# **ESU VOLUNTEER AGREEMENT**

ESU volunteers are the public representatives of the English-Speaking Union, and as such it is vital that they represent the organisation in a positive and professional way. We require all staff and volunteers to follow the expectations outlined below.

**Our Code of Conduct**

This section highlights some general standards of behaviour that volunteers are expected to comply with during their time with the English-Speaking Union. The organisation expects all volunteers to maintain a professional and honest approach in their dealings with fellow volunteers, ESU members, staff, supporters and any individuals that they come into contact with in the course of their assignments with the ESU. The ESU also expects its volunteers to comply with all reasonable instructions or requests from staff.

**Volunteer Hours and Timekeeping**

For each volunteer role, the ESU expects you to maintain high standards of timekeeping as this is an important aspect of business efficiency, building good working relationships and effective team working. Your staff member at head office will advise you of the timekeeping standards expected of you for an event and you should comply with them. If you require any flexibility for personal reasons, then you should explain the circumstances to your ESU point of contact as early as possible.

**Contacts**

Everyone with whom you come into contact during the course of your assignments with the ESU must be treated with respect, politeness and professionalism. You are expected to know and act in accordance with the principles of the ESU’s Safeguarding policy, the ESU Equal Opportunities Policy and the Harassment and Bullying Policy (all can be referenced by the links below); any failure to do so may result in disciplinary action or a discontinuation of your services.

**Social Media**

The full names of children in ESU programmes along with the school they attend should not be put on social media according to the [ESU Safeguarding policy](https://www.esu.org/safeguarding-policy/). Furthermore, the ESU Safeguarding policy states no photos of children can be taken at ESU events unless on an ESU registered device and with a signed photo permission form from the child’s parents/guardians.

**Confidentiality**

While you are working for the ESU you may have access to confidential information about the organisation; the plans, programmes, policies, procedures, finances, members, supporters and its beneficiaries. Where such information is confidential it must not be divulged to any unauthorised person either inside or outside the organisation, during or after your time with us. If you are in any doubt about the correct course of action in relation to divulging information you must seek guidance from your Ambassador or staff member at head office.

**External Communications**

The ESU expects sensitivity and professionalism in all external communications e.g. dealings with the press, media and the general promotion of the organisation. The Engagement and Development Department provides guidance on all aspects of external communications, including written and verbal messaging, branding and house style. Advice should be sought from the Department as appropriate.

**Disclosure of Malpractice in the Workplace**

The ESU is committed to maintaining the highest standards of honesty, openness and accountability, and will therefore treat malpractice very seriously whether it is committed by managers, employees, or third parties. Any staff member or volunteer who genuinely believes that the actions of someone working for the ESU could lead to or result in; a criminal offence, a failure to comply with legal obligations, a miscarriage of justice, danger to the health and safety of any individual, damage to the environment or the deliberate concealment of information which may lead to any of the matters above should raise the matter using the ESU’s Whistleblowing Policy (can be referenced by the links below).

**Expenses Policy**

As a general principle, a volunteer will be reimbursed in full only for expenses wholly, necessarily and exclusively incurred in the course of the ESU’s business. Where expenses for an individual journey or event are expected to be greater than £100, pre-authorisation by ESU staff is required. The authorised signatory shall only authorise an expense if he or she is satisfied that the amount to be claimed is in accordance with the policy. Where public transport is impractical e.g. late-night travel, no public transport links, the ESU will reimburse the cost of reasonable taxi fares incurred whilst travelling on ESU business. For further details, please read the ESU Expenses Policy (can be referenced by the links below) and if in doubt contact an ESU staff member.

**Equality and Equity Policy**

The ESU is an equal opportunities employer and expects all workers to work in an inclusive environment. Offensive language and behaviour is not tolerated particularly if it is racist, misogynist, disablist, homophobic, transphobic or any behaviour that persecutes minorities. You can report any behaviour you find unacceptable to your ESU point of contact and it will be investigated. This also extends to our competitions and education programmes, so if you are the ESU representative at an event you can tell a participant if their behaviour is not acceptable for an ESU event and remind them of the rules of the competition.

**ESU Policies and Procedures**

You can access all the ESU policies referenced above by the following links:

* ESU Safeguarding Policy - <https://www.esu.org/safeguarding-policy/>
* ESU Branch & Volunteer Resources Page > Branch & Volunteer Management

<https://www.esu.org/branch_resources/> where you will find:

* + Volunteers Expenses Policy
	+ Equal Opportunities Policy
	+ Bullying and Harassment Policy
	+ Whistle Blowing Policy

**What does the ESU expect from staff and volunteers?**

1. You are required to maintain professionalism at all times, including following an appropriate dress code and using appropriate language at ESU events.
2. You are required to be on time for ESU events you have been booked for. Plan your travel in such a way that you arrive at your assigned destination at least 15 minutes early.
3. You must ensure you have a phone number for the event organiser and if you are running late you must inform the event organiserand your main contact at the ESU.
4. If you cannot attend your designated ESU activity due to sickness/holiday you must alert your ESU point of contact as soon as possible.
5. You must ensure that you have read, understood and agree to adhere to the ESU’s safeguarding policyand commit to providing relevant documentation/certification when requested.
6. Consumption of alcohol and use of illegal substances while working for the ESU is forbidden. If you are under the influence of alcohol or illegal substances, your working duties will be terminated with immediate effect and you will not receive a reference or in the event of paid work pay can be withheld.
7. You are expected to submit your expenses promptly after an event. Expenses that are submitted after a financial quarter has passed may not be reimbursed.

**What can you expect from the ESU?**

1. We will provide you with full training and continued professional support to enable you to work or volunteer for our programmes.
2. If you do not have a DBS with our organisation we will ensure teachers are made aware that you are not to be left alone in sole charge of children. If this occurs, please alert the ESU immediately.
3. We will pay your travel expenses at the end of every month, provided they are submitted promptly.
4. We will offer you additional work opportunities with the ESU, including judging the Schools’ Mace and International Tours.
5. We will provide a reference for you upon request.

Please sign to confirm you have read and understood the contents of this document and agree to abide by the ESU’s safeguarding policy.

Name: …………………………………………………………………………………………………………………………………………

Signed: ………………………………………………………………………………………………………………………………….......

Date: …………………………………………………………………………………………………………………………………………..