

Volunteer Policy

Health and Safety Policy

Equal Opportunities/ Diversity Policy

Volunteer Policy

Mission Statement

Radley Village Shop aims to:

- provide an economically viable village shop, with up-to-date equipment and services
- restore services to the community to meet the needs of all who live in or commute through the village
- operate the shop with community commitment and involvement through an Industrial and Provident Society Community Cooperative

Values of Radley Village Shop

- respect – for each other, for our customers, suppliers and for the community
- confidentiality
- honesty
- open communication
- support – for the community and for each other
- promoting, valuing and implementing diversity and equal opportunities throughout the project and our work in the community
- celebrating and recognising our contributions and successes in the community

Purpose of this Volunteer Policy

This policy:

- formally acknowledges and supports the role of volunteers within Radley Village Shop
- sets out to ensure good working practices
- defines the rights and responsibilities of the directors, management committee, paid staff and volunteers in respect of each other
- encourages and enables, rather than limits, the role of volunteers

Rights and Responsibilities of Radley Village Shop Volunteers

All volunteers have the right:

- to be actively involved in the project
- to have a description of their roles and what is expected of them
- to be given appropriate training
- to be safe in their workplace
- to have all previously approved out-of-pocket expenses reimbursed
- to have all concerns or questions dealt with promptly
- to stop or change their involvement with the project at any time
- to have their personal information kept in a secure and responsible manner
- to have open access to the personal information kept on them by the Shop Manager/management committee
- to be recognised as individuals according to Radley Village Shop's Equal Opportunities/Diversity Policy
- to be respected in accordance with the Equal Opportunities/Diversity Policy and to be able to raise issues/concerns in regards to policy and diversity
- to receive up-to-date information about Radley Village Shop activities
- to have fun working in the shop!

All volunteers have the responsibility:

- to abide by Radley Village Shop policies
- to ensure all necessary paperwork is completed
- to act in accordance with the Equal Opportunities/Diversity Policy
- to attend training where appropriate
- to attend the Radley Village Shop training courses
- to maintain their agreed level of commitment or discuss any changes with the Shop Manager
- to keep activities safe
- to respect confidences
- to respect the property of Radley Village Shop and its staff and volunteers
- to be reliable and honest
- to act appropriately and set a good example to others
- to inform, in the first instance, the Shop Manager if they have a problem or want to leave (see also *Grievance and Disciplinary Procedures*, and *Procedure for Stopping Volunteering at Radley Village Shop*)

Expenses

To claim expenses, you need to do the following:

- keep all receipts/tickets relating to any expenses incurred, as previously approved by the Shop Manager or Treasurer
- fill an expenses form and return to the Treasurer for reimbursement

Confidentiality Procedure

- Volunteers should not discuss personal information given to them by other volunteers, paid staff or members of the management committee unless it is vital that the information is passed on for safety or security reasons.

Note: Any information given by volunteers to the management committee will not be discussed without their prior consent and knowledge unless there is an immediate safety issue for customers, volunteers, paid staff, members of the management committee or any members of the public.

Insurance

- Volunteers are covered by Radley Village Shop Employer's Liability Insurance.
- The certificate of insurance will be displayed in a prominent position within the shop.

Procedure for Stopping Volunteering at Radley Village Shop

Every volunteer has the right to leave the project at any time but also has the responsibility to inform the Shop Manager of this decision.

Grievance and Disciplinary Procedure

Part 1

If a volunteer experiences any problems or issues related to their volunteering with Radley Village Shop, it is their responsibility to raise these at the earliest opportunity, in the first instance with the Shop Manager. Any such issues will be treated as confidential.

The Shop Manager will try to resolve the issue by:

- meeting with the volunteer at the earliest reasonable opportunity
- agreeing with the volunteer any action to be taken and the timetable for it
- meeting with appropriate management committee members and volunteers to try and resolve the issue in order to find out from the people involved what their issues/ concerns are and what they feel is required to resolve the situation
- agreeing with the volunteer a monitoring process
- meeting with the volunteer subsequently to report any action taken and to offer any necessary support

Note: Any written information regarding the issue or problem will be regarded as confidential and kept securely in the shop.

If the Shop Manager is unable to resolve the issue in this way, if the volunteer is unhappy with the resolution, or if the issue is in connection with the Shop Manager, necessary action will be taken in accordance with *Part 3* of the Radley Village Shop Grievance and Disciplinary Procedure.

Part 2

If a complaint is made *against* a volunteer by a customer, another volunteer or a member of the management committee, or if a volunteer is found to be in breach of the volunteer responsibilities as set out in the section, *Every volunteer has the responsibility*, the complaint will be referred, in the first instance, to the Shop Manager. Any such issues will be treated as confidential.

In the first instance, the Shop Manager will try to resolve the issue by:

- meeting with other appropriate customers, management committee members and volunteers to try and resolve the issue and to find out from the people involved what their issues/concerns are and what they feel they need is required to resolve the situation
- agreeing with the volunteer any action that may be taken and the timetable for it
- meeting with the volunteer subsequently to assess any action taken and to offer any necessary support.

Note: Any written information regarding the issue or problem will be regarded as confidential and kept securely in the shop.

If the Shop Manager is unable to resolve the issue in this way, necessary action will be taken in accordance with *Part 3* of the Radley Village Shop Grievance and Disciplinary Procedure.

If the breach of responsibilities is of a highly serious nature, such as misappropriation of funds, stock or other property belonging to Radley Village Shop, other volunteers,

management committee members or customers, the volunteer will be asked to cease immediately their involvement with the project and legal action may be taken.

Part 3

If the Shop Manager has been unable to resolve an issue raised in either *Part 1* or *Part 2*, above, or if the issue concerns the Shop Manager directly, the Rota Manager will attempt to resolve it by following the same procedures as outlined in *Parts 1* and *2*, above.

If the Rota Manager is unable to resolve the issue in this way, necessary action will be taken in accordance with *Part 4* of the Radley Village Shop Grievance and Disciplinary Procedure.

Part 4

If the Rota Manager has been unable to resolve an issue raised in *Part 3*, above, or if the issue concerns the Rota Manager directly, then the Chairman of the management committee, will attempt to resolve it by following the same procedures as outlined in *Parts 1* and *2*, above, involving other members of the management committee where appropriate. Unless there are specific legal issues that have to be addressed by outside parties, the decision of the management committee will be final.

Health and Safety Policy

Policy Statement

Radley Village Shop is committed to providing and maintaining a healthy and safe environment for all its volunteers, and any other people who may be affected by its activities.

In order to achieve this, Radley Village Shop has the following key objectives:

- as a minimum, to comply with requirements of relevant legislation
- to identify hazards (the potential for harm), assess risks (the likelihood of that harm being realised) and manage those risks
- to ensure that volunteers, paid staff and management committee members are adequately informed of the risks identified and, where appropriate, receive instruction, training and supervision
- to consult with paid staff and volunteers on health and safety matters
- to monitor and review the effectiveness of the policy and, where appropriate, to implement improvements
- to ensure that the demands of activities do not exceed the capabilities of volunteers, paid staff and management committee members to carry out their work without risk to themselves or others

While Radley Village Shop accepts the main responsibility for the implementation of this policy, individuals have an important role in co-operating with those responsible in order to ensure a healthy and safe working environment. It is the responsibility of all paid staff, individual management committee members and volunteers to acquaint themselves with all relevant safety notices.

Equal Opportunities/Diversity Policy

Radley Village Shop is a community project firmly committed to diversity. We believe that we can all learn from different perspectives and cultures and that our flexibility will make our project more effective in meeting the needs of the whole community.

We are therefore committed to developing and maintaining an organisation in which differing ideas, abilities, backgrounds, ethnicities, faiths and needs are fostered and valued and where those with diverse backgrounds and experiences are able to participate and contribute.

We will regularly evaluate and monitor our progress to this end.

We understand that there may be times when people who have differing outlooks disagree and we will try to encourage a process of listening, extending understanding and discussion to bring about a resolution.

We will encourage open, honest and respectful dialogue as a means of helping both the people and the organisation to develop and grow.

We know that growth can come from being challenged in a safe, supportive and respectful environment; it is this environment that we hope to sustain as a fundamental part of Radley Village Shop.