

# Volunteer Handbook

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## **Welcome**

Welcome to Teesside Airport Foundation, we greatly appreciate your assistance in volunteering with us. Our Charity cannot operate without you, our volunteers – our Charity Champions.

This handbook is a guide, and we hope it helps you in your role as one of our wonderful volunteers. It is not meant to be legally binding or create any kind of legal contract.

When you start with Teesside Airport Foundation, you'll be given a named point of contact (your Volunteer Supervisor), so if you need to know anything that isn't covered in this guide, please do not hesitate to ask them.

## **Induction**

There are a few things that need to be carried out before you can start your activity with us.

- We will need to confirm your identity and your Right to Work in the UK; this is regardless of whether or not you are undergoing a DBS check. You should show your Volunteer Supervisor an original document, such as a passport.
- For some roles, we may need to request a reference. Your Volunteer Supervisor will let you know if this is needed. You may be asked to provide details of one referee or two referees. (Where a DBS check is needed, we will ask for two referees). This is usually a previous employer or voluntary body, but it can be anybody in a position of trust such as a school teacher or professional.
- If your activity requires a Disclosure and Barring Service (DBS) check – for example if you will be working with children or vulnerable adults, you will need to complete the relevant paperwork and receive clearance before you can commence your activity. Your Volunteer Supervisor will make it clear if you require DBS clearance for your activity. This clearance is usually only required in certain circumstances and with particular groups (such as frequent contact with children or vulnerable adults).
- Your Volunteer Supervisor will then carry out an induction with you. This will ensure you're aware of site specific issues such as health and safety, where the toilets are, and where you can get a cup of tea! You will also be supported to complete any required training.

## **Training**

Where there is a need for training to enable you to carry out your activity, we will endeavour to provide this. All our training is given freely and there is no requirement for you to stay with us for a specific length of time after receiving this training, although we hope you will stay with us for as long as you are able. If you believe you have a specific training need, please speak to your Volunteer Supervisor.

## **Insurance**

You will be covered under the Foundation's insurance policies as you are carrying out work for and under the guidance of the Foundation. If driving is a part of your role or if motoring expenses are to be claimed, your Volunteer Supervisor will ask to check your driving documents prior to the task commencing. This could include:

- Valid MOT certificate
- Current insurance: Volunteers should inform their insurance company that they will be driving in a voluntary role. Some insurers may see this as 'Business' and require a change in premium
- Evidence of current Road Tax

## **Expenses**

As a volunteer, you will not receive any remuneration (pay) for the activity you carry out. However, you should not be 'out of pocket' for carrying out activities for the Foundation. The Foundation will pay reasonable out of pocket expenses for anybody who chooses to volunteer with us. Your Volunteer Supervisor will provide you with details on what you are eligible to claim for, and will provide a claim form in this instance, which you should complete and send back to your Volunteer Supervisor along with your bank details so that the Foundation can make BACS payments. If you also require a remittance advice then please also provide an email address so that an email with a copy of the remittance advice can be sent.

## **Supervision**

You will always have a named 'Volunteer Supervisor' who will be your first point of contact whilst carrying out your activity. Your Supervisor will oversee any activity you carry out, as well as being on hand to deal with any queries or issues you may encounter during your time with us. Your Volunteer Supervisor will arrange regular 'one-to-one' sessions with you. This is an informal opportunity to discuss your activity, pick up any latest news and make any suggestions and provide feedback. You can refuse requests made of you if you consider them unrealistic, beyond the scope of your role or if you feel you do not have the appropriate skills to carry them out.

## **Attendance**

As a volunteer, there is no obligation to attend any activity. However, your activity is very important to us if you do sign up to help it is really important that you try your best to attend and if you cannot do so that you let your Volunteer Supervisor know.

When you sign up to join us as a volunteer we will arrange an induction and we will discuss with you at Induction the amount of time you are able to provide us with and how often this might be. If you are unable to attend for any reason, please try to let your Volunteer Supervisor know as soon as possible so that we are able to find alternative resource.

### **Guidance on conduct**

When carrying out your activity with us, we would ask you to behave appropriately. Our volunteers are representing the Foundation and you are our people on the ground, helping us to raise money and fulfil our purpose. We ask all our volunteers to do the following things:

- Have a good understanding of Teesside Airport Foundation and its activities and should be able to explain this to any interested person. We will provide training on this •
- Always put the interests of Teesside Airport Foundation first when they are representing us or carrying out activities on our behalf. This will mean not engaging in or promoting their own personal, political, cultural, or religious beliefs when dealing with the public on behalf of the Foundation
- To treat Teesside Airport Foundation with respect at all times. This means not acting in a manner which could cause harm to the Foundation or damage its reputation in any way
- Perform their tasks to the best of their ability
- Give their time freely and not through compulsion, we want every volunteer to enjoy their work with us
- Treat everyone (members of the public, and volunteers) with a sense of dignity, respect, and worth
- Interact with others in a courteous and polite manner using respectful language
- Be neat, clean and presentable
- Adhere to, apply and understand all Teesside Airport Foundation policies and procedures. These will include policies on anti-bullying/harassment; safeguarding; GDPR (Data Protection) ; health and safety; publicity and social media, etc
- Undergo all necessary and appropriate training as and when required by Teesside Airport Foundation
- Respect all confidential information, with the exception of confidential information relating to safeguarding issues, as discussed below. Volunteers are responsible for maintaining the confidentiality of all sensitive or personal information to which they are exposed while serving as a volunteer, whether this information involves volunteers, or other people
- Follow safe processes and practices at all times, including as necessary participation in training sessions, and report accidents, injuries, and unsafe situations. If you see something that might be unsafe please take action to make something safe (if you can, and it is safe to do so) and report it to the volunteer supervisor.

- Report any safeguarding breaches immediately to the Safeguarding Officer (Foundation Secretary, [secretary@teessideairportfoundation.org](mailto:secretary@teessideairportfoundation.org) ) in accordance with our safeguarding procedures.

### **Gifts and Boundaries**

It is important to maintain boundaries when your volunteering activity brings you into contact with members of the public, residents, customers etc. As you get to know someone, you may start to develop a personal relationship or friendship that continues outside the remit of your volunteering activity. This could potentially place you in a vulnerable position, and so in order to protect yourself, we advise all volunteers to speak to your Volunteer Supervisor about any relationships that are forming where you feel this is outside your remit as a volunteer. We do not wish to prevent a friendship forming, however we do want to ensure you are not placed in a vulnerable situation and so discussing this with your Supervisor will help to ensure you are safe.

As part of maintaining boundaries, we advise that volunteers do not accept any personal gifts from others, in order to maintain a clear distinction between your volunteering activity, and a friendship. If you feel uncomfortable at any time in what a customer/resident/member of the public is asking of you, or if you have received an unexpected gift and are unsure of what to do, please discuss this with your Volunteer Supervisor straight away. We must be as transparent as we can be, therefore please do not accept gifts from members of the public for your activities

### **Political issues and awareness for volunteers**

The Foundation is not a political body. As a consequence, we must all be seen to be as neutral and non-partisan as we can be during our activities with the Foundation. Therefore, you must not use your volunteering activity to further any political aims; to try to influence the Foundation's decision-making process, particularly in relation to your own activity or role.

### **Health and safety**

Please remember that your safety is our number one priority, and our employees take their duty of care towards you seriously and act to ensure you are not in a position of danger. Your Supervisor will provide you with a Health and Safety briefing as well as any required PPE prior to undertaking any activities.

Please be sure to dress appropriately for your activity, this includes the use of any protective equipment (PPE) you may have been issued with.

### **Equality and diversity**

Teesside Airport Foundation welcomes people from all sections of the community regardless of race, gender, disability, age, nationality, sexual orientation or religious belief. Please be respectful to all our service users, employees, and other volunteers.

There is an expectation that all our volunteers will adhere to the Foundation's equality practices, ensuring that their own conduct when carrying out volunteering tasks does not discriminate against others or breach equality legislation.

### **Use of information technology**

The majority of volunteers will not require access to any of the Foundation's computer systems. However, if IT access is required as a part of your role, this will be made clear during your induction. If you are given access to the Foundation's computer systems, you will be asked to sign up to our IT Acceptable Use Policy. Compliance with this policy is a condition of using the IT system

### **Alcohol & drugs**

We ask that you do not consume drugs or alcohol during volunteering activities.

You must not be under the influence of drugs alcohol whilst undertaking any activities for the Foundation.

If we believe you are undertaking any illegal activity – such as driving under the influence of drink or drugs we will report the matter to the police.

### **Confidentiality & media**

During the course of your activity you may become aware of confidential matters relating to employees, other volunteers or members of the public. We ask that you respect the confidentiality of all information and do not disclose this information to third parties. This also includes sharing confidential information on personal social media accounts, please be mindful to protect the information of others, and do not disclose any confidential information relating to either the Foundation, other staff/volunteers, or members of the public

### **Smoking and vaping**

Smoking and vaping is prohibited in all our buildings and vehicles, as well as during the undertaking of duties/activities. Please do not smoke (including the use of e-cigarettes and 'vaping') whilst you are undertaking your volunteering activity, and whilst on Foundation premises.

### **Safeguarding**

We have a duty to protect the most vulnerable in our community and to ensure the safety and wellbeing of all who use our services. If, in the course of your activity, you become concerned about the wellbeing of any person, you should alert your Volunteer Supervisor or another employee

immediately. All employees within the Foundation are trained to deal with these situations and will be able to help. Please do not try and resolve any situation yourself as, even with the best of intentions, you may make yourself vulnerable to allegations of impropriety. Some of our volunteers who come into regular contact with vulnerable service users (such as children and vulnerable adults) will be asked to undertake a DBS check. If your activity requires a DBS check, you will be informed by your Volunteer Supervisor at the earliest opportunity. For roles requiring a DBS check, we will not be able to start your volunteering activity until this certificate is received.

### **Ending your activity**

We do hope you enjoy your time volunteering for the Foundation but if for any reason you wish to end your volunteering activity with us, you can do so at any time. However, we would ask that you let us know as soon as possible of your intention to leave. This will make it easier for us to recruit a new volunteer if required. Your volunteering activity may be considered as a time-limited project. In other words, it will be made clear if we expect your activity to finish by a particular date. If this is the case, you will be alerted to this by your Volunteer Supervisor during your Induction.

When you finish your activity with us, you will be asked to return any items or equipment we have given you to carry out the activity, and we request that you do this as soon as possible.

Volunteers who are leaving Teesside Airport Foundation will be sent a questionnaire for feedback on the volunteering experience. This will be a short, confidential online survey that can be done on a smart phone.

We will also be able to provide a reference if requested by a new employer or voluntary body.

### **Breaches of the Code of Conduct**

Teesside Airport Foundation will be required to take immediate action if we become aware that a volunteer has acted, or is continuing to act in a way that is contrary to some part of this Handbook and Code of Conduct.

We regard this as being a very serious matter because breach of the Code of Conduct can result in reputational damage to Teesside Airport Foundation, or can adversely affect our beneficiaries, supporters and future supporters in some way. In the event of any concern being raised, we will take the following action:

### **Complaints**

Complaints by and regarding volunteers are very rare. However, from time to time problems can occur and it is only wise that we have a system on how to deal with them. It is in all of our interests to resolve complaints as quickly and fairly as possible.

If you have an informal complaint, please speak with your Volunteer Supervisor in the first instance. Both of you should try and agree a plan and timescale for resolving the complaint. If you are uncomfortable in speaking with your Volunteer Supervisor, then you should request to speak to a Trustee or the Foundation Secretary

If you wish to raise a formal complaint, you can do so via the Foundations complaints procedure by contacting the Foundation Secretary.

If a complaint is made under our complaints procedure, or in the event of a possible breach of any of our policies, the complaint or breach will be dealt with in accordance with the procedure set out in the policy concerned.

Any other concerns/ allegations will be dealt with in accordance with our Complaints/Grievance/Whistleblowing Procedures.

This can result in the following steps being taken, depending upon the nature and severity of the breach:

1. Asking a volunteer to provide a formal apology, which may be given in person, or in writing, or both.
2. Requiring a volunteer to undertake such further training as may be required.
3. Issuing a volunteer with a written warning from the Foundation Secretary. This warning will set out the corrective steps that the Secretary will expect the volunteer to take to remedy the breach and may also require the volunteer to issue a formal apology or undertake further training as above. The warning will set out a timeline for taking this remedial action.
4. The Foundation Secretary team and/or Trustees can remove the right to be a volunteer at their discretion if they consider it to be in the best interests Teesside Airport Foundation to do so, or in the event that the volunteer in question continues to breach the Code of Conduct or does not carry out the remedial steps set out above to the satisfaction of the Trustees.

In the extremely unlikely event of a serious incident such as physical violence or discriminatory behaviour you will be asked to stop your activity immediately. Your Volunteer Supervisor will explain why this has happened and point out why your behaviour was unreasonable. In this instance you may be asked to leave with immediate effect.

## **Conclusion**

We all hope that your time spent volunteering with us will be enjoyable. Our volunteers tell us that they take many happy and positive memories and experiences from their activities and we hope you will as well. Your time is very much valued by all of us at the Foundation and we thank you for being a part of our services. Please enjoy your experience and do not hesitate to contact your Volunteer Supervisor for support.