



Volunteering Policy

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1. Purpose of the document

The Volunteer Policy provides clear guidance on what support and guidance volunteers can expect from the EY Foundation and in return, what the EY Foundation expects of volunteers.

The document covers:

- Responsibilities and expectations
- Safeguarding
- Data Protection
- Whistleblowing
- Health & Safety
- Social media
- Volunteer feedback
- Acceptable use of IT

2. Who is this policy for?

The Policy is for people who engage with the EY Foundation's programmes as volunteers*. This refers to both EY and non-EY Employees (including but not limited to EY/Partner family and friends, other employers' staff, mixed teams on fundraising challenges, and anyone associated to the wider EY network and affiliates). Unless stated, this policy remains the same for EY and non-EY volunteers.

*The EY Foundation defines volunteering via the NCVO definition and guidelines (taken from [NCVO - Volunteering](#)):

We define volunteering as any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives. Central to this definition is the fact that volunteering must be a choice freely made by each individual.

This can include formal activity undertaken through public, private and voluntary organisations as well as informal community participation and social action. Everyone has the right to volunteer and volunteering can have significant benefits for individuals.

3. Our values

Our values define how we behave day to day. They also reflect the way we expect our volunteers to act when representing us as an organisation:

- **Growth mindset.** Increase our impact on more young people through dedication, innovation and hard work.
- **Courage.** Use new learning and diversity of thought to challenge the status quo; embracing lessons learned even if a project misses its targets.
- **Enable people.** Everyone is given the opportunity to develop and to succeed.
- **Collaboration.** Build relationships – internally and externally – to share ideas, embed an inclusive approach and achieve bigger outcomes.

Our values guide our actions and behaviours. They influence the way we work with each other and the way we serve our young people and volunteers. We should recognise when people demonstrate the values and challenge when people don't.

We expect all individuals who interact with us (volunteers, young people, staff, and trustees etc) to apply these principles to assist us in making consistent decisions, and to build a shared commitment to our values. We are always available for feedback and consultation on the above – please contact us via volunteering@eyfoundation.ey.com

4. Equality, diversity and inclusion

The EY Foundation is committed to building a diverse and inclusive organisation that is responsive to the needs of young people and our stakeholders. The EY Foundation is also committed to equal opportunities at all stages of the volunteer recruitment and selection process. Selection of volunteers should always be carried out without discrimination and the EY Foundation welcomes applications regardless of their background.

We actively seek and encourage volunteers from diverse backgrounds to support delivery of our programmes and aim for diversity and representation across our events, with the caveat that this may not be fully possible in some regions of England and Scotland.

The EY Foundation has published 11 race commitments which can be viewed [here](#).

5. Volunteering with the EY Foundation

5.1 Your role as a volunteer

For EY staff, roles will be advertised on EY Ripples and updated according to availability. Non-EY staff should contact volunteering@eyfoundation.ey.com. Descriptions of the volunteering roles available can be found in the Appendix.

As there are various volunteer opportunities available at the EY Foundation, the requirements of each will vary role to role. You can read the volunteering role descriptions in Appendix B of this document. This includes the time commitment, as well as a list of attributes required to fulfil each role successfully.

If you haven't received this information, please either contact the EY Foundation team member responsible for your activity or email volunteering@eyfoundation.ey.com

5.2 Responsibilities and Expectations

5.2.1 We want to ensure your volunteering experience is enjoyable and rewarding.

Our commitment to volunteers (including fundraisers where relevant) is to:

- Provide access to the EY Foundation's policies on Volunteering, Child Protection, Privacy, Complaints, Confidentiality, Health & Safety and Whistleblowing (See below for more information and links to policies);
- Handle your data in line with EY Foundation's Data Protection Policy
- Offer equal opportunities to everyone who wants to volunteer
- Encourage a friendly, positive and inclusive atmosphere
- Provide information about our programmes and how they fit into our vision, purpose and goals
- Provide a clear volunteer description (where relevant), explaining your role and responsibilities
- Offer appropriate materials, training and support for your role including DBS checking and child protection training where relevant
- Support our fundraisers with relevant resource, information and support as required
- Choose a role that suits your time and experience.
- Respect all our volunteers and collect feedback on how we can improve the volunteer experience
- Celebrate success and recognise your dedication and hard work in helping young people

5.2.2 We expect our volunteers (including fundraisers where relevant):

- EY applicants can register on EY Ripples (<https://eyripples.eyclienthub.com/>). Non EY staff interested in volunteering should contact the EY Foundation: volunteering@eyfoundation.ey.com;
- To read, understand and adhere to the EY Foundation's policies on Volunteering, Child Protection, Privacy Policy, Confidentiality, Health & Safety and Whistleblowing (See below for more information and links to policies);
- To ensure that GDPR guidelines are always adhered to;
- To work in partnership with other volunteers, staff, employers, suppliers, Trustees and the general public;
- To complete requested paperwork including monitoring and evaluation forms;
- To let us know if there are any changes in your personal circumstances that may affect your volunteering or fundraising activity (such as your ability to participate physically in a sponsored challenge event);
- To let us know immediately of any concerns or problems you might have, so that we can find a solution;
- To always consider and protect the EY Foundation's name and reputation through your actions and conduct;
- To avoid last minute cancellation where possible, as this impacts our delivery to young people;
- To commit to our aims and values and be a positive role model for the EY Foundation young people;
- To apply a level of professionalism to your volunteering role;
- To aim for high standards of efficiency, reliability and quality in your volunteering.
- To seriously recognise the importance of signing up to a sponsored challenge event with the necessary (non-binding) commitment to specific fundraising targets;
- To ensure any funds raised for the Foundation are held in trust for the charity.

5.2.3 Expenses

As a registered independent charity EY Foundation will not reimburse volunteer expenses as a rule, unless a specific expense is deemed payable by the charity and this is agreed in writing by a senior manager working at EY Foundation.

5.3 Safeguarding

The EY Foundation has a duty of care to all beneficiaries and all active volunteers involved in programme delivery or fundraising events. There will be relevant training and support provided to volunteers where required, regarding child protection and safeguarding. All volunteers that work directly with or, come into contact with young people - have a responsibility to keep them safe, identify concerns, share information and take prompt action.

The EY Foundation has seven Designated Safeguarding Officers (DSO) who have completed Child Protection L3 via [Educare](#). Volunteers should inform a DSO immediately if they have any concerns regarding a young person's safety. Or if a young person, yourself or another volunteer is in immediate danger phone 999 first and then inform a DSO.

Our Designated Safeguarding Officers are:

EY Foundation team	Name	Contact
Lead Designated Safeguarding Officer	Jodie McNally	0161 333 3000 or 07342022130
Designated Safeguarding Officer	Lynne Peabody	0207 951 5803 or 07468740282
Designated Safeguarding Officer	Anu Law	02077830611 or 07504632451
Designated Safeguarding Officer	Robert Pope	02079513133 or 07798 928419
Designated Safeguarding Officer	Anita Chouhan	0161 333 3000 or 07500 028402
Designated Safeguarding Officer	James Dundas	0141 226 7359 or 07469 036520

All volunteers should read the EY Foundation's Child Protection Policy policy found [here](#). This document gives clear procedures on responding to concerns regarding the safeguarding and protection of children, young people and vulnerable adults.

5.3.1 DBS/PVG certification

As some of our voluntary roles involve working with children and vulnerable adults, we ask some of our volunteers to undergo background checks i.e. disclosure and barring checks (DBS - England) or Protection of Vulnerable Groups (PVG – Scotland).

For a DBS to be accepted by the EY Foundation, it must have been issued within the last two years and provide an enhanced level of clearance. Volunteers based within Scotland, must have a PVG.

The DBS/PVG process is managed by the EY Foundation and it includes:

- Verification of volunteer identity documents by a senior colleague
- Application is uploaded onto the DBS/PVG system
- Volunteer verifies application via the DBS/PGV system
- Certificate is issued when all checks are clear

Details of the process can be obtained by emailing enquiries@eyfoundation ey.com

5.3.2 Child protection training

Business Mentors that work directly with our young people must complete the following training before they engage with young people on EY Foundation programmes:

- NSPCC's introduction to Child Protection (Approx. 2-3 hours)
- Must read the EY Foundation's Child Protection Policy

Once you have completed these actions, please email the central inbox

enquiries@eyfoundation ey.com with your NSPCC certificate of completion.

5.3.3 Acceptable use of technology

We have a commitment to protect children and vulnerable adults who receive EY Foundation's services and who make use of information and communication technology (such as mobile phones technology and the Internet) as part of their involvement with us.

We are committed to supporting and encouraging the young people using our service to use the opportunities offered by information and communication technology in a way that keeps themselves safe and shows respect for others.

5.4 Fundraising

EY Foundation operates in line with the Fundraising Regulator's [Code of Fundraising Practise](#).

We also distinguish between 'On behalf of' volunteers and 'In aid of' volunteers (wording taken from [Chartered Institute of Fundraising](#)).

'On behalf of' volunteers' are volunteers who have authority from the fundraising organisation to fundraise. The organisation knows that they are raising money and will often help the volunteers by providing advice and resources.

'In aid of' volunteers have no authority from the fundraising organisation and are acting on their own initiative.

6. Confidentiality and Data Protection

All volunteers are required to comply with the EY Foundation's Privacy Notice regarding interactions with young people. They must also keep confidential any information obtained during their volunteering endeavour with the EY Foundation that is not currently public.

The EY Foundation in complying with the Data Protection Act 1998 will treat in confidence the information it holds about volunteers. EY Foundation handles data in line with EY's data protection policy which can be found [here](#) and the EY Foundation's Privacy Notice policy which can be found [here](#).

7. Travel and Expenses

The EY Foundation does not reimburse volunteer expenses unless agreed in writing with the relevant EY Foundation team member in advance of the activity. Any volunteer expenses must be in line with the EY Foundation expenses policy which can be requested separately. Please note that EY Foundation operates a separate policy to EY.

8. Whistleblowing

The EY Foundation operates in a clear and transparent way which allows for anyone who works or volunteers with us to raise genuine concerns about acts of wrongdoing or malpractice in the workplace. It also aims to ensure that any concerns are dealt with effectively and in a timely fashion.

Full details of our policy and how to raise any issues can be found at:

<http://www.ey.com/uk/en/about-us/corporate-responsibility/ey-foundation-policies>

9. Health and Safety

The EY Foundation adheres to EY's Health & Safety policies. A link to the policy can be found [here](#).

Non-EY volunteers can request a copy of the policy via volunteering@eyfoundation.ey.com.

All volunteers with the EY Foundation programmes must:

- Take reasonable care for the health and safety of themselves, other volunteers and beneficiaries who may be affected by your actions or omissions.
- Follow our health and safety policy and measures of the EY Foundation or any other organisation on whose premises you may be working.
- Report accidents, incidents or dangerous circumstances regardless if anyone has been injured or not.

10. Leaving your volunteering commitment

Volunteers can stop volunteering with the EY Foundation at any time. Where circumstances will allow, an agreed period that leads to this point would be helpful to allow us adequate time to make alternative arrangements.

There may also be times when the EY Foundation may ask a volunteer to stop volunteering with us, for various reasons. Where circumstances allow, we will offer the volunteer the opportunity to receive and give feedback regarding their experience.

11. Social Media

Volunteers are expected to ensure that any information and opinions shared on social media platforms protects the EY Foundation's reputation and are not in conflict with our brand guidelines and policies or could bring the organisation in disrepute.

12. Volunteer feedback

We welcome feedback from our volunteers. We ask each volunteer to complete a survey that details their experiences. If you would like to provide additional feedback, have any problems – or wish to make a complaint, please contact us in writing to volunteering@eyfoundation.ey.com.

The EY Foundation complaints policy can be found [here](#).

Appendix A – Programme Descriptions

Smart Futures

Smart Futures is a 10-month programme for young people who have been eligible for free school meals or a college bursary. The programme develops employability skills and offers a paid two-week work experience placement. Students achieve accreditation from the Institute of Leadership and Management and receive 10 months of mentoring support.

Accelerate

The Accelerate programme helps social enterprises to grow and thrive, increasing their impact on local economies and creating social change. It provides in-depth business support and mentoring, with access to skills training from business coaches, workshops and networking opportunities. Each social enterprise receives at least 35 hours of pro bono support over a twelve-month period.

Your Future

Your Future supports young people from low-income families in their final year of school / college (aged 17-18) to secure a job after completion of their studies.

Each participant benefits from paid employability skills training, an application bootcamp, work experience and dedicated personal Job Coach for 6 months.

Our Future

Our Future is a six-month programme for those aged 16-19, including paid work experience, interactive employability skills training and mentoring. It is formally recognised and accredited by the Institute of Learning and Management. Participants meet other young people, gain vital business skills and receive supportive advice, helping them to develop key skills that are essential in the workplace.

Beyond Your Limits

Young people who have been in care are still too often not achieving their potential. With 40% finding themselves NEET (Not in Education Employment or Training). EY Foundation has created a programme targeted at 16 and 17 year olds that combines employability content and paid work experience with mentoring, a bursary and holistic support that will be tailored to each young person's needs. Following these two years of support we hope to see up to 80% of young people move into education, employment or training, halving the number who would typically end up NEET.

Employability Workshops

These workshops are delivered to students in England and Scotland. Each session introduces young people to a range of careers, employability skills training and quality employer connections. They develop skills such as interview preparation, presentation, teamwork, attitude to work, confidence and the workshops raise awareness of the career options available.

Our free half day workshops are delivered to students in England and Scotland. They introduce young people to a range of careers, employability skills training and offer the chance to meet local employers. The workshops help schools meet several of the [Gatsby Benchmarks](#).

Key outcomes of this programme are to improve interview preparation, presentation, teamwork, attitude to work, confidence and raise awareness of the career options available to them. To verify the impact on the young people we work with, we collect feedback from all stakeholders involved in our programmes. Gathering feedback in this way helps us deepen and widen our understanding of what has the greatest impact.

Appendix B – Volunteering Role Descriptions

Paid programmes:

Volunteering opportunity	Advance preparation	Time commitment
<p>Business Host We will ask you to host students in your team. This could either be facilitated virtually or in person. You will arrange a programme of engaging and creative activities to provide the students an insight into your work</p>	<ul style="list-style-type: none"> • Attend (dial-in) EY Foundation training (x 30 mins) • Prepare a schedule of activities / project for the student(s) 	<ul style="list-style-type: none"> • 3 to 4 days
<p>Mentor Mentor a student (16 to 19 years old) whilst they make important decisions about their future, providing them with support and guidance on careers, developing soft skills etc. Your mentee will be encouraged to set goals in relation to their academic, career and personal development. You could be helping them with anything from university applications and personal statements to exam revision techniques. The most important attribute as a mentor is time and a willingness to support a young person on a proactive basis</p>	<ul style="list-style-type: none"> • Attend (dial-in) EY Foundation training (x 30 mins) • 3 hours in total for obligatory NSPCC training and DBS checks. 	<ul style="list-style-type: none"> • You will be asked to provide advice and guidance virtually once or twice a month (for an hour) for between 6 and 12 months
<p>Facilitator Deliver interactive and engaging virtual workshops to students during the first week of the programme covering a range of employability skills. All content is provided but you must have strong facilitation skills and the ability to engage young people</p>	<ul style="list-style-type: none"> • Attend (dial-in) a briefing session (x 30/45 mins) 	<ul style="list-style-type: none"> • Up to 3 hours
<p>Panellist</p> <ul style="list-style-type: none"> • Join one of our panel sessions to talk to young people about your career journey and/or opportunities within your organisation/sector • Join a speed networking activity to talk to young people about your career, your role and provide an insight into your day to day job 	<ul style="list-style-type: none"> • Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> • Up to 3 hours

<ul style="list-style-type: none"> Join a Dragons' Den panel, listening to groups of young people pitch and then provide feedback on strengths and development areas. Presentation themes vary for each programme 		
<p>Guest Speaker You would be required to speak to the whole group on a topic that fits within the session themes. Examples could include 'Careers and Aspirations' or 'Leadership'</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Up to 3 hours
<p>Volunteer Supporting with other roles that may be needed to ensure smooth running of our events as directed by the EY Foundation programmes team</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Variable
<p>PMO (Project Management Office) As a member of a PMO team, you will provide support to ensure the programme is a success. Using your project management and communications skills, you will take the lead on organising a particular aspect of the programme. This could be recruiting volunteers to mentor young people, seeking hosts to deliver insightful business experience placements, or finding volunteers to facilitate employability skills workshops. You will be required to join regular calls to provide progress updates and support across the team when needed</p>	<ul style="list-style-type: none"> Briefing call with EY Foundation (x 30 mins) 	<ul style="list-style-type: none"> This is a long-term volunteering opportunity, and the time commitment would be 1 to 2 hours a month for the duration of the programme over 10 months
<p>Mock Interviewer Interview young people 1:1 or in small groups to help prepare them for the world of work. Suggested questions and feedback forms will be provided</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Up to 1 working day
<p>Telephone Interviewer You will spend 30 minutes asking formal interview questions via telephone to a prospective applicant for Smart Futures.</p>	<ul style="list-style-type: none"> No formal requirements for this role. The questions will be provided along with a score sheet. 	<ul style="list-style-type: none"> Each interview takes a maximum of 30 minutes, followed by 15 minutes

		<p>to write up the score sheet.</p> <ul style="list-style-type: none"> You can sign up to do as many interviews as you have capacity for.
<p>Job Coach As a Coach you will be allocated a young person to support on a 1 to 1 basis for a period of 6 months. You will be asked to provide advice and encouragement as the young person seeks to find, secure, and sustain a new job.</p>	<ul style="list-style-type: none"> Keen to dedicate time and energy to support and transform the lives of young people Some experience of mentoring or coaching Currently in employment Have strong communication skills 	<ul style="list-style-type: none"> 6 hours initially; 1 hour per week for the first 6 weeks and then as needed thereafter.

Employability workshops:

Volunteering opportunity	Advance preparation	Time commitment
<p>Facilitator Deliver interactive and engaging virtual workshops to students covering a range of employability skills. All content is provided but you must have strong facilitation skills and the ability to engage young people</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Up to 3 hours
<p>Panellist Join one of our panel sessions to talk to young people about your career journey and/or opportunities within your organisation/sector</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Up to 3 hours
<p>Mock Interviewer Interview young people 1:1 or in small groups to help prepare them for the world of work. Suggested questions and feedback forms will be provided.</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Up to 1 full working day

<p>Workplace visit host Host a group of young people in your workplace, giving them a detailed insight into your organisation and sector.</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Half a day
<p>Volunteer Supporting with other roles that may be needed to ensure smooth running of our events as directed by the EY Foundation programmes team.</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Variable

Alumni Events/Young Men's Network/Young Women's Network:

Volunteering opportunity	Advance preparation	Time commitment
<p>Facilitator Help to facilitate an employability focused session. Examples cover next step support, including 'Careers and Aspirations', 'Application training' or 'Wellbeing'.</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Up to 3 hours
<p>Panellist Join one of our panel sessions to talk to young people about your career journey and/or opportunities within your organisation/sector</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Up to 3 hours
<p>Guest Speaker An opportunity to speak to young people about a subject of your choice. Examples cover next step support, including 'Careers and Aspirations', 'Application training' or 'Wellbeing'.</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Up to 3 hours
<p>Volunteer Supporting with other roles that may be needed to ensure smooth running of our events as directed by the EY Foundation programmes team.</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Variable

Accelerate:

Volunteering opportunity	Advance preparation	Time commitment
<p>Business Coach Work with a social enterprise in a coaching and mentoring capacity over a 12-month period. This role aligns the volunteer with a social enterprise in a coaching and mentoring capacity. The volunteer meets their entrepreneur once a month over a 12-month period, and provides practical support and advice, often around financial and business planning.</p> <p>Must have:</p> <ul style="list-style-type: none"> • Commitment to supporting business that make a social or environmental impact • Ability to commit to regular contact with a social entrepreneur <p>Nice to have:</p> <ul style="list-style-type: none"> • Previous coaching experience • Passion for social enterprise or desire to use business for good 	<ul style="list-style-type: none"> • Attend a coaching skills training session and to keep in touch with the Accelerate team over the programme 	<ul style="list-style-type: none"> • Over a 12 month period
<p>Business Development Mentor Helping to support the development of the business in key areas such as business strategy or areas such as law etc, although each area will be dependent upon the social enterprise. You will be paired with a social enterprise on the Accelerate cohort and alumni and work directly with them over the course of the programme (12 months) to help address the knowledge/skills gaps which the social enterprise identifies. As part of the role, we are also assigning business coaches who will be the primary point of contact for the social enterprise. Your role will be both a management role, but also a hands-on role helping to</p>	<ul style="list-style-type: none"> • Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> • Over a 12 month period

<p>develop both the coaches and the social enterprises. The number of business coaches you will be assigned will vary, but we will confirm closer to the time.</p>		
<p>Facilitator Supporting in the design and delivery of workshops covering such topics as: strategy, financial modelling and budgeting; people management and workforce recruitment; corporate engagement and partnerships; business development</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation team (x 30 mins) 	<ul style="list-style-type: none"> Variable; between half a day and a day
<p>Guest Speaker An opportunity to speak to the social enterprises about a subject of your choice.</p>	<ul style="list-style-type: none"> Attend a briefing call with a member of the EY Foundation programmes team (x 30 mins) 	<ul style="list-style-type: none"> Up to 3 hours
<p>Volunteer Supporting with other roles that may be needed to ensure smooth running of our events as directed by the EY Foundation programmes team.</p>	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Variable

Fundraising:

<p>Fundraiser Take part in one of our fundraising challenges to raise money for the Foundation. The team run a series of events through the year ranging from physical challenges overseas (when possible), to virtual fundraisers. Anyone can fundraise for EY Foundation, although our physical events often come with a minimum age limit. The team are on hand to support with fundraising page set up, promotion ideas and moral support. The money raised goes directly towards our programmes supporting young people into employment.</p>
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