

Volunteering Policy

1. The importance of volunteers to CFA UK

- a. CFA UK is an organisation led by a combination of volunteers and paid staff.
- b. CFA UK's volunteering programme exists to assist the Society in providing excellent service to its members, and to the betterment of the investment profession.
- c. Volunteers are invaluable to CFA UK as they enable the Society to undertake activity that that would not otherwise be possible, and often contribute specialist skills and knowledge.
- d. CFA UK is committed to encouraging more volunteering where possible and appropriate.

2. The relationship between CFA UK and volunteers

- a. When an individual agrees to volunteer for CFA UK, a relationship between volunteer and the Society begins that is based on mutual understanding and mutual benefit.
- b. A volunteer should give their time and skills freely and willingly, without expectation of financial (or other) reward. Although volunteers offer time freely and willing and without binding obligation, there is a presumption of mutual support and reliability. A volunteer should take on volunteer activity based on what they feel they can reasonably commit to. Therefore, where a volunteer is unable to complete tasks or commit time originally agreed upon, that volunteer may be asked to review their ability to continue in their role. A mutual decision should be reached as to whether they will move to volunteer in a different capacity that is more in keeping with their availability, or step down from volunteering altogether.
- c. Neither CFA UK nor the volunteer regard the relationship as a contract of employment.
- d. A volunteer can be asked to give a specific amount of time or complete certain tasks. However, no enforceable obligation, contractual or otherwise, can be imposed on the volunteer to attend, give or be set a minimum amount of time or carry out the tasks provided.
- e. A volunteer should maintain open communication with the staffed office. They should advise the staffed office of the best ways to reach them and respond to any staffed office communications in a timely manner.
- f. A volunteer will be put in touch with various members of the staffed office that they can contact with questions or for assistance. Staff members utilise their expertise to facilitate volunteers; they do not usually provide administrative or secretarial support, but may deliver operational support.
- g. A volunteer is expected to treat members of the staffed office with respect and dignity.
- h. Volunteers who step down may apply to return to volunteering at a later date.

3. The relationship volunteers have with each other

- a. A volunteer has a responsibility to treat all other volunteers with dignity and respect, in line with our Statement of Equality and Diversity in section 6.
- b. Most volunteer roles include joining a volunteer group which include, but are not limited to committees and working groups. A volunteer has the following responsibilities to those within their group:
 - i. Act with fairness and equity (see also section 6 on equality and diversity).

- ii. Operate collaboratively, taking into account all perspectives within the group.
 - iii. Be sensitive to individual personalities and circumstances within the group.
 - iv. Keep the group well informed as to their participation and any barriers to that.
 - v. Keep in mind that no volunteer has any enforceable obligation to attend, give or be set a minimum amount of time or carry out the tasks provided.
- c. Most volunteer groups are led, chaired or facilitated by one or more individuals. CFA UK's expectation of these individuals is that:
 - i. They will act in a facilitating role to ensure the ongoing activity of the group.
 - ii. They will not treat those volunteers or staff in their group as employees or as subordinates
 - iii. They will delegate tasks through collaborative agreement rather than through instruction
 - iv. They should discuss progress with their volunteers on a regular basis. This provides an opportunity to monitor their contribution, establish whether the volunteer would like to change their current contribution, and ensure that they feel valued and satisfied with their volunteering.
- d. Most volunteer groups are overseen by another volunteer group. For instance, a working group may be overseen by a steering committee and a steering committee may be overseen [by the board](#). Where a volunteer group is overseen by another, the relationship should work as follows:
 - i. The overseen group should regularly report in on their activity including results of activity that has taken place, future plans and any barriers to success.
 - ii. The overseeing group should provide support and advice in order to help the overseen group meet the commitments they have made.

4. Volunteer recruitment and selection

- a. Please refer to CFA UK's document: [Volunteer Recruitment Policy](#).

5. Induction, training and development

- a. New volunteers will be asked to complete a volunteer agreement form and will be given relevant information according to their role and directed to Useful Volunteer Resources area in Connect.
- b. All volunteers are asked to read this policy document and accompanying policies including the [Volunteer Recruitment Policy](#) and [Volunteer Issue Resolution Policy](#).
- c. Newly formed volunteer groups will be asked to attend an initial 'kick-off' meeting in which staff will provide key operational information and expectations.
- d. Volunteers will be asked to attend training to meet relevant needs and any other training activities relevant to their specific project.
- e. In order to lead/chair a volunteer group, a volunteer must undergo CFA UK's volunteer lead Training.
- f. A volunteer may only act as a team leader when it has been established that the volunteer has the necessary skills.

6. Statement of Equality and diversity

- a. CFA UK recognises the importance of inclusion and diversity and promotes equality among volunteers.
- b. CFA UK is committed to maintaining an environment for volunteering that is free from discrimination, victimisation, harassment and bullying.
- c. Volunteers are actively encouraged from a wide cross-section of backgrounds and experiences.
- d. All staff, volunteers, contractors and partner organisations are expected to actively support CFA UK's commitment to inclusion and diversity, and equality.
- e. The Society's aim is to ensure that all volunteers receive equal treatment irrespective of their sex, marital or civil partnership status, sexual orientation, race, colour, ethnic or national origins, religion or belief, pregnancy or maternity, disability or age.
- f. Any discrimination towards volunteers, members or staff will not be tolerated and may result in a volunteer being asked to step down. Depending on the severity of the circumstances, ejection as a member of CFA UK could also be a result.

7. Data protection, privacy and confidentiality

- a. CFA UK is a data controller for the purposes of the General Data Protection Regulation (the "GDPR"). This means we decide how and for what purposes your personal data is processed.
- b. To read more about how we hold and store your information and your right to access it under the GDPR rules, please read CFA UK's [Privacy Policy](#).
- c. Any CV or information given in an application is stored until you stop volunteering when it will be deleted. If you have applied for a volunteer role and not been selected, your application and CV will be deleted immediately.
- d. In carrying out CFA UK activities as a volunteer, you may be given access to professional and personal information about other volunteers. It is your responsibility to ensure this information is held securely (password protected documents or hard copies held in locked drawer) and not shared with anyone else without the permission of the individuals.
- e. CFA UK suggests that you communicate and share information through CFA UK Connect as a priority and any communication outside of this platform is done through personal phones and emails and not work ones.
- f. Where you are involved in the recruitment process for a volunteer role, you will have access to volunteer applications and CVs through Connect. Once the decisions for recruitment have been made, it is your responsibility to delete any information downloaded during the recruitment process in line with CFA UK's GDPR compliance obligations.
- g. Whilst leading a volunteer group, you will have access to personal information about the members of your group. Please ensure as specified above that this information is held securely.
- h. As a lead, if a member of your group leaves, it is your responsibility to ensure you delete any personal information you hold for this individual (CV, Volunteer Form, contact details) and inform the Volunteer Development Manager of their leaving.
- i. If you are unsure about how to manage any data you hold about your volunteer group, please speak with the Volunteer Development Manager.
- j. If as a volunteer, you discover data you hold on other volunteers has been breached, it is your responsibility to inform CFA UK's Data Controller immediately.
- k. You may become aware of sensitive and confidential information relating to CFA UK and its

members, volunteers and staff. You must not use this information for the benefit of anyone outside of CFA UK or disclose to any person any confidential information relating to the Society and its members, volunteers and staff obtained through volunteering with us. Please inform the CFA UK Data Protection Officer immediately.

- l.** Certain volunteer roles on the Board, Finance and Investment Committee may require that you sign a Non-Disclosure Agreement because of the confidential information you would be party to.
- m.** If you no longer wish to share your data with your volunteer group or the volunteer community, please notify the Volunteer Development Manager immediately for this to be actioned.

8. Conflict of interest, employer compliance and competition law

- a.** If, as part of your volunteer role at the Society, you are called upon to deal with any matter in which you may have a personal interest, you must immediately disclose that interest to your Volunteer Lead and the staffed office.
- b.** When volunteering at CFA UK, you do so as a member and individual, not as a representative of your employer.
- c.** When you join any CFA UK volunteer group, it is your responsibility to ensure you have compliance permission from your company, if deemed necessary
- d.** All volunteers and volunteer groups must comply with competition law.

9. Copyright and intellectual property

- a.** Members of CFA UK may propose new volunteer activity or the formation of a volunteer group. All volunteer activity and volunteer groups remain the intellectual property of CFA UK.
- b.** Where a volunteer is no longer a participant in a group or piece of volunteer activity, they do not have any ownership of group or activity even where they played a part in the creation of that group or activity.
- c.** Outputs created by a volunteer group are the intellectual property of CFA UK. These include, but are not limited to videos, articles, podcasts, events, white papers.

10. Media relations

- a.** CFA UK's media profile brings to the forefront the society's work around building a better investment profession to a wider audience. Currently the CEO and selected board members have been trained to act as media spokespeople on relevant topics.
- b.** Unless officially authorised to do so, you should not approach or respond to a representative of the media. All media enquiries should be administered through the staffed office and our media agency.

11. Social media

- a.** CFA UK encourages volunteers to engage with the society's activities via social media (LinkedIn, Twitter and Instagram).
- b.** A volunteer may express their own thoughts on CFA UK activity and related subjects, but they may not write in the voice of CFA UK without CFA UK's prior consent.

12. Content submission

- a.** Content is defined as material that may be published online or in print. It may be written, video or audio.
- b.** Any content submitted by volunteers for CFA UK channels (website, social media, print etc.) will be edited for tone and message.
- c.** Content will also be fact checked and checked against CFA UK editorial guidelines.
- d.** CFA UK reserves the right to refuse publication of any submission.
- e.** Where content is produced as part of a volunteer role, CFA UK retains the copyright as per section 9.

13. Health and safety

- a.** Under the Health and Safety at Work Act 1974 there is a statutory duty on CFA UK to ensure the health, safety and welfare of volunteers while on CFA UK's premises.
- b.** CFA UK has policy in place to provide and maintain a safe and healthy environment, working conditions, equipment and safe systems of works in our workplace and to provide adequate control of the health and safety risks arising from our work activities.
- c.** In the event of an emergency at CFA UK Offices:
 - i.** On the sounding of a fire alarm or other appropriate warning, leave the building immediately by way of the designated doors.
 - ii.** Use the stairs.
 - iii.** Do not risk personal safety in recovering any personal items or belongings.
 - iv.** Stay together and seek out the most senior member of the group or staff member to give further instructions.
 - v.** Do not re-enter the building until the alarm or warning has ceased and you have been advised that it is safe to return.
- d.** In the event of an emergency at a CFA UK event taking place outside of CFA UK premises:
 - i.** On the sounding of a fire alarm or other appropriate warning, follow the instruction of venue staff.
 - ii.** Do not risk personal safety in recovering any personal items or belongings.
 - iii.** Stay together and seek out CFA UK Event Staff member to give further instructions.
 - iv.** Do not re-enter the building until the alarm or warning has ceased and you have been advised that it is safe to return.
- e.** In order to ensure your safety and welfare, it would be helpful to CFA UK to understand any needs you may have relating to a medical condition or hidden disability. If you are comfortable to do so, we ask that you disclose any conditions to the staffed office.
- f.** If, when in the CFA UK office, you wish to raise a concern about anything relating to health and safety, please report it directly to any member of staff.
- g.** If, when at a CFA UK event, you wish to raise a concern about anything relating to health and safety, please report it directly to the events team staff onsite.

14. Public liability insurance

- a.** All volunteers are covered by our public liability insurance when carrying out activities on our behalf.
- b.** 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 CFA UK's negligence at events.

15. Expenses

- a.** CFA UK does not usually reimburse expenses in relation to volunteer activity.
- b.** If you would like to discuss exceptional circumstances, please contact the staffed office.