# VOLUNTEERING POLICY

## 1. Introduction

Friends of Cardiff Reservoirs Charitable Incorporated Organisation (the CIO) is a voluntary organisation working in partnership with Dwr Cymru/Welsh Water (DCWW) and other local organisations. It currently employs no paid staff and relies entirely upon the voluntary efforts of its members, for: environmental tasks at the Lisvane and Llanishen Reservoirs site (the "Site"); for engagement with the community and community organisations and for the functioning of the Trustee Committee, including officer roles.

## 2. Recruitment

Members of the public are invited to join the CIO through local publicity the website, and through word of mouth by existing members.

Members are encouraged, but not required, to register on the volunteer management system in order to be able to sign up for volunteering opportunities and other events

## 3. Purpose of volunteering

To advance the charitable aims of the CIO, as defined in our constitution; also to develop knowledge and skills, and to increase consultation and involvement in decisions concerning the Site.

All voluntary input is intended to add value and should not be a substitute for work carried out by paid staff of DCWW.

## 4. Management of volunteers

All volunteer activity taking place at the Site is under the management of DCWW (usually represented by a DCWW Ranger), in cooperation with the Trustee committee.

Voluntary activity which takes place elsewhere is under the auspices of the CIO Trustees.

Volunteer roles are defined and agreed in writing, risk assessed and periodically reviewed.

## 5. Valuing volunteers

All volunteers will be treated with respect, recognising the value of what they bring through their time, skills, ideas and commitment.

Volunteering hours are logged on the volunteer management system and may be used as the basis for gestures of individual reward and recognition. Total volunteer hours may be used as match funding in grant applications.

Volunteers are expected to abide by a Code of Conduct, which sets out the expectations of volunteers' behaviour. Where individuals fail to comply with the Code of Conduct, they may be asked to leave an opportunity, or be barred from future volunteering with the CIO.

## 6. Monitoring and feedback

The CIO Trustee Committee aims to keep in touch with volunteer experience and feedback and will take actions to promote participation and address any issues.

CIO Trustees undertake to review the content and appropriateness of the policy at least

every 3 years.

**Approved by Executive Committee: October 2026**

Next review: November 2029