



# Volunteer Handbook

# Hello!

Welcome to our new Volunteers' Handbook. Firstly, I would like to say an enormous thank you to every IEMA volunteer. We are very aware that you give up time from very busy lives to help IEMA in all sorts of ways. Without your passion, commitment and energy, we would not be able to do what we do.

When I arrived in June 2020, in the middle of the pandemic, I asked you to tell us, honestly, what you needed from us, and where we could improve the volunteer experience. Thank you for the time you took to provide us with feedback, and for your honesty about what is working for you, and what needs improvement. We have listened to and worked with you, and the result is this handbook, which we hope will provide the support and information that you need.

As always, we welcome your comments which will feed in to future editions of the handbook. In the meantime, thank you very much again for your support, and for being part of the IEMA family.



**Sarah Mukherjee, CEO MBE**

## Key Contact

Jocelyn Stark-Bright is IEMA's Regional Networks Coordinator, who oversees our Regional volunteers. Jocelyn works closely with the Regional Steering Groups along with IEMA's internal Communications and Marketing teams, to coordinate and promote regional engagement activity.

She is keen to work with you and listen to your ideas or to provide guidance and support where needed. For all Regional queries get in touch with Jocelyn at [j.stark-bright@iema.net](mailto:j.stark-bright@iema.net) or **(0)1522 271722**.

# Introduction

## to the handbook

This handbook provides volunteers with guidance and key information whilst volunteering with IEMA, such as:

- **Who we are**
- **Why volunteer**
- **Being a volunteer**
- **Guidance & Procedures**
- **Supporting forms**

**// Relaxed way to meet other members //**



## IEMA

### Who we are

**IEMA is the professional body for everyone working in environment and sustainability.**

We're committed to supporting, encouraging and improving the confidence and performance of all these professionals, helping them to enhance their profile and recognition.

We do this by providing resources and tools, research and knowledge sharing along with high-quality formal training and qualifications to meet the real-world needs of members – from their first steps on the career ladder, right to the very top.

We believe that together we can change perceptions and attitudes about the relevance and vital importance of sustainability as a progressive force for good.

# Volunteering

## Why volunteer with IEMA?

Think global, act local. The Regional Networks lead IEMA's voice and member engagement across the UK. They champion the work of local members and create the partnerships needed to support the shift to a sustainable economy.

Being an IEMA volunteer can help you on your career path – giving you skills and experience. It provides the opportunity to build upon your professional development, expand your network and share ideas.

Together we can work towards IEMA's goal of transforming the world to substantiality.

## What to expect

Each Regional Network is formed of a steering group, led by the Chair. The Chair coordinates the group's activity and feeds into IEMA.

As a regional volunteer you'll sit on the steering group, working as part of a team helping to devise, create and host events. These include digital webinars, coffee mornings, workshops, screenings, and virtual tours. IEMA also host face-to-face events like social networking evenings, workshops, site visits or speaker sessions. You can find out more about how to create the perfect event by reading the Event Handbook

To get a feel for the types of events and topics our groups are currently focusing on, go to the IEMA website [here](#) and filter by Regional Events. Why not join one and see what it's all about?

**“Volunteering is a great way to connect with other sustainability professionals and to get involved in the agenda, so that together we can transform the world to sustainability”**

## **As a volunteer we will provide you with:**

- A named contact for queries and general support
- Induction information, including how the organisation works and the relevant forms you will need to complete
- Appropriate resources and support for your activities
- Adequate insurance for volunteers whilst undertaking voluntary work on behalf of IEMA
- Updates of changes to the volunteering policy
- Updates on how your activities are making a difference
- Reimbursement of pre-agreed (reasonable) expenses



# Being a volunteer

**Once you start volunteering with us, we'll invite you to an Induction session, this will last under an hour and give you a feel for how IEMA volunteering works.**

We ask that you dedicate at least 4 hours of your time per month, attending meetings and events. You'll have regular steering group meetings where you'll have the opportunity to contribute and work on future events. We'd expect each Region to host at least four events per year.

We recommend that our Regional Steering Groups follow this format where possible:

**Role:** Chair

**Number of positions per Local Network:** 1

**Length of service:** 2 years, appointed by application

**Responsibilities:**

- Chair quarterly organising group meetings
- Attend monthly catch-up with IEMA HQ
- Support members in your organising group to deliver events for IEMA members
- Ensure they understand and follow processes for running events
- Share reports and information with the group that are sent to you by IEMA
- Act as main contact point between organising group and IEMA HQ

**Role:** Co-Chair

**Number of positions per Local Network:** 1

**Length of service:** 2 years, appointed by application

**Responsibilities:**

- Organise quarterly organising group meetings (these will happen digitally)
- Take minutes at the quarterly steering group meetings and circulate to members of the group and IEMA
- Act as second main point of contact between group and IEMA
- Act as chair if required (to cover holidays etc)

**Role:** Network Volunteer

**Number of positions per Local Network:** 12, placed throughout the local network

**Length of service:** 2 years, appointed by application

**Responsibilities:**

- Attend quarterly group meetings (these happen digitally)
- Run at least one event per year, in accordance with IEMA processes and policies, in your local area for IEMA members
- Provide a blog about the event, what happened etc
- Keep up-to-date with IEMA key activity
- Support other volunteers where needed

### **As a volunteer we expect you:**

- To be reliable and responsible.
- Be mindful of your role as an ambassador of IEMA.
- To meet agreed commitments.
- To develop and maintain good relationships with other volunteers, staff and members.
- To adhere to IEMA's policies, decisions and procedures, as detailed in this handbook, the volunteer agreement and any forthcoming policies or documentation.
- To inform your named contact about your activity.
- To complete and return recording forms as required such as the volunteer agreement, event booking form, feedback form (face-to-face events) etc.

\*Full expectations are outlined further in the Volunteer Agreement form that you will be asked to sign once you have completed the application form.

### **We recognise our volunteers dedicate a huge amount of spare time to provide value and connection for members in their local area, as such you will receive the following recognition:**

- **Gift a Tree** – For every year you volunteer IEMA will gift a tree in the UK
- **Profiling** – Your bio will be included on our new “Introducing our volunteers” page, plus there will be opportunities to contribute to webinars, blogs and Transform articles
- **Exclusive Access** – Early access to limited workshops/round table events
- **Exclusive Networking** – Annual event for IEMA volunteers
- **A Thank You from IEMA** – You will receive a personal letter of thanks from our CEO, after you have served your term
- **A Reference** – IEMA will be more than happy to send a reference upon request (if required)

# Guidance & procedures

## Representing IEMA

When representing IEMA as a volunteer we ask that you abide by our Code of Conduct as set out below:

### **Demonstrate and advocate high standards of professional practice**

This means I will:

- Comply with all legal requirements as they apply to me, going beyond compliance where standards of professional practice dictate
- Advise and influence organisations and individuals, helping them comply with all legal requirements and supporting them to adopt good practice
- Challenge unlawful or unprofessional behaviour, taking action as necessary.
- Fulfil responsibilities to employers and clients in a timely, cost-effective and accurate manner
- Safeguard confidential, sensitive and personal information, not seeking personal gain from such information

- Ensure others I assign or contract work to are skilled and competent to deliver
- Respect scientific methods and use science-based targets and evidence whenever practical

### **Apply my skills and experience to protect and enhance the environment, improve quality of life, and contribute to sustainability**

This means I will:

- Recognise the specific needs of stakeholders, including the environment and society, and my responsibilities to them. I will make decisions and take action that avoids harm, and has a positive impact on the environment and society
- Challenge unsustainable behaviour and activity, taking action where necessary
- Communicate environmental or social concerns with regard to action or in-action when giving advice.

- Inspire and support others to act sustainably and to adopt sustainable and resilient business practices
- Be innovative, drive change and challenge norms, to support the journey towards sustainability

**Advocate and apply high ethical standards, acting with honesty, integrity and objectivity**

This means I will:

- Be honest, open and trustworthy in my professional conduct
- Declare conflicts of interest that may influence – or be perceived to influence – my objectivity
- Be accountable for my actions and decisions.
- Apply my knowledge and skills to the best of my ability, even when it conflicts with the interest of employers or clients
- Communicate the reliability, accuracy and quality of data and information provided to others

**Strive to ensure equality of opportunity and respect diversity in my professional activity**

This means I will:

- Treat others fairly
- Strive to ensure equality of opportunity, diversity and inclusion, supporting human rights and dignity
- Act in a way that safeguards the physical and mental health, safety and wellbeing of others
- Be respectful of the customs, practices, culture and personal beliefs of others in my professional activity

**Act in accordance with my level of competence.**

This means I will:

- Recognise the limits to my own professional competence
- Accept only work for which I am suitably skilled and have the resources to deliver
- Seek support and expert advice where I am required to stretch my professional competence

**Keep my knowledge and skills current, and continually develop my professional competence.**

This means I will:

- Learn from my experience, and reflect on my actions and decisions, so that I can improve my future performance
- Keep my knowledge and skills current and relevant, staying abreast of developments in professional and best practice
- Keep a record of my CPD and submit to IEMA on request

**Uphold the reputation of the profession**

This means I will:

- Always act in a way that upholds the reputation and values of my profession, doing nothing that would bring it into disrepute
- Promote IEMA's vision, values, mission and standing as the leading professional body for environment and sustainability professionals
- Demonstrate leadership qualities appropriate to my role and act as an ambassador for sustainability in all that I do
- Contribute to the development of my profession through my involvement with IEMA

**// Nice to connect with like-minded people //**



# Health & Safety

By law, everyone (including volunteers) is responsible for looking after their own safety and that of their colleagues at all times. All volunteers should read or listen to and follow any health and safety guidance given; ask for clarification if you are unsure. You must provide us with details of any medical conditions relevant to your role and provide emergency contact details as requested on the volunteer registration form. You should inform IEMA if these details change.

If you observe anything you believe may be unsafe or you are involved in or see an accident, please report it to IEMA. We aim to avoid asking our volunteers to volunteer alone, wherever possible. However, certain activities can be difficult to do otherwise. If you are volunteering alone, always let at least one other person know when and where you are going and when you will return/have returned. Take a mobile phone with you for emergencies if you have one.

# Insurance

All registered volunteers (who have completed and returned a volunteer registration form) are insured by IEMA for their volunteering, as long as they are undertaking activities agreed by IEMA, have followed our policies and procedures and any instructions or guidance we have given.

This includes completing a risk assessment if you are holding an event/activity on behalf of IEMA, which members of the general public will be attending. Personal equipment and belongings are not insured.

Diane Beck, [d.beck@iema.net](mailto:d.beck@iema.net) holds details of the insurance policy and should be contacted immediately if any insurance related queries arise.

# Incident reporting

Any incidents which occur during a volunteering activity, should be reported to IEMA using the accident reporting form, within one week of the incident occurring. Once completed, return it to your named contact.

In cases where a volunteer or event attendee has suffered injury due to explicitly ignoring safety advice given by IEMA, an IEMA volunteer, or through unreasonable behaviour, IEMA cannot accept liability.

## Raising a concern

We hope you will not encounter any issues while volunteering with us, however they may arise. Volunteers have the right to discuss any concerns they have with their named contact. If a complaint is received about a volunteer, or if a volunteer is found to not be adhering to IEMA's policies and procedures, that volunteer may be asked to leave IEMA in a volunteering capacity.

No volunteer will be asked to leave until the volunteer has had an opportunity to discuss the issue and circumstances with their main point of contact. If an amicable solution cannot be found, the complaint may be referred to a higher level in IEMA for further consideration. In extreme cases, if the volunteer's behaviour is deemed to be in conflict with IEMA's policies and procedures, the volunteer may be removed from IEMA's volunteering database.

## Confidentiality & Data Protection

IEMA holds volunteer details and volunteering records to document the contribution made by volunteers, for insurance, health and safety and reporting purposes. IEMA is registered under Data

Protection Legislation and we will not pass on your information to third parties. If your details change, it is important that you update your point of contact with your new details.

## How to step down as a volunteer

We understand how precious your time is and we know that it isn't always possible to continue volunteering. To step down from your roll on the Committee, simply fill out the 'How To Step Down' form and email it to your

RSG Chair along with the IEMA Regional Networks Coordinator. IEMA will send you a letter thanking you for all the time and hard work that you have dedicated to volunteering with the IEMA Regional Networks.

# Supporting forms

**The below forms can be accessed through the IEMA website or via your key contact.**

- Event booking form
- Expenses form
- Expenses policy
- Accident reporting form
- Volunteer application form
- Volunteer agreement form
- How to step down form

If this is something of interest, then we'd love to hear from you! Simply get in touch with Jocelyn at [\*\*j.stark-bright@iema.net\*\*](mailto:j.stark-bright@iema.net), [\*\*regions@iema.net\*\*](mailto:regions@iema.net) or **(0)1522 271722** and we'll provide you with a summary of the opportunities available.

A black and white photograph of two men in an office environment. The man on the left is wearing a light-colored button-down shirt and dark trousers, leaning forward and laughing heartily. The man on the right is wearing a checkered shirt over a white t-shirt, also laughing and looking towards the first man. In the foreground, there is a desk with a white mug and some office supplies. The background shows blurred office lights and furniture.

**Start your volunteering  
journey with IEMA today...**

**Regional contact**

**[jocelyn stark-bright@iema.net](mailto:jocelyn.stark-bright@iema.net)**

(0)1522 271722

**Head office**

**[info@iema.net](mailto:info@iema.net)**

(0)1522 540069

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