



## VOLUNTEER HANDBOOK

# Volunteer induction checklist

This checklist is here to help you settle in to your new volunteering role. See page 6 for more information relating to induction.	✓
<b>General introduction</b> <ul style="list-style-type: none"> <li>Have you met people in your team?</li> <li>Have you met other people at your station/branch/area/shop?</li> <li>Do you understand how your role fits within your team (or within the organisation)?</li> </ul>	
<b>Volunteer location</b> <ul style="list-style-type: none"> <li>Have you undertaken a tour of the station/shop/volunteer base/event location?</li> <li>Do you know where the toilets are located and where you can leave your belongings?</li> <li>Do you know the arrangements for refreshments?</li> <li>Do you know how to gain access to the volunteer area (if relevant)?</li> <li>Do you know the arrangements for car parking?</li> </ul>	
<b>Safety, Health and Environment</b> <ul style="list-style-type: none"> <li>Have you received a copy of the <a href="#">Volunteering in Safety</a> booklet and completed the <a href="#">Safety Induction Checklist for Volunteers?</a> (you can find both of these in the <a href="#">Volunteer Induction Pack</a>)</li> <li>Do you know how to access relevant emergency procedures/site safety messages relating to your volunteering location/event?</li> <li>Do you know what to do in the event of a fire?</li> <li>Do you know how to report hazards, near misses or accidents?</li> </ul>	
<b>Documentation</b> <ul style="list-style-type: none"> <li>Have you received a copy of a <a href="#">Volunteer Induction Pack</a>? (see page 6)</li> <li>Have you signed and returned all the relevant paperwork for your role, including the <a href="#">Volunteer Confirmation of Understanding</a> (found in the <a href="#">Volunteer Induction Pack</a>)? This includes signing to say you have read and understood the <a href="#">Volunteer Commitment</a> and <a href="#">Volunteer Code of Conduct</a>, <a href="#">GDPR Guidelines for Volunteers and Volunteer Managers</a> and the <a href="#">Safeguarding Policy/Safeguarding Tips Leaflet</a>.</li> <li>Are you aware of the relevant policies and guidelines that are available, including equality, diversity and inclusion, safeguarding, and expenses? (see pages 22-29)?</li> <li>Does your manager have a copy of the details for your emergency contact person?</li> </ul>	
<b>Role Description</b> - have you had an opportunity to discuss your role description and specifically: <ul style="list-style-type: none"> <li>time commitment?</li> <li>what you will be doing?</li> <li>who you report to?</li> </ul>	
<b>Equipment</b> <ul style="list-style-type: none"> <li>Have you been issued with any equipment that is relevant to your role?</li> </ul>	
<b>Training</b> <ul style="list-style-type: none"> <li>Do you know what role specific training is required for your role?</li> <li>Do you know if there is any mandatory training for your role (eg safeguarding)?</li> <li>If your role has access, have you had a look at Learning Zone (see p17)?</li> <li>Have you booked to attend a One Crew Welcome session? <a href="https://www.eventbrite.com/e/rnli-one-crew-welcome-tickets-546164381367">https://www.eventbrite.com/e/rnli-one-crew-welcome-tickets-546164381367</a></li> <li>Do you have an allocated buddy? Details can be recorded on page 30.</li> </ul>	
<b>Communication</b> <ul style="list-style-type: none"> <li>Have you discussed your preferred communication method (eg email, telephone)?</li> <li>Do you know what to do if you are unable to volunteer (holidays, sickness etc)?</li> <li>Have you discussed using social media with your volunteer manager?</li> <li>Are you aware of the RNLI Volunteers Facebook group?</li> <li>Do you have relevant contact numbers for others in your team?</li> <li>Are you happy for your contact details to be added to any local team contact lists which may be used within the team?</li> <li>Are you aware of the Volunteer Zone on the RNLI website: <a href="http://rnli.org/VolunteerZone">rnli.org/VolunteerZone</a>?</li> </ul>	
<b>What next?</b> <ul style="list-style-type: none"> <li>Have you agreed your next session of volunteering?</li> <li>Have arrangements been made for you to meet key people relevant to your role?</li> <li>Is there anything else you need?</li> <li>Do you have any other questions?</li> </ul>	

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In this handbook, all document names are in **bold and italics** – these are available from your volunteer manager. If you are reading this handbook digitally, clicking on the [blue text](#) will take you to the email, website or document described in the text.



Photo: RNLI/Harrison Bates

## Welcome

First of all, thank you for offering your time and skills to the RNLI to help us grow even stronger as a lifesaving organisation. You are joining an incredible team of volunteers whose generosity, effort, time, knowledge and skill help the RNLI achieve its ultimate aim – to save every one. We couldn't do it without you.

Your volunteer manager is here to ensure that your volunteering experience is both a positive and rewarding one. We want to ensure that you feel both proud to be part of the RNLI and valued for your contribution. We want you to enjoy the time that you spend with us as a volunteer, whether that be a day, a month or a lifetime.

Without our volunteers the RNLI would not exist and therefore, you are at the very heart of everything that we do.

This handbook has been created to help to get you started as an RNLI volunteer and at different times throughout your volunteering journey. If there is something that you cannot find please either speak to your volunteer manager (this could be an RNLI staff member or a volunteer), or

contact the Volunteering Team (telephone: 01202 663346 (UK) or 01 895 1831 (Ireland), or email: [volunteering@rnli.org.uk](mailto:volunteering@rnli.org.uk)) who will be happy to guide you in the right direction.

Thank you once again for helping to save lives – we are extremely grateful to you for your contribution to the RNLI. Welcome aboard!

# Your induction

As well as receiving a warm welcome into the RNLI you will receive a full induction and any relevant training when you start your volunteering role. It's important to us that you receive all the information you need to have a successful and positive experience volunteering at the RNLI.

Your volunteer manager is responsible for organising your induction and will issue you with a **Volunteer Induction Pack**. This includes this handbook and the following resources:

- **Welcome to the RNLI** booklet
- **Volunteering in Safety** booklet
- **Loud and Clear**, the RNLI's current statistics and communication messages (**UK** and **Ireland**)
- **Safeguarding Tips leaflet**
- **Volunteer Expenses Claim Form (UK or Ireland)**
- **Safety Induction Checklist for Volunteers**
- **Volunteer Confirmation of Understanding Form** – please sign this and return to your volunteer manager.
- **Let's Talk Gifts in Wills guide**

Your induction may be spread over a variable time period depending on what volunteer role you have, and will include introducing you to the team and any other relevant people; explaining any safety, health and environment requirements to ensure your safety and that of those around you; understanding the policies and values of the RNLI; and any role-specific training so that you feel confident to carry out your volunteer role.

If you are planning on volunteering for the RNLI on an ongoing basis, we always recommend a settling in period, which gives you and the RNLI time to ensure that this is the right role for you and that the volunteering experience is meeting your expectations.

Please use the **Volunteer Induction Checklist** on the inside front cover of your handbook to guide you through your induction with the RNLI.

# RNLI Volunteer Commitment

At the heart of our volunteer ethos is the **Volunteer Commitment**, which is a statement of the hopes and expectations between the RNLI and its volunteers. This commitment applies equally across all RNLI volunteer roles.

## THE RNLI WILL:

- carry out its activities in accordance with the RNLI's Purpose, Vision and Values
- create a welcoming environment where everyone is treated equally, fairly and with respect
- provide you with appropriate training, opportunities and equipment for your volunteer role
- give guidance and support your development in your volunteer role
- ensure you are volunteering in a safe environment so far as is reasonably practicable
- listen to your concerns if things aren't going well
- recognise that you are a volunteer and have other commitments
- be inclusive and value everyone for their individual contribution
- respect people's views, interests and uniqueness
- comply with agreed standards, policies and processes
- not tolerate disrespectful behaviour towards each other, supporters or members of the public.

## IN RETURN WE ASK YOU TO:

- carry out your volunteering activities, as agreed, in accordance with the RNLI's Purpose, Vision and Values
- promote a welcoming environment and treat everybody equally, fairly and with respect
- respect people's views, interests and uniqueness
- give us your time willingly and participate in any training required for your role
- comply with agreed standards, policies and processes including the **Volunteer Commitment** and the **Volunteer Code of Conduct**
- represent the RNLI in a professional, trustworthy and loyal way
- not tolerate disrespectful behaviour towards each other, supporters or members of the public
- talk to your line manager as identified on your role description first, if you have a problem.

# The RNLI

## VISION AND VALUES

The RNLI's vision is to save every one. One Crew is our pledge. It shares how it feels to be part of one amazing, lifesaving team, whoever we are and wherever we are from. As one crew, our volunteers and staff strive for excellence and are expected to be trustworthy, courageous, selfless and dependable – these are our values.

## WHO WE ARE

We save lives at sea using lifeboats, lifeguards and safety advice. Our crews and lifeguards have saved over 143,000 lives since the RNLI was founded in 1824 by Sir William Hillary and annually our lifesavers help tens of thousands of people. The RNLI relies on volunteers to provide its lifesaving service. We are independent of Coastguard and separate from Government.

The RNLI relies not only on its volunteer lifeboat crew, volunteer shorecrew, station management and volunteer lifeguards but also on the other dedicated volunteers who do fundraising activities, raise awareness, give safety advice and help in our museums, shops, visitor centres and offices. Our volunteers give their time, raise money and support the organisation in many different ways. 95% of RNLI people are volunteers.

As a charity, we depend on donations to power our lifesaving work.

## WHAT WE DO

The RNLI provides a 24-hour search and rescue service up to 100 nautical miles out from the coast of the UK and Ireland – 19,000 miles of coastline are covered by our lifeboats.

The lifeboat stations are situated around the coast, on inland waterways and on the River Thames.

Every summer, RNLI lifeguards hit the sand to keep people safe across the beaches of the UK and Channel Islands. Providing safety advice to beachgoers, casualty care to injured people, and saving the lives of those in danger of drowning, RNLI lifeguards help you stay safe and have fun at the coast.

Around 140 people die by accident in UK and Irish waters each year. Half of those who drown never intended to enter the water.

We're asking the public to help save more lives by sharing some simple survival skills:

- Float to live. If you find yourself in the water unexpectedly, fight your instincts and float until the effects of cold water shock pass.
- If you see someone else in trouble at the coast, call 999 or 112 and ask for the coastguard.

Visit [rnli.org/safety](https://www.rnli.org/safety) to find out more.

In addition to the work carried out in the UK and Ireland, the RNLI is working with partner organisations and local communities to learn more about the causes of drowning and help save lives. 235,000 people drown worldwide each year, around one person every 2 minutes. The RNLI is working with global leaders, public health organisations and at-risk communities to help turn the tide. We want to make drowning prevention a priority worldwide and reduce this staggering loss of life.



Photo: RNLI/Nigel Millard

## GOVERNANCE IN THE RNLI

The RNLI is a registered charity. It is governed by rules and regulations to ensure that it is run properly and is accountable to the Charity Commission.

The Chief Executive and Executive Team are responsible for the day-to-day running of the institution. It is governed by a Trustee Board.

# RNLI REGIONS

- 1 Severn**  
Length: 17.3m  
Max speed: 25 knots  
Range: 250 nmls  
Crew: 6-7
- 2 Tamar**  
Length: 16.3m  
Max speed: 25 knots  
Range: 250 nmls  
Crew: 6-7
- 3 Trent**  
Length: 14.3m  
Max speed: 25 knots  
Range: 250 nmls  
Crew: 6

- 4 Shannon**  
Length: 13.6m  
Max speed: 25 knots  
Range: 250 nmls  
Crew: 6

- 5 Mersey**  
Length: 11.6m  
Max speed: 17 knots  
Range: 140 nmls  
Crew: 6

**RNLI lifesaving locations**

- All-weather lifeboat station (ALB)
- Inshore lifeboat station (ILB)
- ALB and ILB station
- Lifeguard support centre
- RNLI offices
- RNLI Support Centre
- Operational regions
- Area of ALMs
- ALM area



- 6 E class**  
Length: 10.5m  
Max speed: 40 knots  
Endurance: 3hrs at max speed  
Crew: 3-4
- 7 B class (Atlantic 75, 85)**  
Length: 17.4m-8.5m  
Max speed: 32-35 knots  
Endurance: 2.5-3hrs at max speed  
Crew: 3-4
- 8 D class**  
Length: 5m  
Max speed: 25 knots  
Endurance: 3hrs at max speed  
Crew: 2-3
- 9 Hovercraft**  
Length: 8m  
Max speed: 30 knots  
Endurance: 3hrs at max speed  
Crew: 2-4
- 10 Inshore rescue boat**  
Length: 3.9m  
Max speed: 26 knots  
Endurance: 2hrs at max speed  
Crew: 2
- 11 Rescue watercraft**  
Length: 3.3m  
Max speed: 48 knots  
Endurance: 1.5hrs at max speed  
Crew: 1-2

The RNLI is the charity that saves lives at sea  
The Royal National Lifeboat Institution, a charity registered in England and Wales (209603), Scotland (SC037736), the Republic of Ireland (CHY 2678 and 20003326), the Bailiwick of Jersey (14), the Isle of Man (1308 and 006329F), the Bailiwick of Guernsey and Alderney, of West Quay Road, Poole, Dorset, BH15 1HZ

# Why we have volunteers

By volunteering for the RNLI, you are part of a lifesaving tradition that goes back to 1824.

Volunteers are the heart of the RNLI and the volunteering ethos is an essential part of who we are. We believe that volunteers are fundamental to our lifesaving service and without them we couldn't save lives at sea.

It is no exaggeration to say that the high public esteem in which the RNLI is held, and the generous public support we enjoy, is because our lifesaving work is largely carried out by volunteers.

We have thousands of dedicated volunteers who, for different reasons, contribute their time, energy, knowledge and skills to support the RNLI.

It's not all about volunteering on our lifeboats or at our stations, there are many other ways our volunteers give a little (or a lot) of time to support the RNLI and make a lifesaving difference – including raising awareness, giving safety advice and helping in our museums, shops, visitor centres and offices.



Photo: RNLI/John Baldry



Lifeboats

## About our volunteers

The number of activities that our volunteers undertake for the RNLI increases all the time. Not only do our volunteers provide time and skills, they also provide a face to the local community of what we do and who we are. We have thousands of volunteers carrying out a broad range of roles.

### LIFEBOAT STATION VOLUNTEERS

Our volunteer crew are the backbone of the lifeboat service, physically saving lives at sea. They are available 24/7, whatever the weather, to rescue those who need help. In addition to the crew, it takes many more volunteers to run a lifeboat station effectively. Examples of roles include the lifeboat operations manager, who is in charge of authorising launches and day-to-day station management, and the volunteer lifeboat press officer, who produces press releases and promotes the station's activity in local and regional media.

### VOLUNTEER LIFEGUARDS

Our volunteer lifeguards work alongside our paid seasonal lifeguards. Helping to provide a professional lifeguard service across the beaches of the UK and Channel Islands by ensuring the beach is safe and enjoyable for the public, providing safety advice, first aid and rescuing people in difficulty.

### WATER SAFETY

Through our water safety initiatives, we strive to reduce fatalities and incidents in, on and by the water.

Our water safety education volunteers are crucial in helping to achieve this aim by providing free education and water safety advice to all who visit the coast, from school groups to walkers, commercial fishermen to college students.

### FUNDRAISING AND EVENTS

With 95% of our total income coming from donations, we rely on the generosity of our supporters to help us meet these costs and the dedication of our fundraising and events volunteers to help raise these essential funds.

RNLI fundraising volunteers across the UK and Ireland organise a wide range of activities and events that raise money to save lives at sea.

### SHOPS AND VISITOR EXPERIENCE

We have a growing number of more than 170 RNLI shops on the coast and inland across the UK and Ireland, all of which are run by dedicated volunteers. Many of these shops are located alongside our lifeboat stations, attracting almost 5 million visitors every year. Our shop and visits volunteers can make a real difference in ensuring that people arrive as visitors and leave as supporters.

RNLI visits teams welcome people to our lifeboat stations, visitor centres, and other RNLI sites, and give inspiring guided tours.

### PROMOTING THE RNLI

We recognise the power of people spreading the word of the RNLI's lifesaving work – our volunteer community presenters talk about the work of the RNLI to yacht clubs, business groups and other organisations where they might engage with potential supporters.

### HERITAGE AND MUSEUM

A range of volunteer roles at our museums around the country keep the RNLI's rich history and stories of courage and innovation alive, inspiring current and future generations.

### OFFICE AND SUPPORT

Our office and support volunteers use their skills and talent behind the scenes to support our lifesaving service, ranging from administration to project related roles.

### TRUSTEES, COUNCIL AND COMMITTEE MEMBERS

In charity law, the Trustees carry full financial and legal responsibility for everything the RNLI does. They approve the RNLI strategic and business plans, annual budget and annual reports and accounts.

The Council represent the skills and industrial sectors that the RNLI works with. It is also a key advisory body to both our Trustees and the Executive Team, who draw on the talent in the Council to help develop their thinking, solve problems and also represent the RNLI to the wider community as important ambassadors for our lifesaving cause.

Our Standing and Advisory Committee members are a vital part of the RNLI's governance structure. Standing Committee members have delegated authority to act on behalf of the Trustee Board in relation to the matters set out in the Committee's terms of reference, as well as providing advice, guidance and insight to the Executive Team on issues within its scope. Advisory Committee members provide advice and support to the Trustee Board on particular aspects of the RNLI's business. They also review relevant aspects of and monitor progress against the RNLI's business plan on behalf of the Board.

### QUICK WAYS TO VOLUNTEER

Some volunteers prefer occasional volunteering such as helping with street collections, marshalling at an event or being a cheerer. There are also a growing number of light touch roles – quick and easy ways to get involved. For example, you could promote our water safety messages as an RNLI Local Ambassador or join our research panel in one of the RNLI's online opportunities.

You can find out more about each category, including current opportunities at [rnli.org/support-us/volunteer/how-you-can-volunteer](https://www.rnli.org/support-us/volunteer/how-you-can-volunteer).



## Benefits of volunteering

Volunteering is one of the most rewarding things you can do. Here are just a few of the benefits you may find by volunteering at the RNLI:

- develop self-confidence and improve well-being
- opportunity to try something new
- make a difference to the lives of others
- meet new people and make new friends
- get involved in the community
- learn new skills and gain knowledge and experience
- enhance your CV and improve your employment prospects
- have fun!

## Other ways to engage with the RNLI

As well as volunteering, there are lots of other ways you can become involved in the organisation and/or keep up to date with RNLI news.

### VOLUNTEER ZONE

The Volunteer Zone is a dedicated area for RNLI volunteers. A go-to place for everything you need to get the most out of your volunteer role, including the latest volunteer news, resources and policies. Visit: [rnl.org/VolunteerZone](https://rnl.org/VolunteerZone).

### SOCIAL MEDIA

It's easy to keep in touch with the RNLI on different social media platforms:

 **Facebook**  
[facebook.com/rnli](https://facebook.com/rnli)

There is also a Facebook group just for RNLI volunteers – you can join at [facebook.com/groups/rnlivolunteers](https://facebook.com/groups/rnlivolunteers)

 **Twitter**  
[twitter.com/rnli](https://twitter.com/rnli)

 **YouTube**  
[youtube.com/rnli](https://youtube.com/rnli)

 **Instagram**  
[instagram.com/rnli](https://instagram.com/rnli)

 **TikTok**  
[tiktok.com/@rnli](https://tiktok.com/@rnli)

### LIFEBOAT LAUNCH ALERTS

You can view the RNLI's map for the latest lifeboat launches around the UK and Ireland at <https://rnl.org/what-we-do/lifeboats-and-stations/latest-lifeboat-launches>. Our lifeboat crews aid an average of 35 people a day, so there's most likely a lifeboat crew out right now saving lives.

Powered by our crew pager system, the map shows recent lifeboat launches from our coastal and inland lifeboat stations in the last 48 hours, so you can see if your local lifeboat station has had a recent lifeboat launch.

### RAISE MONEY FOR THE RNLI

There are lots of ways you can get involved and raise money to support our lifesaving service, and it's a great opportunity to set a personal challenge.

Whatever you do to raise money for us, you'll be doing it as part of team RNLI. We're with you every step of the way and we'll help you reach your fundraising goal. We can give you fundraising ideas, help you plan your event and make sure you have the support and resources you need. We've also got a useful fundraising guide to help make your event as successful as possible, as well as ensuring it is safe and legal.

Whether you're a first time fundraiser or an experienced RNLI supporter, you can find everything you need at [rnl.org/fundraising](https://rnl.org/fundraising).

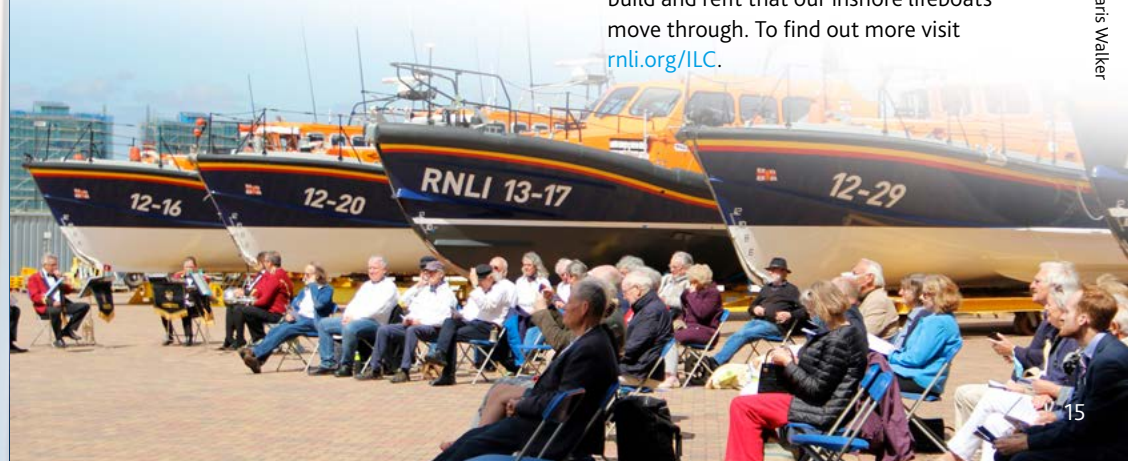
If you need any other support, or have any questions, email: [fundraising@rnl.org.uk](mailto:fundraising@rnl.org.uk) or call us at 0300 300 9908 (UK) or 1800 991802 (Ireland).

### VISIT RNLI COLLEGE AND ALL-WEATHER LIFEBOAT CENTRE (ALC) AND INSHORE LIFEBOAT CENTRE (ILC)

The RNLI College in Poole is the home of training for our charity's lifesavers. You can stay in one of the 60 bedrooms overlooking the water – it has been voted best place to stay in Poole on TripAdvisor.

You can also book a 90 minute volunteer-led RNLI College Discovery Tour where you can find out more about the RNLI and the training that takes place. You can also visit the ALC, our world class centre of excellence in lifeboat engineering, production and maintenance situated next to the college. To find out more about both tours visit: [rnl.org/rnli-college](https://rnl.org/rnli-college).

The Inshore Lifeboat Centre (ILC) in Cowes, Isle of Wight also offers a 90 minute tour of the different stages of build and refit that our inshore lifeboats move through. To find out more visit [rnl.org/ILC](https://rnl.org/ILC).



## Volunteer support

It is really important that you feel supported whilst you are involved with the RNLI and this will happen in several ways:

### INDUCTION

You will receive an induction to the organisation to learn more about your role, the wider RNLI and the contribution you are making (see page 6 for further information on your induction). The **Volunteer Induction Checklist**, in the front cover of this booklet, will help to guide you through this process.

### VOLUNTEER MANAGER

Every volunteer role at the RNLI has a volunteer manager (this may be a member of staff or a volunteer). This will be the person responsible for recruitment, induction, ongoing management, problem solving, recognition and lots more. They are there to make you feel welcome, to check that you have everything you need for your role, to guide your journey, to help with any queries you may have, and to discuss how things are going.

### COMMUNICATION

We aim to give you ongoing opportunities to receive information that is relevant to your role, along with keeping you up to date with news and developments from across the RNLI. When you begin your

volunteering, your manager will inform you of what is available and the frequency of this communication. You can also keep up to date on the latest RNLI news for volunteers at [rnli.org/VolunteerNews](http://rnli.org/VolunteerNews).

There is also a Facebook group for RNLI volunteers from across the UK and Ireland allowing you to chat, ask questions and share ideas with one another. Visit [facebook.com/groups/RNLIvolunteers](https://facebook.com/groups/RNLIvolunteers) and request to join.

We want our volunteers to feel valued and listened to, so we encourage review sessions with your volunteer manager. This provides an opportunity to discuss what's going well, raise any concerns, recognise your contribution and discuss any further support or training that you may need.

We value your feedback and encourage two-way communication, asking you to feedback in the best way that is most appropriate to your role, whether that be face to face, by email, or via a telephone catch up.

We encourage you to reflect on the positive experiences and successes of your volunteering and also share with us any ways that we can improve the way that we engage with our volunteers.

### PEOPLE NETWORKS

We have four active people networks - Disability Network, Harbour Network (LGBT+), Race Equality Network, and Young Professionals Network.

People networks help individuals from across the organisation come together to share experiences, address issues and promote good practice. The networks help to encourage a fair, inclusive environment for everyone.

To find out more email:

[Disability@rnli.org.uk](mailto:Disability@rnli.org.uk)

[Harbour@rnli.org.uk](mailto:Harbour@rnli.org.uk)

[Race\\_Equality@rnli.org.uk](mailto:Race_Equality@rnli.org.uk)

[YoungProfessionals@rnli.org.uk](mailto:YoungProfessionals@rnli.org.uk)

## Learning

### RNLI COMPASS, HORIZON AND LEARNING ZONE

Depending on your volunteer role, you may have access to Compass, the RNLI's intranet; Horizon, a system used to communicate news, updates, policies and safety information that is specifically relevant to Lifesaving Delivery Teams; and Learning Zone, which provides access to personal and skills development, training and learning resources. Your volunteer manager will be able to provide access to these, if appropriate to your role.

Compass and Horizon are available to all staff members and RNLI people with an RNLI mailbox. They can be found via [rnli2.org.uk](http://rnli2.org.uk), just use your usual RNLI username and password to log in and access them.

Crew, lifeguards and staff (and any volunteers who have an AX personnel number) can also sign on to the Learning Zone through [rnli2.org.uk](http://rnli2.org.uk). Use your usual RNLI username and password or you can register for the first time.

### LEARNING RESOURCES CENTRE (LRC)

The LRC at RNLI College, Poole, will be pleased to help with any enquiries relating to the Learning Zone either in person, by email [lrc@rnli.org.uk](mailto:lrc@rnli.org.uk) or phone 01202 663457.

If you're in Poole, you can use the LRC. It is a quiet and inspiring workspace. There are books, DVDs, interactive CDs and multimedia packs on a wide range of topics.

### GIFTS IN WILLS

You may not know but 6 out of 10 lifeboat launches are only possible thanks to gifts left in Wills to the RNLI by generous supporters. We know that talking about gifts in Wills and their importance to the RNLI can feel like a challenging subject, this is why the legacy team have developed a training module titled 'Why we should all talk about gifts in Wills' to support you in having these conversations.

To find out more please email [Legacy\\_Engagement@rnli.org.uk](mailto:Legacy_Engagement@rnli.org.uk)



# Appropriate behaviour

The RNLI values the time and commitment given by all of its volunteers. Together we need to uphold the good reputation of the organisation by behaving appropriately at all times when acting on behalf of or representing the RNLI both within and outside of the RNLI.

As an RNLI volunteer we ask that you uphold our Values and act as a role model on behalf of our charity. The [Volunteer Code of Conduct](#) below is applicable to all RNLI volunteers, whatever their role. It is not an exhaustive list, but sets out clear expectations of the conduct required of all volunteers by the RNLI.

## VOLUNTEER CODE OF CONDUCT

### ALL VOLUNTEERS MUST...

#### Role and Policy

- have read, understood and agree with the [Volunteer Commitment](#)
- have read and be familiar with their volunteer role description
- have read and be familiar with the generic [Volunteer Handbook](#) and related induction materials
- accept RNLI policy and the authority of those entrusted by the RNLI to manage RNLI activities and accept decisions that are taken
- be aware of and comply with the generic and role specific RNLI policies and procedures
- follow all reasonable requests by staff or volunteers who support and manage their volunteer role activities
- participate in any necessary training related to the role and maintain any relevant competency-based training
- when reporting RNLI activities via social media, ensure the [Guide to Social Media for RNLI Volunteers](#) has been read and understood, any appropriate training has been undertaken and at all times, that social media content promotes and protects the reputation of the RNLI.

#### RNLI Property and assets (resources)

- recognise that all public monies received belong to the RNLI and must be processed in line with issued policy and guidance
- report any loss or damage to personal or RNLI property to their volunteer manager whilst volunteering
- return all property belonging to the RNLI on or before the last date of their volunteering

- respect, maintain and care for any property belonging to or paid for by the RNLI.

#### Safety, Safeguarding, Health and Environment

- carry out their volunteer role activities with due care and diligence for themselves and others
- be aware of Safety, Health and Environment (SHE) guidance seeking clarification if necessary
- wear any protective clothing/equipment provided for their volunteer role
- immediately report all injuries, incidents, near misses, accidents and all safeguarding concerns which occur whilst volunteering for the RNLI by updating the relevant database, reporting to their volunteer manager or if applicable to the Safeguarding Team
- notify the organisation immediately of any illness or change in health relevant to the role, by advising their volunteer manager
- comply with any health assessment/s and or health surveillance activities required in line with their voluntary role/s
- comply with the requirements of the RNLI [Safeguarding Policy](#) and associated material
- ensure the welfare of young people and vulnerable adults at all times making sure they are adequately supervised within their area of responsibility – see [Safeguarding Policy & Procedures](#)
- ensure children are with a parent or adult who legally assumes parental responsibility at all times when at a RNLI location, including when responding to service calls or training requirements (excluding planned visits organised e.g. via the Water Safety Team, Visits Officers)
- seek approval from their volunteer manager before bringing pets to volunteer activities and locations including lifeboat stations
- respect the confidentiality of all confidential information you become aware of during your volunteering and do not disclose this information to third parties. This also includes sharing confidential information on personal social media. Please be mindful to protect the information

of others, and do not disclose any confidential information relating to other volunteers, staff or members of the public

- comply with the requirements of responsible computer use and data protection. Maintaining confidentiality regarding the organisation's information, records and or data (except as provided for in the Raising Organisational Concerns/Whistleblowing Policy and Procedure)
- minimise waste production and disposal by using RNLI resources responsibly.

#### Conduct and Behaviours

- abide, uphold and demonstrate the RNLI Values and Behaviours
- act within the law at all times. This includes complying with the Road Traffic Act, adhering to drink or drug related regulations and speed limits. In relation to operational volunteers, these are equally applicable when responding to a call out
- immediately report to a line manager or the Volunteer Adviser Team if they are held by, questioned, arrested, cautioned, charged with a criminal offence by the Police or involved in any statutory safeguarding process e.g. Local Authority
- maintain the trust and confidence of the RNLI and their colleagues at all times
- uphold the reputation of the RNLI and set a positive example to other volunteers
- be courteous and respect other people's views, interests and uniqueness
- behave in ways that values diversity and promotes inclusion – see the [Equality, Diversity and Inclusion Policy](#)
- challenge inappropriate behaviour, discrimination and/or unfair treatment appropriately
- discuss any problems or issues in a reasonable and constructive manner
- ask for guidance and support when they don't understand
- be reliable and considerate to their team
- take responsibility for their own actions and acknowledge when mistakes are made
- speak up and use appropriate channels when providing feedback and views.

#### VOLUNTEERS MUST NOT...

- act outside the spirit of the [Volunteer Code of Conduct](#) and the [Volunteer Commitment](#)
- engage or participate in any form of inappropriate behaviour or act in any way that brings the organisation into disrepute when volunteering, when wearing RNLI clothing or when identifiable as an RNLI volunteer, including online.

This includes although not limited to physical, written, verbal abuse, bullying, threatening behaviour or harassment including unwanted attention and inappropriate language and or touching

- participate in any form of disrespectful and inappropriate behaviour or activity within their remit of their RNLI volunteer role for example, sexual activity, unprofessional conduct, practical jokes etc. that cause embarrassment or offence to another person
- behave in a way as detailed above where a volunteer's actions outside of the RNLI may directly or indirectly affect the safety of others within the RNLI and or the reputation of the organisation
- leave a child in any RNLI premise unsupervised or with another adult that does not assume parental responsibility. The adult that legally assumes parental responsibility must be with the child at all times when at an RNLI location
- put the health, safety or wellbeing of themselves or others at unnecessary or unassessed risk
- ignore policies, procedures or standards
- bully, harass or unlawfully discriminate against anyone
- tolerate disrespectful behaviour towards each other, supporters or members of the public. This is underpinned by equality legislation and RNLI Policy
- falsify records, expenses or defraud or attempt to defraud the RNLI in any manner
- smoke when on RNLI property, afloat, ashore or when actively supporting events. The definition of smoking includes all tobacco-based products as well as all forms of electronic cigarettes. (In extraordinary circumstances smoking may be permitted on ALBs at sea, at the discretion of the coxswain and in accordance with current RNLI policy and guidance)
- carry out volunteer duties when in an unfit state due to the influence of alcohol, or other drugs or substances
- be in possession of firearms or any offensive weapon whilst undertaking volunteer activities
- carry out private trading on RNLI premises or use the RNLI 'brand' or equipment to promote private trading
- participate in RNLI volunteering activities whilst signed off sick from paid employment, unless express permission from the RNLI has been given
- damage or misuse RNLI property, money or assets.



## Volunteer recognition

Volunteers deserve recognition for the incredible contribution they make to saving lives at sea. With a range of awards for volunteers including informal thank yous, Long Service Awards and Excellence in Volunteering Awards, we try to ensure both service and efforts are recognised. For more information on any of the below recognition schemes, visit [RNLI.org/VolunteerAwards](https://RNLI.org/VolunteerAwards)

## Excellence in Volunteering Awards

With our Excellence in Volunteering Awards, RNLI volunteers and staff members can nominate volunteers who deserve special recognition for going above and beyond in their role and have had a positive impact on their team, community, or the wider RNLI.

## Long Service Awards

The RNLI is proud to have such long-serving volunteers. We recognise their dedication and commitment with Long Service Awards, which are given to volunteers at regular milestones for their cumulative length of service with the RNLI. Recognition currently starts at 20 years, then in 10-year increments.

## Saying Thank You

The Volunteer Thank You Wall is a place where RNLI volunteers and staff members can share messages and photos to show their appreciation for our incredible volunteers. This dedication wall can also be accessed at [rnli.dedicationpage.org/volunteerthankyouwall](https://rnli.dedicationpage.org/volunteerthankyouwall) or the recognition and awards page on the Volunteer Zone.

There are also a range of thank you cards available to order to say thank you on behalf of the RNLI.

## Other recognition

In addition to long service and Excellence in Volunteering awards, we also look to recognise gallantry and seamanship skills for those who take part in search and rescue operations. Please speak to your manager for further information.

## Moving roles or leaving the RNLI

We recognise that volunteers sometimes need to take a break or are unable to continue in their volunteer role, for several reasons.

Please speak to your volunteer manager if:

- you need to take a short break from your volunteering commitments
- you decide the role isn't right for you. They may be able to suggest another role that could better suit your skills, availability and interests but if not, you can view all the current opportunities at [rnli.org/VolRoles](https://rnli.org/VolRoles) to see if there are any other roles that suit you
- you decide to leave the RNLI (if it is not appropriate to speak to your volunteer manager about this, then please contact the Volunteering Team at [volunteering@rnli.org.uk](mailto:volunteering@rnli.org.uk)). Please give your volunteer manager as much notice as possible and also arrange for the return of any RNLI resources, kit or equipment that you hold so this can be used by another volunteer.

We're really grateful for the time, energy and skills that you have given to the RNLI and we are always keen to hear feedback on your experience so please share this with us, either direct to your volunteer manager or to [volunteering@rnli.org.uk](mailto:volunteering@rnli.org.uk). You will also be sent a survey when you leave to gain your feedback.

Please also get back in touch if your circumstances change and you would like to volunteer again for the RNLI – you can keep an eye on our vacancies at [rnli.org/VolRoles](https://rnli.org/VolRoles) if this is something that you would be interested in.

## Policies and guidelines

Volunteer policies and guidelines act as a framework for our volunteer programme and there are several that may be relevant to you as a volunteer. These are available on [rnli.org/VolunteerZone](https://www.rnli.org/VolunteerZone) or can be requested from your volunteer manager.

### SAFETY, HEALTH AND ENVIRONMENT (SHE)

The RNLI's Purpose is to save lives at sea. In fulfilling this commitment, we will strive to achieve the highest standards of safety, health and environment (SHE). We are committed to ensuring that legal compliance is achieved across all our locations and activities, both afloat and ashore.

We recognise that we do not work in a totally risk-free environment, as we sometimes operate in dynamic and dangerous conditions. However, we strive to ensure risk is properly assessed and managed to ensure all RNLI people are not adversely affected by our activities.

All RNLI staff and volunteers are expected to meet their safety, health and environmental responsibilities. To support you, the RNLI's objective is to have strong safety, health and environmental systems that can deliver outstanding performance.

The RNLI is committed to improving the planning, monitoring and controlling of our activities, and is striving to achieve this through:

- carrying out suitable and sufficient assessments of potential safety hazards of our working practices and implementing reasonably practicable controls to minimise risk across all RNLI activity

- implementing systems to ensure that facilities, equipment and operational controls are in place to reduce any injury, illness, harm, or damage to people, property, equipment or the environment
- consulting with RNLI people on safety, health and environmental matters in order to promote best practices
- providing adequate information, instruction, supervision and training to all RNLI people to ensure they are capable of performing their tasks
- carrying out regular reviews of our processes and activities to ensure continuous improvement
- defining and implementing structures and governance relating to safety, health and environmental management within the organisation, so everyone understands their responsibilities and obligations.

If you have, or develop, any health issues which could impact on your volunteering, please speak to your volunteer manager.

In your **Volunteer Induction Pack** you'll find a useful **Volunteering in Safety** booklet as well as a **Safety Induction Checklist for Volunteers** which we ask all volunteers to complete.

If you require any further information regarding safety, health or environment, contact your volunteer manager.

**The RNLI will not tolerate bullying, harassment or discrimination. Please ensure that you treat all people fairly, with dignity and respect. The [Equality, Diversity and Inclusion Policy](#) gives full details of the RNLI's commitment to fair practice.**



Photo: RNLI/Nigel Millard

## EQUALITY, DIVERSITY AND INCLUSION

The RNLI saves lives at sea without prejudice. We aspire to be an organisation where our people, too, are valued no matter who they are. We aim to be truly inclusive, benefit from diversity and appreciate everyone for their individual contribution. You can help us to achieve this in your voluntary role through your behaviour and treatment of others.

Below are a few reminders to help us all do the right thing:

- Recognise and overcome your own prejudices and welcome everyone to the RNLI. We need to get our messages out there to new people, in new ways, so we can gain their support and for their own safety.
- Be interested in the people around you, put yourselves in their shoes and try and understand others' perspectives.
- Be a role model. People will look up to you and respect you for the role and expertise that you have. With that comes a responsibility to make the right impression, to make sure that when people think about the RNLI they remember us for the right reasons.
- Have inclusion and equality in the forefront of your mind when making decisions, however big or small, when deciding how to tackle something or how to talk to someone.
- Don't walk on by. We all have a responsibility to tackle behaviour or actions that do not fit in with the RNLI Values. We have policies and procedures to support people and deal with issues if they occur but the biggest change will come when people respectfully speak up when something is wrong.

## SAFEGUARDING

The RNLI seeks to provide an environment where all, and specifically those who are vulnerable, are kept safe from harm, abuse, and neglect while they are involved with the organisation in any way. RNLI representatives have a personal responsibility for safeguarding the welfare and wellbeing of all young people and vulnerable adults they come into contact with, by protecting them from harm, abuse and neglect.

Safeguarding is part of our business; it's about supporting and protecting people; not causing harm through our interactions; being aware of people's wellbeing and welfare; keeping each other and ourselves safe; and speaking out and taking appropriate action to prevent harm or abuse.

The RNLI has an increasing number of activities that involve children and/or vulnerable adults at many different levels of the organisation and the institution is committed to protecting their safety and welfare. For this reason we expect all volunteers, employees and associated persons to be familiar with the [Safeguarding Policy](#); this will form part of your induction into the RNLI.

If the volunteer role involves specific activities with children or vulnerable adults, either within or outside of the RNLI, you will be advised upon application whether or not a Disclosure and Barring Service check is required.

In your [Volunteer Induction Pack](#) you'll find a useful [Safeguarding Tips leaflet](#), and you'll also be asked to sign the [Volunteer Confirmation of Understanding form](#) which includes reference to safeguarding – this will be discussed at your induction.

For more information please contact [safeguarding@rnli.org.uk](mailto:safeguarding@rnli.org.uk)

## RAISING ORGANISATIONAL CONCERNS (WHISTLEBLOWING)

Organisational concerns are about issues or incidents that are so serious to the running of our organisation that we have a duty to take action. These can include situations such as someone's health and/or safety has been put in danger due to an action or inaction, a criminal offence being committed, a failure to obey the law, or a malpractice or wrongdoing that has been covered up.

We have a whistleblowing process and procedure, run by a third party and a whistleblowing hotline.

Here is how you can make contact:

Freephone confidential hotline number:

0800 9151571 (UK)

1800 812740 (Ireland)

Online form web address:

[www.safecall.co.uk/report](http://www.safecall.co.uk/report)

For more information see the [Raising Organisational Concerns \(Whistleblowing\) Procedure](#).

The way to raise a non-organisational concern is by speaking to your volunteer manager, or following the [Volunteer Problem Solving Policy](#) process.

## DRIVING

If your role requires you to use an RNLI vehicle, your volunteer manager will ask for specific details from you before you can go ahead. You must have a valid driving licence and present this before you can drive an RNLI vehicle or undertake any training required. You will be covered by the RNLI insurance when driving RNLI vehicles (note: any person with 6 points on their licence must notify the RNLI insurance adviser).

If you use your own vehicle for RNLI business you must have the appropriate driving licence for the vehicle. Your vehicle must be roadworthy and must comply with the road legislation of the country you are operating in – have a valid MOT certificate (if over 3 years old), be appropriate for the task it is being used for and have current road tax (if required). The RNLI vehicle insurance does not cover volunteers using their own vehicles when driving on RNLI business. It is your responsibility to check with your own insurance company that your vehicle is appropriately insured for RNLI activities in line with statutory requirements.

All drivers must drive safely and comply with all traffic legislation at all times. Non-compliance may result in the use of the [Volunteer Problem Solving Policy](#).

## MOBILE DEVICES

We want to ensure that volunteers have the right equipment for their role. Your volunteer manager will inform you if this is required. If you are allocated a mobile device, please ensure that you follow the [Mobile Device Policy](#). Mobile phones are only to be used for RNLI business calls and not for personal use.

## EXPENSES

As a volunteer you are entitled to reimbursement for actual expenses incurred while carrying out your voluntary role as long as they are incurred wholly, exclusively and necessarily in the course of RNLI activities. These may include travel, accommodation, meals, telephone charges or other expenses.

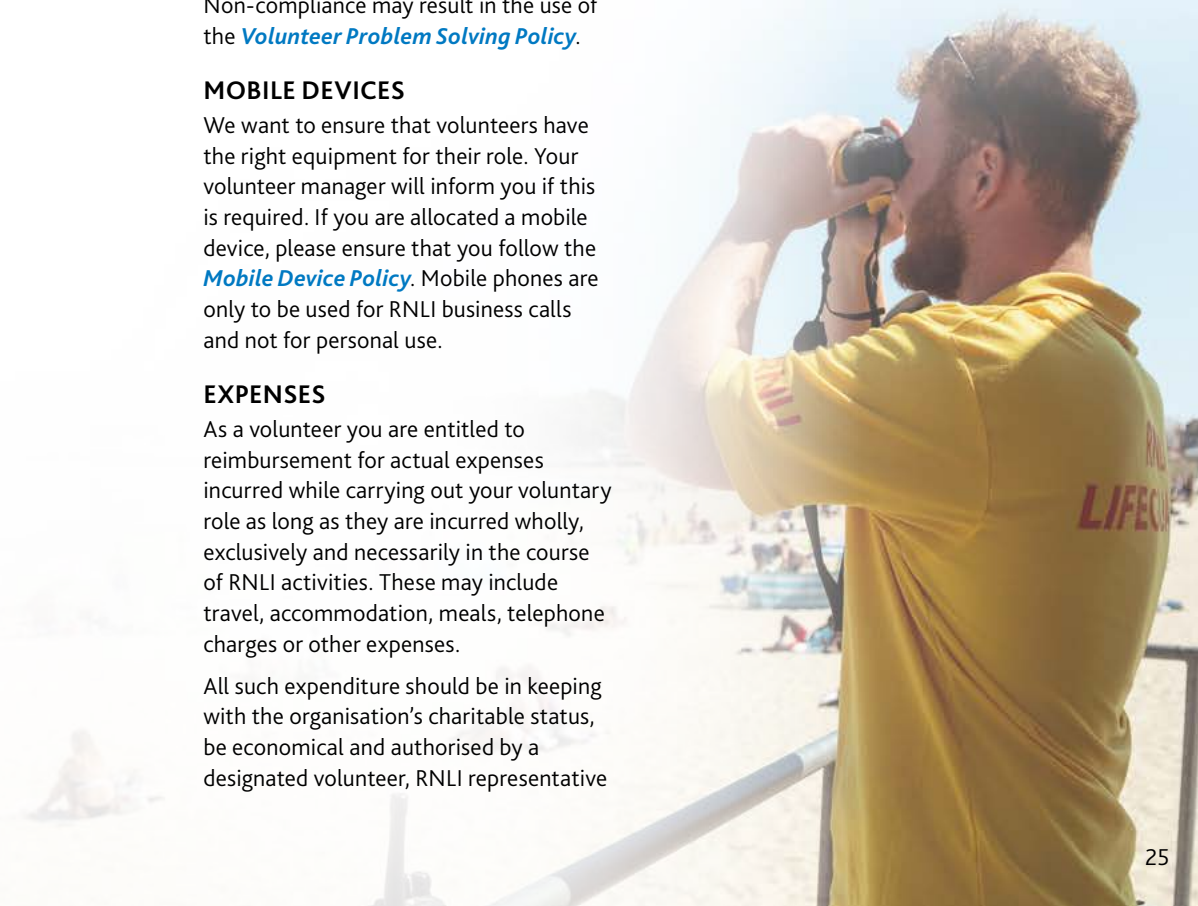
All such expenditure should be in keeping with the organisation's charitable status, be economical and authorised by a designated volunteer, RNLI representative

or support member of staff prior to being incurred.

For claims under £10 verbal authorisation is required along with presentation of a receipt. For claims over £10, the [Volunteer Expenses Form \(UK or Ireland\)](#) should be used and submitted promptly along with receipts. This form is available in your [Volunteer Induction Pack](#), from your volunteer manager, regional base or office.

The RNLI will not provide expenses in lieu of loss of earnings.

For further details please refer to the [Volunteer Expenses Policy](#) or speak to your volunteer manager.





## PROBLEM SOLVING

Maintaining the volunteer ethos is one of the underlying values of the RNLI, and a bond of trust is established between the RNLI and its volunteers. This is based upon a voluntary two-way commitment, a relationship that is not intended to be a legally binding contract.

The RNLI wants the relationship with the volunteer to be a collaborative and mutually positive one. Occasionally, however, a volunteer may have a problem or concern that needs to be addressed and, likewise, the RNLI may need to raise a concern with a volunteer in order to maintain its commitment to saving lives at sea.

While the RNLI has a [Volunteer Problem Solving Policy](#) and process to support managers and volunteers in a fair and consistent way when things go wrong, many issues can be resolved locally without using the policy through timely, respectful and honest conversations – this generally provides the most effective solution. Mediation can also be a constructive way of tackling problems, and the RNLI has a formal mediation facility available (you can request this through the Volunteering Team). In all cases the RNLI will aim to resolve any problems raised as quickly as possible.

It is important to remember that the volunteer relationship is not legally binding and either the volunteer or the RNLI can decide to bring the volunteer arrangement to an end at any stage.

## RAISING A PROBLEM

If a volunteer raises a problem they should do so with their line manager (as identified on their role description). If the volunteer feels unable to discuss the matter with them the problem should be raised with their line manager's manager (the [Volunteering Team](#) can assist in finding out this information if required). If the volunteer holds more than one volunteer role they should raise this with the relevant manager to which the problem relates.

Further guidance in relation to the problem solving process, including the process taken by the RNLI should a problem or concern with a volunteer need to be raised, can be found in the [Volunteer Problem Solving Policy](#), which is available from your volunteer manager or the Volunteering Team.

In the unlikely event of a serious breach of the Volunteer Code of Conduct, and/or the [Volunteer Commitment](#), the [Volunteer Problem Solving Policy](#) will be used.

## INSURANCE

The RNLI holds employers' liability insurance. This covers claims made against the RNLI by our staff and volunteers for death or bodily injury as a result of negligence by the RNLI.

The RNLI also has a public liability insurance policy that provides cover against claims from third parties for death, bodily injury or physical damage to property caused as a result of negligence by the RNLI, our staff or volunteers. Please note that no cover is provided for loss of, or damage to, volunteers' personal possessions while volunteering.

The RNLI has personal accident assault cover which covers all RNLI staff and volunteers aged 16-70 whilst they are carrying RNLI money only.

Any necessary equipment or materials will be provided by the RNLI for volunteer roles.

For more information relating to vehicle insurance please see page 25.

## VOLUNTEERS AND THE LAW

RNLI volunteers are people who, without salary and of their own free will, contribute their time, energy and skills to support the purpose of the RNLI. Our volunteers engage in a variety of activities under direction and guidance.

This voluntary commitment is not a legally binding contract and there is no mutuality of obligation. It follows that, should you have a conflicting change in personal circumstances, you are as free to leave us as you were to join in the first place. We respect and honour our volunteers by building trust and understanding and hope everyone gains satisfaction from being part of the organisation.

Because there is no employment status attached to volunteering it should not affect any benefits that you claim, as long as you continue to meet the requirements for your particular benefit, that you can evidence that you are only carrying out genuine voluntary activity and you receive no financial benefits from the role other than actual out-of-pocket expenses. Likewise, if you receive nothing more than reasonable out-of-pocket expenses then this reimbursement will not have tax implications for you. Please refer to the [Volunteer Expenses Policy](#) for further details.

## GENERAL DATA PROTECTION REGULATION (GDPR)

Data protection is the responsibility of all volunteers and staff across the RNLI and we need to make sure that we are using personal and sensitive data in line with the law and holding it securely.

The RNLI requests that, as a volunteer, you respect and treat in confidence any personal data that you are party to during your volunteer involvement. This includes written, oral or electronic information.

You can request access to RNLI records relating to you. If you wish to exercise this right please contact the Data Protection Team on [data\\_protection@rnli.org.uk](mailto:data_protection@rnli.org.uk) or 01202 336159/336356. The RNLI will comply with all relevant Data Protection laws for all territories that we operate in.

Data protection legislation includes a requirement to notify the Information Commissioner of any data loss within 72 hours. It is therefore crucial that you notify the Data Protection team immediately if you have lost or misplaced data that you had legitimate access to, or gained access to data which you had no need to see.

For further details of the RNLI's commitment to and procedures for data protection please refer to the [Data Protection Policy](#).

For more information on GDPR, retaining and storing data, and reporting a data breach see the [GDPR Guidelines for Volunteers and Volunteer Managers](#).



## CONFIDENTIALITY & RESPONSIBLE USE OF INFORMATION SYSTEMS

It is likely that, during your time volunteering with the RNLI, you may be exposed to information that is confidential to the organisation, staff or volunteers whether in written, oral, visual, electronic or any other form.

You have a duty of confidentiality to the RNLI, which exists in common law. This applies not only during the course of volunteering, but also after volunteering ceases. This duty does not exist in relation to any information already in the public domain or which can be disclosed by law.

You may not disclose, use or copy for another organisation or individual benefit any confidential information that you have or continue to acquire. You must also return any confidential information to us that you may be in possession of or have in your control outside the RNLI's premises when you are no longer a volunteer.

If you have any access to RNLI information and use RNLI computing systems/devices as part of your volunteer role, you will need to use these compliantly in adherence with the RNLI's [Information Security Policy](#), [Acceptable Use Policy](#) and the RNLI's [Data Protection Policy](#).

This will be discussed as part of your induction.

# Useful contacts

## VOLUNTEERING TEAM

Email: [volunteering@rnli.org.uk](mailto:volunteering@rnli.org.uk)  
Tel: 01202 663346 (UK)  
01 895 1831 (Ireland)

## VOLUNTEER EXPERIENCE TEAM

(Engagement Volunteers)  
Email: [volunteereexperience@rnli.org.uk](mailto:volunteereexperience@rnli.org.uk)  
Tel: 0300 300 9913

## REGIONAL BASES

### North and East Region

34 Bluestem Road, Ransomes Europark,  
Ipswich, Suffolk, IP3 9RR  
Email: [RST\\_East@rnli.org.uk](mailto:RST_East@rnli.org.uk)  
Tel: 01473 714387

### South East Region

RNLI Support Centre, Poole, BH15 1JG  
Email: [RST\\_SouthEast@rnli.org.uk](mailto:RST_SouthEast@rnli.org.uk)  
Tel: 01202 663341

### South West Region

Unit A, Longacre, Saltash Parkway,  
Saltash, Cornwall, PL12 6LZ  
Email: [RST\\_South@rnli.org.uk](mailto:RST_South@rnli.org.uk)  
Tel: 01752 842464

### Scotland

Unit 3, Ruthvenfield Grove, Inveralmond  
Industrial Estate, Perth, PH1 3GL  
Email: [RST\\_Scotland@rnli.org.uk](mailto:RST_Scotland@rnli.org.uk)  
Tel: 01738 443255

### Wales and West Region

Unit 9, St Asaph Business Park,  
St Asaph, Denbighshire, LL17 0LJ  
Email: [RST\\_West@rnli.org.uk](mailto:RST_West@rnli.org.uk)  
Tel: 01745 585162

## Ireland

Airside, Swords, Co Dublin,  
Republic of Ireland, K67 WA24  
Email: [RST\\_Ireland@rnli.org.uk](mailto:RST_Ireland@rnli.org.uk)  
Tel: 00 353 1890 0460

## OTHER OFFICES

### RNLI Support Centre and RNLI College

West Quay Road, Poole, Dorset,  
BH15 1HZ  
Tel: 0300 300 9990 (UK)  
1800 991802 (Ireland)

## YOUR CONTACTS

RNLI volunteer manager's name:

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Contact details:

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Buddy name:

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Contact details:

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## **The RNLI is the charity that saves lives at sea**

The Royal National Lifeboat Institution, a charity registered in England and Wales (209603), Scotland (SC037736), the Republic of Ireland (CHY 2678 and 20003326), the Bailiwick of Jersey (14), the Isle of Man (1308 and 006329F), the Bailiwick of Guernsey and Alderney, of West Quay Road, Poole, Dorset, BH15 1HZ

**TP-SV-27-01**

Version: 4

Date produced: August 2023

RNLI Classification: Publicly available

**VOL026**

Author: Volunteering Team

Department: People



**Lifeboats**