

VOLUNTEERING

for Compassion in World Farming International



COMPASSION
in world farming 

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WELCOME

to Team Compassion



Thank you for choosing to volunteer with Compassion in World Farming International and for helping to fulfil our mission of ending factory farming.

Volunteers are at the very heart of our organisation. You are Compassion's face in the local community. You raise awareness of the issues and raise funds for vital campaigns. You are helping us achieve our goal to stop the biggest cause of cruelty on our planet once and for all.

It is our aim to ensure that anyone who gives time to us feels valued, understood and proud to be part of Compassion. This handbook is here to explain the things you need to know about volunteering with us. We hope you find it helpful. If you would like more detailed information on any of the subjects covered, please speak to your main Compassion contact. They will be more than happy to help you.

Thank you once again for deciding to make a difference for farm animals.

Best wishes

A handwritten signature in black ink that reads "Philip Lymbery".

Philip Lymbery
CEO, Compassion in World Farming International



OUR VISION

Factory farming causes immense animal suffering and drives the world's food resources, environment and wildlife into the ground.

With your vision, involvement and investment, we want to change the game and spark a new era in agriculture and farm animal welfare.

Together, we can pioneer abundant, sustainable food that is free from animal cruelty – now and for generations to come.

THE PROBLEM:

Factory farming is the single biggest cause of animal cruelty on the planet.

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OUR VISION:

is a world where farm animals are treated with compassion and respect.

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OUR MISSION:

is to end factory farming.

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DIFFERENT ways to volunteer

There are many ways in which you can volunteer and make a better life for farm animals:



Join a local volunteer group

Discover like-minded people in your community and together be a driving force for change. We have a number of local groups which you can join or, alternatively, we'd be delighted if you wanted to create your own and help with holding events, raising awareness, campaigning and fundraising for farm animals in your community.



Fundraise or Campaign

Be a voice for farm animals either as an individual or with your friends and family. From street collections to sponsored events, to setting up a demonstration – our Supporter Engagement Team can give you advice on all the ways that you can get involved.



Compassion speakers

Help educate a new generation so that factory farming will be unthinkable, not just unacceptable! We are often asked to give talks in schools and sometimes also in colleges and to adult and youth groups. Volunteer speakers give local talks for Compassion all over the country. Every talk you take on is optional. Free training is provided without obligation – indeed many people find the sessions helpful just to increase their knowledge and aid effective community campaigning or even talking with friends. If you are interested in attending the training, please let us know. Email education@ciwf.org to apply. More details of the service can be found at ciwf.org.uk/speakers



Office volunteers

Due to space limitations we don't always have the capacity to facilitate volunteers in our office but occasionally, we may need some help. These positions are advertised on our website: www.ciwf.org.uk

VOLUNTEER

Policy Introduction

Compassion relies on volunteers in order to help achieve the vision of a world where farm animals are treated with compassion and respect.

This policy sets out the principles for voluntary involvement within the organisation. We want to create a culture in which volunteering is viewed positively and enthusiastically by all and to develop a programme which enables volunteers to make their full contribution to achieving the organisation's goals, whilst developing their own skills and interests and having fun!



WHAT YOU CAN EXPECT FROM US

- We will value every contribution you make to support our global mission of ending factory farming. We will respect your views, opinions and beliefs and promise an environment where equal opportunities are at the heart of everything we do
- We will ensure that as far as it is within our control, your health and wellbeing are never compromised and that we adhere to all relevant Health and Safety laws and regulations
- We will store your personal data securely in accordance with data protection laws
- We will provide you with adequate insurance to cover authorised activities you may undertake on our behalf
- We will provide you with relevant training and a designated staff member will support you through your volunteer journey at Compassion
- We will reimburse you for all pre-agreed out-of-pocket expenses in accordance with our expenses policy
- We will act promptly on resolving any concerns and complaints you may have in relation to your volunteering experience

WHAT WE EXPECT FROM YOU

- You will be an honest and reliable ambassador of Compassion's mission and values, and treat everyone with dignity and respect, understanding that no form of harassment, bullying or discrimination will be tolerated
- You will support and act in accordance with our policies, procedures, guidelines and management instructions – including all aspects of health and safety, equal opportunities, data protection, finance, safeguarding and use of our brand
- You will respect and maintain confidentiality and always protect Compassion's reputation when liaising with the public through your volunteering experience
- You will raise any concerns and complaints promptly with your designated Compassion contact so that we can offer the best available solution and help
- You will work in partnership with other volunteers, staff members and the general public to spread our mission of ending factory farming
- You will always act responsibly and in accordance with the relevant laws

These expectations are binding in honour only and there is no intention to create a contract of employment between Compassion and volunteers.

We will **SUPPORT YOU**

Development and training

We want to ensure that you feel happy and confident to carry out your role. You will have access to training and guidance in order to help you fulfill your role confidently. Our staff will be happy, wherever possible, to help widen and develop your skills and knowledge to support your activities effectively. Speaker training will be provided for all volunteers wishing to give talks to members of the public.

Support and supervision

It is important to us that you feel supported at all times. We will appoint a main Compassion contact to support and guide you during your journey at Compassion. You will be able to raise any questions and discuss your role with your designated contact.

Recognition

Compassion greatly values the contribution that volunteers make to achieve a better life for farm animals. Saying thank you and recognising the value of our volunteers is vital, and we aim to ensure that you feel appreciated for all that you do.



THE ESSENTIALS



a. Equal opportunities and diversity

Compassion is an equal opportunities organisation that is committed to a policy of treating all volunteers and volunteer applicants equally and fairly. We believe in providing an environment in which everyone is treated with respect and dignity and that is free from any form of harassment and bullying, a behaviour that we do not condone and will not tolerate. Our aim is that all our volunteers, supporters, members of the public and anyone who comes into contact with the charity is treated fairly and is not discriminated against and we would expect you to promote the same values and principles throughout your journey at Compassion.

b. Vulnerable people and under 18s

When volunteering for Compassion, anyone under 18 would need to be accompanied by a parent or guardian at all times.

We are committed to offering the very best standards of supporter care and protecting our supporters' privacy, dignity and wellbeing. We will do everything we can to assist you in dealing with vulnerable people, for example, if we think a supporter may be in vulnerable circumstances that could affect their capacity to make a decision about supporting us financially, or indeed in other ways.

See our vulnerable persons policy for more information: ciwf.org.uk/vulnerable

c. Expenses

Volunteers may request reimbursement or reasonable out-of-pocket expenses. Please ask your Compassion contact for a copy of our volunteer expense policy.

Expenses need to be agreed in advance of being incurred. Payment of reasonable expenses must be authorised by a designated staff member in advance and VAT receipts or tickets must be provided. Reimbursement will be made in accordance with the Compassion's Volunteer Expenses Policy. It remains the decision of the volunteer as to whether they wish to claim.

d. Health and safety

The safety and wellbeing of volunteers is paramount for Compassion. We expect you to contribute to maintaining a safe working environment and conduct yourself in a safe and responsible manner to avoid risk of injury to yourself, your fellow volunteers or a member of the public.

Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by Compassion employees. It is therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe working environment for all. Advice can be provided upon request.

Additionally you must ensure that suitable risk assessments are completed for all activities, where risk may be involved and activities are being carried out in the name of Compassion.

All accidents and incidents must be reported to your Compassion contact as soon as possible. If you feel it is an emergency, please contact the emergency services immediately.



e. Confidentiality and Data Protection

Compassion expects the utmost confidentiality and discretion from volunteers with regards to the information held about the charity, its operational activity, staff members, supporters and members of the public. This is paramount as the actions and behaviour of volunteers reflect directly on the reputation of the charity and thereby its influence and ability to carry out its work.

As a volunteer you should not disclose this information or use it for your own or another's benefit without the explicit consent of the party concerned. This does not prevent disclosure once the information is in the public domain (unless it has been made public as a result of the volunteer's breach of confidentiality) or where the law permits or requires disclosure.

You may, in your volunteering with us, have access to and handle the personal information of other people. It is vital that you are aware of our privacy policy – please ask your Compassion contact for a copy of this, if it is required for your role.

You may be asked to complete some online training in this regard.

Compassion, in complying with the Data Protection Act 2018, will treat in confidence the information it holds about volunteers. The information will be held while there is a legitimate business purpose for doing so. Volunteers have the right to request to see all the information held about them by Compassion.

Please read our full privacy policy for more details ciwf.org.uk/privacy

f. Smoking and substance abuse

Smoking is not permitted on Compassion property (except in designated areas) and we ask that volunteers adhere to all smoking regulations when carrying out activities on behalf of Compassion.

We would politely ask that volunteers do not attend events on Compassion's behalf if they are under the influence of drugs or alcohol. Any abuse of this requirement will be taken seriously and may lead to Compassion terminating the relationship with the volunteer concerned.



g. Insurance

Compassion has Employer's Liability Insurance which provides insurance against liability for injury and illness experienced by volunteers or staff as a direct result of their involvement with Compassion activities.

As a volunteer you are also covered by our public liability insurance when carrying out your volunteer duties on our behalf. This covers our legal liability to pay compensation for injuries or illness to a third party or damage to the property of third parties, which are due to Compassion's negligence at fundraising or other events. It does not cover pure accidents (e.g. if a spectator at an event trips over their own feet, or malicious damage e.g. deliberate damage to equipment).

It is important to note that if you are involved in an activity for Compassion that involves using your car, you must inform your own insurers. Most insurance companies agree to cover car journeys at no extra charge – check this with your own insurance company. Your car will not be covered by the Compassion insurance described above.



h. Copyright, photography and intellectual property

It is agreed that the rights to any original works you may produce during your volunteering for Compassion will belong to the charity, unless otherwise agreed. These may include photography, artwork, graphic design and written work, including the results of research.

Compassion may take photographs of volunteers carrying out their roles and use them for its promotional purposes. We will inform you prior to a photograph being taken and you can then decide if you prefer not to give your consent.

i. Network, email and internet access

As a volunteer you may have a responsibility to use Compassion's computer resources, email system and the Internet in a professional, lawful and ethical manner and must ensure that you do not breach any laws that may result in civil or criminal penalties being imposed on you when doing so.

Many of us have social media platforms to socialise and keep in touch with friends. You are expected

to ensure that the information and opinions you share protect Compassion's reputation and are not in conflict with our brand, guidelines and policies or could bring the organisation into disrepute.

j. Dealing with difficulties

If you encounter any problems or concerns regarding volunteering with us please contact your designated member of staff without any hesitation. We take all complaints or feedback very seriously and will endeavour to have the matter resolved in an amicable and informal manner without any delay.

We have a centralised complaints procedure to ensure we capture all feedback. If you wish to make a complaint or you receive a complaint from someone else about your behaviour or anything to do with Compassion's work, please pass the information on to your designated member of staff.

k. Leaving Compassion

Volunteers are free to cease volunteering with Compassion at any time, although, wherever possible, an agreed period leading up to this



point would be helpful in order to give Compassion time to make alternative arrangements if required. It is possible that there may also be times when Compassion will ask a volunteer to cease volunteering for various reasons. Wherever possible we will offer the volunteer the opportunity to feedback before leaving, and ensure they are appropriately thanked for their support.



FURTHER INFORMATION AND CONTACT DETAILS

All policies and procedures and further guidance relating to volunteering are available from our Supporter Engagement Team. Please do get in touch and we are happy to assist. We invite volunteers to send any comments or suggestions regarding the Volunteer Handbook.

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BY POST:

Compassion in World Farming
River Court, Mill Lane
Godalming, Surrey
GU7 1EZ

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BY PHONE:

Please call
+44 (0)1483 521 953
(lines open Mon – Fri, 9am – 5pm)

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BY EMAIL

supporters@ciwf.org

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Thank you and Welcome to Team Compassion!

