

International Golf Federation

Classifier Wellbeing Strategy





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Introduction

The wellbeing of Classifiers is essential for upholding the credibility of the International Golf Federation's classification system. The IGF understands that Classifiers, whether they serve as Chief Classifiers, Technical Classifiers, Medical Classifiers, UHC Assessors, or Trainee Classifiers, perform highly skilled and judgment-driven tasks in high-pressure and emotionally sensitive situations. It's crucial to protect them from abuse, harassment, and bullying to ensure that we maintain a fair, transparent, and athlete-focused classification process.

This strategy aims to support the psychological, professional, and emotional wellbeing of our Classification Personnel. It also establishes necessary protections against mistreatment, whether that comes from athletes, support staff, colleagues, or event organisers. We recognise that a healthy environment for our Classifiers is key to fostering a positive atmosphere for everyone involved in Golf for Athletes with a Disability.



Why Have a Classifier Wellbeing Strategy?

A well thought-out, structured and comprehensive classifier wellbeing strategy benefits the IGF as it helps to:



- Attract new classifiers to support the IGF in classification assessments.
- Ensures all classifiers have the right to operate in a professional environment free from mistreatment, bias, or hostility.
- All allegations of abuse, harassment, or bullying can be addressed swiftly, confidently and fairly.
- Ensures retention as this is important to support the classifier pathway in retaining talent and, importantly, to underpin the professional development of classifiers and the classification system.
- Participants in Golf for Athletes with a Disability, including athletes, coaches, classifiers, and administrators, share responsibility for upholding a safe assessment environment.
- Ensure the IGF regularly assesses the wellbeing systems to ensure relevance, responsiveness, and alignment with global standards.

Our Strategy

Our Classifiers' Wellbeing Strategy sets out the IGF vision and aims for classifier wellbeing. Our key areas of focus include our approach and how the IGF will seek to protect our Classifiers from abuse and harassment.



Our Vision

To work with and for all Classifiers to enable the right environment and behaviour so that the wellbeing of classifiers, athletes, and support staff is embedded in all the IGF classification assessments.

Ultimately, creating a content, resilient, and safe environment that minimises stress and discomfort for classifiers and Athletes during classification. We aim for golf to be the sport of choice for classifiers, and a strong Wellbeing Strategy is an important tool not only to attract the best classifiers but also to retain them by making them feel valued and prioritised.



Our Aim

To foster a safe and healthy work environment that promotes positive wellbeing, while ensuring everyone takes responsibility for their wellbeing and is aware of their duty to report abuse, harassment, or bullying. To be recognised as an IF who cares about wellbeing and understands its importance in the bigger picture, providing meaningful wellbeing support tailored to our classifiers' needs through a collaborative approach.



The IGF Defines Wellbeing in the Context of Harassment and Abuse as:

A safe, supportive, and resilient environment where all forms of abuse are actively prevented, concerns can be confidently reported, and informed decision making and positive wellbeing behaviours are encouraged. It encompasses strong organisational values, effective safeguarding practices, and a culture of respect and collaboration that enables individuals to thrive.

The IGF Defines Abuse, Harassment, and Bullying in the Classification Context as:

Abuse is any behaviour, whether they are verbal, psychological, or sexual, that harms or threatens to harm someone. It's a serious issue that affects individuals deeply.

Bullying, on the other hand, involves ongoing, targeted behaviour designed to hurt someone. This could mean being critical, excluding someone from the group, or trying to undermine their confidence. The intention is often to isolate or discredit a person in a workplace or competitive environment.

These harmful behaviours can happen between classifiers and athletes, team officials, event organisers, or even among the classification team itself. It's essential to recognise and address these issues to create a safe and supportive environment for everyone involved.

IGF Classifier Wellbeing Pillars

Our Wellbeing strategy will focus on five key pillars of integrated wellbeing.

Physical Wellbeing



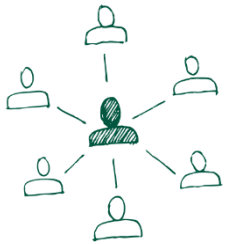
- Ensure ergonomic and accessible working conditions at classification and competition venues.
- Support classifiers in managing fatigue related to travel, time zones, and extended classification days.
- Continually improve the work environment and the way of working.

Mental Wellbeing



- Provide resources and support in the event of a high-pressure and emotionally challenging classification scenarios.
- Promote peer support, mentoring, and regular debriefing opportunities.
- Provide access to support, advice and signposting.

Professional Wellbeing



- Ensure classifiers have the skills and confidence in applying rules consistently and without bias.
- Protect classifiers from coercion, undue influence, or manipulation.
- Embed values-based decision-making aligned with the IGF and IPC codes of Ethics

Social Wellbeing



- Foster a culture of respect and collaboration among classifiers.
- Build healthy, collaborative, nurturing and supportive relationships, which include good leadership, to foster a genuine community with IGF Classifiers.
- Encourage engagement to improve a sense of belonging and create strong links with the wider classification community.

Personal Wellbeing

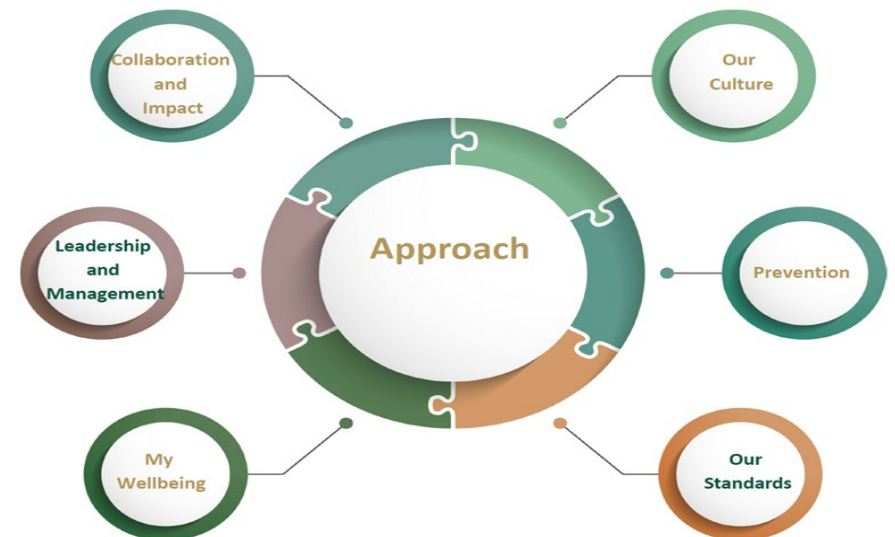


- Promote confidence in applying rules consistently and without bias.
- Protect classifiers from coercion, undue influence, or manipulation.
- Embed values-based decision-making aligned with the IGF and IPC codes of Ethics

Our Approach

The purpose of our strategic approach is to ensure that wellbeing is seen as essential to **‘creating the right conditions’** for IGF Classification Personnel.

Wellbeing, therefore, needs to sit across all areas within the IGF. With a focus on creating a wellbeing culture which is championed at all levels, prevention-focused and improves our standards and practices. With the purpose of having a positive impact on the diverse individual needs of all.



Our Culture

We will:

- Promote wellbeing as a core IGF value.
- Increase awareness of support resources and safeguarding reporting channels.
- Ensure leadership models respectful behaviour and prioritises wellbeing.



Prevention

We will:

- Take proactive steps to minimise risks to wellbeing.
- Make wellbeing a year-round priority, not just during crises.
- Provide mandatory safeguarding and wellbeing training at induction.



Our Standards

We will:

- Align wellbeing commitment with IGF Code of Ethics, IPC requirements, and safeguarding standards.
- Ensure all stakeholders understand their obligations.



My Wellbeing

We will:

- Encourage classifiers to take personal responsibility for their wellbeing.
- Map the classifier journey to identify key pressure points and develop targeted support.



Leadership and Management

We will:

- Ensure Head of Classification and Chief Classifiers are trained in wellbeing and safeguarding.
- Maintain open, supportive communications with classifiers before, during, and after events.



Collaboration and Impact

We will:

- Gather feedback through annual wellbeing surveys and confidential check-ins.
- Share best practices across events with our Professional Members:
- Monitor and evaluate all wellbeing initiatives for effectiveness.
- Work hard to ensure Classifiers feel connected and part of a global ecosystem where the IGF strives to create an environment where Classifiers can collaborate with others.



Preventative Measures and Training

A core component of the IGF's safeguarding approach is the promotion of best practices through an online education platform. Wellbeing requires proactive steps to minimise potential risks and also early intervention to prevent situations from escalating. If a classifier has been harmed or faces an imminent threat, swift and decisive action must be taken to secure their well-being.

The training will be mandatory for all new Trainee Classifiers and will be included in the recertification requirements every five years. The IGF will ensure that at every event, Classifiers have an event-specific safeguarding contact available for any reports or mediation needs.



Reporting Mechanisms

Any incident of Harassment and abuse must be promptly reported to the IGF. The IGF has multiple, confidential, and accessible reporting mechanisms in place to ensure classifiers can report concerns. A dedicated Safeguarding Email monitored by the IGF Safeguarding officer is available for all reports or enquiries, both during IGF-covered competitions and out of the competition periods or during Non-competition Classification Events. The IGF will establish a Wellbeing and Ethical hotline during IGF Covered competitions, accessible by phone or messaging.

All reports will be handled with the utmost confidentiality. The person making the concern known shall not suffer any sanctions from the organisation on account of their actions in this regard, provided that their actions:

- Are in good faith, and
- Are based on reasonable grounds, and
- Confirm to the designated procedures

Response and Investigation

The IGF has a duty of care towards all participants, encompassing legal, ethical, contractual, and moral responsibilities. Upon receiving a safeguarding concern, the IGF Safeguarding Officer must acknowledge receipt as soon as possible and allow the reporting person to provide any additional details that may not have been included in the initial report.

The IGF safeguarding officer must conduct a preliminary assessment to determine the nature and severity of the concern and decide on the appropriate course of action, which are outlined in the IGF Safeguarding Case Management Procedures for IGF Events and Competitions (Case Management Procedures).

For any investigation concerning a classifier, the investigation should be concluded within a 30-day target window, issuing recommendations as per the Case Management Procedures.



Monitoring and Support

To proactively support classifiers' wellbeing, the IGF will implement:

- A classifier wellbeing survey, administered annually to assess work environment, support needs, and other areas linked to wellbeing.
- Confidential check-ins with the Chief Classifiers or the Head of Classification, especially prior to an IGF Covered Competition.
- A wellbeing mentor, a trained wellbeing officer who serves as an informal listener and support.

Integrating Wellbeing into Classifier Appraisal and Policy

Classifier's wellbeing will be formally assessed during annual performance reviews and recertification processes. During these meetings, classifiers will be invited to reflect on:

- Their experiences with stress, support, and inclusion
- Instances of discomfort, tension, or mistreatment,
- Suggestions for making IGF classification environments safer and more respectful
- Findings will be anonymised and used to improve IGF's policies and practices.

Additionally, every IGF event will include:

- A Classifier Risk and Wellbeing Assessment as part of event planning.
- Physical and psychological rest protocols for classifiers, including limits on hours worked during tournaments.

Making it Happen

Year 1

- Launch strategy, integrate wellbeing into classifier training, establish event wellbeing contact.

Year 2

- Embed wellbeing assessments into event planning, expand peer support networks.

Year 3

- Normalise wellbeing conversations, review and refine initiatives.

Year 4

- Evaluate progress, share success stories, update action plan.

A phased action plan outlines the specific steps the IGF will take to enhance our wellbeing objectives across all classification activities. This plan will be integrated into our event planning, safeguarding protocols, and operational procedures, ensuring that wellbeing considerations are a fundamental part of every process.

Each year, we will conduct a review to evaluate our progress, measure the impact of our initiatives, and confirm that we stay aligned with the IGF's strategic objectives as well as international safeguarding standards.

Our aim is for every member of the classification team, regardless of their role or level, to feel a strong personal connection to the goals, principles, and vision of the IGF Classifier Wellbeing Strategy.

Measuring Success

Hard Metrics

- Uptake of wellbeing resources and training.
- Reduced attrition of classifiers.
- Incident reporting rates and resolution times.
- Wellbeing scores from annual surveys.

Soft Metrics

- Improved relationships and team cohesion.
- Classifiers' confidence and satisfaction levels.
- Positive feedback from athletes and event organisers on the classification environment.



Conclusion

The IGF hopes that by prioritising wellbeing and establishing strong safeguarding against abuse, harassment, and bullying, it affirms its commitment to protecting the integrity of the classification system and the dignity of those who administer it and partake in it.

The Wellbeing Strategy underpins our aim for golf to be the sport of choice for classifiers, as well as the long-term recruitment and retention of talent, which is integral to our entire Classification System.

A thriving classification community requires not only technical expertise but also an environment that fosters respect, safety, and care.



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