

Overview for Volunteers of Cycling UK's Policies

Below you will find a summary of the Cycling UK policies most relevant to our volunteers.

1. Health and Safety

We are committed to providing for the health, safety and welfare of all employees and volunteers and to maintaining standards in line with industry best practise.

We ask volunteers to take reasonable measures to ensure their own health and safety and the health and safety of others around them. This includes adhering to the above [policy](#), ensuring activities are safe, compliant with health and safety legislation, and reporting any hazards, incidents, or accidents to Cycling UK.

Your volunteer co-ordinator will provide you with the key guidance relevant to your volunteering role, including how to report accidents and incidents. Volunteers will also be shown where to access our risk assessment template, which includes examples and considerations to support safe planning for event organisers and ride leaders.

In the case of an emergency, we ask that volunteers do not put themselves or others in danger. Volunteers should prioritise safety and ensure that professional medical help is called when required.

2. Safeguarding

Cycling UK acknowledges that safeguarding is everybody's responsibility and is committed to preventing abuse and neglect by taking appropriate, proportionate and reasonable measures to protect everyone involved in its events, programmes, activities and services. Cycling UK is committed to creating and fostering safe and positive environments with open, listening cultures where both children and adults feel able to share concerns knowing they will be taken seriously and that prompt, proportionate and appropriate actions will be taken.

Cycling UK's safeguarding policy applies to all trustees, staff, volunteers, members, parents (including guardians and carers) and any participants involved with Cycling UK activities, programmes, events and services organised by any of its staff or volunteers.

It is a requirement for Cycling UK Member Groups to have a Safeguarding Officer, and we recommend that affiliated groups do so too. When issues of child protection, discrimination or complaints arise, the Safeguarding Officer should be the first point of contact.

We ask volunteers to familiarise themselves and act in accordance with our safeguarding policy and code of conduct, and to report any worries they may have about safeguarding to their Safeguarding Officer, volunteer co-ordinator, or the [Membership Team](#). Our member group roles do not require volunteers to be DBS checked, but we have guidance for groups who are unsure if this is needed. However, if a cycling group is aiming activities specifically at young people, particularly at those that involve training, teaching, instructing and supervising them, an enhanced DBS check should be considered for any regular volunteers. Please find the relevant policies [on our website](#).

3. Equality and Diversity

Cycling UK is fully committed to the principles of equality of opportunity and is responsible for ensuring that no job applicant, Trustee, employee, volunteer or member receives less favourable treatment on the grounds of age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Therefore, Cycling UK tries to ensure that there will be open access to all those who wish to participate in any aspect of cycling, and that they are treated fairly.

We ask volunteers to treat everyone with honesty and respect, building open relationships with everyone they come into contact with, showing understanding when dealing with sensitive issues and respecting and valuing individual difference.

4. Data Protection

Cycling UK is committed to being fully compliant with all applicable UK and EU data protection legislation in respect of personal data, as well as being committed to safeguarding the “rights and freedoms” of persons whose



information Cycling UK collects pursuant to the UK General Data Protection Regulation (UK GDPR)

Cycling UK will use the personal information you provide us with solely for your volunteering with us. Your data will be kept safe and secure, and only used by us and those who work for us; it will not be shared with any third parties.

In line with data protection guidelines, volunteers are expected to protect and store securely the personal details of all participants and other volunteers that they may have access to. We ask volunteers to refer to our General Data Protection Regulation (GDPR) toolkit, which includes all our resources and FAQs.

If you think there may be a data protection breach, or you want to talk through a particular issue, please contact the Cycling UK Data Protection Officer.

Please find GDPR overview for groups and FAQ on our [website](#).

5. Complaints

We hope everyone who volunteers with Cycling UK has a positive experience. However, we recognise there may be times when people have concerns. When this happens, we want issues dealt with as quickly and efficiently as possible.

We believe most complaints are best dealt with informally by the volunteer co-ordinator or the Safeguarding Officer of the group in question. We ask them to attempt to resolve the issue informally if possible. If the issue cannot be resolved informally, we ask the volunteer co-ordinator or Safeguarding Officer to notify us via HaveYourSay@CyclingUK.org, who will then treat it as a formal complaint in line with our [complaints policy](#).

6. Expenses

We do not want volunteers to be out of pocket when volunteering for us. If stated in your volunteer role, agreed expenses while volunteering can be reimbursed. Claims should be agreed in advance and the standard expense claim form promptly submitted to your volunteer co-ordinator for reimbursement. Your volunteer co-ordinator will talk you through what you can claim for and how to claim.



It should be the guiding intention by all staff and volunteers to minimise expenses, without sacrificing standards of reasonable personal comfort or their ability to perform the task productively.

We use the HMRC definition of allowable expenses as being: “incurred wholly, exclusively and necessarily to the performance of the duties of your employment (volunteering).”

7. Environmental Policy

Cycling UK is committed to reducing our environmental impact as much as possible and have a [Carbon Reduction Plan](#) in place to assist us in this goal. With this in mind, we'd encourage all volunteers to consider their own emissions throughout their activities with Cycling UK and opt for sustainable transport methods where feasible.