

Royal Norfolk Agricultural Association



Stewards and Volunteers Handbook

Welcome

Thank you for choosing to volunteer with the Royal Norfolk Agricultural Association.

The Association is a registered charity, founded in 1847 to promote the image, understanding and prosperity of agriculture and the countryside, primarily through its hosting of the Royal Norfolk Show, the county's annual two-day agricultural show.

History

The Royal Norfolk Agricultural Association is one of the oldest county associations, being founded in 1847 by the amalgamation of the East Norfolk and West Norfolk Associations. In 1908 the Association was granted the great privilege of the Royal prefix by King Edward VII. For over 100 years shows were held in a variety of locations throughout the county with the co-operation and support of landowners with parkland sites. In 1952 the Association made its initial purchase of land at Costessey for a permanent showground, the first show appeared on the current site in 1954. Over the last sixty years the showground has been expanded and improved with the addition of indoor venues, including the Showground Arena and the MacGregor Building suite of meeting rooms.

Mission Statement

The Royal Norfolk Agricultural Association aims to help educate young people and adults, and to bring people and business together through a range of inspiring events, including the Royal Norfolk Show, to promote a better understanding of food, farming and the countryside.

Introduction

This Handbook sets out the broad principles by which the Royal Norfolk Agricultural Association promotes, manages and recognises the involvement and contribution of volunteers. The standards and expectations contained within this handbook are applicable whilst the volunteer is performing their role for the Association.

Volunteering

Volunteers are an established and integral part of the life and success of the Association. The Royal Norfolk Agricultural Association is committed to working with volunteers at all levels of Association activity and welcomes and values their contribution to the achievement of its aims and objectives.

The Association's volunteers, who mostly serve as Stewards, are part of the fabric of Norfolk and the Royal Norfolk Show. They are volunteers, generously giving their time to help deliver the Royal Norfolk Show and other Association events and activities.

We want to make sure that you get the most out of your time with the Association. This handbook will provide you with a general overview of volunteering with us. If you have any questions about your role, please speak to your volunteer manager/Head Steward or Assistant Head Steward of the section to which you have been assigned. Additional advice can be sought from the Chairman of the Show Committee or relevant show office staff.

Definition of volunteering

A volunteer is a person who undertakes unpaid work for the Association freely and by choice without concern for financial gain or other forms of benefit in kind. Volunteers include Members of the Board and Committees, honorary appointees, Royal Norfolk Show stewards and individuals who freely support other Association events.

Volunteering covers all aspects of the Association's work, from participation in governance through membership of the Boards and Committees to the work of volunteers at many different levels throughout the organisation.

The relationship between the Association and a volunteer

The Royal Norfolk Agricultural Association recognises that as a volunteer you have offered your time freely. There is, however, an element of responsibility on both sides. It is important for you to understand both the benefits that you will gain from volunteering with the Association, and the Association's expectations of you as a volunteer.

Our commitment to you:

- To introduce you to how the Association works and your role in it and to provide any training which may be required;
- to provide regular contact with a named volunteer manager so that we can manage your volunteering activities and you can provide feedback;
- to utilise your skills, value your volunteering time and acknowledge individual needs wherever possible;
- to provide suitable refreshments while volunteering where applicable;
- to consult with you and keep you informed of changes which may affect your volunteering role;
- to insure you against injury you suffer or cause due to negligence;
- to provide a safe workplace;
- to apply our equal opportunities policy;
- to address any concerns you raise.

Our expectations of you as a volunteer:

As a Royal Norfolk Agricultural Association volunteer you are in a position of trust. We ask you:

- To work reliably to the best of your ability, and to give as much warning as possible whenever you cannot meet your volunteering commitments;
- to follow the Royal Norfolk Agricultural Association's policies, procedures and conditions as laid out in the Steward and Volunteer Handbook;
- to maintain the highest standards of behaviour when representing the Association;
- to maintain good relations with other volunteers, staff and Association members;
- to carry out your role safely, for the sake of yourself and others;
- to promote the Association to visitors;
- to maintain confidentiality.

Becoming a Steward

The Association is committed to equal opportunities with volunteering open to all, regardless of sex, race, sexual orientation, disability, age, religion or political beliefs. Volunteer placements are made on the suitability of the volunteer to carry out the particular role. Please speak to your volunteer manager/Head Steward if you have any essential requirements in relation to your volunteering role. Your volunteer manager/Head Steward will be able to discuss any reasonable adjustments which can be made in order to assist you.

The Association expects all staff and volunteers to support and promote a positive equal opportunities environment by treating others on their merits and by disassociating themselves from any form of direct or indirect discrimination, victimisation, or sexual, racial or any other type of harassment.

The Association has no upper age limit for volunteers. While seeking to employ people of all ages and ability, the Association reserves the right to specify age limits and to define physical ability to ensure it complies with statutory and other externally imposed duty of care obligations. Certain activities are restricted for those under 18 by health and safety and child protection legislation.

You may apply directly to the Association office or be proposed by an existing volunteer. You need to complete the Association Volunteer Application Form. Thereafter, prospective volunteers are invited to discuss their future role with either the Head Steward of their preferred section or relevant show office staff. The Association will endeavour to offer you the opportunity to volunteer in the section and role of your choice. However, if necessary, you may be asked to volunteer where the Association has most need of your services.

Association Membership

Registered volunteers are enrolled at no cost as honorary volunteer members of the Royal Norfolk Agricultural Association. They may opt to be full members of the Association on payment of the appropriate membership fee.

Induction

You will be issued with a copy of the Volunteers' Handbook and a Volunteer Agreement which you will be asked to sign and invited to attend an induction briefing with other new volunteers. The member of staff or volunteer in charge of the section to which you have been appointed will brief you on your role.

Volunteer induction will cover the aims and objectives of the Association, the volunteer structure, and the purpose and expectation of their role as a volunteer. Volunteers will be included and expected to participate in Health and Safety and operational security training.

Stewardship

As a new volunteer you will normally serve as an assistant steward for two years before being promoted to a full steward. This will allow you to gain experience under the supervision of more experienced volunteers.

A Head Steward may make a request to the Show Committee and where there are exceptional reasons to appoint an individual as a full steward prior to completion of two years.

Experienced stewards may be considered for assistant Head Steward opportunities when they arise. This is usually on recommendation of the section Head Steward with support of the show committee.

The appointment of Head Steward is made in the sole discretion of the Nominations and Governance Committee which is a sub-committee of the Association Board of Trustees.

General Management

Volunteers should be treated fairly and consistently as an integral part of the team. Association staff, at all levels, should seek and follow appropriate routes to ensure volunteers are included in the communication process, both in terms of involvement and participation and in receipt of information.

In the event of a complaint about a volunteer or a grievance by a volunteer, the matter must be handled sensitively in a timely matter, with the volunteer's point of view sought, listened to and included in any action required by the Association.

Staff involved with volunteers should be trained to enable them confidently and competently to involve, support and manage the effective contribution of volunteers.

Health and Safety

The Association has a duty to all staff, volunteers, contractors, visitors and others who may be affected by its activities. It aims to protect all from risks to their health and safety as far as is reasonable.

The responsibility for Health and Safety matters rest with the Managing Director, but specific responsibilities also rest with managers, employees and volunteers.

The Association aims to provide a safe and healthy working environment for all and volunteers are expected to co-operate fully. The Association will provide the same standard of care for both staff and volunteers. We ask that volunteers co-operate with the Association in the implementation of its Health and Safety Policy and to ensure that they carry out their volunteering work without risk to themselves or others and to report risks to their supervisors.

All health and safety incidents involving an individual volunteer, colleagues, visitors or members of the general public are to be reported through your volunteer manager and recorded on the appropriate incident form.

Access to the Association Health and Safety policy and other relevant policies can be requested from the show office.

Terminating your Volunteering

Both you and the Association can end your volunteer role at any time and without notice in exceptional circumstances. Although we will endeavour to give you advance notice and we ask that you also do the same if possible.

Behaviour falling below the Association's standards may result in a need to terminate your volunteer role. This could include, failure to perform agreed volunteering duties without reason, inappropriate language, actions or behaviour.

If you no longer wish to volunteer for the Association, please make contact in writing with your volunteer manager. We will then ensure that we take you off our records and will no longer contact you with volunteering opportunities.

Recognition

Stewards are eligible for long service awards on completion of 25 years and 40 years' service at the Royal Norfolk Show. This is at the association's discretion

Your Volunteering Role

Attendance

If you are a volunteer Steward at the Royal Norfolk Show you will normally be asked to attend on both Show days and usually the half day prior to the Show (some sections ask volunteers for a greater commitment). If you are unable to attend for the whole of this period, you are requested to discuss alternative arrangements with your volunteer manager/Head Steward. There may be other times in the year when you are invited to attend briefing and debrief meetings, health and safety workshops, and training days. Volunteers who accept positions of responsibility such as Assistant Head Steward and Head Steward will be asked to attend other meetings as necessary to ensure the smooth running of the Show.

You may also be invited to support other RNAA events if you are willing to give more time.

Location

Most volunteering activities takes place at the Norfolk Showground. There may be occasions when volunteers are invited to support other Association events and the location will be specified in the Event Management Plan.

Dress

At the Royal Norfolk Show, attire for stewards includes a bowler hat or equivalent and the RNAA tie for male stewards. The Association requires all stewards to be smartly dressed in a business suit or equivalent which identifies them as show stewards and is appropriate to the role. Short skirts, short dresses and jeans are not considered compatible with suitable stewarding dress. The Association will provide badges identifying the volunteer role. At other events, volunteers should dress in accordance with the direction in the Event Management Plan.

Meals and refreshments

You will be provided with vouchers for meals and refreshments when on duty for the duration of the Show and other Association events. Head Stewards or section leaders are responsible for organising their teams so that breaks can be taken at regular intervals.

At the Show, meals and refreshments are normally taken in the Judges' and Stewards' Marquee or St Walstan's Hall.

Volunteer's property

The Association does not accept liability for the loss of or damage to personal property brought on to the premises, whatever the cause, although investigations will be carried out on matters brought to the attention of the Managing Director. In the interests of security, the Association would advise volunteers not to leave their personal possessions unattended.

Associations property

Volunteers are not permitted to remove from the Association's premises any equipment, materials, or other association property, without the prior permission of an appropriate representative of the Association.

If you leave and are in possession of any of the Associations property this must be returned to the show office or volunteer manager.

Parking

You will be advised of where you may park in the pre-event joining instructions. All vehicles are parked at the owner's risk.

Communication Systems

The Association will provide appropriate systems including radios, public address systems and computers where applicable to enable staff and volunteers to carry out their event roles effectively. Use of these are to be in accordance with the stewards handbook and event management plan

Information security and data protection

The Association processes personal data in relation to its own employees, volunteers and clients in accordance with the principles set out in the Data Protection Act 2018 and General Data Protection Regulations. You have the right to be notified about the data that is held on you and the right to access that information. The data is removed in accordance with Association policy

Data protection policy

The Association needs to collect, use and store certain types of information about our steward volunteers to manage the volunteering relationship. This personal information must be collected and dealt with appropriately, whether it is collected on paper, stored in a computer database, or recorded on other material. This personal information must also be dealt with in compliance with the Association's legal obligations under the General Data Protection Regulation ("GDPR"). The Association must also comply with related regulations on privacy in electronic communications, such as the Privacy and Electronic Communications (EC Directive) Regulations 2003 ("PECR").

We are committed to being transparent about how we collect and use the personal data of our volunteers and to meeting our data protection obligations. Our Volunteer Privacy Notice sets out the Association's commitment to data protection, and individual rights and obligations in relation to personal data.

Jonathan Betts is appointed as the person responsible for data protection compliance for volunteers within the Association and he can be contacted via the show office if required.

Acceptance of gifts and hospitality

It is the policy of the Association that staff volunteers may not accept a gift or hospitality from a business contact (e.g. customer, supplier, actual or potential) without the written consent of the Managing Director. Volunteers when on duty and representing the Association are expected to comply with this policy.

Confidentiality

There must be no disclosure of any Association information, other than that contained in authorised and publicly available documents, to any unauthorised person. Only those individuals who are specifically authorised to do so may speak publicly on behalf of the Association.

This includes processes and techniques that are proprietary to the Association.

Any breaches of confidentiality may lead to us ending the volunteering relationship with yourself.

Cash handling policy and procedure

Only those volunteers who are specifically authorised by the Association to do so may handle cash or receive payments from customers or guests on behalf of the Association. Only those volunteers specifically authorised by the association to do so may have access to cash tills. Volunteers who are required to handle cash will be briefed prior to each event.

Financial authority

Unless specifically authorised, volunteers have no authority to make purchases or commit expenditure on behalf of the Association (except individual use of refreshment vouchers).

Expenses

The Association does not normally reimburse any travelling or other expenses incurred by volunteers.

Insurance

Volunteer's appointed to the Association will be covered under the Association's employers, public liability insurance where appropriate.

Thank you for your time and commitment to volunteering with the Royal Norfolk Agricultural Association. Your enthusiasm and dedication is crucial to the delivery of the Royal Norfolk Show and the Association's other events.