



Policy on Membership and Volunteering Rules, Including Usage of HOPS and Fees for Full Time Carers and Members In Financial Hardship

Policy version: v1.00
Last updated: 19th March 2025
Board sign-off: 20th March 2025
Next review due: 18th March 2027

Policy Scope:

This policy replaces any previously issued rules around membership and volunteering and aims to eliminate any ambiguity in the requirements for volunteers to be members and define those circumstances where membership is, or is not, required.

Policy Rules:

1. All Volunteers in roles that are Positions of Responsibility are expected to be registered as Members.
 - a. Roles deemed to be Positions of Responsibility are those that include any element of the following activities:
 - Handling of food
 - Handling of money
 - Ensuring safety of customers and/or staff
 - Operation of machinery of any type
 - Management
 - Safeguarding of minors or vulnerable persons (as defined in the company's policies)
 - b. Departmental Managers are responsible for ensuring any volunteers in their departments are members where appropriate.
2. All Volunteers must undertake the Induction process when they start their role on the NVR, and complete all necessary training required for their role, including formal training where required for the NVR to remain legally compliant (e.g. Food Hygiene certification). All training should be reviewed periodically by the Departmental Manager.

3. All Volunteers must provide the NVR with the minimum personal information required by law, insurance purposes or to enable the NVR to operate. This includes, but is not limited to, relevant medical, next of kin and contact details.
 - a. For volunteers aged under 16, it is mandatory to obtain parental consent and to record their date of birth; volunteers under the age of 13 are not permitted.
4. All Members are expected to pay an annual subscription fee.
 - a. The Board of Directors are empowered under the company's Articles of Association to offer concessionary rates under certain circumstances (e.g. financial hardship) and may consider temporarily waiving the annual fee in exceptional cases.
 - b. The Board of Directors have delegated the same authority to Tracy Spring (General Manager), whose decision is final. This authority will be reviewed every two years.
 - c. Members or potential members wishing to discuss this should contact the Volunteer Liaison Group in the first instance.
5. Exceptions to Rule 4:
 - a. One-off volunteering, where a potential volunteer will come in and do a sole, specialist or temporary piece of work. If the same individual returns, or is felt to be likely to return by the Departmental Manager, then full membership should be pursued. In all one-off cases the volunteer and the Departmental Manager must still comply with rule 3 and any necessary elements of rule 2.
 - b. Corporate Volunteering events, which must be managed from a compliance perspective by the Volunteer Liaison Group.
6. All Volunteers must be registered on the NVR HOPS system and, for customer facing teams and any other teams deemed necessary by the General Manager, any day(s) worked logged on the same system. Logging should, wherever possible, be done at least 24 hours in advance.
7. All Volunteers are required to sign in and out of their relevant site's signing-in book. This is mandatory for safety reasons.

Addendum: Membership for senior citizens and registered carers

- Senior membership rate to be renamed to “Concessions”, with eligible categories listed.
- Full Time Carers to pay membership fee at new “Concessions” rate, subject to the member providing one of following:
 - A letter showing they are in receipt of Carers Allowance or Carers Credit
 - A letter from their GP confirming they are a Full Time Carer.
 - Proof of membership of a recognised carer card scheme (details of recognised schemes can be found at <https://www.carersuk.org/help-and-advice/support-where-you-live>).

Signed on behalf of the NVR Board of Directors

Chairman

20th March 2025

Date