SAMA 82	Controlled Document

The South Atlantic Medal Association (1982)

VOLUNTEERS POLICY

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Ratifying Body	Board Of Trustees
Policy Lead	Ian Berry
Available (upon approval) to	Members and Volunteers
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POLICY CONTEXT & REQUIREMENT

This policy has been developed to protect the organisation, employees, trustees, membership and volunteers by ensuring clear and effective procedures are in place for volunteering within the organisation

Version Control				
Version	Author	Status	Date	Change Detail
2.0	Andrew Lockett	Implemented	28/10/2024	N/A
2.1	Alan Dodsworth	Implemented	19/08/2026	New Front Page, Policy Lead & Version Control

1. **Introduction**
   1.1 Volunteers are a vital part of SAMA 82 (The Association).
   1.2 This policy is for volunteers who have accepted an agreed role with the charity.
   1.3 It outlines the principles on which the relationship between volunteers and the charity is based and provides basic information about volunteering with the association.
2. **Relationship and requirement**
   2.1 Volunteering is based on trust.
   2.2 Volunteers must be aged 18, otherwise:
      2.2.1 volunteers under 18 years of age must be accompanied by a parent or guardian.
   2.3 There are no obligations associated with employment and no payment, other than the agreed expenses made to people who give their time to volunteer.
      2.2.1 see Policy 3 Reimbursement of Expenses.
3. **Hierarchy of control**
   3.1 Duties and authority come from the Chairman and Trustees in the first place.
   3.2 The chairman and trustees delegate duties to specific trustees, as listed in the annual report, and to the Association Secretary (also Office Manager).
   3.3 All volunteers are to comply with the reasonable instructions of the board of trustees and individual trustees.
   3.4 The Association Secretary gives instructions, within limits, in accordance with the powers delegated to the secretary for the day to day running of the association.
   3.5 Where a volunteer has doubts about the wisdom and validity of an instruction, the volunteer is advised to contact the relevant trustee to explain his or her concern.
   3.6 The trustee is to consider the instruction, seek advice where necessary, and inform both the Association secretary and the volunteer the actions required to achieve the objective set.
4. **Equal Opportunities and Diversity**
   4.1 The Association is committed to creating and fostering a culture that promotes respect for each other and values individual differences.
   4.2 See Policy 19 Equal Opportunities
5. **Volunteer conduct**
   5.1 The Association will expect volunteers to work in partnership with other volunteers and treat everyone they meet through the volunteer role with dignity and respect ensuring that there is no harassment, bullying or unjustified discrimination.
   5.2 The Association expects volunteers to support and act in accordance with organisational policies and procedures, protecting the Association's reputation, and acting within the law.
6. **Health and Safety**
   6.1 The Association is committed to ensuring the well-being of the volunteer and expect volunteers to contribute to maintaining a safe working environment and abide by 'Policy 14 Health and Safety'.
7. **Data Protection and Confidentiality**
   7.1 Volunteers must abide by 'Policy 12 Data Protection'.
   7.2 Volunteers may come into contact with personal and/or sensitive information and therefore must follow the Data Protection policy and measures, put in place to protect this information,to ensure that it is kept private and confidential at all times.
8. **Social Media**
   8.1 Volunteers may have personal accounts on social media platforms. They must ensure that the information and opinions they share, protects the Association, and does not bring the Association into disrepute.
   8.2 See Policy 28 Social Media.

9. Expenses

9.1 See Policy 3 Reimbursement of Expenses.

10. Insurance

10.1 The Association has appropriate insurance in place to cover volunteers.

10.2 This include employers' liability insurance, and public liability insurance, which provides cover in the event of a volunteer being harmed due to the negligence of the Association, or a third party, being injured as a result of the actions of a volunteer, whilst performing the Association's duties.

10.3 The insurance does not cover personal belongings.

10.4 The Association does not provide motor insurance for volunteers.

10.4.1 Driving in connection with volunteering is normally classed by insurers as 'social, domestic and pleasure' which is part of standard cover.

10.4.2 The Association recommends that the volunteer checks their insurance cover.

11. Media Relations

11.1 No comments or stories should be given directly to the media, without first seeking advice of the trustee with duties for media and public relations.

11.2 Requests from the media are directed through the office to the most suitable person.

12. **Resolving Concerns**

12.1 Trustees of the Association will take concerns seriously and make every reasonable effort to resolve any difficulties.

12.2 If the volunteer has any problem or complaint connected to the volunteering role:

12.2.1 in the first instance this should be reported to the Office Manager,

12.2.2 who will contact the relevant Trustee to arrange an informal meeting (this may be via the telephone),

12.2.3 the Trustee will make every reasonable attempt to find a satisfactory solution,

12.2.4 if this fails to resolve the situation, then the trustee will report the matter to the Chairman for resolution by the trustee board.