Volunteer Handbook
HELLO AND WELCOME TO THE ROYAL ARMOURIES VOLUNTEERING TEAM.

Thank you very much for taking part in one of our prestigious volunteer assignments. We are very glad that you have decided to volunteer with us here at Royal Armouries. Your time, enthusiasm and commitment to our cause is 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 excite and educate the public about arms and armour, aiming to provide public benefit through interaction with the collections. Through volunteering, we hope to engage and encourage participation and create further opportunities for involvement in our activities.

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

Best Wishes

Jessica Hardy
Volunteer Coordinator
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An Introduction to 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.

Its origins lie in the Middle Ages: its celebrated core collection originating in the nation’s working arsenal, 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.

The 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, it received £7,620,000 in Grant in Aid and £1,500,000 from commercial activity and sponsorship. It currently employs 160 staff and receives nearly 2 million visitors a year across the three sites, who, except at the Tower of London, visit for free.

Leeds

The Royal Armouries in Leeds is a multi-million pound purpose-built museum that opened to the public on 30th March 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, and the outside Tiltyard where live shows take place.
The Royal Armouries Museum is located at Leeds Dock, which is only a short distance from the centre of Leeds, West Yorkshire.

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

Royal Armouries is located in the White Tower, the central keep and oldest part of the Tower of London.

The origins of the 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.
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 assignment 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 assignment 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 assignment 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 assignment that is suitable for the skills and experience of the volunteer
- Where there is no suitable member of staff to act as the assignment 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 being completed and authorised
- Where there is a mitigating issue that may otherwise bar an assignment.
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 assignment 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 assignment or your progress, please speak to your supervisor or Volunteer Coordinator.

You will also be encouraged to complete an exit survey at the end of your assignment 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 no further references will be available on request).

Customer Care

We are dedicated to providing information, museum services, exhibitions and activities that provide 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**
- We are inclusive through representation and consultation
- Believe in what we do and celebrates it
- Acknowledge the expertise and specialism of others
- Recognise the performance of others and says thank you

**Collaboration**
- We actively support and help other functions
- Are aware of own function’s impact on others
- Share information and seek opportunities to work with others and to build trust
- Value and facilitate difference

**Effective, open communication**
- We actively communicate in a timely and targeted way
- We are open, honest and candid and challenge appropriately
- Share feelings and actively listen to others
- Give and encourage upward feedback

**Informed, timely decision-making**
- We consult proportionately and take a pragmatic approach to work
- Are open-minded and prepared to discuss
- Work to the spirit not the letter
- Support decisions made despite personal views

**Accountable**
- Committed to completing tasks and takes responsibility for own actions
- Show a willing, positive and helpful approach to work
- Self-aware and respond positively to constructive feedback

**Commitment and enthusiasm**
- We are committed to Royal Armouries, its mission and purpose
- We are enthusiastic and energetic
- Celebrate success and find time for fun
- We are inquisitive and intellectually curious
- We seek continuous improvement

**Effective leadership**
- We set clear and achievable objectives and confront poor performance
- Encourage, motivate and support others
- Respect others and considers their personal circumstances
- We are fair and consistent
Essential Information

What you will need on your first day

- A form of photo ID such as passport or driving licence - if you have not already done so
- Your Basic Disclosure form (DBS) - if applicable
- Completed personal information forms in Appendix 5
- Expenses reimbursement Method of Payment form in Appendix 5
- A signed Volunteer Agreement

Important Contacts - Leeds

Security – 0113 220 1881

(Please inform security and your assignment supervisor if you are unable to attend a scheduled day)

Incident Line – 0113 246 9409

(Please use the incident line in incidences of emergency or bad weather to find out if the museum is open)

Volunteer Coordinator (c/o Visitor Services Manager) – 0113 220 1863

Leeds Museum Switchboard – 0113 220 1800

Leeds Museum Front of House – 0113 220 1916

Important Contacts – Fort Nelson

Visitor Services Manager – 01329 848 510

Fort Nelson Main Line - 01329 233 734

Your Assignment Supervisor

Name: __________________________________________________________

Title: __________________________________________________________

Tel: __________________________________________________________

Email: _________________________________________________________
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
(Full document available on request)

What to Wear

All volunteers will be made aware of how they should dress when their assignment 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.

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 assignment supervisor.

If you cannot come in at short notice, due to ill-health or bad weather for example, please contact your assignment supervisor if you can and call our 24 hour security team on 0113 220 1881 as soon as possible.

We also have an incident line at the museum (0113 246 9409). 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 that 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 monthly hour's log (Appendix 3) which should be submitted regularly to your assignment 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 assignment supervisor and notes made. If this does not resolve the matter, you or your assignment supervisor may want 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 on-site shops at Leeds Armouries and Fort Nelson. You will also receive a 15% discount in the Leeds Museum Bistro. 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 pass 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 Assignment 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 assignment 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.
Policies and Procedures

The following Royal Armouries policies and procedures will relate to your role as a volunteer. Your Assignment 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 Assignment 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 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.

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 assignment 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, please contact the Health and Safety Team -

Cath Shaw (Health and Safety Coordinator) – Ext. 1817

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 Assignment 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.royal armouries.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 assignment, you will receive basic safeguarding training and, 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 assignment, you may require a DBS certificate once a role has been accepted. This will be communicated during recruitment.

**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 Craft Court Stores Buildings.
- 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 assignment 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 assignment, 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 assignment supervisor will explain the signing in procedure for your particular department at your induction.

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

As part of your induction, your assignment 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 evacuation procedures -

Leeds

The Fire alarm activates in two stages:

- First stage of evacuation

On raising the alarm, you will activate the First Coded message to all areas within the museum:

"WILL THE BLACKSMITH PLEASE REPORT TO THE WINDSOR GALLERY"

This message will be repeated every 20 seconds, for a period of up to two minutes.

On hearing the first coded message ALL staff are to be aware that an evacuation may take place.

- Second stage of evacuation

After two minutes, or when two detectors or one break glass point are activated simultaneously, the following Second Coded message will be activated to all areas of the museum:

"THIS IS A SAFETY ANNOUNCEMENT, PLEASE LEAVE THE MUSEUM AS QUICKLY AND QUIETLY AS POSSIBLE BY THE NEAREST AVAILABLE ROUTE"

On hearing this message, ALL staff and visitors are to evacuate the museum and make their way to the Fire Assembly Points.

- Staff/Volunteer Fire Assembly point location - Tiltyard ASSEMBLY POINT 1
- Visitor Fire Assembly point location – Tiltyard ASSEMBLY POINT 3 (clearly defined by large green fire signs.)
- On evacuation stage, if your nominated Fire Warden/Deputy is not on your floor, the last person out MUST take the Fire Warden's jacket/roll call register to the Staff Assembly point.
- All staff are to be aware of the Fire Warden's duties – you may be called upon to act as a Fire Warden at any time.
- Do not contact Security Control unless as specified in the procedure – keep radio traffic to a minimum at all times.
- Once at your evacuation point you must stay in this area until you receive further instruction.
Fort Nelson

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.
Skills Diary

We hope that, during your time with us, you will be able to gain new skills and experience that will be useful for you in your future endeavours. This section allows you to record your new skills for future reference.

<table>
<thead>
<tr>
<th>Date</th>
<th>Assignment Activity or Training</th>
<th>Skills/knowledge Gained</th>
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<td>Term</td>
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<tr>
<td>Safeguarding</td>
<td>Promoting of welfare and protection from harm of children and vulnerable adults.</td>
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<tr>
<td>Volunteer</td>
<td>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 assignment.</td>
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</tr>
<tr>
<td>Work/student Placement</td>
<td>Placements are often undertaken during University courses and are structured, often with some form of integral assessment.</td>
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<tr>
<td>Work Experience</td>
<td>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.</td>
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</tr>
<tr>
<td>Unpaid internship/traineeship</td>
<td>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.</td>
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APPENDIX 1 – 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 assignment 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 assignment) and that my assignment 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 assignment 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: ...........................................
# APPENDIX 3 - Monthly Hours Log

**MONTHLY HOURS LOG - VOLUNTARY ASSIGNMENTS**

<table>
<thead>
<tr>
<th>DATE</th>
<th>DAY</th>
<th>ARRIVAL TIME</th>
<th>DEPARTURE TIME</th>
<th>HOURS VOLUNTEERED</th>
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<tbody>
<tr>
<td>1</td>
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**PERSONAL DETAILS**

- MONTH/YEAR
- NAME
- ASSIGNMENT
- LOCATION
- DEPARTMENT
- SUPERVISOR

**VOLUNTEER SIGN**

DATE

**SUPERVISOR SIGN**

DATE

Please return 1 copy of this form to your Assignment Supervisor and 1 copy to the Volunteer Coordinator.

Please request further copies
## APPENDIX 4 – Expenses Claim Form

**Leeds Volunteer Expenses Claim Form – Mileage**

<table>
<thead>
<tr>
<th>Date</th>
<th>Projects contributed to</th>
<th>Total mileage</th>
<th>Rate</th>
<th>Amount claimed</th>
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</table>

**Total claim**

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

Volunteer Name:

Volunteer Signature:

Date:

**Claim verified and approved**

Manager Name:

Manager Signature:

Date:

**Approved for payment budget code =**

Budget Holder Name:

Budget Holder Signature:

Date:
# Volunteer Expenses Claim Form – Public Transport

<table>
<thead>
<tr>
<th>Name</th>
<th>Department</th>
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</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Projects contributed to</th>
<th>Transport method (Receipts attached)</th>
<th>Amount claimed</th>
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<tbody>
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**Total claim**

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

Volunteer Name:
Volunteer Signature:
Date:

**Claim verified and approved**

Manager Name:
Manager Signature:
Date:

**Approved for payment budget code =**

Budget Holder Name:
Budget Holder Signature:
Date:
## APPENDIX 5 – Personal Information

Complete in block capitals and return to Human Resources Department

### Method of Payment - Expenses

<table>
<thead>
<tr>
<th>SURNAME</th>
<th>FORENAMES</th>
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### 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 (Investment, Share or Cheque/Savings)

Roll or Account Number

Sort Code (For Cheque/Savings Accounts)

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.

Signed ___________________________ Date: ___________________
### Personal Information

<table>
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<tr>
<th>FORNAME</th>
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<td>Post Code:</td>
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<td>Telephone No</td>
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Signed: ___________________________ Date: ___________________________
Emergency Health Information

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.*

1. **PERSONAL DETAILS**

Your Name: .................................  Date of Birth: .................

Address: .................................................................................

..............................................................................................

2. **HEALTH INFORMATION**

a) Do you suffer from any permanent medical condition, or have a disability?  Yes/No
(e.g. diabetes, angina, epilepsy, asthma, hypertension, etc.)

If “yes” please state below the name/nature of the condition or disability.

..............................................................................................

b) Do you regularly use, or carry with you, medication of any kind?  Yes/No

If “yes” please give details below.

Name of medication: ....................................................................
3. ALLERGIES

a) Are you allergic to any medication?  Yes/No
   (e.g. aspirin, paracetamol, penicillin etc.)
   If “yes” please give name of medication below.

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

4. DAYTIME EMERGENCY CONTACT

Name: ........................................... Daytime Phone No.: ..............................

Daytime Address: ..............................................................
Name: .................................................. Phone No.: ........................................

6. 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.

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SIGNATURE: .................................................. DATE: ........................................