

# Overview for Volunteers of Cycling UK's Policies

p1



This is a summary of the Cycling UK policies most relevant to our volunteers:

## Health and Safety

We are committed to providing for the health, safety and welfare of all employees and volunteers and to maintaining standards at least equal to the best practice of the industry.

We ask volunteers to take reasonable measures to ensure their own health and safety and the health and safety of others around them. This includes adhering to the above policy, ensuring activities are safe, compliant with health and safety legislation, and reporting any serious incidents to Cycling UK and our insurance brokers.

Your volunteer co-ordinator will show you the guidance and tools relevant to your volunteering role, such as how to report accidents/incidents and how to carry out risk assessments as event organisers and ride leaders. We also ask that in the case of an emergency, volunteers do not put themselves or others in danger and ensure professional medical help is called.

## Safeguarding

It is the policy of Cycling UK to make every effort to safeguard its volunteers from physical, sexual and emotional harm while participating in Cycling UK activities. Cycling UK takes all reasonable steps to ensure that, through relevant procedures and training, children, young people and adults taking part in Cycling UK activities do so in a safe environment. Cycling UK recognises it has specific obligations and duty of care when working with young people and vulnerable adults.

It is a requirement for Cycling UK Member Groups to have a Welfare Officer and we recommend that affiliated groups do so too. When issues of child protection, discrimination or complaints arise, the Welfare Officer should be the first point of contact.

We ask volunteers to familiarise themselves and act in accordance with our Safeguarding Policy, guidance and tools, and to report any worries they may have about safeguarding to their welfare officer, volunteer co-ordinator, or the Volunteering Team.

Our roles do not require volunteers to be DBS checked, but we have guidance for groups who are unsure if this is needed. However, if a cycling group is aiming activities specifically at young people, particularly at those that involve training, teaching, instructing and supervising them, an enhanced DBS check should be considered for any regular volunteers. Please find the relevant policies at: [www.cyclinguk.org/article/legal-guide/safeguarding](http://www.cyclinguk.org/article/legal-guide/safeguarding)

# Overview for Volunteers of Cycling UK's Policies

## p2

### Equality and Diversity

Cycling UK is fully committed to the principles of equality of opportunity and is responsible for ensuring that no job applicant, Trustee, employee, volunteer or member receives less favourable treatment on the grounds of age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Therefore, Cycling UK tries to ensure that there will be open access to all those who wish to participate in any aspect of cycling, and that they are treated fairly.

We ask volunteers to treat everyone with honesty and respect, building open relationships with everyone they come into contact with, showing understanding when dealing with sensitive issues and respecting and valuing individual difference.

### Data Protection

Cycling UK is committed to being fully compliant with all applicable UK and EU data protection legislation in respect of personal data, as well as being committed to safeguarding the "rights and freedoms" of persons whose information Cycling UK collects pursuant to the General Data Protection Regulation (GDPR).

Cycling UK will use the personal information you provide us with solely for your volunteering with us. Your data will be kept safe and secure, and only used by us and those who work for us; it will not be shared with anyone else.

In line with data protection guidelines, volunteers are expected to protect and store securely the personal details of all participants and other volunteers that they may have access to. We ask volunteers to refer to our General Data Protection Regulation (GDPR) toolkit, which includes all our resources and FAQs.

If you think there may be a data protection breach, or you want to talk through a particular issue, please contact the Cycling UK Data Protection Officer.

Please find GDPR overview for groups and FAQ in the Document Hub.

# Overview for Volunteers of Cycling UK's Policies

## p3



### Complaints

We hope everyone who volunteers with Cycling UK has a positive experience. However, we recognise there may be times when people have concerns. When this happens, we want issues dealt with as quickly and efficiently as possible.

We believe most complaints are best dealt with informally by the volunteer co-ordinator or the Welfare Officer of the group in question. We ask them to attempt to resolve the issue informally if possible. If the issue cannot be resolved informally, we ask the volunteer co-ordinator or welfare officer to notify the Head of Volunteering, who will then treat it as a formal complaint.

### Expenses

We do not want volunteers to be out of pocket when volunteering for us. If stated in your volunteer role, agreed expenses while volunteering can be reimbursed. Your volunteer co-ordinator will talk you through what you can claim for and how to claim it.

It should be the guiding intention by all staff and volunteers to minimise expenses, without sacrificing standards of reasonable personal comfort or their ability to perform the task productively.

We use the HMRC definition of allowable expenses as being: "incurred wholly, exclusively and necessarily in to the performance of the duties of your employment (volunteering)."

### Environmental Policy

When volunteering, please have in mind that our Environmental Policy "encourages staff and volunteers, when journeys are unavoidable, to travel by cycle, public transport or foot in preference to private car, hired motor vehicle, taxi or plane".