

# Our volunteering culture

Scouts actively engages and supports young people in their personal development, empowering them to make a positive contribution to society. No matter where you are, or which team you're involved in, your time and skills help young people gain skills for life.

By working together, and following [our Scouts values](#), we'll make sure everyone has a positive, safe and rewarding experience.

## Scouts will:

- Create a welcoming environment, making sure everything we say and do lines up with [our Scouts values](#) and [Scouts Promise](#).
- Nurture a caring and inclusive environment, where everybody's valued for their individual contributions and treated equitably, fairly and with respect.
- Support you to achieve our purpose by working as a team in a positive environment.
- Help you develop your own potential by offering learning opportunities.
- Acknowledge your personal motivation for volunteering and the skills you have to offer.
- Commit to giving you the best volunteer support, which includes resolving any issues with respect and integrity..
- Give you a voice, so you can share your thoughts and ideas. This will help us review and improve our volunteer experience, and we'll listen to your concerns if things aren't going well.
- Offer meaningful, relevant, and flexible ways to volunteer. This will be supported by clear guidance of what we'll require from you, and who you can ask for advice and support.
- Accept that you have other commitments and that your availability may change in the future. We'll then offer you volunteering options that'll suit you best.
- Tell you about the wider organisation, so you can appreciate how your contribution makes a difference.
- Make sure finance isn't a barrier to volunteering.

## You will:

- Promote a welcoming and inclusive environment. You'll make sure our values are part of everything you say and do, and treat everybody equally, fairly and with respect.
- Respect the diversity of our organisation, and accept that people's beliefs, personal circumstances, and motivations may be different to yours.
- Follow the [values, purpose and policies](#) that underpin our organisation, as well as the laws of the country you're volunteering in.
- Be a great role model in the way you act, and volunteer in line with our values and Scout Promise.
- Communicate openly and respectfully, whether verbal, written or online.
- Be open and honest with your team about your time commitments and let them know if things change.
- Enjoy yourself and have fun while volunteering.
- Develop yourself and be open to new opportunities depending on what your team needs.
- Make sure your learning requirements are met on time.

## This means that together, we will:

- Co-operate with each other to make a difference to young people's lives.
- Know what we expect from each other.
- Listen and respect everybody's ideas and concerns.
- Feel proud to be part of a diverse and inclusive organisation, which puts into practice what we believe.
- Recognise and celebrate all volunteers for their contributions, regardless of how long they volunteer for or the amount of time they give.
- Make sure volunteering has a positive impact on your wellbeing. When this isn't the case, we'll work together to find solutions.
- Create an environment where everyone feels comfortable to share thoughts and ideas. We' will review how things are going, improve volunteering opportunities and resolve problems fairly.

**IMPORTANT:** 'Our volunteering culture' is a statement of the culture and values we're seeking to follow and develop. It's not intended to create conflict with the requirements of Policy, Organisation and Rules (POR), which all volunteers must follow.