

Volunteer and Trustee Handbook

buddy bag
foundation

VOLUNTEER AND TRUSTEE HANDBOOK

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Introduction to The Buddy Bag Foundation

Our purpose

Why we exist

- To make a difference to children in emergency care.

Our mission

What we offer

- To provide a bag of essential items to children in emergency care to help restore a sense of comfort and love.

Our philosophy

How we operate

- 100% of donations go directly to the children.
- To support local communities all over the UK.
- To provide opportunities for individuals and organisations to give back.

Introduction

The purpose of this handbook is to provide The Buddy Bag Foundation Volunteer or Trustee with a reference guide to the policies and procedures.

The policies within this document are correct at the time of writing and will be revised annually in line with employment law and HMRC rate changes.

Changes to this document will be authorised by the CEO and communicated via email to you.

Health and Safety Policy

Health and Safety at Work Responsibilities

You must be aware of your responsibility towards ensuring the highest standards of safety in The Buddy Bag Foundation premises taking care of your own health and safety and that of others.

The Buddy Bag Foundation expects all Volunteers or Trustees to be familiar with the Health and Safety Policy and its implications for each individual Volunteer or Trustee.

You have a responsibility to cooperate with The Buddy Bag Foundation to ensure workplace health and safety, not to interfere with or misuse items provided for health and safety reasons and to report problems or dangers which could affect health and safety.

Any Volunteer or Trustee who does not adhere to The Buddy Bag Foundation health and safety rules will be subject to disciplinary action.

Responsibility

The ultimate responsibility for Health and Safety lies with the CEO of The Buddy Bag Foundation. The Health and Safety Officer is responsible for ensuring that all Volunteer or Trustee are aware of and fulfil their Health and Safety responsibilities, including what to do in an emergency.

Training

You may need to be trained in specific aspects of your role such as manual handling, workstations, use of machines, or use of equipment. The Health and Safety Officer will ensure that you receive this training and will keep a comprehensive record of the training needs and renewal dates.

In addition to ensuring all Volunteers or Trustees are trained on health and safety, The Health and Safety Officer will ensure that Fire Marshalls and First Aiders are trained and updated regularly and will keep a comprehensive record of their training needs and renewal dates.

If you feel you need training on any aspect or training is incomplete, speak to The Health and Safety Officer so that this can be addressed.

Fire Safety

Make sure you know where your nearest fire alarm and extinguishers are and ALL the exit routes from the building.

In the event of a fire:

- Activate the nearest alarm
- Report the fire
- Make sure all Volunteers or Trustees in the vicinity are aware
- Leave the building by the nearest available exit
- Go to the assembly point
- Follow the instructions given to you by the Fire Marshall team

- Do not re-enter the building until told that it is safe to do so.

First Aid

In case of accident or injury contact one of the First Aiders and report the incident to The Health and Safety Officer who will decide whether the incident is reportable to the HSE.

If you feel that there is something when you are volunteering which is affecting your health (e.g., noise, chemicals, lifting and carrying, poor workstation, stress etc) discuss this with The Health and Safety Officer.

Smoking Policy

Smoking isn't allowed in any enclosed workplace in the UK. Individuals can be fined up to £200 and companies up to £2500 for breaking the law. Smokers must therefore smoke outside of Buddy Bag Foundation premises or any other venue where you are volunteering.

The Buddy Bag Foundation has decided that the rules for smoking apply to both cigarettes/pipes or similar containing tobacco and e-cigarettes to ensure that all everyone benefits from working within a smoke free environment.

This smoking policy applies to all Volunteers or Trustees, Contractors, Customers and Visitors and applies to both the buildings you may be volunteering in or any car you may be travelling in whilst you are volunteering.

Alcohol and Substance Abuse

The Buddy Bag Foundation will take all reasonable steps to prevent any Volunteer or Trustee carrying out any volunteering activities if you are unfit/unsafe to undertake them because of alcohol consumption or substance abuse.

Consumption of alcohol on the premises where you are volunteering is strictly prohibited unless sanctioned by the CEO for a celebration.

The Buddy Bag Foundation expressly prohibits the use of any illegal drugs (including psychoactive substances, including those formerly known as "legal highs") or any prescription drugs that have not been prescribed for the user. It is a criminal offence to be in possession of, use or distribute an illicit substance and to produce, supply or possess with intent to supply psychoactive substances. If any such incidents take place on Buddy Bag Foundation premises or any venue elsewhere where you are volunteering, in any vehicle you are travelling in whilst volunteering or at a Buddy Bag Foundation function, it will be regarded as serious, will be investigated by The Buddy Bag Foundation, and may lead to termination of your Volunteer or Trustee status and possible reporting to the police.

Appearance and behaviour

Dress Code

Volunteers or Trustees are expected to ensure that their clothing is suitable for the environment.

Work related Social Events

To foster good team spirit and good working relationships The Buddy Bag Foundation aims to provide the opportunity for all its Volunteers or Trustees to attend social events. Customers, suppliers and Buddy Bag Foundation contacts may be invited to some of these events.

Regardless of where these events take place the standard codes of conduct in this handbook and dress code apply to these events. It is in everyone's interest to uphold these codes specifically:

- Alcohol should be consumed in moderation only, irrespective of whether The Buddy Bag Foundation or the individual pays for the drinks
- Illegal drugs, including cannabis are strictly forbidden
- The Buddy Bag Foundation policy on harassment and bullying applies at all social events
- Bad language is not acceptable

You must not behave in any way that brings the Buddy Bag Foundation into disrepute

Any breach of the above rules will result in your status as a Volunteer or Trustee being terminated.

The above is for the benefit of all Volunteers or Trustees to ensure that social events are good fun and do not cause offence or embarrassment to any fellow Volunteer or Trustee, customer, supplier or Buddy Bag Foundation contact.

Communications

Mobile Device Policy

Use of mobile phones

Mobile devices must not be used to access, use or distribute any material, or to participate in any activity which might be regarded as distasteful, offensive or inappropriate. Bullying and harassment, and personal attacks such as racist, sexist or pornographic will not be tolerated and will lead to your status as a Volunteer or Trustee being terminated.

Any abuse of the mobile device policy will result in withdrawal of the device and may result in disciplinary action.

Social Media Policy

These guidelines apply to Volunteers or Trustees who create or contribute to blogs, websites, social networks or any other kind of social media. These include but are not limited to Twitter, Facebook, Instagram, LinkedIn or Snapchat.

If you participate in online commentary you need to understand and follow these simple guidelines to enable The Buddy Bag Foundation to participate in social media in a respectful, relevant way that protects our reputation and follows the law.

You may use your personal Social Media accounts for volunteer related purposes. However, this should not affect your ability to perform your volunteer duties.

You are allowed to associate yourself with The Buddy Bag Foundation when posting but you must state clearly that the views expressed are your own and do not reflect the views of The Buddy Bag Foundation.

You must not transmit material that might be defamatory or incur liability for The Buddy Bag Foundation or post messages, status updates or links to material which is inappropriate. Racial, ethnic, sexual, religious or political slurs will not be tolerated and will be subject to loss of volunteer status.

You are not permitted to disclose information which is not in the public domain and considered sensitive Buddy Bag Foundation information such as financial, operational or legal information confidential to The Buddy Bag Foundation and its Volunteers or Trustees.

You must remain vigilant to protect yourself, your privacy and The Buddy Bag Foundation confidential information. Every social media interaction is widely accessible and must be carefully considered in advance.

Abuse and Expected Behaviour Procedure

Any Volunteer or Trustee found to be in breach of the IT, Internet and Social Media policies will be subject to instant termination from their role with The Buddy Bag Foundation.

This includes any attempt to circumvent system security, inappropriate use of email, including but not limited to:

- Sending messages or emails which could be interpreted as harassment or bullying as defined under the bullying and harassment policies
- Sending or posting threatening, offensive, malicious or libellous messages
- Forging or attempting to forge email messages
- Creating or sending chain letters through email
- Revealing confidential or non-confidential Buddy Bag Foundation information to any sites or commenting on Buddy Bag Foundation matters
- Reading, deleting or modifying colleagues' email without their permission
- Violating your obligations regarding confidentiality, IPR or trade secrets
- Copying Buddy Bag Foundation information on to private devices or for use off site
- Accessing offensive or immoral websites
- Supporting or engaging in illegal activities or using Buddy Bag Foundation systems for personal gain or purposes unrelated to The Buddy Bag Foundation business
- Breaching any of The Buddy Bag Foundation policies or guidelines.

If you suspect or have evidence of any abuse, you must report this to the CEO immediately.

Personal Information – GDPR Policy

The Buddy Bag Foundation is committed to adhering to the Data Protection Act 2018 and takes its data protection duties seriously.

The Buddy Bag Foundation will ensure that the information held on you is processed lawfully and appropriately, in line with the act in a transparent manner and out of date information is destroyed in a sensitive manner. That information is processed solely for the allowable reasons under the act, that we always adhere to the act and are mindful of the information we receive regarding our colleagues, customers and suppliers within the workplace and treat everyone's information with courtesy and respect.

This Policy does not form part of your volunteer agreement and may be amended at any time.

The CEO is responsible for ensuring compliance with the Data Protection Requirements and with this policy. Any questions about the operation of this policy or any concerns that the policy has not been followed should be referred in the first instance to the CEO or reported in line with The Buddy Bag Foundation Whistleblowing Policy or Grievance Policy.

Personal data means data (whether stored electronically or paper based) relating to a living individual who can be identified directly or indirectly from that data (or from that data and other information in our possession).

Processing is any activity that involves use of personal data. It includes obtaining, recording or holding the data, organising, amending, retrieving, using, disclosing, erasing or destroying it. Processing also includes transferring personal data to third parties.

Sensitive personal data includes personal data about a person's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic, biometric, physical or mental health condition, sexual orientation or sexual life. It can also include data about criminal offences or convictions. Sensitive personal data can only be processed under strict conditions, including with the consent of the individual.

The Buddy Bag Foundation will ensure that data is:

- a. Processed fairly, lawfully and in a transparent manner
- b. Collected for specified, explicit and legitimate purposes and any further processing is completed for a compatible purpose
- c. Adequate, relevant and limited to what is necessary for the intended purposes
- d. Accurate, and where necessary, kept up to date
- e. Kept in a form which permits identification for no longer than necessary for the intended purposes
- f. Processed in line with the individual's rights and in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or Buddy Bag Foundation measures
- g. Not transferred to people or Buddy Bag Foundation situated in countries without adequate protection and without firstly having advised the individual.

In accordance with the Data Protection Requirements, we will only process personal data where it is required for a lawful purpose. The lawful purposes include (amongst others):

- when the individual has given their consent
- the processing is necessary for performing a contract with the individual (ie: pay)
- for compliance with a legal obligation
- or for the legitimate interest of The Buddy Bag Foundation.

When sensitive personal data is being processed, additional conditions will be met.

Processing for limited purposes

We may collect and process the personal data set out below. This may include data we receive directly from a data subject (for example, by completing forms or by corresponding with us by mail, phone, email or otherwise) and data we receive from other sources (including, for example, location data, Buddy Bag Foundation partners, sub-contractors in technical, payment and delivery services, credit reference agencies and others).

We will only process personal data for the specific purposes set out below or for any other purposes specifically permitted by the Data Protection Requirements. We will notify those purposes to the data subject when we first collect the data or as soon as possible thereafter.

Notifying Individuals

If we collect personal data directly from an individual, we will inform them about:

- The purpose or purposes for which we intend to process that personal data, as well as the legal basis for the processing
- Where we rely upon the legitimate interests of The Buddy Bag Foundation to process personal data, the legitimate interests pursued
- The types of third parties, if any, with which we will share or disclose that personal data
- The fact that The Buddy Bag Foundation intends to transfer personal data to a non-EEA country or international Buddy Bag Foundation and the appropriate and suitable safeguards in place
- How individuals can limit our use and disclosure of their personal data
- Information about the period that their information will be stored or the criteria used to determine that period
- Their right to request from us as the controller access to and rectification or erasure of personal data or restriction of processing
- Their right to object to processing and their right to data portability
- Their right to withdraw their consent at any time (if consent was given) without affecting the lawfulness of the processing before the consent was withdrawn
- The right to lodge a complaint with the Information Commissioners Office
- Other sources where personal data regarding the individual originated from and whether it came from publicly accessible sources
- Whether the provision of the personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether the individual is obliged to provide the personal data and any consequences of failure to provide the data
- The existence of automated decision-making, including profiling and meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the individual.

If we receive personal data about an individual from other sources, we will provide them with this information as soon as possible (in addition to telling them about the categories of personal data concerned) but at the latest within 1 month.

We will also inform data subjects whose personal data we process that we are the data controller with regard to that data, what our contact details are and who the Data Protection Officer is.

Adequate, Relevant and Non-excessive processing

We will only collect personal data to the extent that it is required for the specific purposes as follows:

- Details of your pay and bank account held on The Buddy Bag Foundation computer system
- Details of your address, next of kin, age and health data
- Information about an incident involving a named individual
- Your Volunteer or Trustee file holding documents filed in date order including documents processed about your recruitment into The Buddy Bag Foundation, completed application forms, your passport and driving licence, holiday requests, performance review information and pay information.

Ensuring your data is accurate, up to date and processed in a timely manner

The Buddy Bag Foundation will ensure that personal data we hold is accurate and kept up to date. We will check the accuracy of any personal data at the point of collection and at regular intervals afterwards. We will take all reasonable steps to destroy or amend inaccurate or out-of-date data.

We will not keep personal data longer than is necessary for the purpose or purposes for which it was collected. We will take all reasonable steps to destroy, or erase from our systems, all data which is no longer required.

Processing data in line with Data Subject's Rights

We will process all personal data in line with data subjects' rights, their right to:

- Confirmation as to whether or not personal data concerning the individual is being processed
- Request access to any data held about them by a data controller (see also *Subject Access Requests*)
- Request rectification, erasure or restriction on processing of their personal data
- Lodge a complaint with a supervisory authority
- Data portability
- Object to processing including for direct marketing
- Not be subject to automated decision-making including profiling in certain circumstances.

Data Security

We will take appropriate security measures against unlawful or unauthorised processing of personal data, and against the accidental or unlawful destruction, damage, loss, alteration, unauthorised disclosure of or access to personal data transmitted, stored or otherwise processed.

We will put in place procedures and technology to maintain the security of all personal data from the point of the determination of the means for processing and point of data collection to the point of destruction. Personal data will only be transferred to a data processor if they agree to comply with those procedures and policies, or if they put in place adequate measures.

We will maintain data security by protecting the confidentiality, integrity and availability of the personal data, defined as follows:

- **Confidentiality** means that only people who are authorised to use the data can access it
- **Integrity** means that personal data should be accurate and suitable for the purpose for which it is processed
- **Availability** means that authorised users should be able to access The Buddy Bag Foundation data if they need it for authorised purposes. Personal data should therefore be stored on the computer system instead of individual PCs.

Security procedures include:

- **Secure lockable desks and cupboards** - Desks and cupboards should be kept locked if you hold confidential information of any kind (Personal information is always considered confidential)
- **Data minimisation**
- **Pseudonymisation and encryption of data**
- **Methods of disposal** - Paper documents should be shredded. Digital storage devices should be physically destroyed when they are no longer required
- **Equipment** - Volunteers or Trustees must ensure that individual monitors do not show confidential information to passers-by and that they log off from a PC they have been using when it is left unattended
- **Transferring Personal Data Outside of the EEA.**

We may transfer any personal data we hold to a country outside the European Economic Area ('EEA') or to an International Buddy Bag Foundation, provided that one of the following conditions applies:

- The country to which the personal data are transferred ensures an adequate level of protection for the data subjects' rights and freedoms
- The data subject has given their consent
- The transfer is necessary for one of the reasons set out in the Act, including the performance of a contract between us and the data subject, or to protect the vital interests of the data subject
- The transfer is legally required on important public interest grounds or for the establishment, exercise or defence of legal claims
- The transfer is authorised by the relevant data protection authority where we have adduced adequate safeguards with respect to the protection of the data subjects' privacy, their fundamental rights and freedoms, and the exercise of their rights.

Subject to the requirements above, personal data we hold may also be processed by a Volunteer or Trustee operating outside the EEA who volunteer for us or work for one of our suppliers. Those individuals may be engaged in, among other things, the fulfilment of contracts with the data subject, the processing of payment details and the provision of support services.

Disclosure and Sharing of Personal Data

We may share personal data we hold with any member of our group, which means our subsidiaries, our ultimate holding Buddy Bag Foundation and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

Subject Access Requests

Individuals must make a formal request for information we hold about them. Volunteers and Trustees who receive a request should forward it to the CEO immediately.

When receiving telephone enquiries, we will only disclose personal data we hold on our systems if the caller puts their request in writing and we can ascertain that they are entitled to the data and we are able to check their identity.

Where a request is made electronically, data will be provided electronically where possible.

If you receive a request for data, please refer the individual to the CEO.

Changes to this Policy

The Buddy Bag Foundation reserves the right to change this policy at any time. Where appropriate, we will notify changes by mail or email.

Personal Responsibility, Confidentiality.

During your time with The Buddy Bag Foundation, you will come into contact with information that could be of great use to competitors outside of The Buddy Bag Foundation. Therefore, it is a condition of your volunteering that Volunteers and Trustees shall not disclose to any third party at any time during or after their volunteering with The Buddy Bag Foundation, any confidential information about The Buddy Bag Foundation, its associates or customers of which they become aware. This information includes, but is not limited to clients, suppliers, work processes, price agreements, discounts etc. Upon leaving your Volunteer or Trustee role you will be required to deliver to The Buddy Bag Foundation all reports, notes, letters etc of a confidential nature and any hardware or software including but not limited to computers and phones under your control.

Whistleblowing

This policy applies to all Volunteers and Trustees and anyone who has any concerns about The Buddy Bag Foundation business activities.

It is important to The Buddy Bag Foundation that any fraud, misconduct or wrongdoing by Volunteers and Trustees of The Buddy Bag Foundation is reported and properly dealt with. The Buddy Bag Foundation therefore encourages all individuals to raise any concerns that you may have about the conduct of others in The Buddy Bag Foundation or the way in which The Buddy Bag Foundation is run.

This policy sets out the way in which individuals may raise any concerns that you have and how those concerns will be dealt with.

Background

The law provides protection for Volunteers and Trustees who raise legitimate concerns about specified matters. These are called "qualifying disclosures". A qualifying disclosure is one made in the public interest by a Volunteer and/or Trustee who has a reasonable belief that:

- a criminal offence
- a miscarriage of justice
- an act creating risk to health and safety
- an act causing damage to the environment
- a breach of any other legal obligation
- concealment of any of the above

is being, has been, or is likely to be, committed. It is not necessary for the Volunteer or Trustee to have proof that such an act is being, has been, or is likely to be, committed - a reasonable belief is enough.

The Volunteer or Trustee has no responsibility for investigating the matter - it is The Buddy Bag Foundation's responsibility to ensure that an investigation takes place.

A Volunteer or Trustee who makes such a protected disclosure has the right not to have their role terminated, subjected to any other detriment, or victimised, because they have made a disclosure.

The Buddy Bag Foundation encourages Volunteers and Trustees to raise their concerns under this process in the first instance. If a Volunteer or Trustee is not sure whether to raise a concern, they should discuss the issue with the CEO.

Principles

- Everyone should be aware of the importance of preventing and eliminating wrongdoing at work. You should be watchful for illegal or unethical conduct and report anything of that nature that you become aware of
- Any matter raised under this process will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation reported back to the Volunteer or Trustee who raised the issue
- No Volunteer or Trustee will be victimised for raising a matter under this process. This means that the continued opportunities for future promotion or training of the Volunteer or Trustee will not be prejudiced because they have raised a legitimate concern
- Victimisation of a Volunteer or Trustee for raising a qualified disclosure will be a disciplinary offence subject to termination
- If misconduct is discovered because of any investigation under this process The Buddy Bag Foundation disciplinary process will be used, in addition to any appropriate external measures
- Maliciously making a false allegation is a disciplinary offence
- An instruction to cover up wrongdoing is itself a disciplinary offence. If told not to raise or pursue any concern, even by a person in authority, you should not agree to remain silent. You should report the matter to the CEO.

Procedure

(1) In the first instance, and unless you reasonably believe the CEO to be involved in the wrongdoing, or if for any other reason you do not wish to approach the CEO, any concerns should be raised with the HR Consultant. If you believe the HR Consultant to be involved, or for any reason do not wish to approach the HR Consultant, then you should proceed straight to stage 3.

(2) The CEO will arrange an investigation into the matter (either by investigating the matter themselves or immediately passing the issue to a Nominated Trustee). The investigation may involve you and other individuals involved giving a written statement. Any investigation will be carried out in accordance with the principles set out above. Your statement will be taken into account, and you will be asked to comment on any additional evidence obtained. The CEO (or the person who carried out the investigation) will then report to the Board, which will take any necessary action, including reporting the matter to any appropriate government department or regulatory agency. If disciplinary action is required, the CEO (or the person who carried out the investigation) will report the matter to the HR Consultant and start the disciplinary procedure. On conclusion of any investigation, you will be told the outcome of the investigation and what the Board has done, or proposes to do, about it. If no action is to be taken, the reason for this will be explained.

(3) If you are concerned that the CEO is involved in the wrongdoing, has failed to make a proper investigation or has failed to report the outcome of the investigations to the board, you should inform a Nominated Trustee of The Buddy Bag Foundation who will arrange for another a Trustee to review the investigation carried out, make any necessary enquiries and make their own report to the board as in stage 2 above. If for any other reason you do not wish to approach the CEO you should also in the first instance contact a Nominated Trustee. Any approach to a Nominated Trustee will be treated with the strictest confidence and your identity will not be disclosed without your prior consent.

(4) If on conclusion of stages 1, 2 and 3 you reasonably believe that the appropriate action has not been taken, you should report the matter to the proper authority. The legislation sets out a number of bodies to which qualifying disclosures may be made. These include:

- HM Revenue & Customs
- the Financial Conduct Authority
- the Competition and Markets Authority
- the Health and Safety Executive
- the Environment Agency
- the Independent Office for Police Conduct
- the Serious Fraud Office.

Data protection

When an individual makes a disclosure, The Buddy Bag Foundation will process any personal data collected in accordance with its data protection policy. Data collected from the point at which the individual makes the report is held securely and accessed by, and disclosed to, individuals only for the purposes of dealing with the disclosure.

Equal Opportunities

Equality

The Buddy Bag Foundation is committed to encouraging equality and diversity amongst our Volunteers and Trustees and eliminating unlawful discrimination.

The aim is for each Volunteer and Trustee to feel respected and able to give their best.

The Buddy Bag Foundation is also committed against unlawful discrimination of Customers or the Public in providing its goods and services.

The purpose of the equality policy is to:

- provide equality, fairness and respect for everyone who volunteers for us, in all capacities
- not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation
- oppose and avoid all forms of unlawful discrimination.

The Buddy Bag Foundation commits to:

- encourage equality and diversity in the workplace as they are good practice and make business sense
- create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all Volunteers and Trustees are recognised and valued.

This commitment includes training everyone about their rights and responsibilities under the Equality Policy. Responsibilities include Volunteers and Trustees conducting themselves to help The Buddy Bag Foundation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination

- All Volunteers and Trustees should understand that you, as well as The Buddy Bag Foundation, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of volunteering against fellow Volunteers and Trustees, Customers, Suppliers and the Public
- take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow Volunteers and Trustees, Customers, Suppliers, Visitors, the Public and any others in the course of The Buddy Bag Foundation work activities

Examples of bullying, harassment or victimisation could be (but not limited to):

- physical contact
- verbal abuse
- implied threats
- persistent or excessive criticism
- undermining performance with non-cooperation

- isolation or exclusion
- ignoring viewpoints
- vandalism of personal property.

All such acts will be dealt with as misconduct under The Buddy Bag Foundation Grievance and/or Disciplinary and Behaviour processes, and any appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice as a Volunteer or Trustee.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

Examples of sexual harassment could be (but not limited to):

- Non-verbal including looks or gestures
- Verbal – advances, propositions, suggestions or comments
- Unwarranted and undesired physical contact
- Unwanted conduct which is intimidating or physically abusive.

The Buddy Bag Foundation is committed to:

- make opportunities for training, development and progress available to all Volunteers and Trustees, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of The Buddy Bag Foundation
- decisions concerning Volunteers or Trustees being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act)
- review employment (if any) and volunteering processes when necessary to ensure fairness, and update them to take account of changes in the law
- monitor the make-up of the Volunteer and Trustee base regarding information such as age, gender, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality and diversity, and in meeting the aims and commitments set out in the equality policy
- Monitoring will also include assessing how the equality policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and acting to address any issues.

The equality policy is fully supported by the CEO.

Details of The Buddy Bag Foundation grievance and disciplinary policies and processes can be found below. This includes who a Volunteer or Trustee should raise a grievance to – usually to the CEO.

MENOPAUSE POLICY

Menopause is a natural part of a woman's life cycle, and it can be a challenging transition for some. Many people feel uncomfortable or embarrassed talking about menopause. It is important that everyone can talk about it without feeling awkward.

Anyone experiencing these symptoms to the extent that they are affecting you volunteering, please talk to The CEO or HR consultant about any reasonable changes The Buddy Bag Foundation can make to help you. Any information shared will be kept confidential unless you say otherwise – except in situations where there could be serious concerns for your safety or that of others.

The CEO or HR consultant will discuss with you to understand more about how your menopausal symptoms might be affecting you as a Volunteer or Trustee and the adjustment you might need. Each case will be dealt with individually, and any offer of support issued on that basis.

Useful sources of information are:

The Menopause Charity www.themenopausecharity.org/

British Menopause Society www.thebms.org.uk

Non-binary Inclusion

Non-binary is a blanket term to describe people who identify with a gender outside of the gender binary, and can be categorized under the trans umbrella term, although not all non-binary people identify as trans gender. The word non-binary describes a wide group of different identities which fall outside of the gender binary, they can be related to, or completely separate from male and female gender identities.

They may feel their gender is fluid can change and fluctuate or perhaps they permanently don't identify with one gender.

What pronouns and titles should I use?

Pronouns are short words used to describe someone instead of using their name, for example she/her or he/him. Non-binary people may choose one of these pronouns, but they may prefer a gender-neutral pronoun such as they/them. If you are unsure about someone's pronoun, ask them. You may want to share your pronouns as well. Titles such as Mr and Mrs indicate binary gender of male or female. Mx is a gender-neutral title that is commonly used by non-binary people.

This source of information may be useful:

www.gov.uk/government/consultations/reform-of-the-gender

Please see The Buddy Bag Foundation policy above on diversity and inclusion.

TRANSGENDER DEFINITIONS

Transgender is a general term applied to a variety of individuals, behaviours, and groups involving tendencies to vary from culturally conventional gender roles. Transgender is the state of one's gender identity not matching one's assigned sex.

There are two key areas of human rights law which apply to protected trans rights: equality and gender recognition. It is against the law to discriminate against a transgender person in employment, training, education, the sale of goods and supply of services, public functions and housing.

Transgender Laws:

The United Kingdom has various laws to protect and support people who wish to change their gender identity:

Gender Recognition Act of 2004:

www.gov.uk/government/publications/the-care-and-management

Please see The Buddy Bag Foundation policy above on diversity and inclusion.

Domestic Abuse Policy

Introduction

We have developed this policy as part of our commitment to support our workforce's health and wellbeing at work.

It covers the internal and external support available to individuals experiencing domestic abuse, including appointing a Volunteer as a nominated point of contact, special leave provisions and signposting to external sources of advice and help.

This policy applies to anyone working for us. This includes employees, workers, contractors, volunteers, interns and apprentices.

The aim of this policy

The purpose of this policy is to:

- support individuals experiencing domestic abuse
- enable individuals experiencing domestic abuse to remain productive
- aid CEO seeking to help Volunteers experiencing domestic abuse
- assist Volunteers of those experiencing domestic abuse
- reinforce our objectives as a socially responsible organisation by demonstrating that we value, and are prepared to support, Volunteers during difficult periods.

What is domestic abuse?

Domestic abuse is abusive behaviour by one person to another, where they are both aged 16 or over and they are personally connected. The abusive behaviour can be a single incident or a course of conduct.

Behaviour is abusive if it consists of any of the following:

- physical or sexual abuse
- violent or threatening behaviour
- controlling or coercive behaviour
- economic abuse
- psychological, emotional or other abuse.

Internal support

To support individuals who experience domestic abuse, we will:

- nominate an appointed person in the Buddy Bag Foundation to act as a confidential first point of contact
- offer access to counselling, and publicise the availability of this support regularly through ongoing health and wellbeing initiatives

- offer access to counselling and other support to individuals perpetrating domestic abuse who seek help from us
- undertake to raise workplace awareness of domestic abuse issues through a programme of regular information initiatives.

External support

We will signpost external sources of help and support, including information on:

- [Respect](#), which provides practical information and advice on domestic abuse for perpetrators, the abused, health and social care professionals, and family and friends
- [the National Domestic Abuse Helpline](#), which provides advice for those experiencing domestic abuse
- Business in the Community's [domestic abuse toolkit](#) which helps ensures all employees feel supported and empowered by their workplace to deal with domestic abuse
- [government advice and guidance](#) for those who are experiencing, or feel at risk of, domestic abuse.

Your CEO's role

The CEO has a crucial role to play in enabling individuals experiencing domestic abuse to seek help. We provide training for all Volunteers in handling sensitive issues (including domestic abuse), raising awareness of domestic abuse in teams, and operating the procedures for handling instances of domestic abuse.

The role of your CEO is to:

- identify individuals experiencing difficulties as a result of domestic abuse (for example, using regular performance appraisal, or by fostering an open culture that enables volunteers to disclose sensitive issues)
- provide support in the first instance, including specific advice on the options available, but also recognise the limitations of their role (referring to professional counsellors or experts where necessary)
- protect confidentiality in all instances (excepting the requirements of child protection)
- refer individuals to the appropriate internal or external source of help and support, for example the organisation's confidential point of contact or external agency
- ensure that the safety of all individuals in the team is protected
- enable the affected individual to remain productive and able to volunteer during a difficult period in their domestic life, for example by using the organisation's special leave policies and procedures.

Attendance

We recognise that those experiencing domestic abuse may need to be absent from volunteering at times and will assist them by using our special leave policies.

Individual absences can be discussed and agreed between the individual and the CEO, with HR support where appropriate.

Security and safety

We will protect the safety and security of all Volunteers at work, including those affected by domestic abuse and their colleagues.

Individuals need to tell us that they are at risk from domestic abuse to receive this protection and we will seek to enable them to make this disclosure by fostering a supportive and open culture.

Data protection

When an individual experiences domestic abuse and we are providing support, we will process any personal data collected in accordance with our data protection policy. Data collected from the point at which we become aware of the issue is held securely and accessed by, and disclosed to, individuals only for the purposes of providing support.

Grievance and Disciplinary

The Buddy Bag Foundation's aim is to encourage improvement in individual conduct or performance. This process sets out the action which will be taken when disciplinary and behavioural rules are breached.

The process is designed to establish the facts quickly and to deal consistently with disciplinary and behavioural issues. No disciplinary action will be taken until the matter has been fully investigated.

At every stage you will be informed in writing of what is alleged and can state your case at a disciplinary meeting and be accompanied by a colleague.

You have the right to appeal against any disciplinary penalty.

The Process

Stage 1 – first warning

If your conduct or performance is unsatisfactory, you will be given a written warning or performance note. Such warnings will be recorded but disregarded after 12 months of satisfactory service. You will also be informed that a final written warning may be considered if there is no sustained satisfactory improvement or change. (Where the first offence is sufficiently serious, for example because it is having, or is likely to have, a serious harmful effect on The Buddy Bag Foundation, it may be justifiable to move directly to a final written warning or dismiss you from your role of Volunteer or Trustee).

Stage 2 – final written warning

If the offence is serious, or there is no improvement in standards, or if a further offence of a similar kind occurs, a final written warning will be given which will include the reason for the warning and a note that if no improvement results within 12 months, action at Stage 3 will be taken.

Stage 3 – dismissal or action short of dismissal

If the conduct or performance has failed to improve, you may suffer dismissal from your role as Volunteer or Trustee.

Gross Misconduct

If, after investigation, it is confirmed that you have committed an offence of the following nature (the list is not exhaustive), the normal consequence will be dismissal without notice:

- theft of goods or information
- damage to property
- fraud
- incapacity to volunteer due to being under the influence of alcohol or illegal drugs
- physical violence
- bullying
- gross insubordination.

While the alleged gross misconduct is being investigated, you may be suspended from your role as a Volunteer or Trustee. Any decision to dismiss you from your role as a Volunteer or Trustee will be taken by the CEO only after full investigation.

Appeals

Any Volunteer or Trustee who wishes to appeal against any disciplinary decision must do so to the CEO within five working days. The CEO will hear the appeal and decide the case as impartially as possible.

Grievance process

Dealing with grievances informally

If you have a grievance or complaint to do with your volunteering or the people you volunteer with you should, wherever possible, start by talking it over with the CEO. You may be able to agree a solution informally between you.

Formal grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to the CEO. You should stick to the facts and avoid language that is insulting or abusive.

Grievance hearing

The CEO will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague at this meeting if you make a reasonable request.

Training and Development

The CEO holds overall responsibility for Training and Development, ensuring that each Volunteer and Trustee prioritises their personal professional development and is able to complete their volunteering duties accurately and correctly. This includes continuous “on the job” training which is considered essential to meet the changing needs of The Buddy Bag Foundation.

As part of your responsibility to The Buddy Bag Foundation you are also expected to attend any training courses as required.

General

Right of Search

The Buddy Bag Foundation reserves the right to stop and search any Volunteer or Trustee, their private vehicle, either while you are on any premises where The Buddy Bag Foundation is operating or arriving or leaving.

Public Relations

You may not communicate either in writing or verbally with any member of the press, television or radio stations on matters concerning The Buddy Bag Foundation affairs without prior written permission from the CEO.