



GORM Volunteer Policy

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1. Policy Statement

GORM Media Designated Activity Company (DAC), trading under GORM is an award-winning social enterprise that values its people.

We are committed to implementing, managing and maintaining a healthy, safe, inclusive and professional work environment for our volunteers. We are dedicated to creating a positive and open work environment where all our volunteers can thrive.

We recognise that our volunteers' contributions are valuable and are a key part of our growth. GORM benefits greatly from their skills, experience and input and we believe that our volunteers should personally benefit from the experience they gain within our Organisation .

GORM provides exciting volunteer opportunities and strives to maintain best practice by ensuring that volunteers' needs are met.

We achieve this by:

- Providing a fair recruitment and selection process and remote support to ensure that all our volunteers have the best possible experience to gain;
- Providing thorough induction, training and development programmes, to accommodate and upskill our volunteers;
- Matching volunteers' skills with roles that suit their competencies to ensure they are exploring their full potential;
- Creating a diverse, inclusive work environment that is free from discrimination, bullying, harassment and or sexual harassment and providing equal access to quality volunteer opportunities;
- Encouraging volunteers to uphold the Volunteer Code of Conduct;
- Creating a psychologically safe environment where all volunteers can express their views and take ownership of their projects;
- Implementing policies and practices including but not limited to the; health and safety policy, data protection policy, dignity at work policy, remote work policy, people and culture policy and ensuring that volunteers, management and employees abide by these practices;
- Including volunteers in our organisations functions and decision making procedures, where necessary;
- Providing support to volunteers and covering volunteer expenses during the volunteer programme;
- Enforcing an effective Grievance and Disciplinary Procedure process to deal with volunteer complaint;



We acknowledge that 'voluntary work' is the commitment of time and energy, for the benefit of the society, the community, the environment or individuals outside one's immediate family and is undertaken freely and by choice, without concern for financial gain.

GORM defines its volunteers as any individual over the age of **18+** (regardless of **gender, marital status, family status, disability, sexual orientation, race, religion, and ethnicity, inclusive of membership to the Traveller community**) who contributes their time freely to support our organisation's mission.

2. Purpose

This volunteer policy is a set of guidelines, practices and procedures in relation to the volunteers who work within GORM. The volunteer policy outlines our management systems and operating standards. We encourage all volunteers and staff members including management to adhere to these guidelines and procedures. GORM promotes diversity, equality and inclusion and ensures consistency of practice within the volunteer programme.

3. Scope

The volunteer policy applies to all volunteers that are engaged within GORMs' volunteer programme. This policy also applies to all staff members including management that work with volunteers in GORM. We encourage positive relationships between staff members and volunteers and advise all volunteers and staff members to uphold the practices aligned within this volunteer policy.

4. Practices

The practices outlined in this policy are essential to maintain best practice and to maintain a safe and healthy professional work environment within GORM.

4.1. Volunteer Code of Conduct

The Volunteer Code of Conduct is a set of behaviours that is expected from our volunteers. We strongly encourage our volunteers to comply with this Code of Conduct in order to maintain the highest standard of behaviour in the performance of their duties and best practice within the Organisation.

Our Volunteer Code of Conduct includes:

- Adhering to GORMs' company policies and procedures, including but not limited to our Health, Safety and Welfare Policy, Data Protection Policy, Dignity and Respect at Work, Remote Work Policy;

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- Presenting a positive image of GORM internally and externally to the general public;
- Seeking approval from a team leader before undertaking any representation on behalf of GORM, including statements to the media, joint initiative with other organisations and agreements involving contractual or financial obligations;
- Reporting to Team leaders regarding any health, safety and wellbeing concerns;
- Avoiding disclosure of confidential information communicated verbally, on paper and or electronically concerning GORM;
- Fulfilling the volunteer role as outlined in the volunteer role description;
- Treating other volunteers, staff members and management with equity, dignity and respect at work;
- Notifying team leaders if unable to fulfil volunteer duties;
- Complying to health and safety procedures, including concerns of safety, health and welfare of other voluntary or staff members.
- Avoiding engaging in any activity that may cause physical or mental harm to another volunteer, staff members, including physical and or verbal abuse, assault, bullying, harassment and or sexual harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race and ethnicity (inclusive of membership to the traveller community).

Volunteers can at any time decide to end their relationship with GORM. We advise volunteers to inform their Team Leader of this decision before exiting the volunteer programme. GORM will provide volunteers with an exit questionnaire in which they must complete before leaving the programme so that we can continuously improve our voluntary programme. GORM may also choose to end the volunteer relationship at any point without specified reasons.

4.2. Leadership

GORM is dedicated to leading by example and ensuring that all practices set out within the volunteer policy is effectively implemented and maintained within the Organisation. It is our responsibility to provide a safe and healthy work environment for volunteers to thrive. GORM promotes a diverse and inclusive environment and have created measures to tackle issues of discrimination, bullying, harassment and or sexual harassment at work.

Our Leadership duties and responsibilities include:

- Recruiting a diverse range of volunteers, with a diverse skill sets and competencies;
- Communicating all policies and procedures to volunteers and encouraging volunteers to adhere to all rules and procedures ;
- Promoting a diverse and inclusive environment and creating measures to tackle issues of discrimination bullying, harassment and or sexual harassment at work.
- Adhering to GORMs' policies and practices.

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- Leading with empathy and creating an open and safe environment where volunteers feel safe to report any health, safety and wellbeing issues;
- Providing training to team leaders staff members and management on dealing with Grievances, volunteer relations issues and effectively involving volunteers in the volunteer programme;
- Providing remote work training, risk assessments, ergonomics training, GDPR training and health and safety at work training;
- Supporting volunteers to develop personally and professionally in their role, offering volunteer professional progression, delivering training to volunteers including but not limited to remote work training, health and safety training, GDPR training, Soft skills training, induction training and IT software training to volunteers;
- Involving volunteers in operational duties and decision making process where necessary;
- Keeping safe records of volunteer information in our Google document folder and avoiding disclosure of any confidential volunteer information both written and verbal information;
- Communicating openly with our volunteers and providing feedback and delegating tasks where necessary;
- Recognising and conveying appreciation to all volunteers for their contributions to the organisations objectives internally, externally and through our digital media channels;
- Encouraging staff at all levels to work positively while collaborating with volunteers, where appropriate, and actively seeking to involve them in their work.

4.3. Health, Safety and Welfare

GORM operates in a **fully remote environment**. GORM is dedicated to providing and maintaining a safe and healthy remote work environment for volunteers, in line with the [Safety, Health and Welfare at work act 2005](#) in the Republic of Ireland. It is vital that all volunteers comply and cooperate with GORM to help achieve the required standard of health and safety. All our volunteers are obliged to carry out voluntary activities without endangering their health and safety or that of their colleagues and the general public. Volunteers must inform their team leaders of any personal health, safety, mental and physical welfare requirements that they may have or that may affect a member of staff, the general public and their work.

GORM provides health, safety and welfare induction and training where all volunteers are introduced to relevant health and safety aspects to their area of volunteering in accordance with the [HSA Health, Safety and Welfare guidelines](#). Volunteers are expected to cooperate with staff and management and follow risk assessments relating to their volunteering.



Volunteers are covered by GORMs' Employers Liability Insurance Policy. GORM does not provide volunteers with the personal effects of personal possessions Insurance. Volunteers using their personal possessions in connection with their volunteer activity must inform their own insurance company for protection. Our volunteers are encouraged to review GORMs' Health, Safety, and Welfare Policy for more information on guidelines to maintain a healthy and safe work environment.

4.4. Data Protection & Confidentiality

GORM protects volunteer information as part of its data protection responsibilities towards volunteers. We keep a safe record and store all volunteer information in a Google docs document.

GORM maintains personal files such as:

- Volunteer application and selection
- Contact details and personal information of volunteers
- Records of supports, supervision and feedback
- Training records
- Records of complaints and grievances

All volunteer information is treated with confidentiality and in accordance with the Data Protection Act (2003) and volunteers are entitled to access their information.

In order to limit access and exposure to volunteer information, we have implemented an **'Access Control System'**. An access control system is a form of data security that dictates who is allowed to access company information and resources, through authentication and authorization.

We encourage all volunteers, staff members and management to respect and prevent disclosing information about volunteers internally to other staff, voluntary members and to the general public outside the Organisation.

Any volunteer, staff member or management who discloses volunteer information may be subject to disciplinary procedures and possible dismissal.

4.5. People & Culture

GORM creates a diverse, equal and inclusive work environment. We value our people. We are committed to creating a work environment in which all volunteers can thrive in all aspects of their role. We provide equal access to quality volunteer opportunities and ensure volunteers

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work in an environment that is free from discrimination, bullying, harassment and or sexual harassment.

GORM promotes equal of opportunity and does not discriminate against any individual regardless of their:

- Gender
- Civil Status
- Family Status
- Sexual Orientation
- Religion
- Age
- Disability
- Race/Ethnicity
- Membership of the Traveller Community

We encourage open communication within the organisation and advise all volunteers to report any health, safety, mental and physical well being needs to our Chief Operations Officer (beatriz@gormmedia.com). All volunteer concerns are dealt with care and confidentiality.

GORM values its people and implements Human Resource Practices that align with their work needs such as training and development, engagement, work relations issues, volunteer progression, health, safety and wellbeing. Volunteers who have any extra needs should contact our Chief Operations Officer (beatriz@gormmedia.com) within GORM, who will accommodate their needs.

We value our volunteers and recognise their efforts. We value their opinions and have implemented a feedback model where volunteers can express their views of GORM and the volunteer programme that will be assessed at regular intervals.

4.6. Dignity & Respect at work (bullying, discrimination and harassment)

GORM promotes respectful treatment of volunteers within the Organisation. We are committed to ensuring that volunteers can work in a positive and safe environment that is free from bullying, harassment, and or sexual harassment.

Bullying, harassment and or sexual harassment is not acceptable within GORM and will not be tolerated whether carried out by a volunteer, member of staff or management. Any volunteer or member of staff who engages in bullying, harassment or sexual harassment will be subject to disciplinary procedures.



Complaints made by volunteers regarding events of bullying, harassment and or sexual harassment will be dealt fairness, sensitivity and confidentiality.

We advise all volunteers to report any case of bullying, harassment and or sexual harassment in writing to their line manager within GORM. If the case involves a volunteer experiencing bullying, harassment or sexual harassment from their line manager, the volunteer should report the incident to another staff member in a management position.

More information on dealing with bullying, harassment and or sexual harassment at work can be found in our Dignity and Respect at Work Policy.

5. Procedures

The procedures outlined in this volunteer policy is essential for effective implementation of the volunteer programme.

5.1. Recruitment & Selection

GORM offers an open and fair recruitment process. We strive to recruit a diverse volunteer talent pool.

Information that is received about volunteer applicants is treated with confidentiality and with accordance to the data protection legislation.

GORM uses appropriate recruiting and selection tools in order to attract a diverse range of volunteer candidates. These tools include, volunteer role description, volunteer application forms, informal interview, risk assessments, ID and reference checks. We use channels such as Social Media Network channels such as LinkedIn, Student Volunteer.ie and Word of Mouth to advertise our voluntary roles.

All successful and unsuccessful applicants of a role will be informed via email of the outcome of the recruitment process. Unsuccessful applicants will be offered feedback on their application, alternatively they could be offered other vacant voluntary roles within the Organisation.

5.2. Induction and Training

GORM provides volunteers with appropriate induction and training procedures. GORM induction and training process involves:



- Introducing volunteers to all staff and Management teams
- Informing volunteers of general housekeeping, Mission of GORM, volunteer Policy and Agreement Overview, other relevant policies and procedures, health and safety procedures, Volunteer Code of Conduct, expenses, Insurance, IT training, GORM Organisational Operations and nature of the voluntary role
- Encouraging volunteers to agree on working times, learning objectives, work activities and concerns or queries they need to be addressed by GORM.
- Informing volunteers about Data protection and Confidentiality of information within the Organisation
- Providing role specific training to assist volunteers with their position;
- Assessing volunteers training needs and learning styles and developing training programmes that aligns with their needs and learning styles.
- Encouraging volunteers to avail opportunities for their professional development

5.3. Expenses

GORM ensures that volunteer involvement is compensated. All computer and online softwares used to carry out remote activities are paid for and provided by GORM. Where physical presence is necessary, we reimburse volunteers any travel cost that is associated with the volunteer programme.

Volunteers should provide receipt of any public transport/trips taken while on the volunteer programme. If a volunteer is using their own transport, the price of fuel will be reimbursed with proof of receipt available on request. Volunteers can also claim refund of parking tickets if free parking is not available in the area in which they are volunteering. Volunteers should provide the car park ticket when claiming this. Expenses such as postage and stationery are provided by GORM.

Expense claims must be submitted on the Contractors Invoice or using GORM's [**EXPENSE CLAIM FORM**](#)

More information on expenses can be found in our [Travel and Expense Policy](#).

5.4. Grievances

GORM creates an open and safe environment where all volunteers can voice their opinions and concerns regarding working conditions.

GORM has in place a fair Disciplinary procedure for dealing with Grievances that volunteers experience during the voluntary programme.

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We encourage volunteers to report work relations issues to the Team Leader. GORM offers informal resolution through initial mediation with parties involved in the complaint. GORM also encourages informal resolutions for complaints about GORM operating system and voluntary programme.

In the case of gross misconduct or allegations, bullying and harassment at work and other work relations issues, GORM has in place a formal Disciplinary Process and Procedures that aligns with the principles of [WRC Code of Practice](#). Where a criminal offence is suspected, the case will be handed over to the police.

6. Monitoring and Reviewing

Volunteers will be given the opportunity to provide feedback regularly on the voluntary programme. The volunteer policy will be reviewed every three years or sooner where adjustments are required due to changes in legislation.