



Volunteers are an established and integral part of The Icelandic Horse Society of Great Britain (IHSGB), a core part of our team, operating in conjunction with the Trustees and their Sub-Teams. They provide a direct link to our members and the broader equestrian communities we may work with and those we aim to engage in the future. The IHSGB is dedicated to supporting and developing diverse, innovative and mutually beneficial volunteering opportunities.

The IHSGB values the contribution that all volunteers make to our organisation. We recognise that volunteering is a two-way process; providing the IHSGB with peoples' skills, experience and enthusiasm and providing the volunteers the chance to support the Society, enhance or develop skills, gain new experiences and have fun.

The IHSGB wants to make all volunteers experiences with the IHSGB enjoyable and rewarding. The Society is committed to ensuring equality of access to opportunities and equality of treatment for all our volunteers. We pledge to guide and support volunteers in a way that ensures that the needs of both parties are met.

Our volunteers can expect:

- **Respect and Recognition** – The IHSGB recognise and celebrate the contribution of all our volunteers. Everyone will be treated respectfully and professionally in all their dealings with the IHSGB.
- **Role Description** - All of our volunteer activities are based on the current needs of the IHSGB. Each volunteer role has a specific role description; this may change and adapt as the requirements of the role or the IHSGB change.
- **Induction and Training** - Induction and training is provided if required for each volunteer in each role they undertake, tailored to their role and their current skills and experience.
- **Support** - Each volunteer will have ongoing support and guidance from staff and fellow volunteers with the opportunity to have a volunteer mentor if required. We work with volunteers to try to fairly resolve any problems, complaints and difficulties they may have when volunteering with us.
- **Communications and involvement** - All volunteers are kept up-to-date with the development of the IHSGB. This includes explanations about how any changes or developments will affect volunteers. We support and encourage opportunities for volunteers to meet each other, our staff, members and supporters.
- **Safe working environment** - The IHSGB ensures the health, safety and welfare of all our volunteers, providing them with appropriate guidance, training and resources.
- **Resources** – The IHSGB provide volunteers with appropriate resources, equipment and expenses as required for their role.
- **Insurance** - The IHSGB provide adequate insurance cover for volunteers whilst carrying out approved volunteering roles.
- **Equality** – In accordance with the Equality Act 2010 and our Equality Policy the IHSGB are committed to ensuring that everyone has equal opportunities to volunteer.

In return volunteers are expected to:



- **Respect and recognition** - Our values, policies and procedures are in place for the benefit and protection of everyone and every horse. All volunteers must recognise and comply with these and the decisions of the IHSGB at all times.
- **Commit to their Role** - Undertaking agreed roles and activities which help the IHSGB achieve its aims and objectives. We trust volunteers will fulfil these to the best of their ability and meet the time commitments and standards required.
- **Maintain and develop their knowledge** – Undertaking induction, training and development opportunities as required for their role.
- **Keep the IHSGB informed** - Report on their activities as per the requirements of their role. If they are not able to complete an agreed activity or wish to resign from their role to give reasonable notice to appropriate trustees/teams and fellow volunteers, so other arrangements can be made.
- **Share their experiences** – Only by networking and sharing our successes and failures can we learn and grow as an organisation.
- **Be safe** – Take reasonable care to ensure the health, safety and welfare of themselves and others involved in their volunteering activities.
- **Build and sustain good relationships** - With fellow volunteers, trustees and their teams, members and beneficiaries.
- **Enhance the reputation of the IHSGB** - As a representative of the IHSGB volunteers are required to act in a professional and courteous manner at all times and to promote the views and policies of the Society.
- **Maintain confidentiality** – Volunteers are entrusted with information of and regarding the organisation and our volunteers, trustees and their teams, members and partners; they must ensure this remains confidential and is only used for the purposes agreed.
- **Be honest and open** – Inform us of any conflicts of interest and where required, provide referees and agree to complete a Disclosure and Barring check.

August 2015