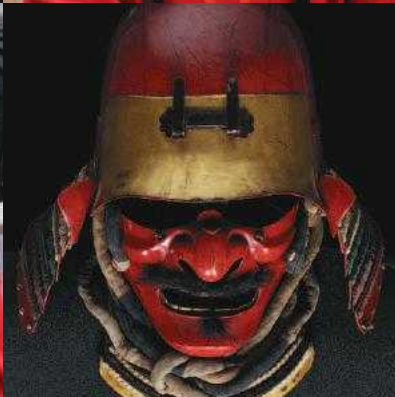


Your Volunteer Handbook



Name

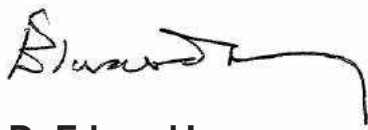


Hello and welcome to the Royal Armouries volunteering team.

Thank you very much for taking part in one of our prestigious volunteer challenges. We are very glad that you have decided to volunteer with us here at Royal Armouries. Your time and enthusiasm are invaluable to us and, as we move forward into an exciting period in our development, your commitment and input will be evermore vital.

The ultimate purpose of Royal Armouries is to develop and use our expertise to preserve, present and interpret the national collection of arms and armour, ensuring its continued relevance and positive contribution to public life in perpetuity.


With your help, we can look forward to creating an even more inspiring and rewarding experience for all of our visitors.



Dr Edward Impey
Director General & Master of the Armouries

ROYAL ARMOURIES

Witness | Guardian | Expert | Leader



THE VOICE OF THE GUNS

We are the guns, and your masters! Saw ye our flashes?
Heard ye the scream of our shells in the night,
and the shuddering crashes?
Saw ye our work by the roadside,
the shrouded things lying,
Moaning to God that He made them -
the maimed and the dying?
Husbands or sons, Fathers or lovers, we break them.

We are the guns!

From "The World of the World" by Charles Whittier, 1862. Reprinted by permission of the University of Michigan Press.



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An introduction to the Royal Armouries

The Royal Armouries is the United Kingdom's national museum of arms and armour, and one of the most important museums of its type in the world.

We have three sites in the UK – Leeds, Fort Nelson in Hampshire and the White Tower in the Tower of London.

Our origins lie in the Middle Ages as the nation's working arsenal. Our celebrated core collection was assembled over many centuries at the Tower of London.

In the reign of Elizabeth I, selected items began to be arranged for display to visitors, making the Royal Armouries heir to one of the oldest deliberately created visitor attractions in the country.

Our collection of about 75,000 items – excluding approximately 2,700 loans to other bodies – is now displayed and housed not only in the Tower of London but also at our purpose-built museum in Leeds, and at Fort Nelson near Portsmouth. Since 2005, the museum has also managed the national collection of firearms, started in 1631 by Charles I and assembled by the British Army, now housed at the National Firearms Centre.

The Royal Armouries was established in its present form by the National Heritage Act (1983) and is a Non-Departmental Public Body (NDPB) sponsored by the Department for Culture, Media and Sport. In 2013-14, we received £7,620,000 in Grant in Aid and £1,500,000 from commercial activity and sponsorship. We currently employ 160 staff and welcome nearly 2 million visitors a year across the three sites, who, except at the Tower of London, visit for free.

Leeds

Our Leeds museum was purpose-built in the 1990s to display the largest part of our collection, some of which had always been in storage and never before seen by the public. The Queen opened the museum in 1996.

The museum is home to the national collection of arms and armour, and displays over 8,500 objects throughout its six themed galleries: War, Tournament, Oriental, Self-Defence, Hunting, and Peace. There is also the impressive Hall of Steel with its mass display of weapons.

We also have an outdoor arena – the Tiltyard - where live shows like the Easter tournament and falconry shows take place.

The museum is located at Leeds Dock, which is only a short distance from the centre of Leeds.



Fort Nelson

Fort Nelson is home to the Royal Armouries' collection of artillery and historic cannon – the Big Guns – with over 350 on display, including the massive 200-tonne railway gun.

This vast Victorian fortification, with panoramic views of the Solent and Meon Valley, was built in the 1860s as part of a defensive chain around Portsmouth and its vital Royal Dockyard. It is probably one of the best surviving examples of a Victorian fortress and has been restored to its original 19th-century state, together with parts of its Second World War history.

Visitors can explore 19 acres of ramparts and outer fortifications, plus secret underground tunnels and ammunition bunkers, and discover what life was like for the Victorian garrison in the barrack rooms, hospital and kitchen.

Museum galleries include The Voice of the Guns and Artillery Hall, which display an extensive collection of iconic guns from around the world, from medieval wall-smashers to 20th-century weaponry.



The Tower of London

The Royal Armouries' collection is showcased in the magnificent White Tower, the central keep and oldest part of the Tower of London.

The origins of the Royal Armouries may be traced back to the working armoury of the medieval kings of England. The first recorded visitor to the Tower Armouries was in 1498, and entry was only granted by special permission. After the restoration of Charles II in 1660, the paying public was allowed in to marvel at new displays set up to celebrate the power and splendour of English monarchy.

The Armouries is one of the ancient institutions of the Tower of London, which also included the Board of Ordnance, the Menagerie, the Royal Mint, the Jewel House, the Royal Observatory and the Tower Record Office.


Today the buildings and estate of the Tower of London are managed by Historic Royal Palaces, who also look after Hampton Court Palace and Kensington Palace amongst others.







Volunteering with us

Volunteering has played a huge part in the function of Royal Armouries in the past but we have been less able to offer opportunities more recently. Now we feel we are in a position to relaunch our volunteering opportunities and start again with a fresh look at the way we engage with volunteers.



This is an exciting time to join us as we launch our volunteering programme once again. With your support, we hope that the scheme will continue to develop and progress from strength to strength with a range of engaging and stimulating opportunities.



Royal Armouries volunteer policy

As an organisation we define volunteers as people who freely give their time to help us achieve our overall purpose. Although not bound in an employment contract, we expect all of our volunteers to sign our Volunteer Agreement (Appendix 1) at the start of each challenge to ensure that you always know what is expected of you and what you can expect from us in return for your time.

When recruiting we will create a specific volunteer challenge for volunteers to best understand the opportunities available and exactly what they entail. We will actively recruit volunteers who are suitable for the opportunity. Consideration will also be given to what the volunteer wishes to gain from the role. Volunteers give their time and expertise for many different reasons: some enjoy the social side of working with others, some want to make our collections and sites more accessible and others might want to gain new skills or for career development.

A volunteering challenge with us is a chance to:

- Boost your CV
- Gain new skills and knowledge
- Indulge your interests
- Make new friends
- Build networks
- Support our cause
- Inspire others

As a volunteer with Royal Armouries you can expect:

- A supportive and positive environment that ensures you enjoy your volunteering, underpinned by policies and procedures
- To be treated with respect and courtesy
- To be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio/economic background
- An induction and opportunities to undertake appropriate training
- A named contact for support
- Relevant and up to date information and advice
- Recognition and thanks
- Reimbursement of any reasonable out-of-pocket expenses (see Expenses)
- Equal opportunities
- Adequate public liability insurance
- Respect to your right to privacy and that of your contacts

In return we ask that you:

- Support our aims, objectives and values
- Abide by and operate within the applicable policies and procedures
- Remember that you represent Royal Armouries
- Reach a shared understanding with us summarising your role and commitment
- Are open and honest in your dealings with us
- Treat fellow volunteers and staff with courtesy and respect
- Let us know if you wish to change the nature of your contribution
- Let us know if we can improve the service and support that you receive

Royal Armouries will not take on volunteers under the following circumstances:

- To fulfil a post that exists in the museum's staffing structure as a paid post
- If there is no volunteer challenge that is suitable for the skills and experience of the volunteer
- Where there is no suitable member of staff to act as the challenge supervisor
- Where the administration costs cannot be met by the budget
- Where the applicant is under 16 years of age (if volunteer is aged 16 or 17, a young person risk assessment will be required and will be subject to safeguarding considerations)
- Where the proposed volunteering period exceeds 12 months without a new 'Authority to engage volunteers' request being completed and authorised
- Where there is a mitigating issue that may otherwise bar a challenge.



Feedback and support

We hope that your volunteering experience will be a positive one and we will commit to ensure that you have every opportunity to give us feedback and improve. When you start with us, as part of your induction, we will work with you to identify your goals and aspirations for the challenge and check in with you throughout your time with us to ensure that we are meeting your expectations.

We will communicate with you regularly via:

- Team meetings
- Email groups
- Social media (where appropriate)
- 1:1 meetings with your supervisor
- Staff and volunteering newsletters

Should you have any concerns about your challenge or your progress, please speak to your supervisor or our Volunteer Coordinator.

You will also be encouraged to complete an exit survey at the end of your challenge so that we can work to improve our opportunities in the future. When you do choose to leave us, your supervisor will provide you with a written reference that you can take with you to future employers/opportunities. Please note that further references will not be available on request.

Customer care

We are dedicated to providing information, museum services, exhibitions and activities that offer enjoyment and education for all our visitors. Our staff are committed to delivering equal, inclusive and courteous treatment for all.

The customer charter will direct the behaviour of all of our staff and volunteers and guide their approach to customer service.

We promise our visitors that we will:

- Pay due attention to their needs in all that we do
- Be courteous and professional at all times
- Offer the highest possible standards of conduct and customer service
- Ensure visitor spaces are clean, safe and accessible
- Provide adequate facilities
- Deliver accurate information to visitors to our sites and online

Behaviours

The museum has identified seven core behaviours necessary for personal and professional success. Everyone should demonstrate each of these in some way as part of their day-to-day tasks and job responsibilities.

Mutual respect	<ul style="list-style-type: none">We are inclusive through representation and consultationBelieve in what we do and celebrates itAcknowledge the expertise and specialism of othersRecognise the performance of others and says thank you
Collaboration	<ul style="list-style-type: none">We actively support and help other functionsAre aware of own function's impact on othersShare information and seek opportunities to work with others and to build trustValue and facilitate difference
Effective, open communication	<ul style="list-style-type: none">We actively communicate in a timely and targeted wayWe are open, honest and candid and challenge appropriatelyShare feelings and actively listen to othersGive and encourage upward feedback
Informed, timely decision-making	<ul style="list-style-type: none">We consult proportionately and take a pragmatic approach to workAre open-minded and prepared to discussWork to the spirit not the letterSupport decisions made despite personal views
Accountable	<ul style="list-style-type: none">Committed to completing tasks and takes responsibility for own actionsShow a willing, positive and helpful approach to workSelf-aware and respond positively to constructive feedback
Commitment and enthusiasm	<ul style="list-style-type: none">We are committed to Royal Armouries, its mission and purposeWe are enthusiastic and energeticCelebrate success and find time for funWe are inquisitive and intellectually curiousWe seek continuous improvement
Effective leadership	<ul style="list-style-type: none">We set clear and achievable objectives and confront poor performanceEncourage, motivate and support othersRespect others and considers their personal circumstancesWe are fair and consistent



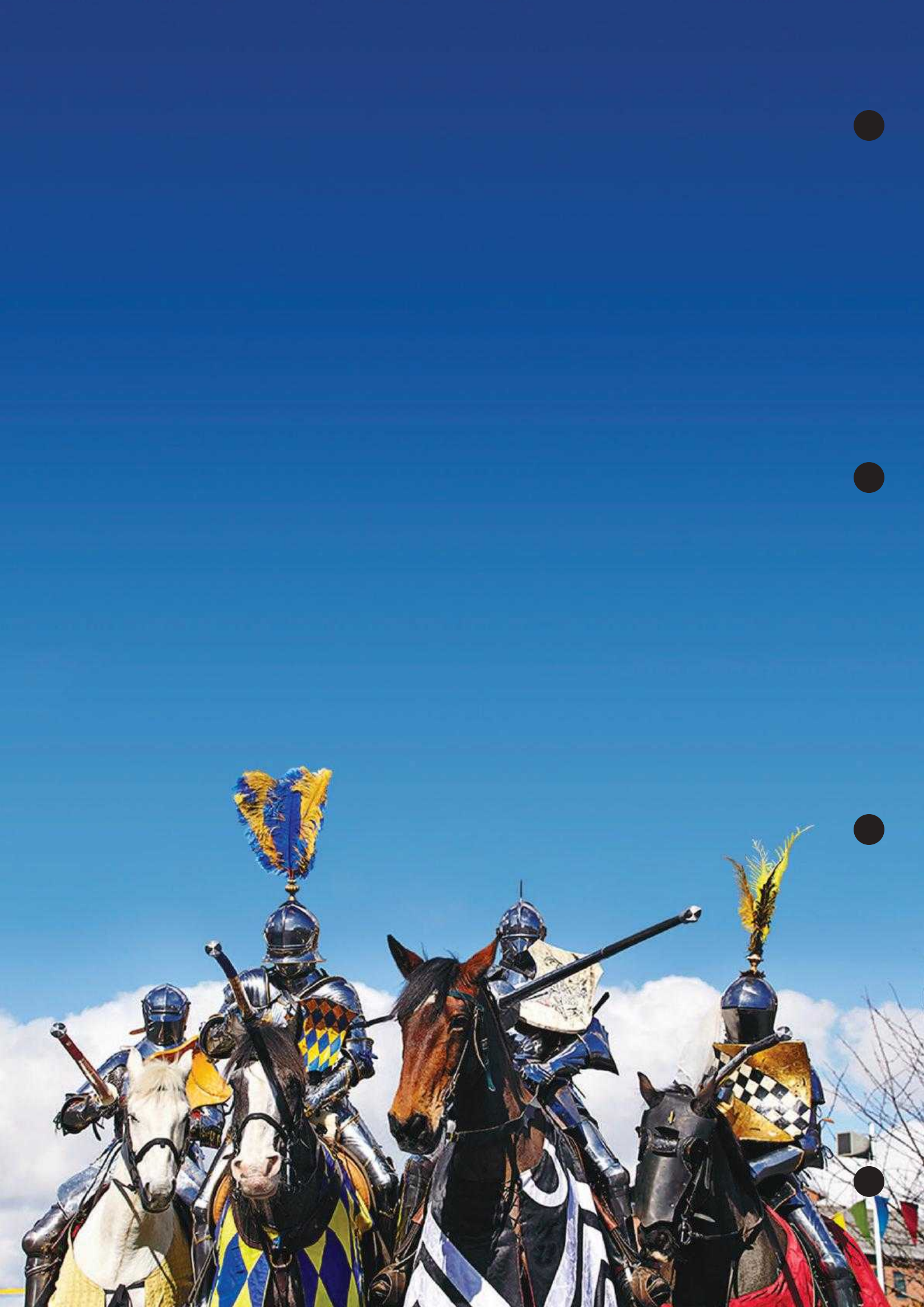
Essential Information

What you will need on your first day

Your signed Volunteer Agreement (2 copies)	<input checked="" type="checkbox"/>
Photo ID (passport, driving licence)	<input type="checkbox"/>
Your basic disclosure form (DBS) (if applicable)	<input type="checkbox"/>
Completed Personal Information form	<input type="checkbox"/>
Completed Bank Details form	<input type="checkbox"/>
Completed Health/Emergency Contact form	<input type="checkbox"/>

Your challenge supervisor

Name	<input type="text"/>
Job title	<input type="text"/>
Telephone no.	<input type="text"/>
Mobile no.	<input type="text"/>
Email address	<input type="text"/>



Important contacts / Leeds

Your challenge supervisor	Write in their number	<p>Please inform your Challenge Supervisor if you are unable to attend on a scheduled day.</p> <p>You should also inform the Security team who log staff absences.</p>
Volunteer Coordinator	0113 220 1863	
Security	0113 220 1881	<p>Please inform Security and your Challenge Supervisor if you are unable to attend on a scheduled day.</p>
Incident line	0113 246 9409	<p>Please use the incident line to check whether the museum is open in case of bad weather or public emergency.</p>
Leeds museum switchboard	0113 220 1800	
Leeds museum reception desk	0113 220 1916	

Important contacts / Fort Nelson

Your challenge supervisor	Write in their number	Please inform your Challenge Supervisor if you are unable to attend on a scheduled day.
Volunteer Coordinator	0113 220 1863	
Visitor Services Manager	01329 848 510	Please inform the Visitor Services Manager and your Challenge Supervisor if you are unable to attend a scheduled day.
Fort Nelson museum switchboard	01329 233 734	



Code of conduct

All staff and volunteers are required to abide by a code of conduct. In summary, as part of this code of conduct, we politely request that you:

- Seek to avoid conflict between private interest and public duty
- Do not abuse your position in terms of access to the museum and its collections
- Accept that you have a responsibility to uphold the Royal Armouries' reputation
- Play no part in any bribery
- Deal with the public, as far as possible, sympathetically, efficiently, promptly and without bias or maladministration

Full details can be found in the Staff Code of Conduct available on request.

What to wear

All volunteers will be made aware of how they should dress when their challenge begins; however jeans and trainers are discouraged for the majority of activities. Royal Armouries may provide a uniform if the role relates to working with visitors and education groups. Regardless you will be asked to wear appropriate clothing for the activities undertaken, for example for working outside or in temperature controlled collection stores.

Your dress code



Attendance

It is important that, should you not be able to attend your agreed shift, you let us know as soon as possible. This means that we know that you are well and that we can arrange cover if required.

If you need to change your volunteering pattern please liaise with your Challenge Supervisor.

If you cannot come in at short notice, for example due to ill-health or bad weather, please call our 24-hour security team who will log your absence. If possible please contact your Challenge Supervisor as well.

We also have an incident line. You can use this to check the status of the museum in the case of extreme events. This may be used in the case of flood, heavy snow or a security incident for example. The automated service will inform you as to whether the museum is open or closed.

We would also like to know how many hours you contribute. This allows us to demonstrate how important volunteers are to our operation and allows you to track how much time you have spent helping us. We kindly ask that you complete and keep a time-sheet to log your hours. These should be regularly submitted to your challenge supervisor.

Complaints

If a volunteer wishes to make a complaint, it will be taken seriously and with confidentiality. In the first instance, it should be discussed with your Challenge Supervisor and notes made. If this does not resolve the matter, you or your Challenge Supervisor may wish to discuss the issue with HR or the Volunteer Coordinator (c/o Visitor Services Manager). Should the volunteer not wish to discuss this matter with their supervisor due to the nature of the complaint, they should be encouraged to speak to the Volunteer Coordinator (c/o Visitor Services Manager) in the first instance.

Discounts

Volunteers are entitled to 25% discount in our museum shops at Leeds and Fort Nelson. You will also receive a 15% discount in the cafes at the Leeds museum. You will also be entitled to a free ticket to Royal Armouries events and a concessionary rate for additional tickets. You will need to present your volunteer pass at the till to receive these discounts.

Claiming expenses

As a volunteer, you are eligible to apply for reasonable expenses for your time contributed to Royal Armouries. Only 'out of pocket' expenses will be reimbursed. This means reimbursing against receipts, bus tickets or mileage etc. Travel cards for public transport may be partially or fully reimbursed depending on use and cost over period of use.

Car mileage and public transport can be claimed for reasonable distances to and from the museum and you are entitled to claim up to £10 per day. Car park expenses will not be reimbursed.

Travel and subsistence expenses for lunch etc may be reimbursed if incurred as a result of tasks away from your main site. This should be agreed with your Challenge Supervisor before requesting a claim.

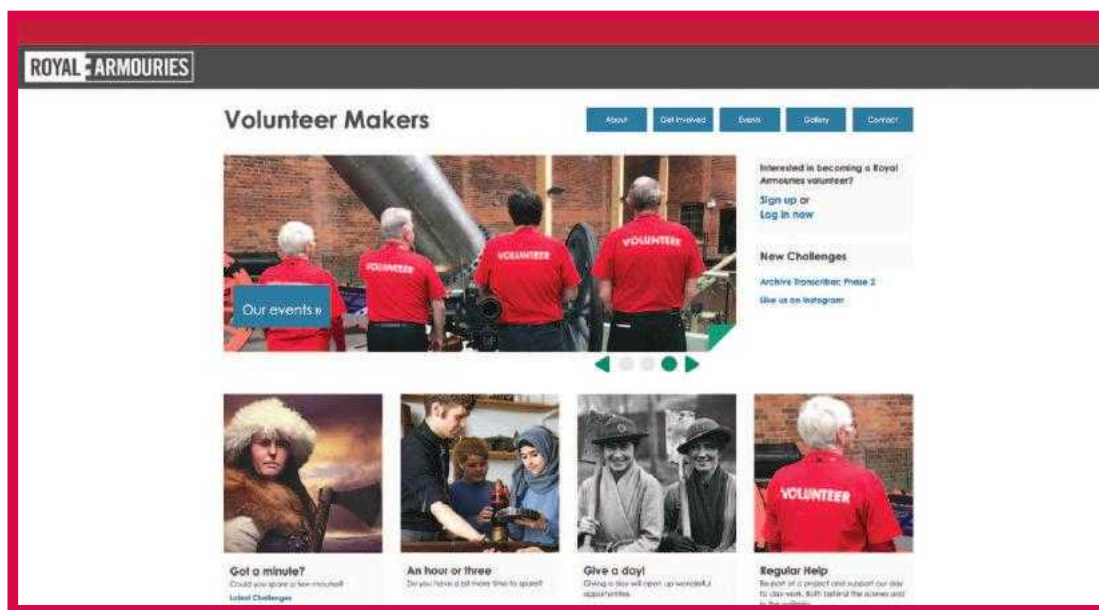
Claims should be made on the forms attached as Appendix 4. All forms should be submitted to and signed off by your Challenge Supervisor. Expenses are processed every Friday and will be paid into your account the following Friday at the latest. Please ensure you retain any receipts and submit them with your claims form.



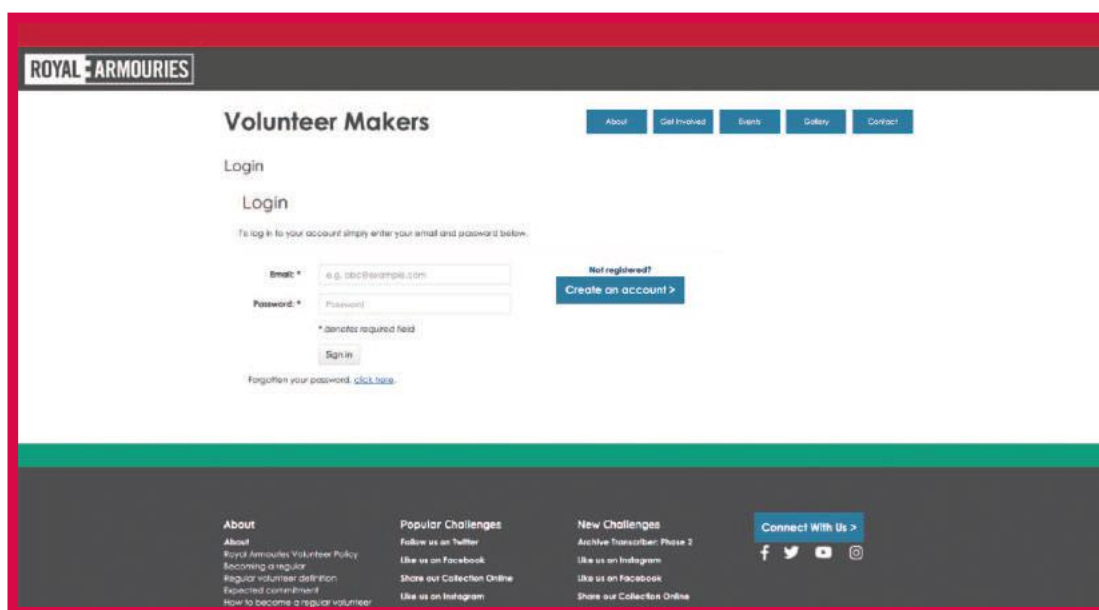
Volunteer Makers online system

You may already be aware of our new online volunteering system. Here you can change your details, accept new challenges and log your hours. If you are unsure of how to use these pages, speak with your Supervisor who will go through the process with you, and update anything on your behalf if required.

If you haven't already you can sign up at royalarmouries.volunteermakers.org



You can log your time and complete challenges through your account by visiting royalarmouries.volunteermakers.org/my-account/accepted-challenges



Policies and procedures

The following Royal Armouries policies and procedures will relate to your role as a volunteer. Your Challenge Supervisor will provide you with other documents that may relate to your role. If you would like further details or additional documents not listed here please speak to your Challenge Supervisor.

Equality and diversity

The Royal Armouries believes in the provision of equality of opportunity and has a commitment to providing transparent, meaningful, educational access and linked services to all.

Our objective is to have a diverse workforce and to ensure equal and appropriate treatment in employment. We aim to:

- Provide fair access to volunteering and employment opportunities regardless of age, disability, ethnic origin, gender, marital status, religion, sexual orientation, or any other grounds not bearing on a person's ability or potential.
- Provide fair access to learning and development opportunities and encourage and support staff and volunteers in fulfilling their potential
- Provide a safe and accessible working environment that values and respects the individual and is free from discrimination, harassment and victimisation

Access for all

Royal Armouries is committed to facilitating access to all its sites, services, collections and information for the purposes of education, research and enjoyment, within the reasonable constraints of resources, conservation and security.

Royal Armouries understands that different users have different needs and recognises that there are many potential barriers to access. Royal Armouries is committed to identifying and removing or reducing these barriers in order to offer an inclusive service to all its users, including staff and volunteers.

If you have any queries or suggestions you can contact the site access champion. Your site access champion is:

Write in their name & contact details

Health and safety

The Royal Armouries is dedicated to health, safety and environmental issues as a fundamental part of our work and strive to continually improve standards and practice in line with legislation and customer requirements.

As a volunteer at the Royal Armouries, you have a duty to take reasonable care of yourself and others and cooperate with management on all aspects of health and safety. The Royal Armouries will provide all staff and volunteers with the information and training needed to carry out their roles safely.

Please ensure that you are aware of, cooperate with and follow all Royal Armouries policy documents and emergency arrangements.

Relevant documents will be available to you at your induction or on request.

Please ensure that you report all accidents, near misses or damage to equipment/property to your challenge supervisor and prepare to cooperate with any investigations as required.

You must refrain from deliberate acts or interference with anything provided in the interests of health, safety and welfare and carry out your tasks in a safe manner, following any instructions or Safe Systems of Work. Should you identify a situation that may pose a hazard, please report to the person-in-charge.

If you are in any doubt or have any questions or concerns, please contact the Health and Safety Team:

Write in their name & contact details

Harassment and bullying

Royal Armouries will not tolerate any form of harassment or bullying, and aims to ensure all staff and volunteers are treated with dignity and respect and free from harassment or other forms of bullying at work.

Harassment is any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of affecting a member of staff's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Bullying is offensive, intimidating, malicious or insulting behaviour which, through the abuse or misuse of power, makes the recipient feel vulnerable, upset, humiliated and threatened.

If you consider that you are being bullied or harassed and you feel able to, you should initially attempt to resolve the problem informally, explaining clearly to the person responsible that their behaviour is not welcome and that it offends you or makes you uncomfortable. If this is too difficult or embarrassing for you to do on your own, you should seek support from your Challenge Supervisor, Volunteer Coordinator, or the Human Resources department. The Human Resources department will provide confidential advice and assistance to those who believe they have been bullied or harassed and will offer to assist in the resolution of any problems, whether through informal or formal means.

Safeguarding

The Royal Armouries welcomes many children, young people and vulnerable adults to its sites each year, and others use it via outreach visits, the website www.royalarmouries.org, online learning and publications, etc. As an organisation the Royal Armouries is committed to safeguarding the young and vulnerable people who use its sites, services and facilities and promoting the welfare of children, young people and vulnerable adults.

During your challenge, you will receive basic safeguarding training and procedures, during your induction, the Safeguarding Policy will be introduced to you which includes how to report incidents and areas of concern.

Depending on your volunteer challenge, you may require a DBS certificate once a role has been accepted. This will be communicated during recruitment.

Site Designated Safeguarding Officers (DSOs):

Write in their name & contact details

The Safeguarding Policy will be available to you at your induction or on request.

Smoking

The Royal Armouries believes that its visitors, volunteers and employees have the right to operate in a smoke-free environment. All 3 sites are smoke-free zones. This also applies to e-cigarettes.

At all sites there are designated smoking areas. These can be pointed out to you at your induction.

Leeds – There is a smoking shelter by the outdoor arena.

Fort Nelson – There is a smoking area by the Lower West Gate.

Tower of London – Smoking is only permitted outside within the inner and outer wards.

Using IT and social media

The internet increasingly forms a part of daily life for many people providing them with a number of social networking opportunities.

The Royal Armouries recognises that staff and volunteers as individuals have the right to freedom of expression in new and social media. However when staff and volunteers clearly associate themselves with the Royal Armouries and/or discusses their work or challenge online they are expected to behave in an appropriate manner and in ways consistent with the Royal Armouries' values and regulations. It is the Royal Armouries' policy to ensure that any social media coverage involving the Royal Armouries is accurate, fair and wherever possible, positive; and at all times to be conducted in alignment with digital policies.

If you use IT facilities as part of your challenge, please be aware that this is conditional on acceptable usage. Acceptable use of the Royal Armouries' IT facilities is lawful, reasonable and raises no unnecessary risks or security threats for the Royal Armouries.

The IT Usage Policy will be available to you at your induction or on request.

Signing Into the building

Signing into the building is extremely important. We need to be able to quickly identify if and where you are on site in the case of emergency. Your Challenge Supervisor will explain the signing in procedure for your particular department at your induction.

Your sign-in procedure is:

Write in their name & contact details

Please ensure that you follow this procedure at all times for your own safety.



Emergency evacuation / Leeds

As part of your induction, your challenge supervisor will walk and talk you through what to do in the event of an emergency evacuation. This will be specific to your place at work but please see below and overview of our fire and evacuation procedures:

Fire procedures

If you spot a fire

You should raise the alarm by breaking the nearest alarm glass point and/or shouting to anyone who may be in the area. A staff member may also radio or call Security on 1881 and provide further details if it is safe to do so.

A staff member may fight the fire using an extinguisher if it is safe to do so.

If you believe that the automatic sensors did not detect the fire you should report this to a staff member once you are in a place of safety.

If you hear the 'Blacksmith' message

You should be aware that an evacuation may be imminent. Do not attempt to evacuate at this point.

If you hear the 'Evacuation' alarm

You are to evacuate the museum and make your way to Fire Assembly Point 1. Remain with your department and ensure your designated Fire Warden checks you off their rollcall list.

Emergency evacuation / Fort Nelson

As part of your induction, your challenge supervisor will walk and talk you through what to do in the event of an emergency evacuation. This will be specific to your place at work but please see below and overview of our fire and evacuation procedures:

Fire procedures

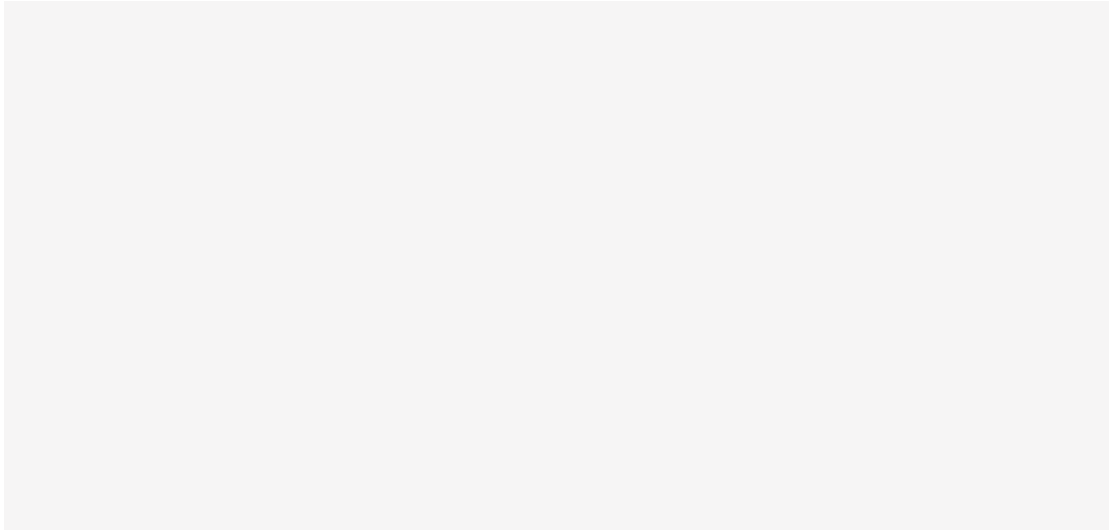
In advance all staff should:

- Understand the fire evacuation procedure as defined on the fire action notice
- Recognise the sound of the evacuation alarm
- Know at least two different routes out of the building from their regular workplace
- On hearing the alarm or being told to leave the building:
 - Remain calm
 - Shut down hazardous operations if safe to do so
 - Close all windows and doors
 - Leave the building at once, quickly and calmly, by the nearest available route
 - Alert anyone who does not appear to have heard the alarm
 - Help people who are less mobile
 - In non-public areas, staff should check toilets, stores, workshops etc in their vicinity. In public areas Visitor Services Assistants will evacuate all visitors
 - Once outside go directly to the designated assembly point at Mallet's Mortar, or alternative point, as and when designated by Duty Manager
 - Keep away from entrances and roads to avoid hampering emergency services
 - Keep away from the structure
 - Report to the Duty Manager. Inform if you are aware of any missing personnel
 - Do not re-enter the building unless you are told it is safe to do so
 - Commercial staff will liaise with Duty Manager in order to keep evacuated visitors informed

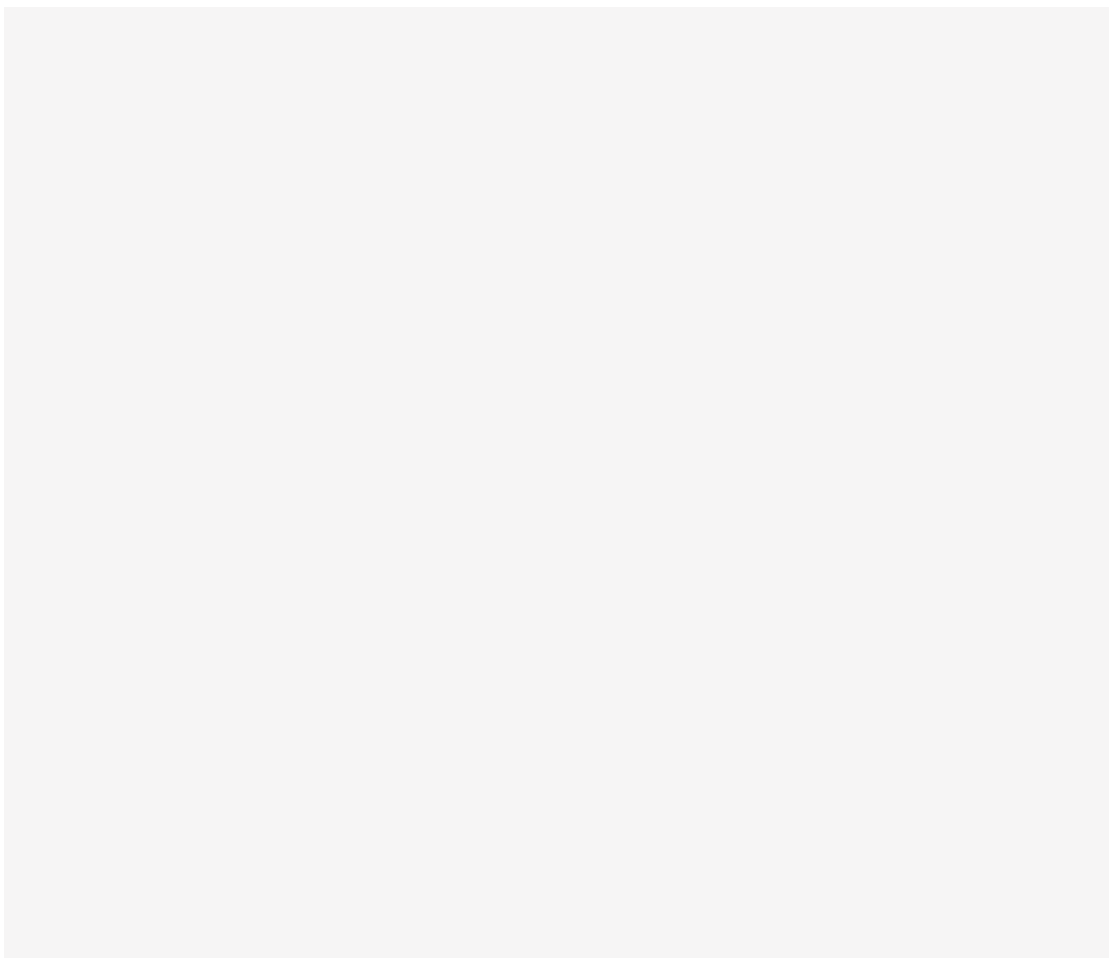
If an evacuation is necessary without the use of an alarm then it is done in the same manner with the front of house staff verbally passing the alarm message.



Your challenge



Meet the team



Glossary of terms

Term	Definition
Safeguarding	Promoting of welfare and protection from harm of children and vulnerable adults.
Volunteer	Volunteers freely give their time to an organisation and, although not bound by a contract of employment, should sign a Volunteer Agreement at the start of their challenge.
Work/student placement	Placements are often undertaken during University courses and are structured, often with some form of integral assessment.
Work experience	Short-term experience for pupils still in education – usually, but not limited to, students aged 15-16. Work is often shadowing as opposed to robust tasks.
Unpaid Internship/traineeship	Longer-term experience for students or trainees to work to gain experience or towards a qualification. This will mainly be taken outside of the University term and interns/trainees will be set tasks to contribute to company projects. Contracts may be required for these roles.

Skills diary

Date	Challenge activity or training	Skills/knowledge gained

Skills diary

Date	Challenge activity or training	Skills/knowledge gained

Royal Armouries volunteer agreement

As a volunteer with Royal Armouries you can expect:

- A supportive and positive environment that ensures you enjoy your volunteering
- To be treated with respect and courtesy
- To be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio/economic background
- An induction and opportunities to undertake appropriate training
- A named contact for support
- Relevant and up to date information and advice
- Recognition and thanks
- Reimbursement of any reasonable out-of-pocket expenses as detailed in the Volunteer Policy and Procedures
- Equal opportunities
- Adequate public liability insurance
- Respect to your right to privacy and that of your contacts

In return we ask that you:

- Support our aims, objectives and values
- Abide by and operate within the applicable policies and procedures
- Remember that you represent Royal Armouries
- Reach a shared understanding with us summarising your role and commitment
- Are open and honest in your dealings with us
- Treat fellow volunteers and staff with courtesy and respect
- Let us know if you wish to change the nature of your contribution
- Let us know if we can improve the service and support that you receive
- Read and acknowledge the below statements:
 - I have read and agree to the Royal Armouries Volunteer Policy
 - I will respect the confidentiality of information that I may come into contact with during my challenge in relation to the Data Protection Act
 - I have been suitably advised with regard to health and safety matters at Royal Armouries and will ensure to take reasonable care for myself and others
 - I agree to undertake any necessary training as required by statute
 - I understand that the Royal Armouries may choose to undertake a Standard Disclosure (depending on the nature of the challenge) and that my challenge may end or change in nature as a result of the disclosure
 - I understand that my photograph may be taken from time to time during my volunteering challenge and that the Royal Armouries will ask my permission before using the images for advertising/promotional purposes. I will inform the Royal Armouries if I do not wish to have my photograph taken

Volunteer signature

Date

Supervisor signature

Date

Royal Armouries volunteer agreement

(Royal Armouries copy)

As a volunteer with Royal Armouries you can expect:

- A supportive and positive environment that ensures you enjoy your volunteering
- To be treated with respect and courtesy
- To be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio/economic background
- An induction and opportunities to undertake appropriate training
- A named contact for support
- Relevant and up to date information and advice
- Recognition and thanks
- Reimbursement of any reasonable out-of-pocket expenses as detailed in the Volunteer Policy and Procedures
- Equal opportunities
- Adequate public liability insurance
- Respect to your right to privacy and that of your contacts

In return we ask that you:

- Support our aims, objectives and values
- Abide by and operate within the applicable policies and procedures
- Remember that you represent Royal Armouries
- Reach a shared understanding with us summarising your role and commitment
- Are open and honest in your dealings with us
- Treat fellow volunteers and staff with courtesy and respect
- Let us know if you wish to change the nature of your contribution
- Let us know if we can improve the service and support that you receive
- Read and acknowledge the below statements:
 - I have read and agree to the Royal Armouries Volunteer Policy
 - I will respect the confidentiality of information that I may come into contact with during my challenge in relation to the Data Protection Act
 - I have been suitably advised with regard to health and safety matters at Royal Armouries and will ensure to take reasonable care for myself and others
 - I agree to undertake any necessary training as required by statute
 - I understand that the Royal Armouries may choose to undertake a Standard Disclosure (depending on the nature of the challenge) and that my challenge may end or change in nature as a result of the disclosure
 - I understand that my photograph may be taken from time to time during my volunteering challenge and that the Royal Armouries will ask my permission before using the images for advertising/promotional purposes. I will inform the Royal Armouries if I do not wish to have my photograph taken

Volunteer signature

Date

Supervisor signature

Date

I certify that the expenses claimed have been wholly and necessarily incurred by me for the purposes of volunteering on the dates overleaf.

Volunteer name	
Signature	
Date	

Claim verified and approved

Manager name	
Signature	
Date	

Approved for payment

Budget code	
Budget holder name	
Signature	
Date	

I certify that the expenses claimed have been wholly and necessarily incurred by me for the purposes of volunteering on the dates overleaf.

Volunteer name	
Signature	
Date	

Claim verified and approved

Manager name	
Signature	
Date	

Approved for payment

Budget code	
Budget holder name	
Signature	
Date	

Personal information / Confidential / 1

Surname	Forename								
Address									
Postcode									
Telephone no.									
National Insurance no.									

Next of kin

Surname	Forename
Relationship	
Address	
Postcode	
Telephone no.	

Personal information / Confidential / 2

Person to be contacted in case of emergency

(if different from above)

Surname

Forename

Relationship

Address

Postcode

Telephone no.

Emergency health information / Confidential / 1

The information on this form is confidential. It will be kept in a secure place and used only to assist your emergency treatment in the case of an accident or, with your agreement, your general health, safety and welfare at work.

Completion of the form is entirely voluntary. If you decide that you would like to fill it in, please use block capitals.

Personal details

Surname	Forename
Address	
Postcode	
Telephone no.	

1. Health information

Do you suffer from any permanent medical condition, or have a disability?	Yes	No
If 'yes' please state below the name/nature of the condition or disability (e.g. diabetes, angina, epilepsy, asthma, hypertension, etc)		

Emergency health information / Confidential / 2

Do you regularly use, or carry with you, medication of any kind? If 'yes' please give details below		Yes	No
Name of medication		Name of medication	

2. Allergies

Are you allergic to any medication? (e.g. aspirin, paracetamol, penicillin etc.) If 'yes' please give details below		Yes	No
Name of medication			

Do you have any general allergies? (e.g. bee-stings, dust/hayfever, nuts or other foodstuffs etc) If 'yes' please give details below		Yes	No
Allergies			

Emergency health information / Confidential / 3

3. Daytime emergency contact

Name

Relationship

Daytime phone no.

Mobile phone no.

4. Your doctor

Doctor's name

Address

Phone no.

5. Other information

Please give below any other personal information that you think we need to help us ensure your health, safety and welfare at work.

Signature

Date





Bank details / Confidential

Complete in block capitals and return to Human Resources Department

Surname

Forename

By direct credit transfer to a bank account

Name of bank

Branch address

Account number

Sort code

Account name

By direct credit transfer to a national Girobank account

Giro account number

By direct credit transfer to a building society account

Name of building society

Branch address

Type of account

Roll or account number

Sort code

Please transfer the payment of my expenses to the above bank or building society. I have checked that I will have access to my money on pay day and I accept that the Royal Armouries cannot be held responsible for any delays within the bank or building society.

Signature

Date