



**CAMPAIGN  
FOR  
REAL ALE**

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# VOLUNTEERS' CHARTER

CAMRA recognises the importance of its volunteers, those who contribute their time, energy and skills to support our campaign without payment. You are our lifeblood and we believe it is important that you 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 and 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 contacts for support and advice.
- To be clear in what you are being asked to do.
- To ensure that your opinion is welcomed and treated with respect.
- To listen to and take seriously any concerns you may have.

## **Responsibilities of CAMRA volunteers**

- 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 and to act in adherence to CAMRA's Equal Opportunities Policy.

## **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.

## **Problems**

Although we hope that there will not be any problems or complaints, CAMRA has documented processes in place to help us deal with them effectively. If you have any issues at this event, please raise them with any CAMRA volunteer.

**Campaign for Real Ale, 230 Hatfield Road, St Albans AL1 4LW**

**[www.camra.org.uk](http://www.camra.org.uk)**

**01727 867201**

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