

Devon Guild of Craftsmen

Core Volunteer Policy

Devon Guild of Craftsmen is a charity, and depends on the commitment, hard work and enthusiasm of our staff and volunteers.

The Volunteer Policy is designed to ensure that your time and efforts are fully recognised and valued, and that the Devon Guild of Craftsmen-volunteer partnership benefits both parties.

As a volunteer, you can expect that:

- Your gift of time, skills and experience will be used well
- You will be provided with all the information and guidance required for you to carry out your volunteering
- You will be encouraged to develop in your volunteering role.
- At Riverside Mill, The terrace café will provide one hot drink per 4 hour shift. When volunteers work more than 6 hours consecutively at Riverside Mill the Terrace Café will provide lunch to the value of £6. Volunteers working at other venues for more than 6 hours consecutively are entitled to claim £5 lunch expenses on production of appropriate receipts
- You will be protected by Devon Guild of Craftsmen's insurance policies.
- You will volunteer in conditions that are safe and healthy.
- Your volunteering will be appreciated and recognised.
- You will volunteer in an organisation that is non-discriminatory and aims to be more diverse.
- Devon Guild of Craftsmen will help you to resolve any difficulties you may have with the Guild or your volunteering.
- Devon Guild of Craftsmen will seek your views on its work as well as on your volunteering and will keep you up to date with its activities.
- Volunteers who successfully complete the 6 months' regular volunteering at a minimum of 100 hours volunteering (equivalent to 4 hours weekly for 6 months) will receive 40% discount on purchases from the shop and café for as long as their volunteering continues in its usual pattern.
- After a break of 3 months the discount will cease, and be re-instated on completion of 50 hours volunteering.
- On leaving, Volunteers will receive 1 year's free Friendship of the Guild for every 1 complete year served continuously.
- All Volunteer benefits are at the discretion of the Guild at the discretion of the Guild. A Devon Guild of Craftsmen Friends leaflet is enclosed with this booklet.
- You are free to stop volunteering at any time.

In order to meet these aims:

- Devon Guild of Craftsmen expects you to carry out your volunteering within the terms agreed, within the law and the Guild's policies and procedures.
- The Devon Guild of Craftsmen expects you to act within its standards of customer service & behaviour.
- The Devon Guild of Craftsmen may withdraw the offer to you to volunteer if there is good cause, or if the relationship has broken down.

Please ask your manager if you would like to see the full Volunteer Policy.