

VOLUNTEERING POLICY

Document Control

Reference: VOLUNTEERING
POL 1
Version No: 6
Issue Date: 24.08.2020
Review Date: 23.02.2026
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Document Owner and Approval

Member Communities Manager is the owner of this document and is responsible for ensuring that this policy is reviewed in line with the review requirements of the Policy for the Management of Policies, document reference VOLUNTEERING POL 1.

This policy was approved by the Motoring & Leisure Services Ltd (MLS) Board. Minimal changes to future versions of this policy will be approved by the individual with overall accountability for this policy, while all major changes will require approval from the Motoring & Leisure Services Ltd (MLS) Board.

The Accountable person confirms that this policy and associated documents have been reviewed and approved to meet legal, regulatory and statutory requirements.

A current version of this document is available to all employees on the People & Culture IRIS HR and OneTrust and to all volunteers on the Volunteer Hub.

Signature: *K Crichton*

Date: 05/03/2026

Policy and Procedures – Accountability/Responsibilities

The person with overall Accountability for this Policy and Procedures is -	Head of Member and Business Operations
The person Responsible for the day to day implementation and management of the policy and procedures is -	Member Communities Manager

Change History Record

Version	Revision Date	Revised by	Section Revised
1	26/08/20	Nick Hoath	Policy creation
2	23/02/26	Benita Farore	Policy review - Roles and Responsibilities

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1. INTRODUCTION

Boundless by CSMA was initially started by a small group of volunteers in 1923, and throughout the organisation's history, volunteers providing activities for members to participate in has remained a fundamental aspect within the organisation.

2. POLICY STATEMENT

The organisation acknowledges the value volunteers bring through the provision of appropriate funding for members' activities, logistical and administrative support from the Member Communities Team and recognition through the incorporation of volunteer members at the highest levels of governance in the organisation.

3. AIM/PURPOSE

The organisation will regularly review:

- The delivery of member activities through the measurement of member participation.
- The provision of funding through the annual company budget process.
- The assessment of the management and support functions provided to the volunteer community through performance reviews and regular reports from the Non-Executive Director, Club Leader.
- The commitment to equality and diversity through regular policy reviews.

4. SCOPE

The policy relates to all staff (meaning permanent, fixed term, and temporary staff, any third-party representatives or contractors, sub-contractors, agency workers, recognised volunteers, interns and agents) engaged with the organisation in the UK or overseas.

5. OBJECTIVES

- All Boundless by CSMA Members¹ will be eligible to volunteer or be nominated for an elected Group Officer position.
- All volunteers are expected to act as ambassadors for Boundless by CSMA and thereby adhere to the Volunteer Guide to Expectations, outlined in Section 5.0 of the Club Handbook.

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- Boundless by CSMA aims to treat all volunteers fairly, objectively and consistently and to ensure that volunteers' views are heard, noted and acted upon promptly, including those views from members who no longer volunteer with the organisation.
- Volunteers are unpaid, however all volunteers will be reimbursed their out-of-pocket expenses² and provided with the relevant resources and equipment to carry out their role within the organisation.
- Training and self-development for volunteers will be provided where appropriate.
- Volunteers can give as little or as much time as they wish, there is no requirement for specific hours to be worked.
- Volunteers will be encouraged to maintain strong communication channels³ with the Club Leadership and Boundless by CSMA Member Communities team.
- Members who volunteer with Boundless by CSMA will be recognised within their membership profile and through appreciation activities conducted by the Club Leadership, including acting as a volunteer's referee upon request.
- All volunteers will be covered by the organisation's insurance against appropriate third-party liabilities⁴.

¹ Only full voting members

² Expenses reimbursed as per the Finance Guidelines in Section 3 of the Club Handbook

³ All volunteers should provide an email address and contact phone number

⁴ Insurance cover provided subject to exceptions provided in the Insurance Schedule, in Section 5 of the Club Handbook.

6. Equality, Diversity & Inclusion

Boundless is committed to creating an inclusive environment where all volunteers are treated fairly and with respect, regardless of background, identity, or ability. To support this commitment, reasonable adjustments and accessible formats will be provided where required. Volunteer processes and materials will be reviewed annually through an Equality, Diversity and Inclusion (EDI) lens, and optional, anonymised EDI data may be collected with consent to help improve accessibility and representation. EDI principles will be embedded within volunteer induction and ongoing training, and key EDI indicators will be monitored and reported annually to Club Leadership to ensure continued progress and accountability.

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7. Volunteer Standards

Includes Safeguarding, Health & Safety, Data Protection, and Confidentiality.

7.1 Safeguarding

Boundless by CSMA is committed to safeguarding the welfare of all individuals involved in our activities. Boundless does not organise events specifically for children or vulnerable adults but recognises they may attend. Volunteers must not assume responsibility for children or vulnerable adults and should ensure that appropriate supervision is in place, typically by a parent, guardian, or carer. All volunteers are expected to report any safeguarding concerns promptly to the Member Communities Team.

Where a volunteer role involves regulated activity, appropriate identity checks such as a Disclosure and Barring Service (DBS) check, will be conducted in line with legal requirements.

For roles with higher levels of responsibility, such as volunteer board positions, a full board induction is completed along with the relevant identity checks.

7.2 Health & Safety

Boundless by CSMA has a duty of care to ensure the health, safety, and welfare of all volunteers. Volunteers are expected to carry out their duties in a safe manner and to comply with the organisation's Health and Safety Policy and procedures. Volunteers will receive appropriate information, training, and support to carry out their roles safely. This includes a Health and Safety booklet, guidance on risk assessments, use of equipment, and emergency procedures. Volunteers must report any accidents, incidents, near misses or concerns to the Member Communities Team as soon as possible.

7.3 Data Protection & Confidentiality

Boundless by CSMA is committed to protecting the personal data of its volunteers and members in accordance with the Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR).

Volunteers must respect the confidentiality of any personal or sensitive information they access during their volunteering. This includes member data, volunteer contact lists, or organisational matters. Volunteers must not share or retain personal data without explicit permission and must follow the organisation's Data Protection Policy, provided in section 5 of the Club Handbook. Volunteers will receive guidance on data protection as part of their induction where relevant to their role.

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8. Volunteer Rights & Responsibilities

All volunteers are expected to act as ambassadors for Boundless by CSMA and adhere to the Volunteer Guide to Expectations, outlined in Section 5.0 of the Club Handbook. This includes treating others with respect, acting with integrity, and adhering to the organisation's policies and procedures, including those relating to equality, health and safety, safeguarding, and data protection.

Volunteering is not an employment contract, and volunteers can expect support and fair treatment. In section 4 of the Club Handbook volunteers will be provided with a role description containing information about their chosen area of work and the code of conduct in section 5 also provides a clear idea of volunteers' responsibilities and our responsibilities to them.

9. Recruitment & Induction

Members can volunteer by joining a committee or supporting at a member day, and they usually make contact directly with the Member Communities Team. The team will welcome them, answer any questions, and ensure they have everything they need to begin volunteering. As part of the process, they will have an informal interview with a member of the team. Once ready to proceed, new volunteers are offered the opportunity to shadow existing volunteers in the role, and the Club Council will continue to support them until they feel confident in undertaking the role independently. For roles with higher levels of responsibility, such as volunteer board positions, a full board induction is completed along with the relevant identity checks.

Members can also nominate/be nominated to an elected position in the volunteer leadership. Individuals will be required to complete a nomination form for specific roles to outline their skills and experience and reasons for nomination.

The Member Communities team have dedicated responsibilities for the support and development of the Boundless volunteers. Volunteers can reference the extent to which they are required to undertake their role in the Club Handbook role descriptions and Terms of Reference. The Member Communities team will provide volunteers with access to the Volunteer Hub and any other resources or systems they need to volunteer.

10. Training & Development

Volunteers are encouraged to shadow existing volunteers to gain knowledge and understanding of roles and opportunities. The volunteer being shadowed will provide a full handover and support until the new volunteer feels confident in the role. Volunteers are able to access support and help from the Member Communities team for any tasks they require assistance with.

Periodic training sessions run either as stand-alone sessions or integrated into the Networking meetings. All Motorsports Marshals can undertake MSA training. Camping and Caravanning run periodic Rally Marshals Training.

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A basic Health and Safety Guidebook is available alongside Risk Assessment guides and training to further support volunteer activities.

11. Problem-Solving & Grievance Procedure

Boundless by CSMA is committed to ensuring that volunteers have a positive and rewarding experience. Volunteers are encouraged to raise any concerns or conflicts promptly and constructively. Wherever possible, issues should be resolved informally through open communication with the relevant group leader or committee chair. If informal resolution is not possible, concerns can be escalated following the Association's Complaints Policy and Procedure, which ensures matters are handled fairly, confidentially, and in a timely manner. Volunteers have the right to be heard and to appeal decisions in line with this procedure.

Where concerns arise regarding a volunteer's conduct or performance, Boundless will seek to resolve the matter through open and supportive dialogue. In cases where issues cannot be resolved, or where serious misconduct occurs, Boundless reserves the right to end the volunteer's involvement with the organisation.

12. DEFINITIONS

Organisation: Boundless by CSMA and all associated business and volunteer groups.

Volunteers: Boundless by CSMA Members who volunteer within a recognised role for the organisation.

Activities: Sociable events based either around a specific area of interest or for the benefit of member enjoyment.

Member Communities Team: Boundless by CSMA employees dedicated to the support of volunteer run activities.

Participation: A measurement of the number of members attending or taking an active part in an activity.

Group Officers: Elected members holding positions of responsibility within the volunteer's governance structure, e.g. Leader, Secretary, Treasurer, etc.

Club Leadership: Elected members holding the positions of Club Leader, Club Treasurer and Deputy Club Leader.

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13. ROLES AND RESPONSIBILITIES

Head of Member and Business Operations

To oversee the Member Communities Manager and ensure policies and procedures are established to achieve appropriate support and management of all volunteer's activities.

Member Communities Manager

To oversee the day-to-day management of all aspects of volunteer management and governance.

Member Communities Team

To provide appropriate logistical and administrative support to the volunteer led activities.

Club Leader

To have Non-Executive Directorial responsibilities for the volunteer led activities.

Club Treasurer

To have Non-Executive Directorial responsibilities for the funding for volunteer led activities.

Volunteers/Event Organisers

To organise and manage individual events for Boundless Members and their guests within the guidelines provided in the Club Handbook.

Members and Guests

To adhere to the expectations when attending a Boundless event and follow the direction of the event organisers.

14. APPENDICES

Additional volunteer specific policies and organisational policies relevant to volunteers, plus all volunteer Terms of Reference are listed in the Club Handbook available on the Volunteer Hub <https://volunteerhub.boundless.co.uk>