



WEST LOTHIAN BIKE LIBRARY CIC – VOLUNTEER COMMITMENT

We at West Lothian Bike Library (WLBL) appreciate your agreement to volunteer with us and will do our best to make your experience with us enjoyable and rewarding. We have created this Commitment to outline the Contributions and Responsibilities involved in undertaking a Volunteer Role with WLBL. We hope that you will have the best possible volunteering experience with us. Volunteering at WLBL is managed by the Project Coordinator, who is assisted in this responsibility by the Project Officer. Any questions on the Volunteer Commitment or the operational procedures of the WLBL can be addressed directly to the Project Coordinator.

We ask our Volunteers to commit to:

- Providing references and if the role requires an application to the Protection of Vulnerable Groups (PVG) scheme.
- Performing the role to the best of their ability.
- Working as specified in the volunteer role description.
- Becoming familiar with the Goals, ethos and social objectives of WLBL, ensuring that any engagement and communication is in line with this.
- Following the WLBL policies and procedures, including the Health and Safety Policy. These may be written or communicated verbally.
- Attending training appropriate for their role.
- Staying in their role for a minimum of 1 year, following provision of external training provided at cost to WLBL.
- Adhering to commitments of time and/or resources, and when unable to do so giving reasonable notice.
- Maintaining the confidential information of the organisation, including
 - Keeping passwords to WLBL systems and PC's confidential.
 - Ensuring no one else accesses WLBL systems through accounts or PC's provided by WLBL
 - Never divulging any personal data relating to WLBL volunteers, staff or clients.
 - Ensuring paper copies of confidential information are filed in WLBL locked storage.
 - Ensuring that when responsibility includes being a key holder that access to WLBL premises and storage given only to authorised persons.
 - Informing the Project Coordinator/Officer immediately if you think confidential or personal data may have been compromised.
- Demonstrating respect for other volunteers, cyclists, clients and staff.
- Becoming familiar with the role and environment.
- Adhering to the Health and Safety Policy displayed in our Premises. Asking if unsure about what to do to stay safe whilst volunteering.
- Communicating any incidents or accidents when volunteering to the Project Coordinator/Officer immediately and completing an Accident Form if required.
- Letting WLBL know if they intend to stop Volunteering and immediately the Volunteering completes to
 - Return any equipment
 - Cease access to accounts and systems provided by WLBL for use in their role
 - Return any electronic or paper information belonging to WLBL to the Project Coordinator/Officer.

WLBL commit to:

- Giving a great Volunteer experience and being responsive to requirements.
- Providing an Induction to WLBL
 - Explaining the details of the role and the responsibilities.
 - Explaining the standards expected and providing encouragement to achieve and maintain them.
 - Providing a named person who will be your point of contact whilst volunteering. This might be someone other than the Project Coordinator.
- Performing a review after an initial settling in period to ensure that both the Volunteer and WLBL needs are being met.
- Discussing role achievements and any issues arising on a regular basis. Assisting, where possible, in the development of individual volunteering roles.
- Providing adequate support
 - Providing training required to undertake the role.
 - Providing adequate training to ensure you know what to do to stay safe, in accordance with the Health and Safety Policy displayed in our premises.
 - Trying to resolve fairly, any issues or difficulties that arise. In the event of an unresolved problem, to offer an opportunity to discuss the issue in accordance with the relevant policies.
 - Ensuring volunteers are treated fairly.
- Respecting your time
 - Providing flexibility in relation to volunteering hours agreed.
 - Recognising the need for holiday time and other personal commitments.
 - Not to expecting more volunteer hours than committed, unless offered.
- Reimbursing agreed out-of-pocket expenses incurred through volunteering in line with our Expenses Policy.
- Providing adequate insurance for volunteers whilst undertaking activities approved and authorised by WLBL.
- Following up on any feedback or questions arising from the volunteer experience.

This Commitment may be stopped at any time by either WLBL or the Volunteer.