



**Scottish  
Water**  
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## Scottish Water Volunteering Policy

### POLICY INFORMATION

<b>Author</b>	Responsible Business Team
<b>Policy Reference</b>	Volunteering Policy
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### APPROVAL AND OWNERSHIP

<b>Department/Functional Ownership</b>	Corporate Affairs Directorate
<b>Name of Owner</b>	Responsible Business Team
<b>Approved by</b>	Responsible Business Team

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## **BACKGROUND TO VOLUNTEERING PROGRAMME**

The Scottish Water Volunteering Policy, established in 2011, is the mechanism by which volunteers from across the business can work together to support local communities and contribute towards how Scottish Water supports a flourishing Scotland. As well as an opportunity to develop a variety of key skills, volunteering can have a positive impact on wellbeing.

This policy has been refreshed to align with Scottish Water's Strategic Plan. Through this refresh, Scottish Water aims to connect communities to their local environment and support Scottish Water volunteers taking part in one-off community centric activities outside normal working hours. It also continues to enable volunteering in the following areas:

- Education
- Environment / Conservation
- Local Community
- Fund raising for WaterAid\*
- Skills Based

\*Fund raising is exclusive to our adopted charity Water Aid. The policy does not support volunteers fund raising money for any other cause/organisation.

## **REASON FOR POLICY AND SCOPE**

The scope of this policy covers both Scottish Water volunteering and community volunteering.

This policy allows volunteers to understand how our Volunteer Programme works and encourages them to use their 2 days per annum. It also gives Line Leaders an understanding of their role when authorising volunteering time.

Volunteers must record their allocated 2 days volunteering time in Workday against the relevant category code for approval by their Line Leader. This applies to volunteering in any of the above areas including fund raising activities for our adopted charity WaterAid. (Workday does not apply to agency workers, however, approval to volunteer still needs to be granted by their Line Leader).

This policy also allows community volunteers to litter pick on land owned by Scottish Water which has open access e.g. reservoirs. It provides guidance on the process and seeks to ensure community volunteers understand the requirements. Requests for other types of community volunteering on land owned by Scottish Water which has open access will be considered but at the discretion of Scottish Water.

Although some opportunities are advertised on internal channels, volunteers are encouraged to proactively identify volunteering opportunities which can be submitted for consideration by Corporate Affairs.

All parties must ensure they understand the guidance provided before committing to or undertaking any volunteering activity. Information and guidance for Line Leaders is also included.

## **SCOTTISH WATER VOLUNTEERING**

### **Diversity & Inclusion**

Scottish Water is committed to supporting diversity and creating an inclusive culture, in which each volunteer can fulfil their potential. We recognise and value the benefits that a diverse workforce brings and are committed to the elimination of all forms of unlawful or unfair discrimination.

Scottish Water recognises the value that all people bring to the workplace regardless of:

- Age
- Disability
- Gender
- Gender Reassignment
- Marital and Civil Partnership status
- Pregnancy and maternity
- Race
- Religion or belief or absence of religion or belief
- Sexual orientation

Scottish Water is also committed to the inclusion of volunteers who have caring responsibilities at any time during their employment.

Where a volunteer with a disability seeks to undertake a volunteering opportunity Scottish Water will aim to ensure the opportunity is accessible and will make reasonable adjustments to ensure the volunteer can participate with equity in the volunteering activity.

### **Eligibility**

Volunteers (Scottish Water employees and agency workers) are eligible to participate in the Scottish Water Volunteering Programme.

### **Confidentiality**

Volunteers are expected to hold in confidence all information that comes to their attention while volunteering with Scottish Water. This includes any information about any individual or organisation working with Scottish Water to deliver its services.

Colleagues must make every effort to protect the confidentiality of persons they meet whilst volunteering unless they give their consent for the information to be shared.

Volunteers must seek permission to take and use any photographs or video of those participating in a volunteering activity (both adults and young people) and provide clarity on how the photographs will be used. Verbal agreement must be given and evidence that permission has been granted should be obtained in writing where at all possible.

The need for confidentiality is overridden when there is:

- A risk to a child – the protection of children overrides all other interests
- An active police investigation
- A risk of suicide

- A risk of harm to a third party
- A need to safeguard an adult who has been abused or is at risk of further abuse where that adult lacks the capacity to make an informed choice.

### **Volunteering outside of normal working hours**

Those who wish to volunteer outside of their normal working hours and on their own time to support one-off community centric events e.g. volunteering for national or annual community sporting events, can apply to receive additional time off on a date agreed by their Line Leader. This additional time off should correspond with the time spent on the volunteering activity, to a maximum duration of what would have been two normal working days for the volunteer.

It is the responsibility of the external organising body to complete the required risk assessment in these circumstances.

Volunteering outside of normal working hours does not support existing regular activities e.g. a commitment to volunteer weekly at a local foodbank/charity shop or stewarding/ticket collection at football matches.

Anyone making use of the option to volunteer outside of their normal working hours acknowledges that their volunteering time does not constitute working time.

### **Health & Safety**

Scottish Water has a responsibility for the health and safety of its volunteers when they are engaged in volunteering activity. Prior to carrying out volunteering the following controls shall be put in place:

1. A volunteer should submit their volunteering request to Corporate Affairs for consideration unless they are selecting an opportunity already advertised on the internal volunteer page. Consent can be refused at the discretion of Scottish Water if the activity requested is deemed to be inappropriate or too high a risk to the volunteer or Scottish Water under the Volunteering Programme.
2. If the volunteering request is approved by Corporate Affairs, CA will send the volunteer a copy of our 'Scottish Water Volunteering Risk Assessment'. If the volunteer is looking to take part in a volunteering activity being advertised on the internal volunteer page, the Risk Assessment will be available for them to view on this site. Scottish Water has a responsibility to volunteers to provide guidance on standard procedures, potential hazards and what is required of volunteers and the associated voluntary body to mitigate any risks.
3. Volunteers should request their volunteering time on Workday for approval by their Line Leader.
4. It is important when providing guidance and access to the 'Scottish Water Volunteering Risk Assessment' that consideration is given to the task and any reasonable adjustments required e.g. to assist those volunteers with a disability or to assist Young Persons etc. This should be discussed and arranged before any activity takes place.
5. It is the responsibility of the voluntary body organising the volunteering to complete and undertake a full risk assessment which must be made available to all volunteers

in advance of the volunteering activity. They must ensure Scottish Water volunteers have been briefed on the risk assessment and that required controls are in place. It is also important for the voluntary body to ensure all volunteers have the skills and competences required to carry out the tasks required and should discuss this in advance.

6. All volunteers will be made aware of our Health and Safety Policy during their induction to the company.
7. All volunteers will act responsibly with due care and attention to the health and safety of themselves and others, reporting any concerns immediately.
8. Any incident that occurs during volunteering activities must be reported immediately to the volunteer's Line Leader and recorded in accordance with Scottish Water's Health & Safety Standards.
9. Animals are not permitted to accompany volunteers on their volunteering day.
10. Scottish Water volunteers must wear yellow high visibility jackets for identification purposes when volunteering in a public space. These can be sourced through Corporate Affairs.

## **COMMUNITY VOLUNTEERING**

Scottish Water allows community volunteering on Scottish Water land which is accessible to the public, primarily for the purpose of litter picking.

Requests for other types of community volunteering will be considered but are at the discretion of Scottish Water.

1. If a community requests to undertake a litter pick on an open access site (where the land is owned by Scottish Water) they must include the following information in their initial request.
  - A description of the proposed activity
  - The location of the proposed activity
  - A proposed date and estimate of their preferred timeframe to allow sufficient time to review the request and put arrangements in place.
  - How many people do they propose to involve?
  - Who is the Event Organiser/community contact?
  - Is there an opportunity for Scottish Water personnel to also take part?
2. The community request will be reviewed by Scottish Water and approval sought from the relevant land & property management team. (Full process can be viewed in Appendix 1: Volunteering Procedures). Consent can be refused at the sole discretion of Scottish Water.
3. If the request is approved, the Event Organiser/community volunteers will be directed to the Scottish Water website to view our 'Community Volunteering Risk Assessment'. Scottish Water has a responsibility to community volunteers to provide guidance on procedures, potential hazards and actions required of the Event Organiser to mitigate risk and address where necessary.
4. Where relevant, attention should be paid to water safety (link to SW website 'Water Safety Guidelines - <https://www.scottishwater.co.uk/help-and-resources/education/all-about-water/water-safety> ).

5. All community volunteers must act responsibly with due care and attention to the health and safety of themselves and others during the activity.
6. Any incident that occurs during community volunteering activities must be reported immediately to the Scottish Water point of contact and recorded in accordance with Scottish Water's Health & Safety Standards.
7. Scottish Water will provide all community volunteers involved with high visibility waistcoats, litter pickers, gloves and bags. These can be sourced through Corporate Affairs and will be sent to the Event Organiser in advance.

### **UNACCEPTABLE VOLUNTEERING ACTIVITIES**

Scottish Water does not support volunteering which is politically or religiously motivated.

### **REFERENCE PAGES**

- Volunteering Website Page – showing different volunteer tasks carried out <https://www.scottishwater.co.uk/In-Your-Area/Volunteering-in-Your-Area>
- Education Hubs <https://www.scottishwater.co.uk/help-and-resources/education/education-hubs>

For further information about anything contained within this Policy, please contact [Volunteering@ScottishWater.co.uk](mailto:Volunteering@ScottishWater.co.uk)

## VOLUNTEERING PROCEDURES

### LINE LEADER PROCEDURE

Line Leaders are asked to encourage direct reports to use their volunteering time.

As a Line Leader you must however make sure, you are happy with the dates volunteers are taking part in activities in correlation to their workload. You should have an initial conversation to discuss the date they plan to volunteer on and then ensure you are approving their request to volunteer officially through Workday. (Recording of time through Workday does not apply to agency workers).

If the volunteer is volunteering out with core hours, you should discuss with the individuals their plan for taking the time back in lieu and support their request in Workday as required (again not applicable to agency workers).

### SW VOLUNTEER PROCEDURES

#### 1. Conservation/Environment/Local Community Task

Our Conservation and Environmental Volunteering strand is when SW volunteers give time to take part in a volunteering task which improves the environment. (E.g. delivering a beach clean, litter pick or work to improve Scottish Canals)

Local Community Volunteering is when volunteers use their volunteering time to enhance their local community. (e.g. gardening tasks at a recreational space within your community)

Local Community Volunteering also includes any volunteering done to support a charity or organisation within your community. (e.g. working with animal charities to feed and groom pets, or working in a hospice to tidy up and stock items)

Volunteer makes line leader aware they are interested in volunteering in the future



After reading the Volunteering Policy, volunteer proactively seeks volunteering opportunities or browses our internal Sharepoint pages for suitable volunteering opportunities.



Finds a suitable volunteering opportunity from our internal page.

Identifies their own volunteering opportunity which is not on the internal pages.



Sends volunteering idea to Volunteer Mailbox and receives confirmation it is suitable.



Contacts organisation/Charity to arrange suitable date on behalf of themselves or larger Scottish Water Team.



Confirms date with Line Leader / Logs volunteering through Workday.



Ensures everyone taking part in volunteering day has read the Risk Assessment and logged volunteering on Workday.



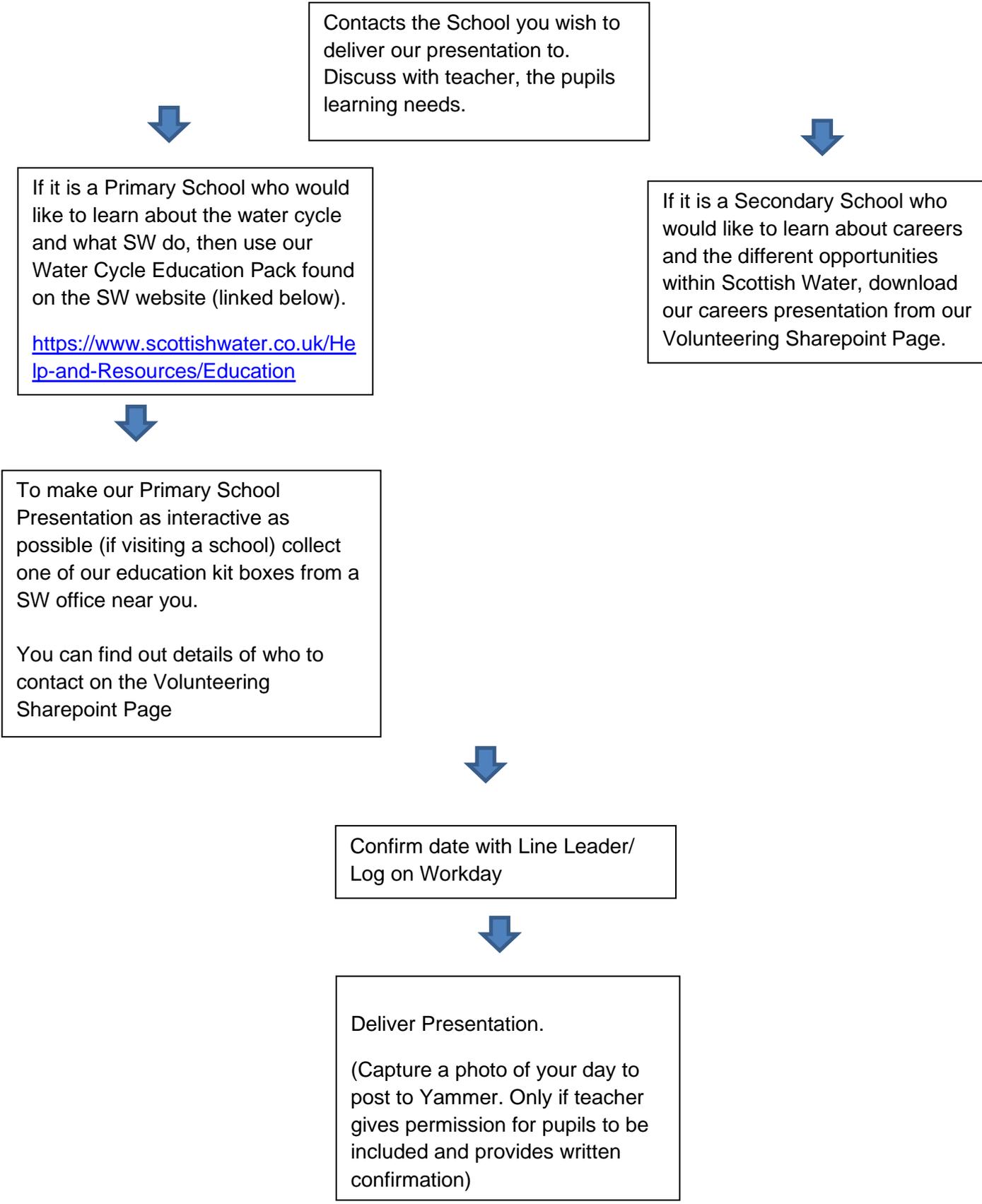
Finalise Volunteering Day with the Charity/Organisation.



Attends Volunteering Day. Takes pictures/shares experience on the Volunteering Yammer Page.

## 2. Education

Our Education strand is when an SW volunteer uses volunteer time to work with a school or other education group and delivers a SW educational presentation either in person or digitally. (e.g. Water Cycle Presentation delivered to a primary school class or our Careers Presentation delivered to a secondary school class)



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graph TD; A[Contacts the School you wish to deliver our presentation to. Discuss with teacher, the pupils learning needs.] --> B[If it is a Primary School who would like to learn about the water cycle and what SW do, then use our Water Cycle Education Pack found on the SW website (linked below).  
https://www.scottishwater.co.uk/Help-and-Resources/Education]; A --> C[If it is a Secondary School who would like to learn about careers and the different opportunities within Scottish Water, download our careers presentation from our Volunteering Sharepoint Page.]; B --> D[To make our Primary School Presentation as interactive as possible (if visiting a school) collect one of our education kit boxes from a SW office near you.  
  
You can find out details of who to contact on the Volunteering Sharepoint Page]; C --> D; D --> E[Confirm date with Line Leader/ Log on Workday]; E --> F[Deliver Presentation.  
  
(Capture a photo of your day to post to Yammer. Only if teacher gives permission for pupils to be included and provides written confirmation)];
```

Contacts the School you wish to deliver our presentation to.  
Discuss with teacher, the pupils learning needs.

If it is a Primary School who would like to learn about the water cycle and what SW do, then use our Water Cycle Education Pack found on the SW website (linked below).

<https://www.scottishwater.co.uk/Help-and-Resources/Education>

If it is a Secondary School who would like to learn about careers and the different opportunities within Scottish Water, download our careers presentation from our Volunteering Sharepoint Page.

To make our Primary School Presentation as interactive as possible (if visiting a school) collect one of our education kit boxes from a SW office near you.

You can find out details of who to contact on the Volunteering Sharepoint Page

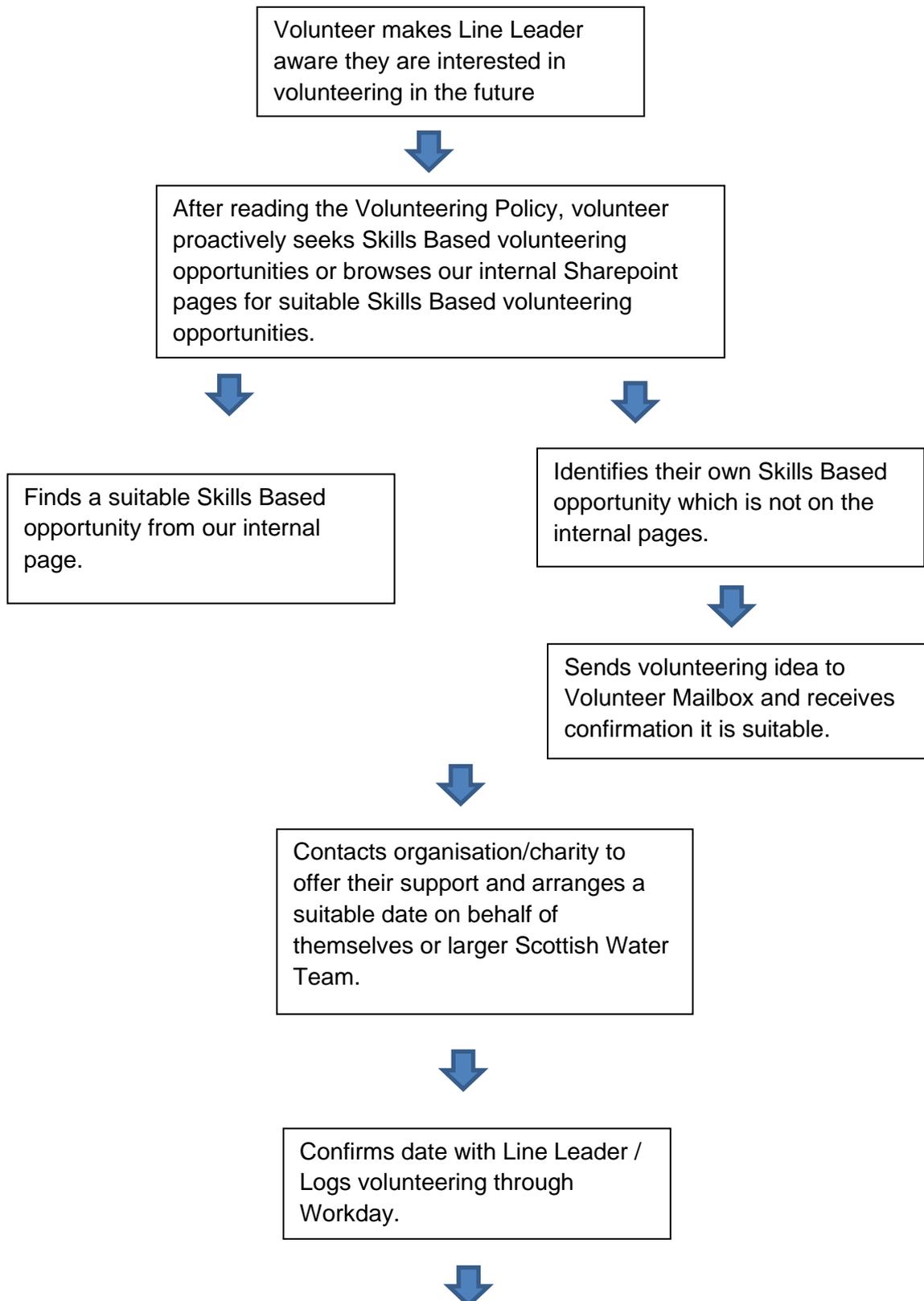
Confirm date with Line Leader/  
Log on Workday

Deliver Presentation.

(Capture a photo of your day to post to Yammer. Only if teacher gives permission for pupils to be included and provides written confirmation)

### 3. Skills Based Volunteering

Skills Based Volunteering is when an SW volunteer takes the skills and knowledge, they use every day in their job and applies it to benefit an organisation/group out with Scottish Water. (E.g. SW volunteer with high skills in social media, delivers a session to a charity showing them how they can improve their Social Media channels)



Confirms with Organisation/Charity whether there is any Risk Assessment or H&S protocols that need to be considered before Volunteer Day. Share this with team members



Finalise Volunteering Day with the Organisation.



Attends Volunteering Day. Takes pictures/Shares experience on the Volunteering Yammer Page.

#### 4. WaterAid Volunteering

Our WaterAid Strand gives volunteers the chance to use their volunteering time to benefit Scottish Water's adopted charity WaterAid. (e.g. participates in or support different fundraising events, such as the Bob2Cycle or the annual WaterAid Ball)

View upcoming WaterAid Volunteering Events on Yammer and the WaterAid Sharepoint site - <https://scottishwater365.sharepoint.com/sites/WaterAid/wateraid-team-site/>



Contact the WaterAid Team to note your interest in one of their upcoming events.



The WaterAid Team will send confirmation as well as all the relevant information you require for the day including risk assessments



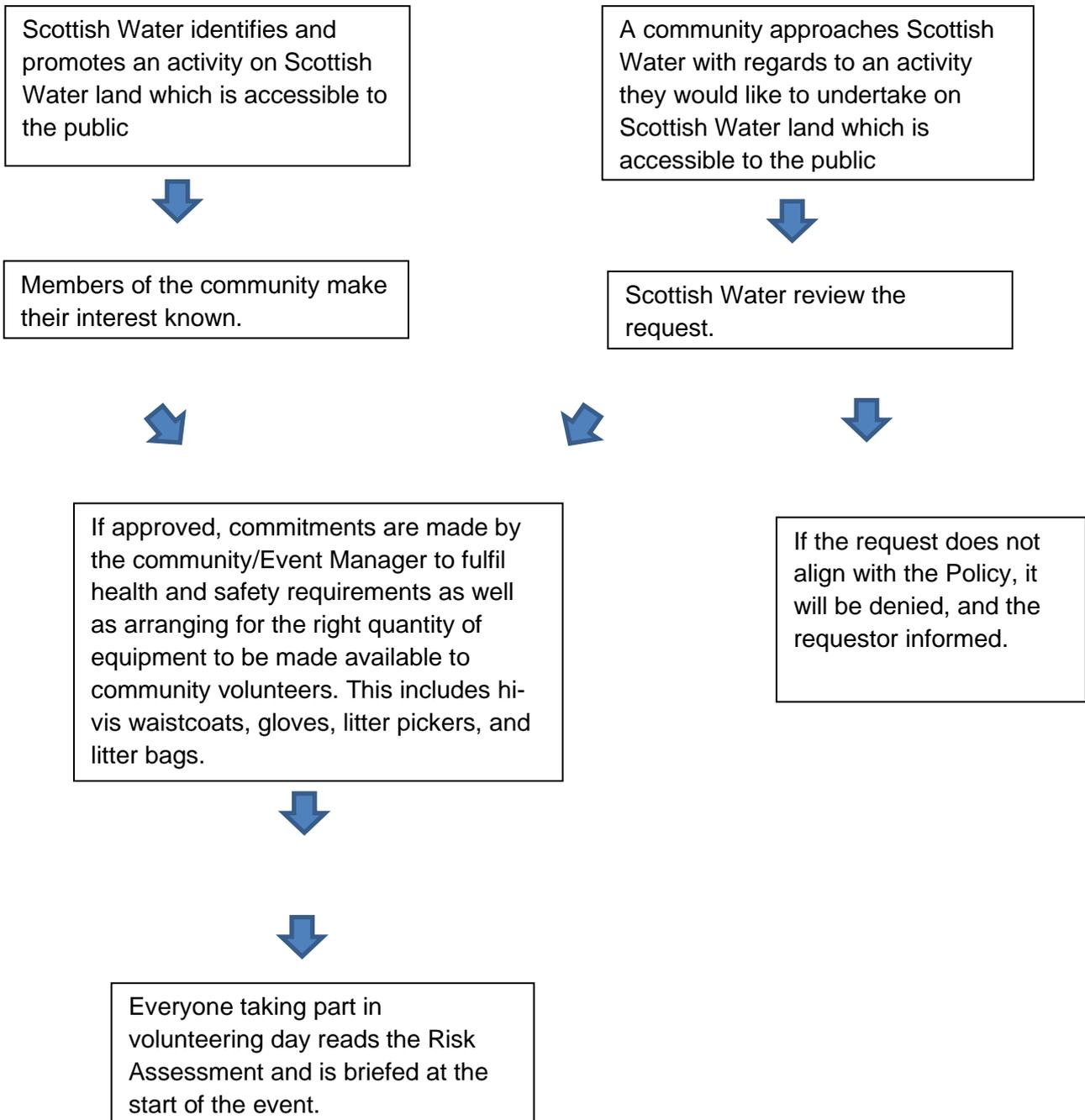
Agree volunteering day with your line leader. Log your time on Workday



Attend Volunteer day. Share your experience on Yammer.

## 5. COMMUNITY VOLUNTEERS

Scottish Water allows community volunteering on Scottish Water land which is accessible to the public, primarily for the purpose of litter picking.



If no SW personnel are going to be in attendance, engagement prior to the event (e.g. digitally or by telephone) shall take place to ensure details of the risk assessment were appropriately shared and understood. Liaison will be required to make necessary arrangements.



The event take place with images shared with Scottish Water, if appropriate. Feedback is welcomed to help improve the process.

**EXAMPLES OF VOLUNTEERING**

Education	Delivering Scottish Water or other relevant presentations in schools and education centres. Supporting a Careers Event.
Environment/Conservation	Litter picking at reservoirs, beaches, canals, or rivers. Tree planting, garden tidy, fence painting.
Local Community	Doing volunteer work at a registered charity. Dedicating time to help support a local annual sporting event, volunteering at a local dogs trust
Fundraising for WaterAid	Fundraising events promoted through Scottish Water internal channels and WaterAid e.g. Munro Challenge, Wateraid Ball, quiz nights, sponsored challenges or activities, etc
Skill Based	Providing your expertise to support a charity or community. This will vary depending on the skills you may have to offer but could be developing a social media plan for a community group or providing events expertise at a local school.