**Our volunteering commitment**

**We commit to support you in your volunteering by:**

* Providing access to induction and learning opportunities to help you develop and grow in your role.
* Being clear about the standards required to do your role and support you to achieve them, providing advice and guidance on your role and involvement with us.
* Ensuring you have regular contact with your volunteer manager to discuss all aspects of your volunteering.
* Communicating clearly, accessibly and directly with you in your preferred format in a timely manner and helping you access and use online communication systems. Providing access tech with accessible software and IT support to fulfil your role.
* Putting in place processes and guidance to ensure your safety and wellbeing when you volunteer with us and providing insurance cover while you are volunteering with us
* Paying your expenses in a timely manner.
* Ensuring all our activities are inclusive and celebrate diversity.
* Addressing any complaints and difficulties or concerns fairly and promptly.
* Ensuring the confidentiality and security of all your personal information.
* Supporting you to find the right role and other roles during your time with us.
* Ensuring you have an identified point of support during any investigations under our volunteering problem solving procedure and keeping you updated in a timely way.

**We expect you to commit to:**

* Carry out your role to the best of your ability whilst working only within the boundaries and training of your role.
* Take part in reasonable training and follow guidance relating to your role(s).
* Keep up to date with information related to your role through training, meetings, newsletters etc and sharing your ideas using the communication channels that are available.
* Keep your personal data such as contact details up to date via your volunteer manager.
* Behave in a way which reflects our organisational values whilst volunteering for us. These values are:
* Led by blind and partially sighted people;
* Collaborative;
* Creative;
* inclusive;
* Open.
* Abide by our policies and service promises.
* Be committed and reliable in your volunteering role(s), being a positive ambassador for RNIB Group in everything you do.
* Have regular contact with your volunteer manager to discuss your volunteering.
* Undergo any additional checks required for your role.
* Abide by safeguarding principles when working with vulnerable adults and children and behave responsibly regarding your own and others safety.
* Act in a non-discriminatory and inclusive manner and understand that no form of harassment or discrimination will be tolerated.
* Respect and understand the need for confidentiality and keep any personal or sensitive information about RNIB customers, volunteers or staff confidential and secure in line with our data protection policy and procedures.
* Abide by decisions made by our Board of Trustees and Executives and work with others to resolve any conflicts which may arise.

Last updated: 12/08/19

Date of next review: 12/08/22

Approved by: Jo Keller, Volunteering and Resourcing Manager

[document ends]