

Emmaus Coventry & Warwickshire Volunteers Policy

(For Emmaus Coventry & Warwickshire employees, casual workers, trustees and volunteers)

Policy owner	Community Director
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Linked policies	Health and Safety Data Protection
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1. Policy

1.1. Emmaus Coventry & Warwickshire values the involvement of volunteers to support the charity's work and recognises their role as part of the team, taking a complementary role alongside paid staff.

1.2. To ensure that volunteers get the most out of their role and find it an enjoyable and fulfilling experience Emmaus Coventry & Warwickshire will:

- Ensure they are treated fairly, in line with equal opportunities
- Always treat volunteers with respect, consideration and appreciation
- Be clear about what is required of them
- Provide an induction, training and ongoing support
- Reimburse out of pocket expenses
- Offer fair and honest feedback in a timely fashion
- Quickly and appropriately deal with any concerns

1.3. In return, Emmaus Coventry & Warwickshire will expect volunteers to:

- Treat others with respect, consideration and appreciation.
- Commit to upholding Emmaus Coventry & Warwickshire's aims and values.
- Carry out their work in line with Emmaus Coventry & Warwickshire's policies
- Be open to feedback
- Ask for help when it is needed
- Providing notice if they are unable to fulfil their volunteering commitments

2. Scope

2.1. This policy is for Emmaus Coventry & Warwickshire volunteers who have accepted an agreed role within the charity. It outlines the principles on which the relationship between volunteers and the charity are based.

Please note: This policy does not apply to Emmaus Coventry & Warwickshire Trustees.

3. Procedures

3.1. Induction, training, support and supervision

- 3.1.1.** Every volunteer will be allocated a dedicated staff contact at Emmaus Coventry & Warwickshire who should be their first port of call if they have any queries or problems regarding their voluntary work. Their staff contact will provide an induction to Emmaus Coventry & Warwickshire, introducing them to the team and covering health and safety induction, including fire evacuation procedure, together with explaining the different areas of the charity and its aims and values.
- 3.1.2.** The staff contact will provide ongoing support throughout the duration of a volunteer's time at Emmaus and will offer any training that will assist in the role.
- 3.1.3.** In the event that a volunteer is unable to fulfil their volunteering responsibilities due to holiday, illness or other personal matters, they should aim to let their staff contact know as soon as possible.
- 3.1.4.** If, for any reason, a volunteer is unable to continue with their voluntary work at Emmaus, they should let their staff contact know as soon as possible.

3.2 Health & Safety

- 3.2.1.** Volunteers are covered by the same health and safety legislative requirements as Emmaus Coventry & Warwickshire paid workers. Therefore, it is important that volunteers understand and accept their personal responsibilities in contributing to maintaining a safe working environment for all.
- 3.2.2.** A copy of the Emmaus Coventry & Warwickshire Health and Safety Policy will be provided as part of the volunteer's induction pack.

3.3 Data protection and confidentiality

- 3.3.1.** Volunteers can expect their personal data to be stored securely, in the same way as employee data.
- 3.3.2.** Further information is available in the Data protection Policy, which will be provided as part of the volunteer's induction pack.
- 3.3.3.** Volunteers at Emmaus Coventry & Warwickshire are expected to follow the procedures set out in Emmaus Coventry & Warwickshire's data protection policy at all times and will be asked to sign a confidentiality agreement when they begin volunteering at Emmaus Coventry & Warwickshire.

3.4 Equal opportunities and diversity

- 3.4.1. Emmaus Coventry & Warwickshire is committed to offering equal opportunity to all and does not discriminate against any person because of race, colour, national origin, gender, sexual orientation, religion or belief, marital status, disability or age.
- 3.4.2. Anyone volunteering with Emmaus Coventry & Warwickshire is expected to treat others with dignity and respect, and can expect to receive the same treatment in return.
- 3.4.3. All potential volunteers will be asked to complete a standard application form and Emmaus Coventry & Warwickshire will endeavour to match volunteers' skills and experience with appropriate roles within the charity. Informal interviews may be carried out to ensure that the role is right for both parties.
- 3.4.4. A volunteer agreement may be terminated where it is deemed that a volunteer has health issues that may adversely affect themselves or others around them.
- 3.4.5. There is no upper age limit for volunteers. The lower age limit for volunteers is 18, for insurance reasons.
- 3.4.6. It is the policy of Emmaus Coventry & Warwickshire to require a Disclosure and Barring Service check on any volunteer who will be working directly with companions. Emmaus Coventry & Warwickshire has a Disclosure and Barring Policy which sets out how the information will be used to assess suitability for a role and how personal information will be used, stored and disposed of.

3.5. Liability and remedies

- 3.5.1. Emmaus and individual employees, companions, volunteers and trustees can be held liable for acts of discrimination that they commit, authorise or condone.
- 3.5.2. All employees, volunteers and trustees of Emmaus Coventry & Warwickshire are expected to inform a member of the management team or the Community Director, about any acts or practices that they become aware of and believe could be discriminatory or contravene the equal opportunities policy.
- 3.5.3. Any volunteer who believes that they have suffered any form of discrimination, harassment or victimisation may raise the matter under Emmaus's Complaints Procedure. Any individual who breaches the Equal Opportunities Policy will be subject to investigation and action under the relevant procedure.

3.6. Expenses

- 3.6.1. Volunteers with Emmaus Coventry & Warwickshire may claim reimbursement of reasonable out-of-pocket expenses incurred as a result of carrying out responsibilities in connection with their voluntary role.
- 3.6.2. Expenses should only be claimed where the cost has been incurred "*wholly*,

exclusively and necessarily” (HMRC) for business purposes i.e. there should not be any element of private use or benefit.

3.6.3. Expenses claim forms should be completed on a monthly basis, signed and passed to the staff contact for approval. They will then be passed to the Finance Team.

3.6.4. No expenses will be reimbursed without an accompanying, properly completed, VAT receipt

3.7. Travel & Subsistence

3.7.1. Emmaus Coventry & Warwickshire will reimburse reasonable travel expenses incurred through volunteering. This may include covering the costs of travelling from home to the Emmaus Coventry & Warwickshire office. Receipts for public transport must be provided.

3.7.2. If volunteers are asked to undertake any travel on behalf of Emmaus Coventry & Warwickshire during the course of their volunteering, reasonable travel expenses will be reimbursed. Claimants are expected to keep their total travel expenses to the minimum that is consistent with the efficient conduct of their duties. Claimants should also take into account the environmental impact of their travel plans.

3.7.3. When a car is used, claimants are to take reasonable steps to co-ordinate visits and share whenever possible. Claimants may use their own vehicles for a journey up to 160 miles and claim reimbursement as detailed below. For journeys in excess of 160 miles and where the journey by train would be more expensive, a hire car may be used.

3.8. Business mileage in private vehicles.

3.8.1. Business mileage is reimbursed by Emmaus Coventry & Warwickshire at HMRC's scale. Claimants are responsible for ensuring that they comply with the Emmaus Coventry & Warwickshire Driving for Work Purposes policy and in particular that:

- ◇ The vehicle has current road fund licence, MOT (if applicable) and valid insurance which covers business use
- ◇ The vehicle must be in a roadworthy condition and regularly serviced
- ◇ Basic safety checks (i.e. tyres, windscreen etc) must be completed before each journey.

3.8.2. Therefore before claimants may use their own car for business mileage, a copy of their driving licence, insurance certificate (which details cover for business travel) and a valid MOT certificate must be provided to the HR Manager. Upon

expiry of a claimant's MOT and Insurance certificate, and driving licence, it is the claimant's responsibility to ensure that these are renewed and copies of new documentation are provided to the HR Manager.

3.9. Taxis.

3.9.1. Claimants should avoid the use of taxis unless alternative transport is not available or is impractical. A taxi may be justified if a number of people are travelling together, heavy equipment is being transported, or a claimant's safety would be at risk by walking or using public transport. In all cases, a receipt must be obtained and full details of the reasons for using a taxi included on the expenses claim form.

3.10. Subsistence

3.10.1. When a claimant is volunteering for Emmaus for at least five hours in a day, up to £5.00 may be claimed for subsistence, on production of receipts.

3.11. Email and Internet Use

3.11.1. Volunteers are permitted, preferably at lunchtime and outside normal working hours, to send and receive occasional personal emails or to use Emmaus Coventry & Warwickshire equipment for personal purposes so long as it is at a reasonable level and does not interfere with their volunteering responsibilities.

3.11.2. Volunteers are not permitted to use Emmaus computer and data communications systems for personal gain e.g. for running their own business.

3.11.3. Volunteers' email messages, whether personal or work related, sent or received using Emmaus systems are not guaranteed to be private. They should be aware that the sending of any message by email from an Emmaus email address is the legal equivalent of writing a letter on Emmaus headed paper. Inadvertent remarks sent by email are capable of leaving Emmaus and/or the individual open to complaints of harassment, discrimination and defamation.

3.11.4. Volunteers who have a personal web page or site may not use Emmaus name or logo, or in any way identify or link the site or page with Emmaus.

3.12. Email

3.12.1. Emails sent from an Emmaus Coventry & Warwickshire address should be professional and should not breach any of the policies set by Emmaus Coventry & Warwickshire.

3.13. Internet

Volunteers may use the internet to assist them in their voluntary work at Emmaus but may not use it for any personal reasons. They are not permitted to download software, music or other files from the internet

Monitoring

Emmaus is responsible for servicing and protecting its computer network. While Emmaus is committed to respecting the rights of its volunteers, including their reasonable expectation of privacy, Emmaus also has a responsibility to ensure that volunteers comply with Emmaus policies.

To accomplish this, it may be necessary to carry out spot checks or audits to monitor any material on its computer or files server space in order to determine the appropriateness of specific uses of the network.

3.7 Smoking, alcohol and drug use

Smoking is not permitted on Emmaus Coventry & Warwickshire's premises although a smoking area is available outside of the building.

Drinking alcohol, being under the influence of alcohol or bringing it onto Emmaus Coventry & Warwickshire premises for consumption is prohibited.

Taking or possessing illegal drugs or being under the influence of illegal drugs whilst on Emmaus Coventry & Warwickshire premises is prohibited and will lead to immediate termination of the volunteer contract.

3.8 Insurance

Emmaus Coventry & Warwickshire has both Employers Liability insurance and Public Liability insurance which cover volunteers.

Insurance cover does not apply to vehicle insurance. If a volunteer is using their own vehicle in connection with volunteering, it is essential that they inform their insurer. It is the volunteer's responsibility to ensure they have the appropriate insurance cover.

3.9 Dealing with concerns or difficulties

Should a volunteer have any general concerns or issues regarding their role or responsibilities as a volunteer with Emmaus Coventry & Warwickshire, they should speak to their staff contact, who will work with them to resolve it.

Should the issue not be resolved to the volunteer's satisfaction, or it relates to their staff contact, they should speak to a member of the Senior Management Team.

Should a volunteer suspect that a member of paid staff or another volunteer is behaving in a way that is likely to adversely affect the reputation of Emmaus Coventry & Warwickshire or cause financial loss, he/she should inform their staff contact immediately.