

GC Employment Volunteer

Induction Handbook



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- The Growth Company is proud to be driven by its values.
- We expect all our colleagues, employees and volunteers to be aware of, and demonstrate our values at all times.
- These shared attitudes and behaviours enable us to develop and succeed without compromising our principles, making the Growth Company a great place to work and volunteer.



- You must carry a form of identification, or an Identity Badge must be worn at all times during your volunteering.
- You must, when present on GC property, observe GC's rules and regulations and act responsibly in relation to Fire, Health and Safety and Security.
- Volunteers are expected to abide by the commitments they have agreed to when they signed their volunteer agreement.



Confidentiality

- Not gossiping
- Being aware of who is around you before discussing anything confidential if it is appropriate to do so.
- Follow the social media guidelines.
- Not sharing confidential information internally, externally or with other volunteers.

Impartiality and Inclusion

- To be non-discriminatory in our approach.
- Being non-judgemental and to treat everyone fairly.

To be considerate of potential barriers to the services we provide.

Integrity

- Positive and proactive communications.
- Being punctual.
- Being reliable.
- Being realistic about what can be achieved.
- Consider how we present ourselves and dress according to the activities of the day.
- Aware of Conflict of Interest that will impact how we operate at GC.
- Personal relationships and circumstances.

- Other professional interest i.e. job or other volunteer placement.
- Making your manager/supervisor aware of any personal/non-professional relationship that you may have with a participant or colleague.

Consider the wellbeing and safeguarding of others

- Follow the guidelines listed here to raise any concerns you may have about a colleague or a participant.
- Follow the Health and Safety guidelines and instructions

If you are unsure ask a manager or a colleague!





GC is an organisation that provides volunteering opportunities and has a range of responsibilities under Health and Safety Legislation to protect volunteers. However, volunteers also have a responsibility with regard to health and safety.

- You must take care of your own health and safety and that of others who may be harmed by your actions while volunteering, in the same way as employees do.
- You must cooperate with the Growth Company, its managers, other employees and volunteers to help everyone meet their duties under the law.
- You should not do anything to interfere with or misuse equipment provided for reasons of health, safety and welfare e.g. fire extinguishers, etc.

Health and Safety Incident Reporting

If you are concerned about health and safety risks to you as a volunteer or to anyone else, you must report this to your manager or supervisor, who will support you to raise a Health and Safety Incident Form which is available on the Intranet. A Health and Safety risk could include:

- **Accidents** – an unplanned event that causes injury, damage or loss. It is important to report accidents which cause damage only but no one has been injured.
- **Work Related Violence** – where someone is abused, threatened or assaulted in circumstances relating to their work.
- **Near Misses** – an event that does not cause harm but has the

potential to cause harm in the future.

First Aid has been given.

- **Environmental incidents** – an event that causes or has caused or has the potential to cause an environmental hazard.





There are a set of standards that volunteers using GC Information systems must follow. The standards cover the security and use of all Information and IT equipment including email, internet, voice and mobile IT equipment.

The purpose of these standards are to:

- Promote effective and sensible use of GC resources.
- Alerts colleagues to the security risks associated with email and the internet.
- Guards against unlawful and or offensive material.
- Guards against external threats such as viruses.
- Ensures compliance with legal obligations.

Volunteers must NOT:

- Use IT systems to abuse or for harassment.
- Use profanity, obscenities or derogatory remarks in communications.
- Access, download, send or receive any data including images that are offensive.
- This includes sexually explicit, explicit language, racism, offensive images, discriminatory, extremist, defamatory or libellous material.
- Use the internet or email to make personal gains or conduct personal business.
- Use the internet to gamble.

- Use internet chat sites.
- Use the GC IT systems in such a way that it affects its reliability or effectiveness.
- This includes, distributing chain letters, spam or live streaming.
- Place any information that relates to GC, alters any information about it or express any opinion about GC unless they have been authorised to do so.
- Send unprotected personal or confidential information internally or externally.
- Download copyrighted material such as music, films, pictures or video files without approval.
- In anyway infringe copyright, database rights, trademarks or other intellectual property.
- Download any software from the internet without approval.
- Connect GC devices to the internet using non-standard connections.





Logging In

- You will be given a unique login to access the corporate network.
- You should keep this confidential at all times.
- Contact your system administrator if you get locked out of the system.

Passwords

New volunteers will be given a temporary password but this should be changed when you log on for the first time. GC Passwords should be:

- At least 8 or more characters and contain a mix of upper and lower case characters, numbers and special characters. (@#<>”\$£) that are more complex.
- You should also follow these guidelines when creating a password:
- Passwords should not be comprised of an obvious keyboard sequence i.e. qwerty or 123456.
- Do not use passwords that could be easily guessed by others such as your name, child’s name, birthdays, pets etc.

Logging Off

- If you leave your laptop unattended you must ensure that you lock it to prevent unauthorised access.
- When using a hot desk and you intend to be away for longer than 20 minutes you should remove all of your personal items to allow others to use the space.
- All laptops should be turned off when in transit and at the end of the day.

Email

All emails, whether internal or external are automatically scanned:

- Profanities, racist remarks and viruses.
- A legal disclaimer is added to the bottom of all outgoing emails.
- Attachments that are non-work related such as videos will be blocked as they arrive or leave the email system.
- There is a 35mb limit on sending and receiving email.
- Outgoing Email should be drafted in line with the style and content consistent with GC standards and should be classified appropriately – check with your supervisor before sending.
- You must not use personal email accounts for GC business.
- Mailshots should be sent via dedicated software – check with your manager before sending.

Internet Use

- The Internet is available for business purposes.
- You can use it for personal use but should be kept to a minimum and be mindful of the nature of the sites you are visiting.
- Extremists use the internet and social media to share their messages.
- Searches and Web addresses are monitored and will alert senior staff where concerns are raised.
- If you become aware of inappropriate content then you must inform your supervisor.



GC recognises that the internet and social media provides unique opportunities to:

- Participate in interactive discussions.
- Engage with the wider community.
- Share information on particular topics.
- However, all GC colleagues including volunteers should follow specific guidelines when using the GC's official social media and their personal use, during and after your placement.

These guidelines enable GC volunteers to:

- To use social media confidently and effectively.
- Protect GC's brand, reputation and information.
- Protect GC from legal liability and the inappropriate use of information.

Bringing GC into Disrepute – Examples include:

- Making defamatory comments about GC, its colleagues or other organisations connected to GC.
- Creating digital assets such as video, audios, slides etc that could damage the reputation of GC.
- Breaching copyright.
- Posting offensive materials or links to offensive materials.
- Bullying or harassment.

- Engaging in discriminatory behaviour.
- Accessing or sharing illegal content.
- Spreading misinformation or fake news.
- Posting links to radicalisation or extremism.

Posting negative views about anything relating to GC.

Breach confidentiality – Examples include:

Revealing confidential information about:

- An individual – colleague or participant.
- The organisation.
- Internal workings and procedures
- Future business plans.

Sharing of information – Volunteers must not share information related to the following:

- Any company information
- Posts containing legal, defamatory, derogatory or inflammatory content.
- Pictures that imply illegal conduct or include private and confidential information.



GC aims to provide a welcoming, safe, and healthy working and learning environments for all by bringing together the principles of good health, safety, safeguarding, wellbeing and equality and diversity practice. We aim to do this by:

- Prevention - providing a safe environment for people to learn and work in including safer colleague recruitment, policies, procedures, colleague training, participant awareness, building resilience, teaching, and pastoral support for all participants.
- Protection - identifying young people (under age 18) and adults at risk of suffering, or likely to suffer, significant harm by, for example, abuse of any kind including bullying and radicalisation.
- Support - taking appropriate action to see that people are kept safe, both at home, in work and at our centres by working in partnership with parents, carers and external agencies in promoting welfare.
- The Growth Company (GC) has a responsibility to promote the welfare of all our colleagues and participants to keep them safe. We are committed to this and expect all colleagues, volunteers and partners to endorse and practice this commitment at all times. Everyone working for GC has a responsibility to familiarise themselves with this safeguarding policy and procedure.

Raising a Safeguarding Disclosure

Whilst working in your role as a volunteer at GC you have a Safeguarding Concern disclosure from a participant you should:

- Explain to the participant that you may have to inform somebody else of the disclosure.
- Take note what the participant has disclosed.

- Speak to a Service Manager/Designated Safeguarding Officer or the staff member you are working with about the disclosure.
- The staff member should speak with the participant to understand more about the disclosure and what has taken place.
- The staff member should then log the concern on our internal safeguarding system CURA.

Confidentiality – Do Not

Reveal confidential information about:

- Any Safeguarding Concern to anyone but staff of GC in the area you are assigned.
- Discuss the concern in an open forum
- Tell the participant you will keep the safeguarding concern a secret and you won't tell anyone about it

Sharing of information – Volunteers must not share information related to the following:

- Any Safeguarding Concern.
- Personal Information about yourself, any staff member or participants to others.





The Growth Company is committed to conducting business fairly, honestly and with transparency and in compliance with legal and regulatory requirements. Whilst “Do the right thing” is one of the GC Values. On occasion, things can go wrong and it is important that when this happens, we are able to respond and put things right as soon as we are able.

Whilst on your placement and you become aware of any of the following, we would ask you follow our Whistleblowing policy and procedures:

- Someone is or is going to commit a criminal offence.
- Someone is or is going to fail to comply with a legal or contractual requirement.
- A miscarriage of justice has or is going to occur.
- The Health and Safety of someone has been or is going to be damaged.
- The environment has been or is going to be damaged.
- Information relating to any of the above has been or is going to be concealed.

How to raise a whistleblowing concern

- Anonymous reports will be respected and identity will only be disclosed with consent.
- You can also blow the whistle through specific external bodies. Please ensure that the external body is relevant to the area/concern that is being raised.

- Contacting the press or using social media to using the above channels is likely to mean your protection under legislation won't apply.



Remember that when raising a concern that you are protected by law and you will not be treated unfairly because you have blown the whistle.



Concerns can be raised verbally or in writing and can be in an email, letter, telephone call or other conversation.



In the first instance, your concerns should be raised with your manager/supervisor.



If for whatever reason that this is not possible you can raise your concerns via email whistleblowing@growthco.uk



or by calling 07467 742660



Reports can be made anonymously but it is helpful if you can provide contact details so that further enquiries can be made if required.

