

1. Recruitment

- 1.1 Action 21 volunteering opportunities are available to all members of the community. Following the completion of a registration form prospective volunteers will be invited for an informal chat with the General Manager.
- 1.2 Volunteers are required to provide two referees who have known them for at least one year and are not a close family member.
- 1.3 During the registration process volunteers must disclose any criminal convictions including those which are spent. Having a criminal conviction does not automatically preclude anyone from volunteering with Action 21.
- 1.4 The Probation Service can arrange for individuals on a community order to undertake unpaid work for the benefit of local communities. When community payback volunteers participate on Action 21 projects all policies and procedures will apply.

2. Induction and Taster Period

- 2.1 New volunteers will receive an induction to familiarise themselves with the people involved and the activities of Action 21 together with Health & Safety arrangements and volunteer policies & procedures.
- 2.2 A short taster period will be used to ascertain whether a volunteer is suitable to work within the team. This will be monitored by Action 21 staff and in consultation with the General Manager.

3. Reviews and Ongoing Support

- 3.1 Action 21 aims to ensure that all volunteers are adequately supported in their role and offered opportunities to develop their skills and knowledge.
- 3.2 For support and guidance Action 21's General Manager can be contacted Monday – Friday, within working hours in the office.
- 3.3 Periodical reviews will be carried to identify any improvements or issues that a volunteer may wish to discuss.

4. Benefits

- 4.1 Action 21 volunteers do not receive a wage, however the following benefits apply:
 - A contribution of up to £2 per day towards travel expenses (20p per mile for petrol, 40p per mile for bicycle or public transport);
 - Lunch up to the value of £4 for regular volunteers;
 - Tea, coffee and refreshments;
 - References, if required for a job application or any other reason;
 - A discount on goods sold in the shop at the Managers discretion.

5. Equal Opportunities and Safeguarding

- 5.1 Action 21 aims to ensure that all its employees, volunteers, recruitment applicants and customers are treated fairly and equally, irrespective of age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race/ethnic origin, religion/belief, sex/sexual orientation.
- 5.2 Action 21 recognises it has a duty of care to safeguard all volunteers from harm and strives to ensure the safety and protection of all children, young people, and otherwise vulnerable volunteers involved in any of the charity's activities.

27. Volunteer Policy



6. Complaints & Grievances

- 6.1 Action 21 Grievance Procedure aims to ensure that problems, complaints or concerns raised by Action 21 volunteers are dealt with in a fair, timely and consistent manner.
- 6.2 Any grievance or complaint regarding a volunteering placement, working conditions, benefits, volunteering hours, or treatment by other volunteers or supervisors (including issues of harassment and bullying), or concerns about Health & Safety or any other issue affecting their volunteering, should be raised in line with this procedure.

7. Disciplinary Procedures

- 7.1 Action 21 expects good standards of behaviour from its volunteers, together with satisfactory standards of work. Any issues arising from a volunteers conduct or performance are handled in a fair and consistent manner. A volunteer may be suspended while a disciplinary offence is investigated.
- 7.2 Conduct and performance that will be addressed:
 - Unsatisfactory performance including failure to follow requests or instructions
 - Inappropriate behaviour including bullying, harassment, discrimination or victimisation;
 - Breaches of company policies and procedures;
 - Misuse or neglect of company property or facilities.
- 7.3 Disciplinary matters will be handled with confidentiality and records will be kept in the volunteer's personnel file. Copies of meeting notes will be provided to the volunteer, although Action 21 reserves the right to withhold certain information (e.g. to protect a witness).

8. Health & Safety

- 8.1 Action 21 will comply with the terms of the Health and Safety at Work Act 1974 and subsequent legislation, in order to provide and maintain safe and healthy working conditions, equipment and systems of work for all our staff and volunteers and to provide such information, training and supervision as they need for this purpose.
- 8.2 A copy of the Health & Safety Policy is available on request to staff and volunteers and is available on Action 21's website.

9. Social Responsibility

Action 21 embraces its responsibility to people and to the environment. The Trustees of the charity live up to their own personal values and provide clear leadership at all times. Our vision is for 'a happy healthy community living within its environmental limits'.

10. Environmental Policy Statement

Action 21 provides a wide range of general recycling services as well as specific volunteering opportunities and is committed to integrating sustainability and environmental best practice into all its activities.

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