



Volunteering policy

Purpose

Lay out expectations and procedures for an organisation and a volunteer, aiming to prevent misunderstanding between both sides.

Where to start

As soon as your organisation creates a well-structured volunteer involvement plan, and identifies all volunteer roles with clear role descriptions, it is time to start working on your Volunteering Policy which is a “user manual” for involving volunteers.

Your volunteering Policy should contain procedures for recruiting, supporting, protecting and recognising volunteers. Remember, the Policy should be reviewed regularly to ensure it remains up to date.

Once the Volunteering Policy is written:

- Have it approved by your board of trustees;
- Introduce the Policy to volunteers and staff members;
- Give a copy of the policy to all staff and volunteers, including those who are not directly working alongside volunteers.
- Make it accessible by displaying a copy of the policy on notice boards.

Useful resources

- [Developing-a-Volunteer-Policy.pdf](#) (volunteerscotland.net).
- [Volunteering policy template](#) (tsdg.org.uk).

Code of conduct

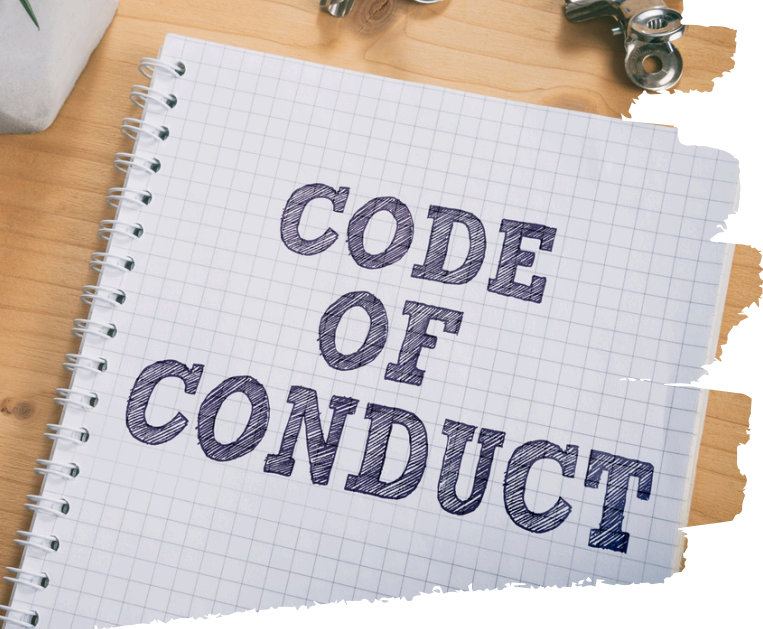
Purpose

Set out the conduct - a list of behaviours that guide people on how to perform their duties in a professional or ethical way. A Code of conduct outlines what is expected everyone involved in the activities of a volunteer-involving organisation, in whatever capacity: staff, volunteers, partners, and service users.

Where to start

Regardless of the role, there is a need for all volunteers to recognise and understand that there are shared standards of behaviour to which they must comply, and which are in place to protect all.

Continued on next page



CODE OF CONDUCT

From previous page

The Code contains:

- Ethical principles underlying an organisation's expectations of behaviour.
- Organisation's values and how these can be demonstrated in the workplace and when staff and volunteers represent the organisation externally.

- References to any compliance requirements under applicable legislation or standards.

Creating the Code:

- Ask both paid and unpaid staff from all levels of the organisation to contribute their vision and opinions.
- Focus on inclusion by making sure the Code reflects cultural, linguistic, ethnic, and values diversity and uses inclusive language and plain English.
- Regularly review the Code to ensure it is effective, aligned with organisational values, and owned by everyone it affects.
- Ensure everyone is accountable for upholding the Code.

Useful resources

- [Code of Conduct template \(bond.org.uk\)](http://bond.org.uk)

Purpose

Ensures that all volunteers are provided with a properly structured introduction to the organisation.

Where to start

The Policy is an important part of providing a good volunteering experience by helping volunteers feel more confident and able to start their roles well. Induction format (one-to-one, a group event or a mix of formats) and duration depend on the time and resources available to your organisation.

Remember to continue regular supervision with new volunteers after their induction has ended.

Start creating the Policy by providing practical information about a volunteer role helping volunteers get an understanding of their role and expectations from them, introducing them to other staff and

Induction

volunteers, explaining who is supervising them, and the first instance to solve problems, explaining how to claim expenses, etc.

Strengthen the Policy by sharing more information about your organisation, such as relevant policies and procedures, the organisation's history, values, structure, and strategy; how to deal with complaints and areas of concern, etc.

Create an induction checklist with content relevant to your organisation, leaving a space for the volunteer's name, a signature and date. Keep a copy in the volunteer's induction pack to help volunteers see what's coming and the progress they're making.

Continued on next page

Health and safety

Purpose

Set out procedures to prevent injuries and accidents; involve and motivate staff in health and safety matters; promote a high standard of health and safety; control situations that may threaten life, health, or property.

Where to start

A health and safety policy is the foundation on which to develop good health and safety practices and procedures. Volunteer organisations obliged to manage their health and safety adhere to legislation and should as far as possible comply with regulations to ensure best practices.

Health and safety is a complexity of themes such as the workplace, fire, first aid, working off-site, work-related violence, events, equipment, musculoskeletal disorders, stress and mental health. Under the Management of Health and Safety at Work Regulations 1999, the minimum you must do is:

- identify what could cause injury or illness in your organisation (hazards)
- decide how likely it is that someone could be harmed and how seriously (the risk)
- take action to eliminate the hazard, or if this isn't possible, control the risk

Useful resources

- [Volunteering: How to manage the risks - HSE](#)
- [Health-and-safety-policy.docx \(live.com\)](#)
- [Health and Safety at Work etc. Act 1974 \(legislation.gov.uk\)](#)
- [The Management of Health and Safety at Work Regulations 1992 \(legislation.gov.uk\)](#)



- [The Workplace \(Health, Safety and Welfare\) Regulations 1992 \(legislation.gov.uk\)](#)
- [Fire \(Scotland\) Act 2005 \(legislation.gov.uk\)](#)
- [The Fire Safety \(Scotland\) Regulations 2006 \(legislation.gov.uk\)](#)

From previous page

Keep completed checklists in the volunteer's personal file as evidence of their training and support.

Useful resources

- [Creating-a-Positive-Volunteer-Induction \(volunteerscotland.net\)](#)
- [Induction-Policy Template \(live.com\)](#)
- [Induction in four steps guide - Third Sector Dumfries and Galloway \(tsdg.org.uk\)](#)
- [Volunteer-induction-checklist \(tsdg.org.uk\)](#)



Safeguarding

Purpose

Proactively identify, prevent, and guard against all risks of harm, exploitation, and abuse and have mature, accountable and transparent systems for response, reporting and learning when risks materialise.

Where to start

In the third sector, safeguarding is considered as protecting people, including children and at-risk adults, from psychological, physical, and any other infringement of an individual's rights or harm that arises from coming into contact with our staff or programs. This includes harm arising from:

- The conduct of staff or personnel associated with the volunteer-involving organisation;
- The design and implementation of the organisation's programs and activities.

Stay aware of [five core principles of the Scottish Governance Code](#) with specific regard to safeguarding: organisational purpose; leadership; board behaviour; control and risk management; and effectiveness.

Remember, the Policy applies consistently and without exception across organisation's programs, staff, volunteers, and partners.

Useful resources

- [Governance Code – Scotland's Third Sector Governance Forum](#) (goodgovernance.scot).
- Practical safeguarding steps trustees should take, follow the link: [OSCR | Charity Trustees' duties](#)

- [Safeguarding Policy Templates](#) (bond.org.uk).
- [Dealing with safeguarding reports](#) (bond.org.uk).
- [Online PVG Application Process - Application Processes - Volunteer Scotland](#)

Equality, diversity & inclusion

Purpose

Set out clear intentions for equality of opportunity and following practices which are free from unfair and unlawful discrimination.

Where to start

The Policy helps to create an inclusive, welcoming volunteer environment, to remove barriers that people may face, and open up their opportunities to more people by recruiting in a variety of ways, developing organisational training and support, and being flexible with volunteer roles. All volunteers and staff are covered by

Continued on next page

From previous page

this Policy and it applies to all areas of interaction with volunteers.

Complete the Equality Impact Assessment (EIA) to ensure that their policies, practices, events, and decision-making processes are fair and do not present barriers to participation or disadvantage any protected groups from participation. This covers both strategic and operational activities.

Creating the Policy should be based on the principles of the Human Rights and Equalities First Approach - PANEL: *Participation
*Accountability *Non-discrimination
*Empowerment *Legality.

Useful Resources:

- [Equality Act 2010: how it might affect you - GOV.UK \(www.gov.uk\)](http://www.gov.uk)
- [Equality-Diversity-Inclusion-Policy \(live.com\)](https://www.equality-diversity-inclusion-policy.com)
- [Equality-Impact-Assessment \(live.com\)](https://www.equality-impact-assessment.com)
- [Equal-opportunities-statement \(live.com\)](https://www.equal-opportunities-statement.com)
- [Equality-Diversity-Monitoring-Form \(live.com\)](https://www.equality-diversity-monitoring-form.com)
- [Anti-harassment-and-bullying-policy template \(live.com\)](https://www.anti-harassment-and-bullying-policy-template.com)
- Inclusion Top Tips - [Guidance and Resources - Volunteer Scotland](https://www.guidance-and-resources-volunteer-scotland.com)



Confidentiality

Purpose

This applies to all trustees, employees, and volunteers of the organisation and covers their commitment to meeting their requirements to protect personal data under

the Data Protection Act 2018. The Act is the UK's implementation of the General Data Protection Regulation (GDPR).

Continued on next page



From previous page

Where to start

Most volunteer-involving organisations hold information on their staff and volunteers. The law on data protection tells you what you should do when you collect, use, store, or do anything else with people's personal data.

GDPR applies to any organisation that processes, collects, stores or uses information about an identifiable person and applies to volunteers in the same way as any other individual.

Ensure your volunteers understand your organisation's policies and procedures and the importance of data protection, data security, and confidentiality.

Remember that GDPR applies to both electronic and paper-based data.

Many small businesses, including third sector organisations, must register with the Information Commissioner's Office (ICO) and pay a data protection fee.

For most businesses, the fee is £40 per year. You can check whether you need to register by using ICO's self-assessment tool [Data protection fee self assessment | ICO](#).

Useful resources

- [Data-Protection-Policy-model-1 \(live.com\)](#)
- [Data Protection Act 2018 \(legislation.gov.uk\)](#)
- [Your beginner's guide to data protection | ICO](#)
- [Make a complaint about how an organisation has used your personal information | ICO](#)

More resources

Discover more useful resources about volunteering in the support section of our website.

You can go directly to this section by clicking here: [Volunteer Resources](#).

