



**CAMPAIGN
FOR
REAL ALE**

VOLUNTEER CHARTER

CAMRA recognises the importance of its volunteers. CAMRA volunteers are people who contribute their time, energy and skills to support CAMRA without payment. They are the lifeblood of our Beer Festivals. We believe that it is important for you to enjoy any volunteering you undertake. As a volunteer, you have the right to say no to any activity that you do not wish to take part in or with which you feel uncomfortable.

CAMRA's responsibility to volunteers

- To make you feel welcome, appreciated and to treat you with respect.
- To ensure that you can volunteer safely.
- To enable you to work alongside people who share and support your interests.
- To give you the chance to learn new skills and to be given training where relevant.
- To offer you tasks that support CAMRA's aims.
- To give you a clear point(s) of contact for support and advice.
- To be clear in what you are being asked to do.
- To ensure that every volunteer's opinion is welcomed and treated with respect.
- If you have any concerns, they will be listened to and taken seriously.

Responsibility of a CAMRA volunteer

- To work together to achieve CAMRA's aims and objectives.
- To be clear about what commitment you can give.
- To try to give reasonable notice if you are unable to fulfil that commitment.
- To be prepared to be flexible.
- To adhere to CAMRA's policies, procedures and legal requirements.
- To inform the relevant CAMRA official (national, regional or local) of any problems and issues encountered during your time as a volunteer.
- To ask for help and guidance when it is needed.
- To respect other volunteers and staff.
- To avoid any actions that would bring CAMRA into disrepute.

Problems

Although we hope that there will not be any problems, CAMRA has processes in place to help deal with these. By using these processes, CAMRA endeavours to treat all complaints seriously and fairly. At this Festival, if you have any issues, please raise them with the Staffing Office if you are unable to deal with it yourself. Full details of Volunteer Complaint Processes can be found on CAMRA's website.

Equal Opportunities

All activities performed under CAMRA's name need to comply with CAMRA's Equal Opportunities Policy i.e. to treat everyone fairly regardless of gender, sexual orientation, age, disability, religion, race, ethnic or social/economic background. This includes behaviour towards the public as well as towards other volunteers.

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