



Recyke y'Bike Ltd Volunteering Policy

1. INTRODUCTION:

We value and welcome volunteers to RYB

Our volunteer policy sets out how we will recruit, induct and train volunteers. We want to demonstrate to our current and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at Recyke y'bike. It outlines how all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

2. OUR VISION AND MISSION FOR VOLUNTEERING

Volunteering is a great way to share your enthusiasm and knowledge for bikes and/or recycling. It's a way to avoid loneliness or isolation, learn new skills and meet people with similar interests. By volunteering for Recyke y'bike you will be making a positive contribution to the community and the environment. Volunteers are vital to our work.

3. ATTRACTING VOLUNTEERS AND VOLUNTEER AGREEMENT

We have a range of opportunities for volunteers to get involved in. We need volunteers to help clean and check bikes for dismantling, remove and replace components, drive the van to collect bikes, help with events and with general upkeep of our premises. Most volunteers find out about Recyke y'bike via our website or word of mouth and complete an online expression of interest form. Once we receive a copy of your completed expression of interest form and have contacted your references, a member of our team will get in touch to arrange an informal interview. This interview is an opportunity for you to get more information on specific opportunities, meet some of the team and tour the premises. We can decide together which option best matches your interests and availability and also our needs. You will be expected to sign in and out so we know who is on the premises in case of a fire.

4. REFERENCES AND DBS CHECKS

All volunteers must supply the details of two people who can provide a reference. It must not be a close friend or family member. Most volunteer roles will require a DBS check to inform Recyke y'bike of any criminal convictions that a person wishing to volunteer may have. For example, any volunteer position which involves regulated activity with children or vulnerable adults will be subject to a DBS check. DBS checks are carried out after 3 months of volunteering. Until then you will be supervised at all times whilst on site.

5. INDUCTION AND TRAINING

It does not matter how much you already know, as there will be opportunities to learn, and we have roles to suit every level of expertise.

There will be an induction prepared and delivered by one of our staff. This will include:

- information about Recyke y'bike, our vision, mission and our future plans
- the role of the volunteer
- introduction to some volunteers and staff;
- a tour around our facilities;
- copies of the Volunteer Handbook which includes key points of the relevant policies (Health and Safety, Equality and Diversity and our Safeguarding Policy)
- essential procedures such as timekeeping, signing in;
- information about training and ongoing learning opportunities

There will be a trial period of four weeks to give Recyke y'bike and you time to discover if you are suited to each other. This is not an assessment; it is just so that we can be sure that you benefit the most from the volunteering experience and maximise the time you are giving freely.

6. SUPPORT

Our General Manager and Shop Managers will offer support to you. They will remain your key contacts throughout your volunteering with us. This will include regular informal discussions to see how you are getting on. We also have formal group meetings such as our AGM, and team building/development sessions where you will be able to input ideas and offer feedback. This will help to ensure that Recyke y'bike are doing all we can to make your volunteering experience an enjoyable and meaningful one.

7. RECOGNITION AND REWARD

We could not do the work we do without our volunteers. To acknowledge this we will always say thank you and show appreciation for a job well done. There will always be a listening ear or a shoulder to lean on. We aim to hold regular volunteer social evenings where you can meet other volunteers.

8. EXPENSES

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. All reasonable out of pocket expenses, if required, will be reimbursed, including expenses for travel and meals (if working more than 4.5 hours in one session). In order to claim expenses a valid receipt or ticket must be provided and this should be handed in at the office. Lunch will be provided as well as tea/coffee/biscuits and soup throughout the day.

9. INSURANCE, HEALTH AND SAFETY, ACCIDENTS, AND RISK ASSESSMENT

Recyke y'bike has a valid insurance policy so that volunteers are covered by public liability insurance. This covers the volunteering activities you will be doing. We will keep reminding you of our Health and Safety Policy and give simple instructions on how to perform each task safely. We have clear procedures for accidents and emergencies and will always have a first aider on site.

10. RESOLVING PROBLEMS

We hope that you will have a very enjoyable experience volunteering with us. However if your role as a volunteer does not meet with your expectations or with the commitments we

have made to you, we want you to feel comfortable about letting us know. First of all, talk to the person who leads the team where you volunteer, and he or she should be able to sort it out with you before it becomes a problem. Their contact information is in the Volunteer handbook. If you do not feel this will resolve things you can speak to the General Manager.

11. CONFIDENTIALITY

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us. This also includes the use of social media and contact with any press.

12. EQUALITY, DIVERSITY AND INCLUSION

Recyke y'bike is committed to embracing diversity and promoting equality and inclusion. When representing Recyke y'bike as a volunteer we expect you to support our commitment to promoting equality.

13. VOLUNTEERING WHILE ON BENEFITS

You can still volunteer with us if you are receiving benefits, provided that we follow the legal guidelines. We have information from the Department for Work and Pensions which we can talk through with you regarding the hours you can do and what you can claim for expenses incurred through volunteering.

Policy revised and agreed by Trustees: 18 December 2018

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