



## **POLICY**

### **VOLUNTEERING**

---

#### **1 Introduction**

A volunteer is a person who gives freely of their time, skills and experience without expectation of financial reward. Volunteering can take many forms. Some tasks require particular skills whereas others require none. Volunteering may be for a limited time to complete a particular project or may be on an ongoing basis.

RBLI recognises the immense benefits that volunteers bring to the Company, and the bridges that they build between RBLI and the local community. Their contribution supports our charitable aims and complements the role of paid staff. We aim to encourage and support volunteer involvement to ensure that volunteering benefits the organisation, those it supports and the volunteers themselves. In return RBLI hopes to give its volunteers an opportunity to exercise their skills in a different environment, gain new skills and to undertake new experiences.

RBLI tries to offer a range of volunteering opportunities and, in accordance with its equal opportunities and diversity policies, to ensure that the opportunity to volunteer is widely available.

#### **2 Purpose of this policy**

This policy identifies the principles by which RBLI works with and manages volunteers. It sets out the minimum standards for volunteer involvement and management ensuring that the expectations of volunteers and RBLI are met. It aims to provide a fair and equal framework for volunteer involvement across RBLI.

#### **3 Who this policy applies to**

This policy is for staff that work with, and manage volunteers within RBLI, and for volunteers themselves who undertake activity on behalf of RBLI. This policy will be provided to all RBLI volunteers and volunteer line managers upon request.

#### **4 Status of volunteers**

A volunteer is not an employee and will not have a contract of employment with the Company.

RBLI will agree a role with the volunteer and there will be an expectation that the volunteer will meet the role's requirements and that the Company will provide activity for the volunteer. However, the volunteer is free to refuse to fulfil the role and the Company is not bound to provide the activity. It is also expected that both RBLI and the volunteer will give as much notice as possible if unable to meet these expectations.



## **POLICY**

### **VOLUNTEERING**

---

Upon appointment volunteers of RBLI will be required to sign a RBLI Volunteer Agreement. The RBLI Volunteer Agreement is binding in honour only and there is no intention to create a contract of employment between RBLI and volunteers.

#### **5 Volunteering roles**

RBLI have identified a list of volunteering role descriptions, although this list is not exhaustive. Details of existing roles are available via the Volunteering Team. These role descriptions will set out the expectations of the role and the skills or experience needed, as well as any training that is required before the volunteering activity is undertaken.

A new volunteer role can be created in collaboration with the Volunteering Team and department managers.

#### **6 Recruitment**

A person wishing to become a volunteer will be asked to complete an application form. The applicant will be asked to identify areas in which they would like to volunteer. If the Company is able to match the applicant to a suitable role, references will be required and, depending on the nature of the role, the prospective volunteer may be required to undergo a health and/or Disclosure & Barring Service Check (DBS) that meets the requirements of the Company, or in the case of a driving role, a driving licence check with the DVLA.

RBLI will accept volunteers from the age of 13 years old and upwards. For certain roles including those within healthcare, grounds maintenance and manufacturing, individuals must be aged 16 and over. For any volunteer aged 13 and 14 years old a specific risk assessment will be written which will be signed by the Volunteer Manager and department line manager. The volunteer will also be required to provide a letter/email from a parent or guardian stating that they are aware of the volunteering the individual will be undertaking and support them in doing so.

#### **7 Equality & Diversity**

Royal British Legion Industries (RBLI) is committed to the principle that volunteers should be able to work in an environment free from intimidation, harassment, bullying or discrimination of any kind, and is firmly committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds and needs are fostered and valued, and where those with diverse backgrounds and experiences are able to participate and contribute.

RBLI recognises that discrimination is unacceptable and that a diverse workforce is of benefit to the Company and helps to bring a wider range of skills and experience into the workplace.



## **POLICY**

### **VOLUNTEERING**

---

It is the aim of the Company to ensure that no volunteer receives less favourable facilities or treatment, is victimised or the subject of discrimination, harassment or bullying by employees or third parties, on the grounds of gender, sexual orientation, transgender status, marital, civil partnership or family status, colour, race, nationality, ethnic or national origins, creed, culture, religion or belief, age, disability, Pregnancy, Maternity and Paternity, or any other personal factor or quality, or is placed at a disadvantage by imposed conditions or requirements which cannot be shown to be objectively justified. This also applies to discrimination: direct, indirect, perceptive, associative, victimisation and harassment.

These principles will ensure fair and equal treatment of all RBLI volunteers.

RBLI also expects volunteers to treat RBLI staff and third parties in a non-discriminatory manner.

#### **8 Volunteering agreement**

The volunteer will be invited to enter into a volunteering agreement with RBLI. This agreement will identify:

- the volunteer's role;
- the expectations of the volunteer;
- the expectations of RBLI as the organisation;
- the insurance cover that will be provided for the volunteer;
- who will line manage the volunteer.

The volunteer will also be provided with a Volunteer Information Pack outlining the Company's activity, health and safety information and expectations.

#### **9 Training**

RBLI will provide any reasonable and statutory training required for the role, including health and safety training and the volunteer is expected to undertake the training in order to carry out the volunteering activity.

#### **10 Health and safety**

RBLI has a responsibility for the health and safety of volunteers. Volunteers should at all times follow RBLI's health and safety policies and procedures. Volunteers have a duty to take care of themselves and others who might be affected by their actions. Volunteers should not act outside their authorised area or activity. Volunteers should report all accidents to their line manager.



## **POLICY**

### **VOLUNTEERING**

---

RBLI will provide volunteers with appropriate guidance on any health and safety issues that arise.

#### **11 Reimbursement**

Volunteers are unpaid. However, RBLI may reimburse volunteers for travel expenses where the supervisor has agreed the expense in advance. This will entail reimbursement against receipts. Reimbursement will be in accordance with RBLI's Volunteer Expenses Policy.

#### **12 Policies and procedures**

Volunteers are expected to comply with all RBLI policies while they are on its premises or undertaking any of their volunteering duties. Their induction will include an explanation of these policies and procedures. As a standard this will include the following RBLI policies

- Safeguarding Vulnerable Groups
- Volunteer Expenses
- Health & Safety
- Dignity at Work
- Code of Ethics

#### **13 Insurance**

RBLI will ensure that volunteers are covered for insurance purposes in respect of personal injury. RBLI will also ensure that volunteers are provided with professional and public liability insurance. The insurance will not cover unauthorised actions or actions outside the volunteering agreement.

#### **14 Confidentiality/ Data Protection**

Volunteers are likely to become aware of confidential information about RBLI, its staff, customers and suppliers. Volunteers should not disclose this information or use it for their own or another's benefit without the consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure.

Volunteers will be asked to sign an IT agreement, as part of their induction process, if they will be accessing RBLI's ICT Services. In addition, for certain roles, volunteers will be asked to sign a Confidentiality Agreement.



## **POLICY**

### **VOLUNTEERING**

---

In compliance with the Data Protection Act 2018 and EU General Data Protection Regulations, RBLI will ensure that all volunteer information, such as application forms, references and reports regarding concerns will be stored in a safe and secure location.

Volunteers have the right to request to see all information held about them by RBLI.

#### **15 Management & Support**

A line manager will be appointed to support and manage the volunteer. The line manager will review the arrangements on a continued regular basis. If the volunteer has any queries or would like to change their role this should be discussed with the appointed line manager. The Volunteering Team or a representative on their behalf will offer and aim to complete a formal volunteer review at least once a year. If a volunteer does not wish to undertake the review that is at their discretion, a review will not be forced unless Line Management or the Volunteering Team is unsatisfied or has concerns over the performance of the volunteer.

In the event of a problem, the line manager will try to solve this informally. If this is not possible then an independent procedure will apply and will be carried out by an appropriate person to ensure fair and equitable treatment of volunteers.

It is the responsibility of RBLI and its employees to ensure that they are adequately trained and supported in regards to managing volunteers. If an individual does not feel that they are suitable to do so, or needs extra support, advice or training then it is their responsibility to inform their line manager and the Volunteer Manager respectively.

#### **16 Volunteer drivers**

Any volunteers who will be transporting equipment or people using a vehicle provided by RBLI must have a valid driving licence. They will be covered by RBLI's insurance policy. Where the volunteer will be using their own vehicle, they must also provide a copy of the vehicle's insurance policy and, if appropriate, the MOT certificate. In all cases, the Company will undertake a driving licence check with the DVLA.

The volunteer must report any accidents to the Company, they must also report any motoring offences or police cautions. The Company will not pay any parking or speeding fines accumulated by the volunteer if issued whilst undertaking volunteering activity for RBLI.

#### **17 Volunteer Information pack**

On commencing their volunteer role, the volunteer will be given a pack containing:



## POLICY

### VOLUNTEERING

---

- general information about RBLI;
- a standard volunteering agreement;
- details of where they can access RBLI's policies and procedures; and
- contact details, for the Volunteering Team and their Line Manager.

#### **18 Leaving RBLI**

Volunteers are free to cease volunteering with RBLI at any time, although, if possible, an agreed period leading up to this would be helpful in order to give RBLI time to make alternative arrangements if necessary. There may be times when RBLI will ask a volunteer to cease volunteering for various reasons. In this instance the volunteer will have the opportunity to provide feedback to RBLI before leaving, and RBLI will ensure the volunteer is appropriately recognised for their contributions

#### **19 Volunteer Feedback**

RBLI will provide a range of opportunities for volunteers to offer feedback on our processes, support and work. Should a volunteer wish to make a complaint, they are invited to put their complaint in writing and address this to the Volunteer Manager. If the subject of the complaint is the Volunteering Team, the complaint should be addressed to the HR Department. They will be responded to within 14 days of RBLI receiving the complaint.

**Originator's Signature:**

**Name:** Steve Sherry

**Position in RBLI:** Chief Executive