OUR VOLUNTEERING POLICY

cruk.org/volunteering
# WELCOME

**Committed to Volunteering**

**Who is this Policy For?**

**Recruitment**

**Age**

# VOLUNTEERING WITH CANCER RESEARCH UK

**Getting Started**

**Equal Opportunities and Diversity**

**Responsibilities and Expectations**

**Cancer Research UK’s Responsibilities**

**Our Expectations of You as a Volunteer**

# YOUR VOLUNTEERING

**Health and Safety**

**Copyright, Intellectual Property and Photography**

**Media Relations**

**Data Protection and Confidentiality**

**Expenses**

**Insurance**

**Smoking and Substance Abuse**

**Training and Development**

**Resolving Concerns**

**Audit and Whistle Blowing**

**Support and Advice**

# THANK YOU
Welcome to volunteering for Cancer Research UK.

As a volunteer, you contribute your time, energy and skills in support of our cause.

We appreciate everything you do to raise funds for our world-class scientific research and to promote our health messages about the prevention and early detection of cancer.

Thank you for your commitment to Cancer Research UK and our remarkable work.

Michael Pragnell
Chairman and Volunteer
Committed to Volunteering
Volunteers are vital to Cancer Research UK. We don’t receive any government funding for our research, so every step towards beating cancer relies on every pound raised. Volunteers are our link to communities all over the UK. They are integrated into the structure and operations of the charity and contribute strongly towards Cancer Research UK’s aims and objectives.

Who is this Policy For?
Volunteers support Cancer Research UK by giving their time to carry out roles which have been initiated by, or agreed with, the charity. The volunteering relationship is based on trust and does not involve the obligations associated with employment. No payment, other than the reimbursement of agreed expenses, is made by Cancer Research UK to people who give their time as volunteers.

This policy is intended for Cancer Research UK volunteers who have accepted an agreed role with the charity. It outlines the principles on which the relationship between volunteers and the charity is based and provides basic information about volunteering with us.

Recruitment
Cancer Research UK welcomes and respects the breadth of experience, skills, dedication and goodwill that volunteers bring. Informal interviews are carried out to ensure that applicants are suitable for the role in question. We will base our selection on the ability of each applicant to fulfil the role concerned, taking into account any effect volunteer may have on the safety of all parties, our brand and reputation.

Age
In most cases you will need to be over 16 years of age to volunteer independently and under 18s will be asked for parental consent. Younger people may get involved in some aspects of volunteering with us if they are accompanied by a responsible adult. We do not have an upper age limit for volunteers but there may be situations that require us to ask someone to stop volunteering – for example when health issues are considered a risk to the person concerned or others around them.
Getting Started
Welcome to the team! We want to make sure you have everything you need to get started so we’ll provide you with either an induction or access to useful materials and information. Your staff contact will usually be the Cancer Research UK staff member who manages the area of work in which you volunteer.

Equal Opportunities and Diversity
You will be volunteering in an organisation that is committed to equal opportunities and diversity. This commitment is reflected throughout the charity’s policies and practices.

Responsibilities and Expectations
We want you to enjoy volunteering with us and we take our responsibilities towards you very seriously. As a Cancer Research UK volunteer, you will also be a representative of the charity and, as such, we ask that you act appropriately.
Cancer Research UK’s responsibilities:
• To offer equal opportunities to everyone who wants to volunteer
• To match your skills and experiences with the right role for you wherever possible, listening to your motivations and aspirations
• To offer appropriate training and support for your role
• To celebrate success and recognise loyalty and dedication
• To respect all our volunteers and listen to what you have to say, consistently encouraging two-way communication
• To provide information about the charity’s research work, policies and procedures
• To reimburse agreed out-of-pocket expenses
• To make necessary arrangements to ensure your health, safety and welfare as a volunteer
• To encourage a positive and friendly atmosphere
• To provide access to trained members of staff, to support, guide and advise you

Our expectations of you as a volunteer:
• To aim for high standards of efficiency, reliability and quality in your volunteering
• To work in partnership with other volunteers, staff and the general public
• To support, respect and adhere to our organisational policies, guidelines and management decisions – including all aspects of equal opportunities, health and safety, data protection and use of our brand
• To always consider and protect Cancer Research UK’s good reputation in your actions and conduct
• To act responsibly and within the law
• To let your staff contact know first if you have any problems so that we can find a solution together
• To let your staff contact know if there are changes in your personal circumstances that may affect your volunteering
• To have the best possible experience by getting involved and enjoying your volunteering
Health and Safety
We are committed to ensuring your well being and safety whilst you are volunteering and, in turn, we expect our volunteers to contribute to maintaining a safe working environment.

All volunteers at Cancer Research UK must:
• Take reasonable care for the health and safety of yourself and other persons who may be affected by your actions or omissions
• Co-operate with staff by assisting them to fulfil their statutory duties
• Follow our health and safety policy and measures put in place by Cancer Research UK or any organisation whose premises you may be working on
• Report accidents/incidents or dangerous circumstances to a paid member of staff, whether or not any person has been injured
• Be aware of actions to take when an emergency situation arises and who, from Cancer Research UK, to contact for support
Copyright, Intellectual Property and Photography
The rights to any original works that you may produce in the course of volunteering will belong to the charity, unless otherwise agreed. Examples include photography, artwork, graphic design and written work, including the results of research.

We may use photographs of volunteers carrying out their roles for promotional purposes, such as in a leaflet or online. You may, of course, request that an image is withdrawn.

Media Relations
No comments or stories should be given directly to the media, unless your volunteer role specifically includes talking to the press or other local media. Generally, our media relations are handled by trained specialists and so any requests from the press, etc. should be referred to your staff contact or Regional Press Officer.

Data Protection and Confidentiality
We take great care to protect your information as part of our data protection responsibilities. As a volunteer, we expect you to protect any personal or confidential information to which you may have access.

Expenses
Volunteers may request reimbursement of reasonable out-of-pocket expenses, such as travel costs and, if devoting a full day to the charity, a sandwich lunch or equivalent. Payment of reasonable expenses must be authorised by your staff contact in advance and receipts or tickets will be required.
Insurance
Cancer Research UK has appropriate types of insurance in place to cover its volunteers. These include employers’ liability insurance and public liability insurance in the event of a volunteer being harmed due to the negligence of the charity, or a third party being injured as a result of the actions of a volunteer whilst performing Cancer Research UK duties. However, our insurance does not cover your personal belongings.

Using Your Own Vehicle
Cancer Research UK does not provide motor insurance for you as a volunteer. Driving in connection with charitable volunteering is normally classified by insurers as “social, domestic and pleasure” which is part of your standard cover. We recommend that you check with your insurer but there should not be any additional cost. If we have agreed to reimburse your expenses for travelling in your own vehicle, we use the government standard mileage rate, which includes an allowance for insurance as well as fuel, maintenance, tax, etc.

Smoking and Substance Abuse
All Cancer Research UK premises and events are smoke free. No smoking is allowed in or near our sites. Volunteers are asked not to smoke when wearing a badge, branded clothing or anything that would identify you with the charity.

Volunteering whilst under the influence of alcohol or drugs will not be accepted.

Training and Development
You will have access to training or information to help you successfully carry out your volunteering role. You will be offered an appropriate induction including information about the volunteering environment and any equipment you may be using in your role. If you choose to take on an additional or alternative role or activity as a volunteer, your staff contact will be happy to help you widen or develop your skills and knowledge accordingly.
Resolving Concerns
If you have any problems or complaints about your volunteering, please talk to your staff contact immediately. The charity takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties. Copies of our Volunteer Fair Treatment Procedure are available from your staff contact or the Volunteering Department.

Audit and Whistle Blowing
Cancer Research UK is accountable to the Charity Commission and to the public who support us so generously. We have a responsibility to check and audit our activities to maintain our reputation as a trustworthy charity that manages donations honestly and efficiently. This includes gifts of goods for sale in our shops and money raised by local fundraising groups. If you would like to know more, your staff contact will be able to inform you how we do this in practice.

If you find that any member of staff or volunteer is behaving in a way that is likely to bring the charity into disrepute or cause financial loss, you should let your staff contact know immediately. If, for any reason, you would rather not talk to your staff contact, please call the confidential and independent Whistle Blowing Hotline free on 0800 374199.
Support and Advice
If you would like further information or advice on any aspect of your volunteering with us, please ask your staff contact or the Volunteering Department:

Cancer Research UK
Volunteering Department
Angel Building
407 St John Street
London EC1V 4AD

T 0845 009 4290
(Volunteering Hotline)
E volunteering@cancer.org.uk
W cruk.org/volunteering

Further Information
Cancer Research UK recognises your contribution as a volunteer to the vital work of the charity. This is borne out in the policies and procedures the charity has developed, which cover both staff and volunteers in their work.

- Dignity at Work (Equal Opportunities) Policy
- Data Protection Policy
- Monitoring at Work Policy
- Whistle Blowing Policy
- Children on Cancer Research UK Premises Policy
- Smoke Free Working Policy
- Volunteer Fair Treatment Procedure
- Health and Safety Policy
- Anti Fraud Policy

If you would like a copy of any of the above documents, please ask your staff contact or the Volunteering Department.
THANK YOU

We appreciate everything you do.

By donating your time you’re helping to bring forward the day when all cancers are cured.

Ref: VP3/12.
Cancer Research UK is a registered charity in England and Wales (1089464), Scotland (SC041666) and the Isle of Man (1103).