



VOLUNTEER HANDBOOK

ALL YOU NEED TO GET STARTED

INTRODUCTION TO THIS HANDBOOK

This handbook provides volunteers with guidance and key information whilst volunteering with ISEP. You can find the following chapters:

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HELLO!

Welcome to our Volunteer Handbook. Firstly, I would like to say an enormous thank you to every ISEP volunteer. We are very aware that you give up time from very busy lives to help ISEP in all sorts of ways. With your passion and energy, we are able to do what we do.

This handbook helps you to understand the volunteer role that you can play at ISEP, and how this aligns to our wider strategy and goals.

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

Sarah Mukherjee MBE, CEO ISEP

ABOUT US

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

We're committed to supporting, encouraging and improving the confidence and performance of everyone in the profession, 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.

Key contacts

As a volunteer, you will be given a named contact and email address at ISEP. This will vary depending on the volunteer role that you take on.

If you want to reach out before you have that contact, please email **volunteer@isepglobal.org**

WHY VOLUNTEER

What are the benefits?



WHY VOLUNTEER?

ISEP volunteers have a voice in our membership engagement globally. They champion the work of our members and help create the partnerships needed to support the shift to a sustainable economy.

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

Together, we can work towards ISEP's goal of transforming the world today for a sustainable future.

DEFINITIONS

A Co-Chair is one of two people who jointly Chair the group.

A Vice-Chair sits below the Chair (or Co-Chairs) to assist with duties and take responsibility when the Chair (or Co-Chairs) are on leave.

THE VALUE OF THE VOLUNTEER ROLE

We recognise our volunteers dedicate time to provide value and connection for members in the community. As an ISEP volunteer, you will gain:

RECOGNITION

1. A LinkedIn credential and volunteer badge.
2. Access to designated volunteer events.
3. Opportunities to add your bio to the relevant webpage.
4. Recognition by ISEP of your volunteer input.
5. A reference for your role as a volunteer upon request, subject to you upholding the Volunteer Agreement.

VISIBILITY AND PROFILE

6. A volunteer profile that is visibly associated with a globally recognised sustainability and environment body.
7. Adding value to the environment and sustainability community.
8. Opportunity to create a lasting impactful legacy.

PERSONAL DEVELOPMENT

9. Development of transferable skills in different settings and with a variety of stakeholders.
10. CPD hours and experience to support your professional membership journey.
11. Increased knowledge and networking opportunities.

OUR ASK

AS A VOLUNTEER, YOU SHOULD:

1. Aim to attend the majority of virtual meetings per year, depending on the group that you are volunteering for.
2. Strive for the best that you can do and complete your volunteering activities with dedication and commitment.
3. Be positive about and support the work of ISEP, and be mindful of your role as an ambassador of ISEP.
4. Be reliable, responsive and responsible, and inform your ISEP contact of any activity you are involved with as an ISEP volunteer.
5. Follow and operate within the policies and procedures of ISEP, including Health and Safety and Equal Opportunities, and any forthcoming policies or documentation.
6. Maintain confidentiality of ISEP's activity, the people in our care, our team and our procedures.
7. Act responsibly and within the law.
8. Develop and maintain good relationships with other volunteers, staff and members.
9. Provide open and honest feedback, whilst respecting the views of others.
10. When representing ISEP as a volunteer, we ask that you abide by our **ISEP Code of Professional Conduct**.
11. Where relevant, we ask that you to follow the ISEP branding guidelines and Digital Accessibility Checklist, which are linked from the Volunteer Hub.



WHAT TO EXPECT FROM ISEP

1. A named contact at ISEP for queries and general support.
2. Induction information, including how the institute works.
3. Appropriate resources and support for your activities.
4. Professional Indemnity and Public Liability insurance for any formal volunteers whilst undertaking volunteering for ISEP. Personal equipment, belonging and travel is not insured.
5. Reimbursement of expenses incurred in volunteering activities which shall be reviewed by ISEP, such as reasonable travel expenses to an ISEP event at which you are volunteering. All ISEP Volunteer expenses must be agreed in writing with your ISEP contact in advance of spending.
6. Updates on how your volunteering activities are making a difference.
7. ISEP will provide onboarding information for volunteers, as well as training on how to represent ISEP externally at events or meetings.
8. Updates of changes to any relevant ISEP or volunteering policies.

OPPORTUNITIES TO SUPPORT ISEP

This Handbook covers the formal ISEP volunteer roles that you can apply for. However, there are other ad-hoc opportunities for you to support ISEP, which could include, but are not limited to:

- Contributing to ISEP publications.
- Writing blogs or articles for ISEP or our magazine, Transform.
- Speaking at ISEP events or webinars.
- Joining a short-term advisory group or community of practice.

We recommend you keep an eye on your newsletter communications with us to keep up to date with any such opportunities.

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VOLUNTEER OPPORTUNITIES AND EXPECTATIONS

What can you do?



Within ISEP there are the following volunteer opportunities. Each area has slightly different terms of reference, so please look through the opportunities below:

Global Networks

Supporting ISEP's voice and member engagement across the globe.

Global Networks champion local members, deliver informative sessions, and offer practical advice across a diverse range of topics.

Policy Networks

Advocating for public policy that will enhance the natural environment.

Policy Networks help our ISEP members understand what the changing policy and regulatory landscape means for them.

Green Careers Hub

A mission to ensure a more sustainable future through green skills and jobs.

The Advisory Group guides the future direction and development of the Green Careers Hub by providing insights, ideas, and feedback.

Fellows Network

The Fellows Network represents ISEP's highest membership level.

Fellows demonstrate their competence at the pinnacle of this professional environment and the Network helps to share expertise and insights across the Fellowship.

Full Member Assessor Group

An advisory role in Assessor standardisation and accountable to the Professional Standards Committee.

The group's purpose is to support the executive with the recruitment and development to Full member and Chartered Environmentalist Assessors.

+ also, Advisory group to PSC

Policy and Practice Committee (PPC)

The Policy and Practice Committee determines the overall direction of ISEP's policy and practice work.

It's comprised of members from all levels, including representatives of the main policy and practice groups, to ensure that member views influence the direction of ISEP's policy and practice work.

Professional Standards Committee

The Professional Standards Committee is a subcommittee of the ISEP Board.

The group ensure that the development and application of ISEP's professional standards, assessments and training are global, valid and fair.

Panel for Fellow Appointments

Aims to uphold the high professional standards set within the ISEP Skills Map.

The purpose of this is to ensure the integrity, consistency and fairness of all Fellow and/or Chartered Environmentalist assessments.

+ also, Advisory group to PSC

Diverse Sustainability Initiative (DSI)

Aiming to build a profession that is reflective of modern Britain.

Volunteers support this collaborative programme of work which has a vision to transform diversity within sustainability and the environment.

Editorial Advisory Panel

TRANSFORM is the official magazine of ISEP.

The group provides feedback to the editor on the content, identifies topics of interest, and helps steer the direction of the magazine.

Membership Mentors

Supporting a candidate through their assessment to achieve their membership goal.

Mentors use their own experience and skills, such as questioning and listening, to help candidates clarify and reframe.

GLOBAL NETWORKS

Global Networks Volunteers must live in the territory/area they are volunteering for



OPPORTUNITY

Volunteer Chair/Co-Chair

Number of volunteer opportunities: 1-2

Duration: Up to 3 years with option to reapply

Estimated volunteer time each month is up to 4 hours

Task examples:

- Chair regular, virtual steering group meetings.
- Attend bi-monthly virtual meetings with ISEP.
- Support volunteer members in your steering group to deliver events for ISEP members.
- Assist volunteer committee members with understanding and following processes for running events.
- Act as the main point of contact between the volunteer committee and ISEP.
- Oversee volunteer committee members.

OPPORTUNITY

Volunteer Vice Chair

Number of volunteer opportunities: 1

Duration: Up to 3 years with option to reapply

Estimated volunteer time each month is up to 4 hours

Task examples:

- Organise and attend regular, virtual steering group meetings.
- Support the steering group to deliver 4 or more regional events for ISEP members, attending where possible.
- Take minutes at the steering group meetings and circulate to members of the group and ISEP.
- Act as the second point of contact between the volunteer committee and ISEP.
- Act as Chair if required (to cover holidays etc).

OPPORTUNITY

Volunteer Committee Member

Number of volunteer opportunities: 12

Duration: Up to 3 years with option to reapply

Estimated volunteer time each month is up to 4 hours

Task examples:

- Attend monthly virtual meetings with ISEP.
- Support the steering group to deliver 4 or more regional events for ISEP members, attending where possible.
- Provide blogs for any volunteer-run events.
- Keep up to date with ISEP key activity.
- Share the task of monitoring and updating the LinkedIn page for the group.

POLICY NETWORKS

OPPORTUNITY

Volunteer Chair/Co-Chair

Number of volunteer opportunities per Steering Group: 2

Duration: Up to 3 years

Estimated volunteer time each month is up to 5 hours

Task examples:

- Chair regular, virtual steering group meetings.
- Provide an annual programme of policy and practice activity for the Network.
- May attend quarterly Policy and Practice Committee (PPC) virtual meetings.
- Update progress in delivering this programme to the PPC.
- Assist the Network Steering Group to comply with the Corporate Governance Code adopted by the ISEP Board.
- Assist with setting the agenda for Network Steering Group meetings with relevant and appropriate papers (produced by ISEP's policy team) circulated at least seven days in advance of each meeting.
- Agree minutes and actions from Network Steering Group meetings documented by a member of ISEP's Policy Team.

OPPORTUNITY

Volunteer Steering Group Member

Number of volunteer opportunities per Steering Group: 13

Length of service: Up to 3 years

Estimated volunteer time each month is up to 5 hours

Responsibilities:

- Support the creation and delivery of a programme of policy and practice activity.
- Attend regular virtual steering group meetings.
- Support updating on progress in delivering the programme of activities to the PPC.
- May attend quarterly PPC virtual meetings.
- Take part in ISEP consultation events where relevant to the member's expertise.
- Take on thematic or operational roles to deliver the programme of activities.



GREEN CAREERS HUB

OPPORTUNITY

Volunteer Advisory Group Chair

Number of volunteer opportunities: 1

Duration: Minimum of 1 year and up to 3 years.

Estimated volunteer time each month is 1 hour

Task examples:

- Attend and chair virtual Advisory Group meetings.
- Tracking actions from the group.
- Discuss progress on the Green Careers Hub development.
- Support with any relevant research.
- Advise on relevant content for the Hub.
- Discuss and provide feedback on development plans for the site and our wider agenda.
- Support other volunteers where needed.
- Sign up and interact with the Volunteer Advisory Group Teams channel.

OPPORTUNITY

Volunteer Advisory Group Member

Number of volunteer opportunities: 8-10

Duration: Minimum of 1 year and up to 3 years.

Estimated volunteer time each month is 1 hour

Task examples:

- Attend virtual Steering Group meetings.
- Discuss progress on the Green Careers Hub development.
- Support with any relevant research.
- Advise on relevant content for the Hub.
- Discuss and provide feedback on development plans for the site and our wider agenda.
- Support other volunteers where needed.



FELLOWS NETWORK

OPPORTUNITY

Volunteer Chair/Volunteer Vice Chair

Number of volunteer opportunities: 2

Duration: 12 months appointed by application and approved by members of the Volunteer Steering Group. The roles of Volunteer Chair and Vice-Chair will be appointed on an annual basis through a majority vote of the Volunteer Steering Group members. Any Volunteer Steering Group member can apply for either opportunity.

Estimated volunteer time each month is 4 hours

Task examples:

- Attend and chair the virtual Steering Group meetings.
- Provide an agenda, with relevant and appropriate papers circulated at least seven days in advance of each meeting.
- Updating the ISEP Deputy CEO quarterly (this can be done via a meeting or in a written report instigated by the ISEP Deputy CEO quarterly).
- The focus of this update is to include a summary of progress made in the annual activities of the Volunteer Steering Group.
- Matters requiring prior ISEP financial approval shall be highlighted in the report minutes and brought to the attention of the ISEP Deputy CEO and the Volunteer Committee by the Volunteer Steering Group Chair.

OPPORTUNITY

Volunteer Steering Group Member

Number of volunteer opportunities: 10-15

Duration: 12-18 months

Estimated volunteer time each month is up to 4 hours

Task examples:

- Attend the virtual Steering Group meetings.
- Provide an annual work programme of Fellows activities that is agreed with ISEP's Senior Leadership Team.
- Update on progress in delivering the annual activities to ISEP Deputy CEO.
- Exchange ideas with the ISEP Deputy CEO.
- Comply with the Corporate Governance Code adopted by the ISEP Board.
- Attend virtual meetings ideally four times a year and any relevant additional submeetings.



FULL MEMBER ASSESSOR GROUP (FMAG)

FMAG chair and committee members need to be assessors.

OPPORTUNITY

Volunteer FMAG Chair

Number of volunteer opportunities: 1

Duration: Up to 3 years (renewable only once)

Estimated volunteer time each month is one 2-hour meeting each quarter

Task examples:

- Attend and chair FMAG virtual meetings twice a year or more, and ad-hoc meetings as arranged.
- Maintain new ISEP assessors and volunteer FMAG members.
- The Volunteer FMAG Chair will be invited to join Professional Standards Committee meetings and update on matters related to Full and Chartered Assessments.
- Volunteer FMAG Chair will act as Chief Assessor and provide support for any assessment queries.
- Oversee the professional development of our assessors to ensure they are well equipped to conduct assessments effectively.
- Provide appropriate support and feedback to Full Member Assessors.

OPPORTUNITY

Volunteer FMAG Committee Member

Number of volunteer opportunities: 7

Duration: Up to 3 years (renewable only once)

Estimated volunteer time each month is one 2-hour meeting each quarter

Task examples:

- Attend virtual FMAG meetings 2 or more times a year, or at the suggestion of the Volunteer Chair, and in agreement with the executive and committee members.
- Oversee the professional development of our assessors to ensure they are well equipped to conduct assessments effectively.
- Provide appropriate support and feedback to Full Member Assessors.
- Advise on matters associated with the consistency, fairness and quality of Full Membership and Chartered Environmentalist Assessments.
- One committee member will be appointed as Deputy Chair to stand-in for the FMAG Chair, if the Chair is unavailable.



POLICY AND PRACTICE COMMITTEE (PPC)

OPPORTUNITY

Volunteer PPC Chair

Number of volunteer opportunities: 1

Duration: up to 3 years (renewable only once if the volunteer wishes to remain)

Estimated volunteer time is 3 hours per quarter (including a 1.5 hour PCC meeting)

Task examples:

- As a sub-committee of the Board, the appointment for Chair position of this committee is appointed by the ISEP Board.
- The Chair of the Policy and Practice Committee will report to the ISEP Board at each of its quarterly meetings.
- The focus of this reporting will include a progress update on the annual work programmes of relevant member steering groups.

OPPORTUNITY

Volunteer PPC Member

Number of volunteer opportunities: 14

Duration: up to 3 years (renewable only once if the volunteer wishes to remain)

Estimated volunteer time is 3 hours per quarter (including a 1.5 hour PCC meeting)

Task examples:

- Advise on key themes and areas of focus for member steering groups engaged in policy and practice activities.
- Ensure that the work of all relevant member steering groups is effectively joined-up.
- Agree an annual programme of work for all relevant member steering groups.
- Review the progress of relevant steering groups in delivering their annual work programme and report to the ISEP Board.
- Provide and receive advice from the ISEP Board on policy and practice priorities, to help guide ISEP's overall business plan and operations.
- Comply with the Corporate Governance Code adopted by the ISEP Board.



PROFESSIONAL STANDARDS COMMITTEE (PSC)

PSC committee members – due to the nature of the role that members of this committee perform in overseeing that ISEP's assessments and participating in appeal and disciplinary hearings, it is essential that a proportion of this committee is made up of our existing assessor pool.

OPPORTUNITY

Volunteer PSC Chair

Number of volunteer opportunities: 1

Duration: Up to 3 years (renewable only once)

Estimated volunteer time each month is one 3-hour meeting each quarter

Task examples:

- As a sub-committee of the Board, the appointment for Chair position of this committee is appointed by the ISEP Board.
- Attend and chair virtual PSC meetings 3 or more times a year in agreement with the executive and committee members.
- Represent the PSC at ISEP Board meetings:
 - » Report to the Board on performance matters relating to ISEP's Professional Standards Committee activity.
 - » To recommend to the Board any material changes in ISEP's Professional Standards, assessment methodologies and Skills Map.
- Provide support and guidance on membership appeals or code of conduct complaints.
- Sourcing and selecting new Volunteer PSC members.

OPPORTUNITY

Volunteer PSC Committee Member

Number of volunteer opportunities: 7

Duration: Up to 3 years (renewable only once)

Estimated volunteer time each month is one 3-hour meeting each quarter

Task examples:

- It is essential that a proportion of this committee is existing Assessors because members of this committee oversee ISEP's assessments, and participate in appeal and disciplinary hearings.
- Attend virtual PSC meetings 3 or more times a year in agreement with the executive and committee members.
- Provide support and guidance on membership appeals or code of conduct complaints.
- Contribute to the development of strategic plans relating to Professional Standards activity.
- One committee member will be appointed as Deputy Chair to stand-in for the PSC Chair, if the Chair is unavailable.



PANEL OF FELLOW APPOINTMENTS (PFA)



OPPORTUNITY

Volunteer PFA Chair

Number of volunteer opportunities: 1

Duration: No time-limit

Estimated volunteer time each month is dependent on the number of applications to review

Task examples:

- Update the Professional Standards Committee (PSC) on matters related to the assessment process for ISEP Fellow and/or CEnv membership.
- In the event of a split decision, the Chair has the final vote to approve or reject the assessment result.

OPPORTUNITY

Volunteer PFA Committee Member

Number of volunteer opportunities: 7

Duration: No time-limit

Estimated volunteer time each month is dependent on the number of applications to review

Task examples:

- Review and analyse the Fellow and/or CEnv assessment results, considering alignment with the established Fellow member competencies.
- Independently vote to approve or reject the result.
- Ensure that Fellow and/or CEnv assessments are conducted fairly, consistently, and without bias.
- Comment on and make recommendations on assessment process.

DIVERSE SUSTAINABILITY INITIATIVE (DSI)

OPPORTUNITY

DSI Support Volunteer

Number of volunteer opportunities: 3

Duration: Up to 3 years

Estimated volunteer time each month is 1.5 hours

Task examples:

- Support with creating relevant social media posts for the DSI Instagram and LinkedIn using provided social media tiles.
- Share upcoming events on social media.
- Keep up-to-date with terms in the Equality, Diversity and Inclusion space.
- Attend quarterly virtual meetings with our Senior Diverse Sustainability Initiative (DSI) Officer and other DSI volunteers.
- Be involved in the sourcing or drafting relevant blogs, case studies and resources for the Diverse Sustainability Initiative (DSI) website.
- Be involved with the support for DSI events, including logistical arrangements and sourcing speakers.
- Be engaged with potential and existing partners and network members.
- Be involved in sourcing and speaking to individuals for regular columns in Transform magazine, and being in contact with the magazine editor.

OPPORTUNITY

DSI Network Lead Volunteer

Number of volunteer opportunities: 2-4

Duration: Up to 3 years

Estimated volunteer time each month is 1 hour

Task examples:

- Engage with the DSI network on a quarterly basis.
- Be involved in designing and preparing agendas for the network's quarterly meetings.
- Taking a lead in quarterly network meetings.
- Be involved in the development of the network's annual inclusion survey.
- Participate in bi-monthly calls with the Senior Diverse Sustainability Initiative (DSI) Officer.
- Provide feedback having reviewed the newsletter content for the network.
- Engage the network through face-to-face events and initiatives.





EDITORIAL ADVISORY GROUP (EAP)

for Transform Magazine (print and digital)

OPPORTUNITY

Volunteer Editorial Panel Chair/Co-Chair

Number of volunteer opportunities: 1-2

Duration: 1 year minimum, 2 years maximum

Estimated volunteer time each month is roughly 3 hours per quarter

Task examples:

- Aim to attend 3 virtual meetings per year.
- Assist the Editor in being a point of contact between ISEP and the EAP.
- Contribute feedback on the content of the issues published in print and online during a specific publishing cycle (i.e. 2 print issues and online content prior to each meeting).
- Offer feedback to the editorial team and publisher and be available for consultation on articles which the editor may consider has the potential to be contentious.
- Be an arbitrator (along with Volunteer Co-Chair/ other panel member) in any editorial dispute, should it occur.

OPPORTUNITY

Volunteer Editorial Panel Member

Number of volunteer opportunities: 8-10

Duration: 1 year minimum, 2 years maximum

Estimated volunteer time each month is roughly 3 hours per quarter

Task examples:

- Aim to attend 3 virtual meetings per year.
- Contribute feedback on the content of the issues published in print and online during a specific publishing cycle (i.e. 2 print issues and online content prior to each meeting).
- Bring to each meeting content ideas, sector/ topic news and editorial suggestions.
- Put forward new ideas and provide contact details for interviews, Q&As, and columnists.
- Offer feedback on editorial strategy and act as an ambassador for the magazine.

VOLUNTEER GROUP – ISEP MEMBERSHIP MENTORS

An ISEP Mentor is someone who acts as a sounding board and supports the candidate over a period to achieve their membership goal. It's a relationship between an experienced Full or Fellow member to support a candidate who is yet to go through the assessment process. Using their own experience and skills such as questioning and listening to clarify and reframe, helping a candidate prepare for their assessment.

Note: you must be a Full or Fellow member of ISEP with significant relevant sustainability experience.



OPPORTUNITY

Volunteer Membership Mentor

Number of volunteer opportunities: Unlimited

Duration: No time limit

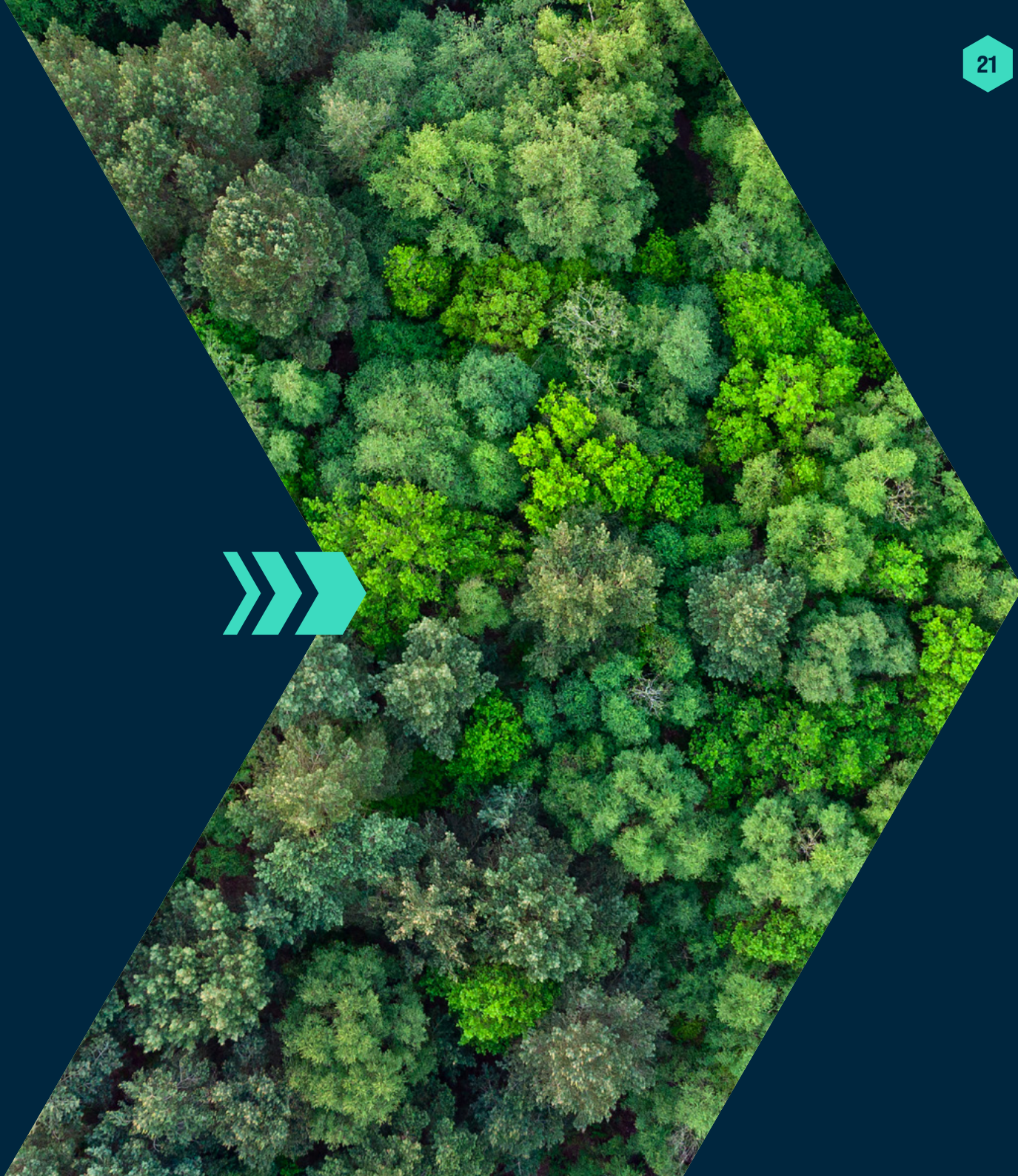
Estimated volunteer time each month is each month is 1 hour per mentee, subject to specific mentee needs and agreement between mentor and mentee.

Task examples:

- Guide your Mentee and encourage them to focus on their future performance and achievement of personal goals to progress towards a goal of Full membership (and/or Chartered Environmentalist) or Fellow membership.
- Agree an action plan with the Mentee at the beginning of the relationship.
- Review and update the action plan throughout the mentoring relationship.
- Support Mentees virtually.
- Ensure that discussions remain confidential.
- Familiarise the Mentee with the ISEP Skills Map and appropriate membership standards i.e. Full member or Fellow member.
- Encourage the Mentee to broaden their knowledge and understanding.

HOW TO **VOLUNTEER**

More important info



VOLUNTEER ONBOARDING



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 volunteering, simply fill out the 'How To Step Down' form and email it to your group Volunteer Chair and ISEP contact. ISEP will send you a letter thanking you for all the time and hard work that you have dedicated to volunteering with ISEP.

Thank you for your support to ISEP.

OTHER POINTS TO NOTE

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 ISEP 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 ISEP. 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 active and registered volunteers (who have signed the ISEP Volunteer Agreement) are covered for Professional Indemnity and Public Liability insurance by ISEP for their volunteering, as long as they are undertaking activities agreed by ISEP, and such cover is subject to the terms of the insurance scheme rules.

You are only insured for volunteer activities.

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

ISEP has details of the insurance policy and should be contacted immediately if any insurance related queries arise:

info@isepglobal.org

Please note that our professional indemnity and liability policies include cover for our volunteers where they are “acting under the auspices of the Institute”.

The business travel policy has also been extended to provide insurance cover for our volunteers, but please note cover is only provided where:

The business travel expense is agreed and reimbursed by ISEP.

1. Business travel insurance for volunteers residing in the UK and travelling within the UK is only provided where the travel includes an overnight stay and/or air travel (this is due to the provision of the NHS). Any claim submitted by a volunteer during UK travel (not covered as above) will be dealt with via ISEP's Liability Insurance Policies.

2. Business travel insurance is only provided for volunteers within their country of domicile where it involves an overnight stay, train travel or air travel (only one of these is a requirement).

3. Business travel to countries deemed high risk is avoided and certainly agreed and approved in advance by ISEP – details of such countries can be found on the **Government's Travel Advice Website**.

OTHER POINTS TO NOTE

INCIDENT REPORTING

Any incidents which occur during a volunteering activity, should be reported to ISEP 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 ISEP, an ISEP volunteer, or through unreasonable behaviour, ISEP 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 ISEP's policies and procedures, that volunteer may be asked to leave ISEP 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 ISEP for further consideration. In extreme cases, if the volunteer's behaviour is alleged to have acted in a way that is not in line with ISEP's values, nor that of a volunteer, the volunteer may be removed from ISEP's volunteering database.

CONFIDENTIALITY & DATA PROTECTION

ISEP holds volunteer details and volunteering records to document the contribution made by volunteers, for insurance, health and safety and reporting purposes. ISEP 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.

ACCESS THE VOLUNTEER HUB FOR MORE INFORMATION

Your 1-stop volunteer HUB

www.isepglobal.org/engage/volunteer-hub

