

# Volunteering with values



## Thank you for choosing to volunteer with British Heart Foundation (BHF)

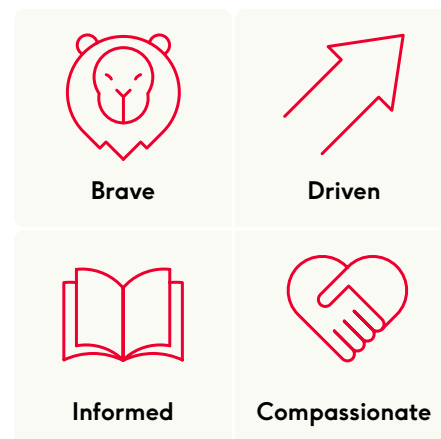
Offering you a positive and rewarding volunteer experience is our priority.

Volunteering with values is BHF's volunteer agreement which explains what support you can expect from us and what we ask of you while you volunteer your time with BHF.

## Our Values

We are delighted to share with you our values that guide how we all work and volunteer together.

From volunteers and fundraisers to the researchers we fund, partners and colleagues, our values are the guiding principles at the heart of BHF and define how we work together to ensure everyone has a healthier heart for longer.



## Our commitment to you

- We will provide you with clear expectations and information and deliver any training and support you need to carry out your volunteer role in a way that is legal and in line with BHF values.
- We will listen to feedback on your volunteer experience and utilise this to help us improve volunteering roles at BHF.
- We will deal with issues and complaints in a fair and timely manner.
- We commit to uphold to the highest standards of health and safety throughout your volunteering.
- We will provide an inclusive and respectful environment for all aspects of your volunteering, in-line with our Igniting Change strategy covering Equality, Diversity and Inclusivity at BHF.
- We will store your **personal data** in a way that meets the UK General Data Protection Regulations (GDPR) and the Data Protection Act 2018.
- We will provide you with the opportunity to learn CPR through our online tool RevivR to help keep hearts beating across the UK.
- We will keep you informed on how your volunteering helps BHF fund lifesaving research to illustrate the impact of your contribution.
- We will create a support plan and implement reasonable adjustments for anyone who shares they have a disability, long-term health condition

## Your commitment to BHF

### Training and Development

- We are very proud of our digital volunteer platform 'My Volunteer' that will support you on your BHF volunteer journey. We ask you to use the platform to look at all the volunteer opportunities available at BHF, update your details and complete your training, where possible. We will be able to support you on your journey and communicate with you through the platform.
- To help you feel confident and supported we ask that you complete any training required for the volunteer role(s) you carry out on time.

### Safeguarding and Health & Safety (H&S)

- We ask that your behaviour remains professional with everyone you meet through BHF and online.
- We have Health & Safety and Safeguarding procedures in place that we ask you to follow to ensure that everyone at BHF is treated with dignity and respect to keep everyone safe from harm.
- We ask that you remain alert and vigilant to any suspicious, unsafe or concerning behaviours and report these to your BHF contact in a timely manner.

## Remember the 3 Rs: Recognise it, Respond to it and Report it

- To protect yourself and others from harm, we ask you to carry out any volunteer duties to the highest levels of health and safety shown in your training. This includes using the personal protective equipment provided by us when required – such as high vis wear and gloves; and make sure you are trained on any equipment before using it.
- We ask that you bring to the attention of your BHF contact any situation or practice that you think could lead to injuries or ill health and that you report all incidents including, near misses, accidents or dangerous occurrences.

As a volunteer you can confidentially report a concern by phoning the safeguarding team on **0300 222 5868 (option 1)** or by emailing **[safeguarding@bhf.org.uk](mailto:safeguarding@bhf.org.uk)**

## Wellbeing and Equality, Diversity and Inclusion (EDI)

- We ask that you act with compassion and courtesy towards everyone you meet through BHF. This includes avoiding using inappropriate language and jokes as even if it is not meant unkindly, it could offend others.
- BHF is an inclusive organisation, so we ask that you avoid stereotyping or judging others and respect the choices and opinions of others in a respectful manner.
- We ask you to be open and honest with your BHF contact about any additional support needs you have. This enables us to best support you in your volunteering.

## Use of Social Media

- We welcome you to use your own social media account(s) to support BHF and help spread awareness of how BHF-funded research saves lives.
- To make this easy, we offer you opportunities to do that through our campaigns, providing you with information to share should you wish to.
- To protect the reputation of BHF we ask if using personal social media accounts that you do not publish content that could be damaging to BHF and the work that we do. You can read our 60 second Social Media Guide.

## Representing BHF

As part of your volunteering, you may regularly meet our BHF supporters, customers and donors in stores and in your community. Our Supporter Promise shows that we are committed to raising funds in an honest and transparent way. We ask that you read our **[supporter promise on our website](#)**.

If you have any questions about our Supporter Promise, please contact our Supporter Services team via **[heretohelp@bhf.org.uk](mailto:heretohelp@bhf.org.uk)**, or call **[0300 330 3322](tel:03003303322)** and they will be happy to help.

**Thank you for choosing to volunteer with British Heart Foundation. By donating your time, you're helping BHF fund lifesaving research.**