

VOLUNTEER POLICY



DISCOVER LEARN REMEMBER

BECOMING A VOLUNTEER

Volunteers are pivotal to the success of the CWGC 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.

We offer a diverse range of volunteer opportunities, there is something to suit everyone who would like to become involved with us. You can help within our archives at our Head Office in Maidenhead, support us at local events, be a part of our Speaker Programme or become involved in the 'Eyes on, Hands On' project where local people keep a watchful eye on graves in their location and let our operational team know when remedial or maintenance work should be scheduled. 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 your 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, other than reimbursement of expenses (See our Expenses Policy for more information).

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.

Our volunteers must be over 18 years of age; however, we are keen to work with youth groups for example, the cadets or guides, where the group is under the care of a responsible adult. These will be

organised on a project-by-project basis. Whilst there is no upper age limit to for our volunteers, we may ask you to stop volunteering with us if there are health issues, that pose a risk to you or to others.



CODE OF BEHAVIOUR

Everyone that is involved with us, our Commissioners, Trustees, employees, or volunteers are required to conduct themselves to a high standard of integrity, behaviour and good practice. This ensures that we treat others with dignity and respect and safeguard ourselves as well as the reputation of the CWGC.

Honouring the fallen of the two World Wars is a privilege, and places us all in a position of considerable sensitivity and trust.

This Code of Behaviour is intended to provide a framework for volunteers involved with the Commonwealth War Graves Commission. It sets the expectations we have of volunteers, and how they work alongside our staff and supporters within the scope of their role. It is hoped that these guidelines will help maintain and improve standards, ensuring the highest

possible service to those we work with while protecting volunteers from criticism or misunderstanding. It is aimed at protecting the reputation of the organisation and ensuring our important task of commemoration is upheld to the highest standards. It is not exhaustive and merely illustrates our expectations of volunteers.

The Commission has clearly articulated values of respect, excellence, teamwork, communication, professionalism, and commitment, each of which



has associated behaviours. Volunteers are embraced into the Commission alongside these values and therefore expect all volunteers offer the same values to our staff and supporters in return. Bullying, harassment, and discrimination of any kind will not be tolerated, and our policies on these must be respected. We should all acknowledge good behaviour and challenge and feel confident about reporting poor behaviour. Commissioners, Trustees and staff and volunteers must do nothing that could bring the Commission into disrepute.



WORKING IN PARTNERSHIP

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 Disclosure and Barring Service check (DBS check), where required),
- Efficient and reliable volunteers who take pride in the role they play,
- Working in partnership with our employees to deliver our goals,
- Adhere to our mission, values, code of behaviour and policies, acting appropriately and with integrity.
- Proactively protect the CWGC reputation; and
- Escalate concerns or problems to your CWGC contact



VOLUNTEERING WITH CWGC

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

HEALTH AND SAFETY

The CWGC is committed to ensuring that volunteers remain safe whilst completing volunteering activity, in compliance with The Health and Safety at Work Act 1974. The CWGC provides appropriate guidance and training around health & safety during volunteer inductions and during the undertaking of their roles. Volunteers have a responsibility to inform their Regional Coordinator immediately in the case of accidents/incidents, allergies, other health concerns, so that this can be escalated to assess potential health & safety concerns.

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

All accidents and near misses must be immediately reported to your Regional Coordinator. If your Regional Coordinator is unavailable, please email volunteers@cwgc.org. Any accidents should be recorded regardless of the extent of injury or person involved; accident reports are completed by Regional Coordinators. A near miss is a situation where an accident could



have occurred. It is important to record these, as a pattern may become clear on analysis of accident statistics and the problem rectified. No accident or near miss is too small to record.

INSURANCE

All CWGC volunteers are covered by our Employers Liability Insurance policy while agreed activities relevant to their role and specified by us in their training. Volunteers must accept full liability if an accident occurs when carrying out activities not specified or authorised by the CWGC.

The CWGC does not 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.

SMOKING AND SUBSTANCE ABUSE

Volunteers are asked to move away from our sites if they wish to smoke. You must not attempt to engage in any volunteering activity (or drive to volunteering activity), if you are under the influence of alcohol or drugs.

UNIFORM, ID CARDS AND CAR STICKERS

We do provide CWGC ID cards and car stickers as well as branded uniforms suitable for the different volunteer roles.

When displaying these items volunteers should remember that they are representing the CWGC and their behaviour towards public and staff should follow the Code of Behaviour for volunteers. 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.

EQUALITY AND INCLUSION

CWGC values the differences that a diverse community brings, and the CWGC is committed to creating a respectful environment where everyone is treated with dignity and respect, and where any unlawful and/or unfair discrimination is eliminated.

CWGC is committed to ensuring that no volunteer will be discriminated against on the grounds of sex, gender reassignment, pregnancy, race, colour, nationality, ethnic or national origins, age, sexual orientation or marital status, religion or belief.

The CWGC will not discriminate without justification, on grounds of disability or fail to make reasonable adjustments to overcome barriers to volunteering caused by disability.

Everybody involved with CWGC has a personal responsibility for implementing and promoting these principles in their day-to-day dealings with one another. Everyone must ensure they treat each other fairly, with dignity and respect and without bias. Breaches of this policy will be addressed in line with the Problem Solving Policy.



MEDICAL CONSIDERATIONS

Some volunteering activity may be physically demanding, and you must tell us if there are any medical, or other, reasons that may affect your ability to volunteer safely before you undertake any volunteering activity. We will always work with you to try to find a suitable volunteering role. You can discuss this with your CWGC Coordinator

TAKING PHOTOGRAPHS

If you send us photos of your volunteer work, we will assume that you are happy for them to be used to promote our work on social media and in other promotional literature. If you photograph groups of volunteers, please check that everyone is happy for their image to be used for publicity purposes (and please don't send us photos of or including children's faces without a release form). All photos sent to us must comply with our Photography Guidelines.



WILL YOU REIMBURSE MY EXPENSES?

No one should be out of pocket for volunteering for CWGC. Please see the Expenses Policy for more information.

IS THERE ANY PAY?

As this is an entirely voluntary project, these are not paid roles. Please note, that your volunteering activity does not create an employment relationship between the CWGC and you.

GIFTS AND GRATUITIES

Volunteers are discouraged from accepting personal gifts or gratuities from members of the public in their capacity as a volunteer. Any items should be reported at the earliest opportunity to your Regional Coordinator. Items not covered by this requirement include gifts from fellow volunteers or staff within a volunteer's region, for example birthday, Christmas, condolence or leaving gifts.

VOLUNTEERS RECEIVING DONATIONS ON BEHALF OF THE COMMONWEALTH WAR GRAVES FOUNDATION (CWGF)

Some volunteering activities will involve the acceptance or processing of donations on behalf of the CWGF including financial donations. Volunteers involved in these activities will be given training on appropriate processes for this activity. Volunteers whose roles do not directly involve the acceptance or processing of donations should



advise the donor to contact the CWGF directly to process the donation, as this will ensure compliance with Fundraising practices. For further information please refer to the Donations Policy.



AM I ALLOWED TO PUBLICISE MY VOLUNTEER WORK FOR THE CWGC?

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 Volunteer Social Media Policy.

If you are contacted by a journalist from a media outlet, please do not provide a comment until you have spoken with a member of the CWGC media team. To get you to comment, journalists may ask to talk to you "off the record". There is no such thing as off the record, so please don't be pressured into providing a comment. You can contact the media team by emailing media@cwgc.org who will be able to help you with the journalist's enquiry.



WHAT IF I AM UNABLE TO UNDERTAKE A VOLUNTEERING ACTIVITY?

We understand that you may need to change how you volunteer, all we ask is that you contact your Regional Coordinator to let us know. We will do our best to change your role or commitment so that you can continue to volunteer with us. Most activities can be done at a time to suit you, however if you have committed to a group activity then please give the group leader or other team members as much notice as possible

WHAT HAPPENS IF I CANNOT CONTINUE TO VOLUNTEER?

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 stop volunteering with us. In this event, we would ask that you give us as much notice as possible to enable us to find

a replacement for you. We also reserve the right to bring your volunteering activity with us to an end at any time.

WHAT PERSONAL INFORMATION WILL YOU HOLD ABOUT ME?

We will store and process only the personal information necessary to enable you to volunteer with us (this will include your address and other contact details). This is to assist us with the administration of your volunteering activity. We will share this information with those who need to know it (for example, Regional Co-ordinators). Your data will not be used for any marketing, or other activities and will be processed in accordance with our Volunteer Privacy Notice. If you have any questions or concerns regarding the processing of your data, please see our privacy policy or contact our Data Protection Officer directly on DPO@cwgc.org.

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 watch relevant videos and attend the relevant training for the role/s that they perform. This induction will include a look at the volunteering policies of CWGC and training for the role/s they are to carry out.

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

Voluntary roles that include volunteering with children or vulnerable adults will be subject to a relevant DBS check (or a Basic Disclosure in Scotland) in line with Government guidance. If a role requires a DBS check, this will be detailed in the role profile, checks are organised via an approved external DBS checking partner organisation.

Reference checks will be carried out for some roles based on the level of responsibility the volunteer will be afforded, and the frequency of their involvement and they will only take place once CWGC forms a clear view that it would like to recruit a volunteer.





SUPPORT AND ADVICE

RESOLVING CONCERNS

All volunteers have the right to be treated with respect and to be able to volunteer 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 Regional Coordinator, Programme Manager or Volunteer Co-ordinator who will make every effort to resolve any difficulties.

Please also see the Whistleblowing Policy for more information

PROBLEM SOLVING

We aim to resolve most problems by informal discussions which may include mediation or additional training or support for the volunteer. Please see the Problem-Solving Policy for more information.

PROVIDING A REFERENCE

Once a volunteer has completed six months of volunteering for CWGC, they may request a reference from the organisation.

To request a reference the volunteer, or the organisation requiring the reference, should contact the Volunteer co-ordinator at volunteers@cwgc.org.

A standard reference will be provided which contains the volunteer's start date and leaving date if applicable, the role undertaken and the typical duties of the roles. No other information, even if requested, will be provided.

Volunteers should not solicit personal references from members of staff.

CONTACT AND SUPPORT

If you would like further information or advice on any aspect of volunteering, please contact your Regional Coordinator or the Volunteer Co-ordinator :

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

FURTHER INFORMATION

CWGC recognises your contribution as a volunteer which is borne out by our policies and procedures which cover both staff and volunteers, including:

- Dignity at Work Policy
- Data Protection Policy
- Safeguarding Policy
- We also have policies that are designed to cover volunteers, including
- Volunteer Problem-Solving Policy
- Volunteer Whistle Blowing Policy
- Volunteer Lone Working Policy
- Volunteer Expenses Policy
- Volunteer Social Media Policy

If you would like a copy of the above please ask your CWGC Coordinator or email volunteers@cwgc.org

VOLUNTEER PROBLEM SOLVING POLICY

Most problems can be resolved by informal discussions. Before taking formal action every effort should be made to resolve the matter by informal discussion. This may include mediation or additional training or support for the volunteer, This would be seen as a process of constructive dialogue.

Informal procedure

Where minor problems of performance or conduct are alleged, your Regional Co-ordinator (or other assigned staff member) should hold an informal discussion with you to discuss this and decide on an appropriate course of action. The kinds of things we would identify as minor problems could be:

- Poor timekeeping - such as being regularly late
- Poor conduct – such as inappropriate behaviour
- Poor performance – such as regular incompleteness of tasks or repeated mistakes

Your Regional Co-ordinator will work with you to identify future expectations, set clear goals and tell you about future action that will be taken if expectations are not met. Where the issue is related to your ability to undertake the role, your Regional Co-ordinator will address this during support and supervision sessions. Appropriate expectations and goals will be set with you. Where there is no improvement, your Regional Co-ordinator will hold an informal three-way meeting with you and the Programme Manager. The following courses of action will then be available:

- Reasonable changes to your role to enable you to carry it out.
- Change to your volunteering responsibilities, where appropriate and available.
- Developing a time-bound plan to address problems.

Your Regional Co-ordinator will evaluate whether problems are addressed and carry out a review at the end of the time-bound period; and follow the formal procedures listed in section below.

The Formal Procedure

Where more serious problems of performance or conduct are alleged, or there is no improvement in relation to any earlier issues dealt with informally, the following procedure will be followed:

Investigation

Your Regional Co-ordinator working with the Programme Manager and Volunteer Co-ordinator if necessary or another suitably appointed person will investigate the matter and prepare a report.



REVIEW MEETING

The Volunteering Co-ordinator will hold a review meeting with you and either your Regional Co-ordinator or the Programme Manager. You will be advised in advance of the concerns raised and given time to respond. You may, if you wish, be accompanied to the meeting by a supporter, this supporter could be a friend, family member, support worker or colleague.

ACTION

If, following the review meeting, the Programme Manager finds the allegations to be upheld then they will decide an appropriate course of action depending on the seriousness of the performance problems or misconduct. The following courses of action will be available, although they do not preclude other/ alternative action:

- To issue a formal warning (to be confirmed in writing) advising you of future expectations, a specified review period if appropriate and an indication that the placement will be terminated if expectations are not met; and
 - To terminate the placement with immediate effect and to confirm this in writing to you.
- Very serious problems

VERY SERIOUS PROBLEMS

If a very serious problem is alleged, the organisation may suspend you as a volunteer immediately while the case is being investigated. Where the Programme Manager and Volunteering Co-ordinator considers the concerns to be upheld, your volunteer placement will be ended with immediate effect. Examples of the actions, which we would consider to be very serious problems, are set out below. This list is neither comprehensive nor exclusive:

- theft, fraud, deliberate falsification of company documents
- violent behaviour, fighting, assault on another person
- deliberate damage to company property
- breaching of confidentiality
- harassment
- being unfit for work through alcohol or illegal drugs
- being found in possession of alcohol or illegal drugs whilst fulfilling the volunteering role
- gross negligence
- gross insubordination.

APPEALS

You may appeal against formal action taken under this Procedure. If you wish to do so, you should put the grounds of appeal in writing to the Director of External Relations within one week of receiving notification in writing of the penalty. If you need support drafting your appeal within this timescale, please let us know and we can advise you where you can access support.

The Director of External Relations may identify a senior manager (other than the one who took the original decision) to consider the appeal and issue his/her decision in writing.

The senior manager's decision will be final.



VOLUNTEER - WHISTLEBLOWING POLICY



1. Introduction

It is the Policy of the CWGC that everyone who works or volunteers for us will base their work activities upon the principles of personal and professional integrity, excellence, open communication, trust and respect and it is therefore important that any fraud, serious misconduct or wrongdoing within the CWGC is reported and dealt with properly.

We therefore encourage individuals to raise any concerns that they may have about the conduct of others in the CWGC or the way in which it is run. Certain concerns are known as a “Protected Disclosures” or Whistleblowing, and this policy sets out the way in which individuals may raise any such issues and how those concerns will be dealt with.

2. Scope of the Policy

The principles of this policy apply to all CWGC volunteers. The legislation protecting employees who make a Protected Disclosure does not apply to volunteers. However, under this policy the same protection is given to our volunteers, provided the conditions are met for the policy to apply.

3. Issues this Policy Covers

The Protected Disclosures covered by this Policy include any concerns that an individual raises in the public interest, where they have 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; or
 - concealment of any of the above;
- is being, has been, or is likely to be, committed.

The person raising a concern has no responsibility for investigating the matter - it is the CWGC's responsibility to ensure that an investigation takes place.

This policy does not apply to complaints relating to the administration or carrying out of CWGC activities, where there is no genuine concern in relation to wrongdoing or danger. In these cases a volunteer can speak with their Volunteer Co-ordinator or supervisor.

4. CWGC's Responsibilities

You can expect us to:-

- investigate any matters raised under this policy thoroughly, promptly, impartially and confidentially
- ensure that the outcome of the investigation is reported back to the volunteer who raised the issue
- ensure you are not victimised for raising a matter under this policy
- take disciplinary action against any CWGC employee who is found to have victimised a volunteer for raising a Protected Disclosure
- take disciplinary action against any CWGC whose misconduct is discovered as a result of an investigation under this policy
- take disciplinary action against any CWGC employee found to have issued an instruction to a fellow worker to cover up any wrongdoing

5. Procedure for Raising Concerns

In the first instance, any concerns should be raised with your Volunteer Co-ordinator or supervisor, who will arrange for the matter to be investigated, either by themselves or by someone more senior in the organisation.

Where you feel unable to approach your Volunteer Co-ordinator or supervisor, you can make your report directly to the Director of External Relations, who will arrange for an appropriate manager to investigate the issue.

6. Investigation of Concerns

The investigation may involve you and other individuals involved giving a written statement, and any investigation will be carried out in accordance with the

above principles. Once the investigation is completed, the CWGC will determine the necessary action required. You will be informed of the outcome of the investigation and proposed actions, but this will not include details of any proposed disciplinary action, which will remain confidential to the individual concerned.

7. Reporting an Issue to a Third Party

The aim of this policy is to provide a mechanism for reporting, investigating and remedying any wrongdoing. In most cases it should not be necessary to alert anyone externally. The law recognises that in some circumstances it may be appropriate to report concerns to an external body such as a regulator. We recommend that advice is sought before reporting a concern externally.



VOLUNTEER EXPENSES POLICY

Volunteer expenses

It is the position of the CWGC that volunteers should not be left out of reasonable pocket through volunteering activity across our programmes. The CWGC will therefore reimburse any reasonable pre-agreed expenses that are incurred as a result of volunteering activity to actively reduce any barriers which may restrict members of the public becoming CWGC volunteers.

Claimable expenses – Travel

Volunteers may claim travel expenses for their travel, within the prescribed parameters, to and from the location of their volunteering activities provided only they would otherwise be out of pocket for that travel. CWGC will not reimburse travel costs for journeys taken on annual or other season tickets if these have been purchased for use outside of the volunteer's volunteering activities.

Travel expenses are claimed through the online platform Rydoo and will be approved by your Regional Coordinator or Programme Coordinator. Claims will be reimbursed by BACS only; cash reimbursement is not provided.

Travelling by car/motorbike

Volunteers claiming mileage from using their own vehicle will be reimbursed at the rate of 45p per mile of their journey from the volunteer's home address. All journeys must be approved prior to claim by your Regional Coordinator.

Volunteers should keep an accurate record of the dates and mileage for each journey and the post codes they have travelled to and from.

Mileage will only be paid if the journey is made to carry out agreed volunteer activity as part of the volunteering work you are undertaking.

Please Note; When using your own vehicle for CWGC activities, volunteers must check that their car insurance policy covers them for all aspects of their volunteering activities. It is expected that all personal vehicles used for undertaking volunteering activities are legally road worthy, including MOT, road tax and insurance.

Parking Costs

The majority of CWGC sites/venues for talks have some limited parking available for public use. Please be mindful of parking restrictions, permit zones and maximum stay times. The CWGC will not reimburse any costs incurred as a result of parking tickets or fines.

Where public parking is unavailable car parking tickets will be reimbursed. All car parking claims must be supported by valid receipts/tickets before reimbursement can be made. Claims cannot be reimbursed where receipts are not provided.

Travelling by public transport

The CWGC will reimburse rail/bus/tube/ferry fares where the most economical method of transportation has been used.

All public transport claims must be supported by valid receipts before reimbursement can be made. Registering Oyster cards with TLF will enable receipts to be produced for individual travel. Claims cannot be reimbursed where receipts are not provided. CWGC will not reimburse travel costs for journeys taken on annual or other season tickets if these have been purchased for use outside of the volunteer's volunteering activities.

Taxi fares will only be reimbursed with prior agreement from your Regional Coordinator.

Submission cut-off dates

Claims for travel submitted more than three months after the date of travel cannot be reimbursed.

The CWGC defines "submitted" as the date that the Rydoo expense is submitted, not the date that the expenses is incurred. This is in place to ensure that there is a clear procedure for external auditors to follow. Volunteers should consider this and allow sufficient time for the authorisation procedure when submitting expenses as your Regional Coordinators work limited hours in the week.

Other expenses

Other expenses (such as food & drink, stationery, clothing or equipment) associated with volunteering will not be reimbursed apart from in circumstances which have been pre-approved by your Regional Coordinator. If you would like to claim expenses please email volunteers@cwgc.org

VOLUNTEER LONE WORKING POLICY

Volunteer Lone Working

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.

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:

- Ensure 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. Any failure to follow agreed procedures may be dealt with under the Problem-Solving policy.

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.
- This policy will be reviewed annually unless changing circumstances require an earlier review.



SOCIAL MEDIA POLICY FOR VOLUNTEERS

1. Introduction

This policy sets out the CWGC's approach to our volunteers use of media and social media.

2. Purpose of this policy

We recognise:

- There is a great deal of interest in our work and our organisation, and that media and social media is an essential means for us to communicate and engage (including with new audiences).
- When used well, social media can be extremely effective.
- However, when not used well, social media can damage organisations and individuals.
- As a heritage organisation, with an excellent reputation (which we have worked hard to build and maintain), it is particularly important for us to ensure that our use of social media is in line with our values and is appropriate (to our history and to those we commemorate).
- Therefore, in this policy, we provide guidance to ensure that our volunteers have clarity on the CWGC's approach and can make appropriate decisions when using use social media.

2. Who does this policy apply to?

This is a mandatory, global policy and applies to all volunteers (referred to as "you" or "your" in this policy).

3. What do we mean by "social media"?

This policy applies to any online platform or app that allows you to communicate with others or share data in a public forum and therefore: Facebook, Twitter, Instagram, LinkedIn, YouTube, Google+, Wikipedia, Tumblr, as well as any other social media sites, internet postings and blogs.



4. Scope of policy

This policy:

- should be read in conjunction with our Social Media Guidelines; and
- applies to all posts that you make.

5. The use of social media

Where matters are already in the news

The CWGC is often in the media spotlight and media coverage, may, from time, be critical of the CWGC. We understand that you may wish to respond to critical coverage (you may feel it to be inaccurate or unfair), however, please do not respond or comment. If we make a response, this will come from CWGC's Digital Team (but do please feel free to let your Volunteer Co-ordinator or the CWGC Digital Team know if you if you see any such critical coverage).

Official Accounts and Official Communications

- Our Digital Team operate our official social media accounts.
- Our official social media accounts (and the Director General's official social media account) are the only ones that may carry either "CWGC" or "Commonwealth War Graves Commission" within their title or handle.
- We will deal with all official CWGC business through these accounts.

Other posts

One of the great strengths of the CWGC is the passion we feel for the work and those we commemorate. We therefore encourage you, as advocates and ambassadors, to include the CWGC in your social media posts and re-posts, where it is appropriate to do so, which includes:

- re-posting official CWGC posts to your networks.
- If you have specific knowledge of the subject matter or can assist (for example, if a member of the public uses social media to ask for the location of a cemetery, you may wish to provide a link from our website, or if there is a discussion running on a forum that concerns the CWGC, to which you know the answer).
- posts about your volunteering activity.

Requirements

When using social media, you must:

- Act in accordance with our Code of Conduct and with all CWGC policies (if a post would breach any of our other policies in another forum, it will also breach the policy in an online forum) and CWGC's Social Media Guidelines.
- Keep in mind what the CWGC is and what the organisation represents - we are a well-respected, heritage organisation which commemorates the fallen and any post must be appropriate in this context.
- Identify yourself as a volunteer for the CWGC and be clear that you are not acting in an official CWGC capacity.
- Not use CWGC handles or links in your titles.
- Not attempt to deal with official CWGC business (which will be dealt with through official accounts).
- Always consider if you should post before posting - by posting, you create a record which may then be difficult or impossible to delete and of which you lose control. It is better, therefore, to pause before posting (if you are uncertain, if you have become engaged in a heated discussion, or if you feel uncomfortable) and to then contact the Digital Team or your Volunteer Co-ordinator to discuss.

And you must not post anything which:

- I. may bring the CWGC into disrepute, for example, by:
 - criticising or arguing with members of the public or colleagues;
 - making defamatory or disparaging comments about individuals, suppliers, affiliates, stakeholders or the organisation;
 - posting images or links that are inappropriate or contain inappropriate content.
- II. may breach confidentiality, for example, by:
 - revealing information confidential to, or owned by, CWGC;
 - giving away confidential information about an individual, colleague or stakeholder.
 - discussing the organisation's internal workings (such as internal business structure or future business plans which have not been communicated to the public);
- III. is in breach of copyright, for example by:
 - using someone else's images or written content without permission;
 - failing to give acknowledgement where permission has been given to reproduce something; or
- IV. could be considered discriminatory against, or as bullying or harassment of, any individual, for example by:
 - making offensive or derogatory comments relating to sex, gender reassignment, race (including nationality), disability, sexual orientation, religion or belief or age;
 - using social media to bully another individual (such as an employee of the organisation); or
 - posting images that are discriminatory or offensive or links to such content.
- V. Otherwise act in a way that is (or may be) inappropriate.

6. Implementation and operation of the Policy

The Director of Information and Communications has overall responsibility for this policy, but delegates day to day operation to the Social Media Manager/Digital Team. The Director of Information and Communications is responsible for monitoring and reviewing this policy and making recommendations for changes from time to time.

Your team Volunteer Co-ordinator is responsible for liaising with you as to your use of social media.

We are all responsible for the success of this policy and you must all take the time to read and understand it.

7. Raising concerns

If you have any concerns arising out of this policy or if you wish to report any misuse of social media, or if you see any social media content that disparages or reflects poorly on CWGC, please contact your team leader/ manager in the first instance.

8. Monitoring

We reserve the right to monitor, intercept or review, without further notice, including but not limited to social media postings and activities, to ensure that our policies and guidelines are being complied with and for legitimate purposes and you consent to such monitoring by your use of such resources and systems.

9. Consequences of breach of this Policy

Breach of this policy may result in our requiring you to remove a post, or, in serious cases, may result in sanctions (including, the termination of our volunteer relationship with you).



RECEIVING AND BANKING DONATIONS GIVEN TO PUBLIC ENGAGEMENT COORDINATORS (PECS) OR VOLUNTEERS

The following outlines our process for safely and securely accepting donations from groups and/or individuals following a talk, a tour, or at an event

PECs/volunteers receive a donation from an individual or group.

- a. Cheques are preferred donation method. PECs can also accept donations made by card via their card reader (either contactless or chip & pin) or in cash.
- b. Volunteers can only accept cheques. They **cannot** directly accept any other method of payment.
- c. Cheques should be made payable to Commonwealth War Graves Foundation or CWGF.
- d. If donating organisation are not able to make donations to other charities (e.g., Probus, Women's Institute) then request it is made payable to the Commonwealth War Graves Commission or CWGC, as that is not a charity. We will then transfer the income over internally.
- e. Cheques **must not** be made out to an individual.
- f. Provide a receipt for the donation using the supplied receipt form, or via the card reader. Keep your own copy of the receipt. Inform donating organisation or individual that a written thank you will follow.
- g. If the donation has been given to a volunteer, they should email details (including exact amount, the organisation, any specific contact person and a talk reference if possible) to publicengagement@cwgc.org.
- h. PECs can accept cash, which should be counted and paid into the bank using supplied paying in books or payment cards (supplied by Finance).
- i. PECs/volunteers post cheque(s) and any associated receipt(s) to: Abigail Rowlands
CWGF
2 Marlow Road
Maidenhead
SL6 7DX.
Cheque(s) and receipt(s) should be sent as soon as possible and always within one week of receipt.

VOLUNTEERS & CASH DONATIONS

For reasons of personal safety and security, it is CWGF policy for only PECs, or other authorised CWGF staff, to be able to accept cash donations.

We appreciate that this can sometimes be awkward for volunteers, but ask that you observe the following procedure:

Politely explain that as a volunteer you cannot accept a donation in cash.

Ask if they can make a donation by cheque (payable to CWGF).

If they cannot, suggest they may like to may their donation online via the CWGF website, by cheque to Head Office, or by BACS transfer.

Hand them the postcard* containing details of alternative ways to donate.

Thank them again for their interest and support.

*currently in development

**MORE
INFORMATION**

VOLUNTEER POLICY

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VOLUNTEER COORDINATOR

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