

## **VOLUNTEER CHARTER**

This charter seeks to provide guidance and direction to our volunteers and to establish that we recognise our obligations to volunteers. At the same time it also highlights what the partnership requires from its volunteers in order to ensure all of its regulatory requirements are met.

### **Why Volunteer?**

People volunteer for many different reasons. They may choose to volunteer to develop skills or gain experience, to socialise or to give something back to society. They may also volunteer because they feel a moral duty or compelling reasons to take part in voluntary action or support a particular cause.

### **What are the benefits of volunteering?**

- Meet new people.
- Make friends.
- Learn new skills and build confidence.
- Look at a possible new career direction.
- A chance to give something back.

### **Responsibilities of volunteers**

We would ask that as a volunteer you:

- Work with us to achieve our aims and objectives
- Be reliable
- Give commitment
- Air any problems/issues immediately to the appropriate person
- Respect confidentiality, equal opportunities and health and safety requirements
- Volunteers may be asked to provide GWR with references

### **Our responsibilities to you**

As a volunteer you can expect:

- Provide GWR HOT training when necessary (performed by station manager)
- To be given tasks that have been agreed between you and TransWilts
- A clearly defined outline of the task we would like you to undertake
- To have a member of staff nominated as a key contact for the task involved
- To have expenses reimbursed, at the appropriate rates, where possible and pre-agreed
- That we strive to ensure equality of opportunity within TransWilts CiC
- Safe working conditions

### **How much time do I have to give?**

Many volunteers have very full and busy lives and still manage to find time to help others. You can give as much time or as little as you wish.

### **Will I be asked to do something I don't want to?**

No, because this is agreed with you before you start.

## **Rules for station adoption volunteers during the COVID-19 pandemic – June 2020**

### **Overview**

Whilst the Government are gradually easing down lockdown restrictions it must be remembered that this in turn may see an increase in travel by train and the number of passengers using stations.

To minimise any potential for a 'second wave' of infection through unnecessary interaction the following requirements for station adoption activities MUST be adhered to until further notice.

It must be remembered that the current Government guidelines advise you to stay at home as much as possible.

It must be acknowledged that adoption activities at some locations will remain suspended where the appropriate measures cannot be maintained.

A resumption of normal station adoption activities will only be possible once the COVID-19 Alert Level has reached Level 1.

### **General principles**

- Any station adoption activity must strictly abide by the Government's guidance on social distancing and comply with the requirements of this document. GWR reserve the right to suspend indefinitely any activities that are unable to meet the requirements
- Station adoption activities must be limited to one day a week and in alignment with the Government's guidance on outdoor activity
- Station adoption activity work areas must be segregated from others using the station
- Station adoption activities are limited to light gardening activities only such as weeding
- No more than two station adopters can undertake activities at any one time
- No person considered as vulnerable to COVID-19 under Government guidance should undertake any activity on a station - this will include those persons aged 70 and over and others who should be 'shielding'
- Face coverings and GWR issued high visibility vests must always be worn when station adoption activities are being undertaken
- In addition to this document, all adopters must continue to comply with the usual guidance and regulations relating to their activities at stations
- If any work is being undertaken at your station by railway personnel, or their contractors, then no station adoption activities are to be carried out at the same time
- Any group who is part of a national organisation should also follow any additional guidance as set out by them

### **Interaction with Station Colleagues**

Minimal interaction should be undertaken with station colleagues and in accordance with social distancing requirements. Where a station is staffed for part of the day activities should only be undertaken once the GWR colleague/s has departed. Activities are not permitted during the morning and afternoon peak periods and are only permitted during daylight hours.

### **Before and after works**

All adopters must advise station colleagues of their presence or sign in and out with the Station Manager or Duty Station Manager either in person or via phone. Adopters must bring hand sanitiser to the station and use this before and after adoption work.

### **Consideration for others**

When carrying out activities at stations, social distance must be observed between adopters and other people at the station, as per Government guidance. Adopters must give priority to the movement of passengers and stop work if social distancing requirements cannot be complied with.

### **Undertaking work**

Work is limited to light gardening activities only, such as weeding. No cleaning of hard surfaces such as poster frames, doors, windows and signage is to take place. No litter picking activities are to take place.

### **Gardening**

If tools are to be shared between station adopters, they must be wiped clean first. Adopters must always bear in mind social distancing and keep space clear for others to move around the station. This may mean that adopters must pause during their work and move to a place of social distance to allow the flow of passengers around the station, especially when train services arrive/depart.

### **Community noticeboards and artwork**

No work should be undertaken on these activities until further notice.

### **Book swaps and group produced leaflets**

These should be removed from stations/put away until further notice.

### **Non-GWR areas**

Any activities undertaken as part of agreed work on Network Rail stations and Network Rail land must abide by the guidance of that organisation.

Updated Aug 2020 - Approved by the Board -