



## Volunteer Policy

This Volunteer Policy demonstrates our commitment to our volunteers, our consistency in our decision making process and clarity on how volunteers can expect to be treated in their roles within Sussex Green Living (SGL). The Horsham Repair Café (HRC) is an integral part of SGL.

### 1. Introduction

SGL is a volunteer-led community project that offers a range of social, environmental and economic benefits to its local community. Our mission is to advance the education of the public in the conservation, protection and improvement of the physical and natural environment, in particular by educating the public about how to adopt an environmentally friendly lifestyle and improve their ability to reduce their negative impact on the environment.

### 2. Recruitment

Volunteers are usually recruited by word of mouth, by visiting the website or by visiting our stand at events or HRC. New volunteers are invited to meet one of the founders for a very informal interview and asked to complete a Volunteer Agreement Form giving their contact details and a contact in the case of an emergency. They are also asked to disclose any serious health issues.

SGL does not take up references. All volunteers are recruited on the basis of trust, honesty and friendship.

### 3. Induction and Training

A full explanation of any activity the volunteer will be asked to undertake, is given (including how a Repair Café session operates if volunteering at one of our cafes). Every opportunity is given to the volunteer to select a role which they feel suited for. Volunteers are encouraged to ask to move to another role if they so wish and should discuss this with Carrie Cort in the first instance. Every effort is made to ensure that volunteers are happy and comfortable with what is being asked of them.

Repairers are not required to show proof of their professional qualifications and/or training and they should only attempt repairs for which they have the necessary skills, competence and expertise. Repairers are encouraged to work together and learn from each other.

### 4. Equal Opportunities and Diversity

SGL is committed to equal opportunities. Those from different backgrounds, age groups, cultures, genders and outlooks are encouraged to volunteer to increase diversity and offer a fresh approach. Volunteers with a disability are also welcome.

### 5. Health & Safety and Safeguarding

SGL accepts that it has a duty of care to avoid exposing its volunteers, visitors and customers to any risks which may affect their health, safety and well-being. The Emergency Contact details completed by all volunteers names a relative or friend who can be contacted in the event of an emergency. A Risk Assessment covering our reoccurring activities which SGL

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Registered charity 1189569

volunteers engage in, is available and regularly reviewed. It is available to all volunteers on request.

All volunteers are expected to take responsibility for their own health and safety whilst on the premises and follow the correct safety procedures when fulfilling their SGL roles. No volunteer should be left on their own with one other person at any time. Carrie holds a DBS certificate and will always be present.

## **6. Insurance**

SGL has a Public Liability Insurance policy which is renewed annually.

## **7. Confidentiality**

Details (apart from personal email addresses) provided on the Volunteer Agreement Form are never shared with other volunteers.

When reminder messages about any events are sent to volunteers, they are always blind-copied (bcc) to protect their privacy.

## **8. Expenses**

No volunteer should ever be out-of-pocket and reimbursement of any pre-agreed purchases or other expenses are made as soon as possible. Volunteers are asked to produce a receipt if possible, these should be passed to Carrie Cort for reimbursement. Volunteers are encouraged to ask the organisers for any specific tools, consumables or equipment they need.

## **9. Problem-Solving**

In the event of a problem or concern, volunteers are asked to speak to Carrie in the first instance.

## **10. Role and Responsibilities of the Organisers**

- To keep all volunteers safe and secure during their volunteering activity;
- To ensure that volunteers feel comfortable and contented in their roles;
- To ensure that every new volunteer is welcomed and works alongside a regular to help them get used to the system;
- To encourage volunteers to give regular feedback and promptly fulfil requests for tools and/or consumables;
- To consult all volunteers in the event of any planned changes and to treat all comments and opinions equally and with respect. However, the organisers reserve the right to make the final decision when a consensus cannot be reached. The future viability of SGL is always the top priority in any decision;
- To respect and value everyone's contribution to the project and do its best to meet the individual wishes of each volunteer;

Note of changes made	Date changes made	Date policy statement approved by the Trustees
Approved by the Trustees		27/03/2020
Approved by the Trustees	10/06/2021	04/08/2021