

Our values and Volunteer Promise



Collaborating
as One Team



Enabling
the movement



Believing
in better



Cycling
for all



Being
brilliant

Our values, alongside our refreshed five-year strategy, clearly spell out who we are, what we do and how and where we want to be. They underpin our charity's mission of enabling millions more people to cycle so our vision of making the world better by bike becomes a reality.

Collaborating as One Team means we support each other, valuing the power in combining our personal qualities, expertise and enthusiasm to drive innovation and get more people cycling, whilst **Enabling the Movement** means that together, we inspire, educate and equip more people to cycle, more often. **Being Brilliant** means that we provide a human touch to deliver the best services with simple, efficient processes.

We hope and expect everyone who undertakes tasks in the name of Cycling UK lives and breathes our values. We work together with you as a Cycling UK volunteer for our charity and our **Volunteer Promise** outlines what will do for you and what we would like to ask from you, whether you are volunteering for Cycling UK directly or with a local group.

What you can expect from us

- A clear induction, including relevant guidance and resources
- Ongoing support and supervision
- Support with training and development where possible
- To be treated fairly and with respect within the guidelines of our policies and procedures
- To have any problems, grievances or difficulties resolved fairly
- To be covered by our insurance for agreed volunteer activities
- To have your expenses covered, if this is outlined in your role description
- To respect your privacy in your volunteer role

What we ask from you

- To support and spread our vision to encourage millions more people to cycle
- To be collaborative and treat staff, supporters, other volunteers and members of the public with respect and consideration
- To attend training and meetings relevant to your role
- To act fairly, objectively and in good faith when representing Cycling UK
- To let us know if your role or responsibilities are unclear
- To let us know if you are not receiving the support you need
- To give us as much notice as possible should you be unable to fulfil your role