the system, if required;
- Represent the interests of the athlete and attend all necessary meetings in relation to the referral;
- Conduct all business in a professional manner in order to achieve best possible outcomes for the athlete;
- Agree a period for review at the conclusion of the referral, where appropriate.

#### **ATHLETE RESPONSIBILITIES:**

- Provide the BAC with all relevant information relating to the referral, ensuring accuracy and honesty of information;
- Respond to communications and requests for information in a timely manner (usually stipulated upon request);
- Attend meetings and appearance requests where practicable;
- Behave in a respectful manner towards BAC staff **at all times**. BAC staff will not tolerate abusive or aggressive behaviour; this agreement will be void and any dealings terminated should staff feel threatened or unsafe;
- Disclose to the BAC, at the earliest opportunity, if you the athlete has engaged the services of another provider or organisation in relation to this referral;
- Agree to not share information relating to the referral with any party that may compromise the process or outcome
- Commit to follow reasonable recommendations from the BAC in line with the case management process;
- Provide honest and constructive feedback at the conclusion of the referral, relating to engagement with the BAC.

Any athlete wishing to make a complaint can do so by following the complaints procedure <https://britishathletes.publishpath.com/Websites/britishathletes/images/Safeguarding/BAC%20Complaints%20Procedure%20September%202018.pdf>

We agree to the terms of this Agreement and will do our utmost to work to a successful outcome.

**SIGNED**  
Athlete

**SIGNED**

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## Equalities Monitoring Form

The British Athletes Commission (BAC) embraces the spirit of all equalities legislation and is committed to eradicating any form of unlawful discrimination. We will not tolerate unfair discrimination either directly or indirectly, on the grounds of: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation (together the Equality Act 2010 Protected Characteristics), class or social background, parental status or political persuasion.

We will take positive action to:

- eliminate individual and institutional discrimination
- comply with statutory/legislative obligations and, wherever possible, best practice
- meet the needs of our employees and partner organisations
- make equality and equal treatment a core issue in the development, delivery and refinement of our policies, initiatives and services and in the way we manage our employees.

In order to ensure our policy is implemented effectively, we need to monitor its impact. Please complete the questions on this sheet. This information is confidential; it will be stored securely. The information will be used solely for the purposes of monitoring the impact of our equality policy.

## Equalities Monitoring Form

<p><b>How do you identify your gender? (Please click in the box):</b></p> <p>Male <input type="checkbox"/></p> <p>Female <input type="checkbox"/></p> <p>Non-Binary <input type="checkbox"/></p> <p>Prefer not to say <input type="checkbox"/></p> <p>Not listed <input type="checkbox"/></p> <p>If not listed, please</p>	<p><b>Age Range (Please click in the box):</b></p> <p>Under 18 <input type="checkbox"/> 18-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/></p> <p>55-64 <input type="checkbox"/> 65+ <input type="checkbox"/></p> <p>Prefer not to say <input type="checkbox"/></p>
<p><b>Is your gender identity the same as you were assigned at birth? (Please click in the box)</b></p> <ul style="list-style-type: none"> <li>▪ Yes – My gender identity is the same as at birth. <input type="checkbox"/></li> <li>▪ No – My gender identity has changed. <input type="checkbox"/></li> <li>▪ Prefer not to say <input type="checkbox"/></li> </ul>	

### PLEASE SELECT THE OPTION THAT YOU FEEL BEST DESCRIBES YOUR ETHNICITY

<p><b>Asian or Asian British</b></p> <p>Bangladeshi <input type="checkbox"/></p> <p>Chinese</p> <p>Indian <input type="checkbox"/></p> <p>Pakistani <input type="checkbox"/></p> <p>Any other Asian background <input type="checkbox"/></p>	<p><b>Mixed</b></p> <p>Asian and White <input type="checkbox"/></p> <p>Black African and White <input type="checkbox"/></p> <p>Black Caribbean and White <input type="checkbox"/></p> <p>Any other mixed background <input type="checkbox"/></p>	<p><b>White</b></p> <p>Gypsy or Traveller <input type="checkbox"/></p> <p>White <input type="checkbox"/></p> <p>White Other <input type="checkbox"/></p>
<p><b>Black or Black British</b></p> <p>African <input type="checkbox"/></p> <p>Caribbean <input type="checkbox"/></p> <p>Any other Black background <input type="checkbox"/></p>	<p><b>Other Ethnic Background</b></p> <p>Arab <input type="checkbox"/></p>	<p>Prefer not to say <input type="checkbox"/></p>

If you ticked 'any other background' please specify.....



## Equalities Monitoring Form

**PLEASE SELECT THE OPTION THAT YOU FEEL BEST DESCRIBES YOU**

### **RELIGION**

- Buddhist   
Christian   
Hindu   
Jewish   
Muslim   
Sikh   
No Religion   
Other religion or belief   
Prefer not to say

If not listed, please specify.....

### **SEXUAL ORIENTATION**

- Bisexual   
Homosexual   
Heterosexual (Straight)   
Not listed   
Prefer not to say

If not listed, please specify.....

### **DISABILITY**

The Equality Act 2010 defines a person with a disability as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability?    YES                       NO

Are you a Paralympic athlete?                      YES                       NO