



Recyke y'Bike Ltd Volunteering Policy

Covid update: We have training in place for volunteers to ensure that the premises remain Covid secure for all volunteers, staff and the public.

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 to enable them to contribute to RyB in a safe and enjoyable manner.

2. OUR VISION AND MISSION FOR VOLUNTEERING

Volunteering is a great way to share 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 a positive contribution will be made 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 an expression of interest form and have contacted references, a member of our team will get in touch to arrange an informal interview. This interview is an opportunity for potential volunteers to get more information on specific opportunities, meet some of the team and tour the premises. We then decide together which option best matches interests and availability and also our needs. The volunteer 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 there will be supervision at all times whilst on site.

5. INDUCTION AND TRAINING

It does not matter how much knowledge the person has, 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, best practices to be Covid secure.
- information about training and ongoing learning opportunities

There will be a trial period of four weeks to give Recyke y'bike and the volunteer time to ensure they are suited to each other. This is not an assessment; it is just so that we can be sure the volunteer gets the best benefit from the volunteering experience and maximise the time given freely.

6. SUPPORT

Our General Manager and Shop Managers support volunteers. They will remain the key contacts throughout volunteering. This will include regular informal discussions of progress. There are also formal group meetings such as the AGM, and team building/development sessions where ideas can be shared and feedback offered. This will help to ensure that Recyke y'bike are doing all we can to make the 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 all volunteers can meet.

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 undertaken. Reminders of our Health and Safety Policy will be given 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 volunteers will have a very enjoyable experience volunteering with us. However if their role as a volunteer does not meet with their expectations or with the commitments we have made to them, we want them to feel comfortable about letting us know. First of all, they should talk to the person who leads the team where they 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 this does not resolve things they can speak to the General Manager.

11. CONFIDENTIALITY

We expect all volunteers to adhere to confidentiality guidelines which will be explained to them before they 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 it is expected they support our commitment to promoting equality.

13. VOLUNTEERING WHILE ON BENEFITS

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

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