

One Planet Volunteer Policy

Introduction:

One Planet (Accrington) Ltd is Community Owned Co-operative supplying the local community with Fairtrade, Ethical, Local, Innovative & Sustainable products in its Accrington shop and at various markets and events in the East Lancashire area. One Planet is run by a Board of Directors and a shop Manager, with voluntary help from some of their members. One Planet also works with the community to share knowledge and to encourage citizens to lead a more sustainable lifestyle.

In line with this One Planet seeks to involve volunteers to:

- Promote the products available at One Planet and meet the needs of our customers
- Provide new skills and perspectives
- Increase our contact with the local community we serve

Principles:

This volunteering policy is underpinned by the following principles:

- One Planet (Accrington) Limited will ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to One Planet's work.
- One Planet (Accrington) Ltd does not aim to introduce volunteers to replace paid staff.
- One Planet (Accrington) Ltd expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work.
- One Planet (Accrington) Ltd recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing training for them to do their work effectively.

Practice Guidelines:

The following guidelines deal with practical aspects of the involvement of volunteers. More detailed information including copies of the various documents referred to is provided in the Volunteers Handbook.

Recruitment:

All prospective volunteers will be interviewed to find out what they would like to do, their skills, suitability, and how best their potential might be realised

Expenses:

All volunteers will have their travel and other expenses reimbursed, these will only be out of pocket expenses.

Induction and Training:

All volunteers will receive an Induction into One Planet (Accrington) Ltd and their own area of work. Training will be provided where appropriate, and where possible volunteers may be able to receive additional training.

Support:

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feedback on progress, discuss future development and air any problems.

The Volunteer's Voice:

Volunteers are encouraged to express their views about matters concerning One Planet (Accrington) Ltd and its work.

Insurance:

All volunteers are covered by One Planet (Accrington) Ltd insurance policy whilst they are on the premises or engaged in any voluntary work on One Planet's behalf.

Health and Safety:

Volunteers are covered by One Planet's health and safety policy, a copy of which is in the Volunteers Handbook.

Equal Opportunities:

One Planet (Accrington) Ltd operate an equal opportunities policy in respect of both paid staff and volunteers. A copy is in the Volunteers Handbook. Volunteers will be expected to have an understanding of and commitment to our equal opportunities policy.

Problem Solving:

We aim to identify and solve problems at the earliest possible stage. A procedure had been drawn up for dealing with complaints either by or about volunteers. A copy of the procedure is included in the Volunteers Handbook.

Confidentiality & Code of Conduct:

Volunteers will be bound by the same requirements for confidentiality as paid staff. Volunteers will be expected to behave in a respectful and courteous way to members of staff and customers.