

Volunteers Code of Conduct

2020 - 2021



**Spreading Kindness
Together**

Head Office:

652 Huddersfield Road, Ravensthorpe
Dewsbury, WF13 3HP
www.sktwelfare.org

Responsible: Board of Trustees
Approved on: 08/06/2020
Scheduled Date of Review: 08/06/2021



About SKT Welfare

SKT Welfare is a UK-registered charity, founded in 2008, dedicated to the delivery of humanitarian aid and solutions regardless of race, political affiliation, gender or belief. SKT Welfare's aim is to help relieve the suffering of the world's poorest communities through Spreading Kindness Together.

Since its inception, the charity has accomplished several projects in the UK and abroad. Currently, SKT Welfare has offices in the UK, Turkey, Syria, Palestine, Somalia and Tanzania. We also operate in Yemen, Bangladesh and Kashmir where we have partners.

SKT Welfare works under the principle that no one should be left behind, and that's exactly what we do with our transformative programmes. Our work is not typically outsourced to other agencies, helping us keep overheads lower and preventing possible conflicts of interest. Our work is carried out by expert teams on the ground, committed volunteers and overseen by trustees. SKT Welfare takes complete ownership for delivering projects itself, end-to-end and operates a 100% donation policy.

We raise funds for our lifesaving and life-changing projects, from responding to emergencies to livelihood projects, providing nutritious food, to delivering clean and safe drinking water, or giving vulnerable children access to quality education and caring for orphans.

SKT Welfare has built and supports the Springs of Hope family centre in Reyhanli, Turkey focusing on providing education for orphan children to give them an opportunity for a brighter future. SKT Welfare has a bread factory and the Al-Huda Hospital within Syria as well as building homes for internally displaced refugees. In Pakistan, we install fresh water pumps throughout Pakistan's most impoverished communities to put an end to the water crisis as well as providing life changing medical care through our eye care health programme.

Introduction

These are our detailed policies regarding volunteers at our charity; most of these are not included in your online orientation. These policies cover the definition of a volunteer, confidentiality, copyright issues, when additional screening is necessary, inappropriate communications, when volunteers can represent SKT Welfare, online safety, ending your role as a volunteer with the charity and dismissal of a volunteer.

Purpose of Volunteer Policies

These policies are written to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. SKT Welfare reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by UK Fundraising, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Fundraising Team.

Definition of 'Volunteer'

A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the charity. A "volunteer" must be officially accepted and enrolled by the charity prior to performance of the task. Unless specifically stated, volunteers shall not be considered as "employees" of the charity.

Volunteers Under 18

If you are under 18, please let at least one of your parents know you are going to volunteer with SKT Welfare. We strongly suggest that you give your parents the URL of SKT Welfare: www.sktwelfare.org so they can read through the materials themselves. We also suggest you copy one or both of your parents on your weekly reports to the charity when engaged in an assignment for us, and we will be happy to do the same, per your request. Your parents are invited to call or e-mail the Fundraising Officer with any questions or comments about the volunteering.

Service at the Discretion of the Charity

Our agency accepts the service of all volunteers with the understanding that such service is at the sole discretion of the charity. Volunteers agree that the charity may at any time, for whatever reason, decide to terminate the volunteer's relationship with the charity. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the charity. Notice of such a decision should be communicated as soon as possible to the Fundraising Team.

Representing SKT Welfare

Volunteers are asked to not contact organisations or individuals on behalf of SKT Welfare unless they are given express written directions to do so by their Regional Fundraising Officer. Prior to any action or statement which might significantly affect or obligate the agency, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organisations, or any agreements involving contractual or other financial obligations. Volunteers are authorised to act as representatives of the charity as specifically indicated within their job descriptions and only to the extent of such written specifications.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves the overall charity. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the charity or other corrective action.

Screening/Reference Checks

For some tasks, volunteers must submit samples of work and professional references. If such is required, it will be outlined in the task description. Some volunteer roles may also require a DBS check. To be eligible for an enhanced check volunteers would usually need to be working in regulated activity with either children or vulnerable adults.

Copyright/Ownership Issues

****Volunteer Name**** hereby grants non-exclusive permission to SKT Welfare for use of any materials produced for SKT Welfare whilst volunteering, including graphics materials, web page designs, narratives, research, compilations, instructional texts, etc., becomes the property of SKT Welfare upon submission. Volunteers will receive credit for these and other contributions.

Online Orientation

Volunteers are expected to follow all directions provided to them in the online orientation, received via e-mail after their submission of a completed volunteer application. This includes, but is not limited to, subscribing to the volunteers forum, and following the reporting guidelines outlined in the orientation. By replying to this orientation with a request for an assignment, the volunteer is agreeing to the policies set forth in this orientation email and the policies.

Contacting Other Volunteers

Occasionally, volunteers will need to contact other volunteers with regard to their activities with SKT Welfare. We expect all such communications among volunteers to follow general etiquette guidelines. Other than email addresses, the Fundraising Team will not share contact information about a volunteer with another volunteer without the express consent of all parties involved. We encourage volunteers to use common sense when communicating with other volunteers or anyone online. We suggest you don't reveal anything about yourself online to someone that you would not ordinarily feel comfortable revealing to a stranger you met on the street.

Inappropriate Communications

If at any point you receive any e-mail that you feel is inappropriate, for any reason, and you believe you have received it in conjunction with your involvement with SKT Welfare volunteering, please forward the email and other details about the communication to the Sabiya Hussain, UK Fundraising or a member of the SKT Welfare team.

Online Safety

The safety of our volunteers is important to us. To that end, SKT Welfare will not release a volunteer's phone number, age or other personal information to anyone outside of our organisation or to other volunteers without that volunteer's written permission to do so. We do mention some volunteers who have completed assignments for us on our social media sites. We are happy to remove any or all of this information for a particular volunteer per that person's request. Please note that we do not make your e-mail address a "live link" on this page this is to prevent spam from others harvesting your address to send you mass unsolicited junk e-mail advertisements.

Anti-Virus Software

The nature of online volunteering means a lot of contact between computers; e-mails, attachments, transfers of files, etc. Because of this interaction, volunteers and organizations can be at risk for transmitting computer viruses between each other. All online volunteers should have anti-virus software installed on any computer they use in conjunction when volunteering for SKT Welfare, and we expect you to update this software regularly. Likewise, the SKT Welfare Fundraising Team have anti-virus software on their computer systems, and update this software at least quarterly. Computer virus protection for your own computer is your responsibility.

Ending Your Volunteer Role

You can cease volunteering with SKT Welfare upon the completion of any volunteer assignment, or when you are not currently engaged in an assignment. You may stay subscribed to the e-mail lists as long as you wish, regardless of your volunteering status with SKT Welfare. Unsubscribing to the SKT Welfare volunteers

list, however, means you are no longer volunteering with our Charity; if you unsubscribe, please send us an e-mail to let us know that you will no longer be volunteering with us and why.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the charity or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Possible grounds for dismissal may include, but are not limited to the following: gross misconduct or insubordination, theft of property or misuse of agency materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by agency policies and procedures, and failure to satisfactorily perform assigned duties.

Dispute Resolution Procedure

About this procedure:

This procedure applies to all volunteers with SKT Welfare. This procedure is not contractual. It may be amended at any time and we may depart from it or decide not to apply it depending on the circumstances of any case. Most volunteer disputes can be resolved quickly and informally through discussion with the member the SKT Welfare fundraising team you normally volunteer with. If this does not resolve the problem we, or you, should initiate the procedure below reasonably promptly. For the avoidance of doubt, Sabiya Hussain, UK Fundraising, may also use this procedure to discuss with you any concerns that may arise during the course of your volunteering.

Step 1: written complaint

You should put your complaint in writing and submit it to the member of SKT Welfare fundraising team staff you normally volunteer with. If your complaint concerns that person you may submit it to Sabiya Hussain, UK Fundraising. The written complaint should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it, if necessary and appropriate. Equally, if we have any concerns we will normally put these in writing to you but are under no obligation to do so.

Step 2: meeting

We will usually arrange a meeting, normally within one week of receiving your written complaint or when we have a concern that we wish to discuss with you. You should make every effort to attend. We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened. We will usually write to you to confirm our decision and notify you of any further action that we intend to take to resolve the complaint or concern.

What Volunteers can expect from SKT Welfare:

- To match SKT Welfare needs with the skills, knowledge, experience and motivation of the volunteer.
- To recognise that successful volunteer involvement incorporates the individual's motivations, aspirations and choices.
- To ensure that staff have an understanding of how to work effectively with volunteers.
- To ensure that volunteers receive appropriate information and support to help them deliver in their roles.
- To respect volunteers, listen and learn from what they have to say, consistently encouraging two-way communication.
- To provide timely and accurate information about SKT Welfare work, policies and procedures.

- To foster a friendly and supportive atmosphere - aiming to make volunteering fun.
- To make appropriate financial and other provisions in operational planning and budgets which recognise the importance and relevance of volunteers.
- To try to resolve fairly any complaints or grievances.
- To ensure every volunteer has access to a member of staff to guide and advise them.
- To take necessary steps to ensure the health, safety and welfare of volunteers whilst undertaking their volunteering activities.
- To celebrate success and recognise loyalty and dedication.

What SKT Welfare expects from Volunteers:

- To promote, maintain and uphold the reputation of SKT Welfare at all times. Avoid tweeting, blogging or otherwise publishing any information or material that could bring you or SKT Welfare or risk bringing you or SKT Welfare into disrepute.
- To co-operate with staff and operate to relevant guidelines and remits.
- To be a positive role model for the sport or activity you are volunteering in.
- Where appropriate, to support the achievement of SKT Welfare's strategic aims, taking necessary steps to understand relevant plans and policies.
- To aim for high standards of efficiency, reliability and quality in all aspects of your contribution.
- To respect the need for confidentiality whenever you have access to privileged information, including, but not limited to matters of a personal nature relating to staff.
- To take reasonable care of your own health and safety whilst volunteering and that of others who may be affected by your actions or omissions.
- To encourage two-way communication with other volunteers and paid staff, fostering a pleasant and friendly atmosphere.
- To treat everyone equally regardless of age, disability, gender reassignment, marriage, or civil partnership, pregnancy or maternity, race, religion or belief or sex and encourage others to do likewise.
- To accept that the ultimate responsibility for SKT Welfare affairs rests with the paid staff.
- To declare any actual or potential conflict of interest as soon as possible, and to work within the law.



This agreement applies to the volunteer known as _____, hereinafter known as the “Volunteer”, associated with and/or involved in the activities or affairs of SKT Welfare.

All data, materials, knowledge and information generated through, originating from, or having to do with SKT Welfare or persons associated with its activities, including contractors, is to be considered privileged and confidential and is not to be disclosed to any third party. This includes, but is not limited to, pages, forms, information, designs, documents, printed matter, policies and procedures, conversations, messages (received or transmitted), resources, contacts, e-mail lists, e-mail messages, client, staff or public information is confidential and the sole property of SKT Welfare.

In addition, this also includes, but is not limited to, any information of, or relating to, our staff, clients, operations and activities. This privilege extends to all forms and formats in which the information is maintained and stored, including, but not limited to hardcopy, photocopy, microform, automated and/or electronic form.

Client information, including all file information, is not be disclosed to any third party, under any circumstances, without the written consent of SKT Welfare.

Any disclosure, misuse, copying or transmitting of any material, data or information, whether intentional or unintentional, will subject Volunteer to disciplinary action, prosecution, and/or monetary damages according to the procedures set by SKT Welfare and any applicable laws.

The signature of the Volunteer below acknowledges his/her agreement to the aforementioned terms.

Volunteer’s Signature _____

Date _____

Print Name _____

We hold the following personal information about you in accordance with the EU General Data Protection Regulation (GDPR) and the Privacy Notice overleaf.

Key to Legal Basis for processing: LI=Legitimate Interest; Op=Optional; SC=Subject Consent

LI – this is the basic information that we have to keep about you in order to invite and welcome you to our activities.

Op – You can choose to give us this information if you wish, but you are not obliged to do so. Please tick the box in the SC column if you are happy for us to use your optional data.

		LI	Op	SC
Title:	Optional:		✓	
Given Name(s)		✓		
Family Name		✓		
Preferred Name	Optional:		✓	
Date First participated Last participated	You do not need to complete this box. We will keep our own records of this information	✓		
Address <i>Street address</i> <i>Address line 2, if required</i> <i>Town/City</i> <i>Post/Zip Code</i>		✓		
Phone Number(s)		✓		
E-mail Address(es)		✓		
ID Passport, Driving Licence	Optional:			
DBS Check	Optional:			
Personal Experience, Expertise & Interests	Optional:		✓	
Special Needs	Optional:		✓	

I confirm that I am happy for SKT Welfare to hold my above personal data and to use it for the purposes described in the Privacy Notice overleaf.

Signed: Date:/...../.201.....

Privacy Notice: Participants in Activities

It is important to us that you understand and are happy with how we use your information.

Please take time to read this Privacy Notice in full.

Data Subjects

are people like you, who take part in our activities.

What we do with your personal data?

We use your personal data to help us organise the sort of activities that you like to come to, and to keep you informed about those activities. We can do this because we have a legitimate interest in knowing who is participating in our activities and in being able to share with them details of our activities (including any changes) and related activities.

Additional optional information we only keep and use with your consent.

Your right to withdraw consent at any time

You can tell us that you no longer wish us to use your data in this way and, if you do, we must stop using it as soon as is reasonably practical

Your right to require the erasure of your data (right to be forgotten)

If you no longer wish us to have or use your data you can tell us to remove your data completely from our records and we must do so as soon as is reasonably practical

Who gets to see your personal data?

We only share your personal data with other people when it is necessary to do so in order for us to run our activities efficiently and in the way that you would like.

We do not share your data with anyone else.

How long do we keep your personal data?

We only keep your personal data while you come to our activities, either regularly or from time-to-time. If we have not seen you at one of our activities for 5 years we will delete your data.

We do not transfer your personal data to other countries

The existence of each of your rights

Under the General Data Protection Regulation you have the following rights:

- a) to be told about what data we have, how and what we use it for, and who we share it with (as we are doing in this Privacy Notice);
- b) to be given access to your personal data;
- c) to have any errors corrected or incomplete data completed;
- d) to stop us using your data if you think our use is unjustified or the data are inaccurate.

Your legal obligation

You are under no legal obligation to give us your personal data if you do not wish to.

The existence of automated decision making, including profiling

SKT Welfare does not use computers to analyse your data in order to make computer decisions about what communications SKT Welfare should, or should not, send to you.

The right to complain to the UK Information Commissioner's Office:

if you are dissatisfied with the way that SKT Welfare is collecting, holding, processing and using your personal data you are entitled to complain to the Information Commission.



Identity and contact details of the controller.

SKT Welfare's Data Controller is the Board of Trustees.

The Controller can be contacted via: The Principal Trustee, SKT Welfare, 652 Huddersfield Road, Ravensthorpe, Dewsbury, WF13 3HP.

Tel: 0300 302 0786

Email: info@sktwelfare.org