

Shetland Tall Ships Ltd - Volunteers Policy

1.1 Introduction

Shetland Tall Ships Ltd (the Company) is tasked with implementing a project plan to deliver the Tall Ships Races event in Lerwick from 26th to 29th July 2023. The Company will work with Shetland Islands Council and Lerwick Port Authority, as key partners, in order to deliver a successful event.

In hosting the event we aim:

- To provide Sail Training International with an exceptional Race port for 2023.
- To provide Race participants with a positive and memorable experience of Shetland.
- To encourage active participation of young people in the event and ongoing sail training development in Shetland.
- To promote Shetland as an attractive place to live and work.
- To promote Shetland as a tourism and events destination.
- To enhance Shetland's reputation for hospitality and quality products.
- To celebrate Shetland's culture.
- To reaffirm Shetland's capability to host major international events.
- To make better connections with other seafaring communities.
- To work together as a community to deliver an enjoyable and worthwhile event.
- To maximise the socio-economic returns of hosting the event in Shetland.

Volunteers are key to delivering our aims and are central to delivering a successful event.

A volunteer is anyone who, without recompense, performs an activity at the direction and on behalf of the Company. Volunteers may be involved in a range of activities.

The Company believes our relationship with our volunteers is one of mutual responsibility and commitment, within which the Company and volunteers both have rights and responsibilities. We hope that volunteers will enjoy their time with us and gain from it in terms of their own personal development.

1.2 Purpose of the volunteer policy

The purpose of this policy document is to:

- Confirm the Company's commitment to involving volunteers
- Recognise the contribution volunteers make to the Company
- Provide overall support, guidance and direction to staff and volunteers
- Establish the values and standards of the Company in its involvement with volunteers
- Ensure decisions are made fairly

This policy is not either implicitly or explicitly, a binding contractual or personal agreement.

1.3 Volunteer Benefits

Our volunteers get involved for many different reasons; some enjoy the social side of working with people who share a similar interest or have the satisfaction of knowing they have helped make the event more accessible to the public and are proud to be at the heart of The Tall Ships Races 2023 – Lerwick and making it an exceptional event for Shetland. Others volunteer to develop their skills or to gain new skills while serving with the Company.

2. Practice Guidelines

The following guidelines deal with practical aspects of the involvement of volunteers.

2.1 Recruitment

The Company should recruit volunteers professionally on a pro-active basis, with the intent of broadening and expanding community involvement. Volunteers shall be recruited without regard to gender, disability, age, or race in conjunction with our equal opportunities policy. The sole qualification for recruiting shall be the individuals' suitability to perform the designated assignment. The following principles apply:

- Volunteers will be recruited from various sources including word of mouth, local media, and the Company website.
- Role descriptions will be produced for each assignment.
- Each candidate will be asked to complete a standard application form.
- References may be sought and, in some cases, PVG checks will be required e.g., working with children and/or vulnerable adults, and handling cash. Applicants who refuse background checks may be refused the opportunity to volunteer.
- In placing a volunteer in a role, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the voluntary activity. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met

2.2 Induction & Training

- **For volunteers**

All volunteers will receive a general induction; covering housekeeping issues, health & safety, the nature and purpose of the organization; the nature, operation, purposes, and requirements of the volunteer's role. Volunteers will receive specific training for their role, to provide them with the information and skills necessary to perform their volunteer assignment. The training and methods for delivery of such training should be appropriate to the complexity and demands of the assignment and the capabilities of the volunteer. Some training will be online learning with completion certificates to be submitted to the Company.

- **Health & Safety**

The Company will ensure volunteers have the necessary skills and qualifications required to carry out their assignments. Any risks to health and safety will be identified by workplace assessments and relevant preventative or protective methods will be undertaken. Volunteers will be told the identity of a competent person taking charge during an emergency and the name of the person responsible for health & safety and first aid

2.3 Supervision

Each volunteer assigned to a task within the Company must have a clearly identified contact. This person will be responsible for ongoing guidance of the volunteer and shall be available to the volunteer for consultation and assistance. If for whatever reason the contact will not be available, they must inform the volunteer and designate another person in case of issues. A volunteer may be a contact of other volunteers, provided that the supervising volunteer has a member of staff as their contact.

- **Records**

Records will be maintained on each volunteer, including recruitment documentation, dates of service, tasks performed, training records and any complaints documentation. Volunteers' personal records shall be held in the strictest confidentiality in accordance with the Company's Data Protection Policy. Individuals will be able to access their own records.

- **Insurance**

All volunteers are covered by the Company's insurance policies whilst they are engaged in any work on the Company's behalf.

- **Complaints and Grievance**

If a volunteer has a genuine complaint, they should discuss it with their supervisor in the first instance. If they are unhappy or if the complaint is about their supervisor, they should discuss it with the Project Manager or Chief Liaison Officer who will try to resolve the issue.

If anyone has concerns about a volunteer's behaviour, or their ability to carry out their assignment, they should discuss their concerns with their supervisor in the first instance. If this does not resolve the situation the Project Manager should be brought in to mediate.

All discussions should be documented, and the volunteer should be informed, in writing, of any action taken.

- **Expenses**

All expenses incurred are the responsibility of the volunteer; only pre-agreed expenses will be reimbursed according to the volunteer agreement.

