

GLOBAL VOLUNTEERING POLICY



DISCOVER LEARN REMEMBER

BECOMING A VOLUNTEER

Volunteers are pivotal to the success of the CWGC and CWGF in helping us to increase awareness in local communities; highlighting our work and our unique heritage as well as telling the stories of the 1.7 million servicemen and women we honour who died in the two world wars.

This document is our Global Volunteering Policy and is designed to be used by our volunteers and staff on a global basis. Conditions vary depending on the location of your volunteering activities, please also refer to your location-specific policies for more detailed information.

CWGF is the charitable arm of CWGC. Volunteering roles in some locations are carried out through CWGF and others through CWGC. For simplicity, we refer to the CWGC throughout this document.

We offer a diverse range of volunteer opportunities, depending on your location. There is something to suit everyone who would like to become involved with us. Whatever you choose to do to support us, whether it be on a regular basis or one-off event, we appreciate and value your contribution.

Our volunteers have a wide range of skills and expertise, which we match to each opportunity. We will base our selection on the ability



of each applicant to fulfil the role concerned, considering availability, the safety of all parties, our brand and reputation.

The volunteering relationship is based on mutual trust and does not involve the obligations associated with employment. There is no payment for our volunteers, however, please refer to the Expenses Policy applicable to the location in which you volunteer, for more information, please visit the Volunteer Portal.

Volunteers are recruited by CWGC in response to an organisational or departmental need as well as on a proactive basis, with the aim of broadening and diversifying volunteer involvement. Applicants may apply for specific roles via CWGC's website <https://www.cwgc.org/our-work/volunteer>.

Applicants for a role are shortlisted based on the requirements of the role and the skills of each applicant and not all applicants will be successful in obtaining a role. For some roles we will conduct an online interview.

Our volunteers must be over 18 years of age; however, we are keen to work with youth groups where the group is under the care of a responsible adult. These will be organised on a project-by-project basis.



OUR CARE VALUES

Everyone who works or volunteers for the CWGC, is required to act in accordance with our CARE Values; ensuring integrity, transparency and honesty, whilst always operating in the best interests of the CWGC.

We deliver our Mission in accordance with our CARE Values: Commitment, Ambition, Respect and Excellence. These Values reflect and set out our culture, and are lived and breathed as we work, as shared expectations, behaviours and standards.

Our volunteers are vital to enabling us to achieve our Mission and are expected to operate in accordance these CARE Values at all times.

More information about our CARE Values can be found on the Volunteer Portal.



WORKING IN PARTNERSHIP

We are committed to working harmoniously and in partnership with our volunteers. This section gives a brief overview of what you can expect from us and what we expect from you when volunteering with us.

THE CWGC IS COMMITTED TO:

- Equal opportunities for everyone who wants to volunteer with us,
- Recommending you to a role that will meet your goals and aspirations,
- Providing you with opportunities to help us maintain our heritage and promote public understanding,
- Providing you with appropriate training and support during your time as a volunteer,
- Creating a friendly and welcoming atmosphere, where your contribution is valued,
- Listening to your views to ensure we build a positive volunteer experience together; and
- Offering you the chance to get involved and make new connections.



OUR EXPECTATIONS OF OUR VOLUNTEERS:

- Completion of our selection process (including in some cases, criminal background checks for safeguarding purposes, which may vary depending on your location.)
- Efficient and reliable and who take pride in the role they play,
- Working in partnership with our employees to deliver our goals, and complete tasks in accordance with the role profile.
- Adhere to our mission, values, and policies acting appropriately and with integrity.
- Proactively protect the CWGC's reputation; and escalate concerns or problems to your CWGC contact.
- Abide by all applicable laws and regulations and in the best interests of the CWGC.
- Treat all individuals with respect, fairness, and courtesy. Harassment, discrimination, and any form of abusive behaviour will not be tolerated.
- Follow all health, safety guidelines and procedures to ensure the well-being of yourself and others.
- Protect the confidentiality of any sensitive or personal information you may encounter during your volunteering work with us.
- Represent the CWGC positively and professionally in all volunteering activities.
- Participate in any required training or meetings and provide and accept feedback constructively.
- Honour your commitments and notify the appropriate person if you are unable to fulfil your volunteer duties.

If you have any concerns about the way in which the CWGC is operating, or if we are not complying with our own commitments, please Speak Up. You can find out more about our Speaking Up process on the Volunteer Portal.

VOLUNTEERING WITH CWGC

We want you to enjoy the volunteering experience and be safe and happy whilst working with us.

INDUCTION AND TRAINING

We have an induction programme for all our volunteers to develop your understanding of the work that we do, the contribution our volunteers give to achieving our goals, as well as the practical aspects of volunteering.

An applicant who is successful in securing a volunteering role must attend the relevant project specific training for the role/s that they perform.

After their induction, volunteers may be asked to undertake further learning and development and refresher training relevant to their role.

KEEPING VOLUNTEERS SAFE

The CWGC is committed to ensuring that volunteers remain safe whilst completing volunteering activity and to complying with local health & safety regulations in the country you are volunteering in. The CWGC provides appropriate guidance and training around health & safety as part of volunteer inductions and during their roles.

Appropriate risk assessments for volunteering activity are required across all the CWGC volunteering projects. The CWGC provides appropriate guidance and training during volunteer induction training. Further detail is available in your project specific handbook.



Volunteers will have access to CWGC's SHIELD app, an accident reporting and lone working system, which allows volunteers to quickly and easily report health and safety issues and accidents. Volunteers have a responsibility to inform their CWGC contact immediately in the case of any accidents/incidents, allergies, other health concerns. Any accidents or potential accidents should be recorded regardless of the extent of the injury or the person involved. Details of how to use the SHIELD app can be found on our Volunteer Portal.

VOLUNTEER LONE WORKING

The CWGC takes seriously its responsibilities to ensure the health, safety and welfare of all volunteers who carry out their volunteer activity alone, without direct support or supervision. The CWGC are committed to reducing the risks to volunteers and the

purpose of this policy is to ensure that there are adequate systems in place to reduce the risks of lone working as far as is reasonably possible and practicable.

The CWGC provides appropriate guidance and training regarding Lone Working during volunteer inductions and during the undertaking of their roles. The purpose is to help you think about and improve your personal safety, be aware of risks and to take steps to reduce and adapt strategies to keep you safe. Everyone is responsible for avoiding and managing any risks that arise from lone working. This is essential as the Lone Working Policy clearly cannot envisage every situation, and hence volunteers are expected to demonstrate common sense and to also take responsibility for their own actions and safety. The Lone Working Policy can be found on the Volunteer Portal.

BUDDY SYSTEM

We recommend all volunteers should have a buddy to check in and out of their volunteer duties. It is the responsibility of the volunteers to exchange emergency contact details in case a volunteer fails to check out after their volunteering and is not contactable.

Volunteers should take the following precautions when volunteering:

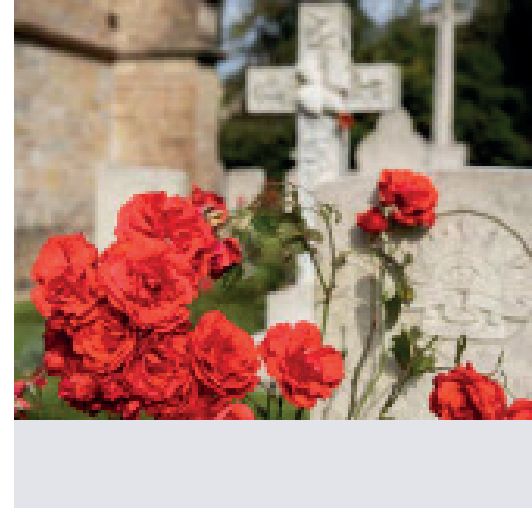
- Ensuring someone knows where they are going and when they are expected home, including details of any activities you have arranged
- Volunteer during daylight hours as much as possible and avoid poorly lit or deserted areas where possible
- Carry a mobile phone, check it is fully charged and (for pay-as-you-go), has sufficient credit and leave it switched on
- Carry a personal alarm if you have one

- Arrange that you will check in with a named contact when you have safely returned home, this can be a friend or family member
- Tell your Regional or Programme Coordinator about any incidents which arose during volunteering for monitoring and reporting purposes.

A failure to follow agreed safety procedures increases risk and is a decision taken by individuals for which they are personally accountable.

MONITORING AND REVIEW

- The ongoing implementation of the Lone Working Policy will be monitored through feedback from volunteers
- Any volunteer with a concern regarding these issues should ensure that they discuss this in the first instance with their Regional or Programme Coordinator.



DONATIONS AND COLLECTIONS

To keep our volunteers safe, please do not accept cash from members of the public. If members of the public wish to make a donation, please direct them to <https://foundation.cwgc.org/donate-now/>

INSURANCE

All CWGC volunteers are covered by our Employers Liability Insurance policy while carrying out agreed activities relevant to their role and specified by us in their training.

We are unable to accept responsibility for any incident or accident that occurs when carrying out activities not specified or authorised by the CWGC or outside the volunteering role.

The CWGC is unable to cover any person(s) accompanying volunteers during volunteering activity.

Any individual(s) accompanying volunteers are responsible for their own safety and personal liability.

Any under 18's accompanying volunteers are the responsibility of the parent/guardian present.

CWGC are unable to accept responsibility for the loss, theft or damage of personal possessions or valuables whilst undertaking volunteering work.



DRUGS, SMOKING AND ALCOHOL

Volunteers are asked to move away from our sites if they wish to smoke or use E cigarettes. Please make sure that you are aware of the rules for the site you are volunteering at, as in some areas these vary.

You must not attempt to engage in any volunteering activity (or drive to a volunteering activity), if you are under the influence of alcohol or drugs.

UNIFORM /ID

We provide CWGC ID cards and appropriate resources needed for the role.

If uniform is provided as part of the role, volunteers should remember that they are representing the CWGC and their behaviour towards members of the public and staff should adhere to the CARE values. Volunteers should not wear these items for anything other than activities that are directly related to their volunteering, not alter or deface the provided items and must not use any materials to promote any external interests.

TAKING PHOTOGRAPHS

If you take photographs of your volunteering work, by sharing those images with us, you acknowledge and agree that:

- You are the author of the images (i.e. you took the photos) that you are sharing;
- You grant the CWGC perpetual, irrevocable, royalty-free, worldwide license to use the



image(s) throughout the world in all media and by all means, including the right to edit, copy, alter or adapt the image(s);

- It may not be possible for the CWGC to credit you as the author.

If you are taking photographs of your volunteering activities or of other volunteers, please make sure you do so in accordance with our Photography Guidelines which can be found on the Volunteer Portal.



PUBLICISING YOUR VOLUNTEERING ROLE

We are very happy for you to use your volunteering experience for other personal activities (e.g. social media, lectures etc.), but must do so in accordance with our Social Media Policy which can be found on the Volunteer Portal.

GIFTS AND HOSPITALITY

Volunteers are discouraged from offering, giving, agreeing to accept or receiving gifts or hospitality on behalf of the CWGC, other than the receiving of small promotional items such as branded pens, keyrings, diaries etc., low value traditional items given in times of seasonal celebration and gifts given from fellow volunteers or staff within a volunteer's region, for example birthday, condolence or leaving gifts.

Any items given or received should be reported at the earliest opportunity to your point of contact.



IF YOU CANNOT VOLUNTEER FOR A COMMITTED ACTIVITY OR WISH TO END VOLUNTEERING WITH US

We hope that we will have a long and successful volunteering relationship with you. However, we also recognise that your circumstances may change, and you may need to change how you volunteer or stop volunteering altogether. Please let your CWGC contact know. We will do our best to accommodate changes so you can continue to volunteer with us or end your volunteering if requested. If you are committed to an event, we would ask that you give us as much notice as possible. We reserve the right to bring your volunteering activity with us to an end at any time.

PROTECTING VOLUNTEERS DATA

We will store and process only the personal information necessary to enable you to volunteer with us. We will share this information with relevant staff. Your data will not be used for any marketing, or other activities (unless you have consented to this) and it will be

processed in accordance with the relevant Data Protection Policy for your location. For queries contact DPO@cwgc.org.

LEAVING THE CWGC

If you leave your CWGC volunteer role, we will remove your data from our system unless this needs to be kept for any reason (in which case it will be held in accordance with relevant laws in the country you are volunteering in and removed once no longer needed) and you should return all CWGC uniform and resources.

PROBLEM SOLVING

We aim to resolve most problems by informal discussions which may include mediation or additional training or support for the volunteer.

All volunteers have the right to be treated with respect and be in an environment free from any form of bullying or harassment. If you have any concerns or complaints about your volunteering, please immediately contact your CWGC contact who will make every effort to resolve any difficulties. If you have any concerns, please contact us at the contact details given.

SPEAKING UP

Everyone who works for or on behalf of the CWGC, is required to act in accordance with our CARE Values; ensuring integrity, transparency, honesty whilst always operating in the best interests of the CWGC.

Where you feel that the organisation, an employee of CWGC or someone who works with or for us (including contractors,

suppliers or volunteers) has fallen short of our high expectations, we would encourage you to please speak up about it, without fear of retaliation, so that we can fix it. Your voice is essential, and by speaking up, you can influence positive change.

You can speak up online via this link www.cwgc.org/reporting or by scanning the below QR code:



Concerns raised are received and managed by the CWGC's Chief People Officer, General Counsel and Head of Ethical Compliance.

CONTACT AND SUPPORT

If you would like further information or advice on any aspect of volunteering, please contact:

Commonwealth War Graves
Commission 2 Marlow Road
Maidenhead SL6 7DX
volunteers@cwgc.org



**MORE
INFORMATION**

GLOBAL VOLUNTEERING POLICY
volunteers@cwgc.org

For more information in Canada and the
United States: CAPA.volunteer@cwgc.org



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