



## Volunteer policy

Creation date: 07/02/22

Review date: 06/02/23

### Statement of Intent

**Croydon Community Energy Ltd** is an organisation which highly values volunteers:

- They help reflect the interests, needs and resources of the community we aim to serve and can bring a unique perspective on our work.
- Volunteers are a core part of our team, with a distinctive but complementary role alongside the Board of Directors and members.
- Croydon Community Energy benefits from the skills, experience and enthusiasm of volunteers, and we believe that volunteers should be able to gain personal benefits from the experience too.
- In harmony with our policy volunteers will be sought from all sections of the community, in Croydon and beyond. Croydon Community Energy will make special efforts to recruit volunteers from any section of the community which appears to be underrepresented.

### Volunteer Agreements and Voluntary Work Outlines

Volunteers will receive a role description and volunteer agreement containing full information about their chosen area of work and responsibilities as part of Croydon Community Energy, as well as our responsibilities towards the volunteer.

### Induction and Training

- Volunteers will be given induction and training appropriate to the specific tasks to be undertaken.
- Inductions will include a review of Croydon Community Energy's activities to date and future plans to inform the development of appropriate work outlines for individual volunteers.

### Support

Volunteers will be assigned a named contact person who will provide regular support. Support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed. Where the volunteering role is emotionally demanding these sessions also give volunteers the opportunity to access emotional support from the organisation.

### Records

Minimum details will be kept on volunteers. This will include the registration form, references, placement details, crisis contact, correspondence and any other relevant information



## Expenses

We will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses. Volunteers are required to comply with Croydon Community Energy's Expenses policy, which can be viewed [here](#).

## Health and Safety

We will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with the applicable Health and Safety policy of the venue/location for undertaking volunteer activities on behalf of Croydon Community Energy.

## Equal Opportunities

Volunteers will work in accordance with Croydon Community Energy's equality, diversity and inclusion policy and will prevent discrimination on any grounds. Our equality, diversity and inclusion policy can be viewed [here](#).

## Problems

In line with this policy volunteers have the right to discuss any concerns they may have with their named contact and/or Director at any time.

## Endings

Based on their voluntary work, volunteers will have the right to request a reference. Volunteers will be supported to move on to other options.