



# **VOLUNTEER HANDBOOK**



## WELCOME LETTER

Welcome to the ROLDA UK family!

We are thrilled to have you on board as a volunteer. Your support is vital to our mission of rescuing, rehabilitating, and rehoming animals in need. With your help, we can continue making a meaningful difference for the hundreds of dogs that rely on us.

In this volunteer pack, you'll find all the information you need to get started, including details on our projects, your role, and how to connect with the wider ROLDA community. Please feel free to reach out if you have any questions or need assistance — we're here to support you every step of the way!

Thank you for choosing to dedicate your time and passion to this cause. Together, we can create a brighter future for the animals who need us most.

Warm regards,  
Dana, Founder and the ROLDA UK Team

# OUR MISSION

At ROLDA, we are dedicated to rescuing, rehabilitating, and rehoming animals in need, ensuring they receive the care and compassion they deserve. Our mission is to create lasting change through responsible animal welfare practices, community engagement, and education. By fostering a world where every animal has a chance to thrive, we aim to build a future where kindness, respect, and love for animals inspire collective action. Together, we can transform lives—one rescue at a time.





## WHO ARE WE

Whatever the crisis, ROLDA is there to help. Whether it's rescuing stray dogs from Romania and Ukraine's streets, offering medical care to the sick and injured, or providing safe shelter for the abandoned or helping animals in Ukraine, we never turn our backs on an animal in need. Beyond rescue, we support communities by promoting responsible pet ownership and offering spay/neuter programs to reduce suffering at the source.

No matter how desperate the situation is, we are committed to giving every animal a chance at a better life. When you volunteer, you become a vital part of this life-saving mission.

From hosting your own fundraising activity to helping care for animals at our shelter, you are doing something amazing to support strays in crisis.

In this pack, you'll learn important information about ROLDA, what it means to volunteer with us, and how your work will make a difference.

Thank you for your endless support!



We're here to help, so get in touch if you have any questions or need advice:  
[manager@rolda.org.uk](mailto:manager@rolda.org.uk)

# ROLDA'S IMPACT

**1 Rescue & Rehabilitation:**  
ROLDA rescues abandoned, stray, and abused dogs in Romania, providing immediate medical care, shelter, and rehabilitation.



**2 Shelter & Care:**  
We operate modern, well-maintained shelters where rescued animals receive food, medical treatment, and the love they need to recover.

**3 Rehoming Dogs:**  
ROLDA works tirelessly to rehome dogs, finding them loving forever families across Europe and beyond.



**4 Spay/Neuter Programs:**  
We help reduce overpopulation by running community spay/neuter campaigns to prevent unwanted litters and reduce suffering.

# WHERE YOU COME IN

At ROLDA, our mission to rescue, rehabilitate, and provide a safe future for animals would not be possible without the unwavering dedication of our volunteers.

We want you to know how much your time and dedication mean to us and the animals we rescue. ROLDA's mission to save, rehabilitate, and provide safe futures for animals would not be possible without amazing people like you.

Your involvement—whether you're walking dogs, fundraising, sharing posts online, or simply spreading the word—makes a direct impact. Every effort, no matter how small it might seem, brings us closer to giving more animals the second chance they deserve. You are the heart of our organisation, helping us reach beyond what we could achieve alone.

Thank you for being part of this journey with us. Your compassion and commitment are what keep us going, and together, we're making a real difference for animals in need.



# REWARDS & RECOGNITION

At ROLDA UK, we deeply value the dedication and contributions of our volunteers. To show our appreciation and encourage continued involvement, we offer various rewards and recognition initiatives based on the funds raised and the length of service. Here's how we celebrate our volunteers.

## Service Awards

We recognise the dedication of our volunteers through service awards. As you reach significant milestones in your volunteer journey, you will receive a badge and certificate for:

- 1 Year
- 5 Years
- 10 Years
- 15 Years
- 20 Years
- 25 Years
- 30 Years
- 35 Years
- 40 Years
- 45 Years
- 50 Years
- 55 Years
- 60 Years

## Extras

You will get a T-shirt when you join ROLDA UK and a special postcard for your birthday.



**BIG  
REWARD  
AHEAD**

## Fundraising Recognition

To acknowledge the efforts of roles focused on fundraising, we provide badges and certificates for the below amount raised:

- £100 - £500
- £500 - £1,000
- £1,000 - £2,000
- £2,000 - £3,000
- £3,000 - £4,000
- £4,000 - £5,000

# CODE OF CONDUCT

As a ROLDA UK volunteer, you are an ambassador for our mission and values. We ask that you adhere to the following code of conduct to ensure a positive and supportive environment for our volunteers and the community we serve.

## **Represent ROLDA UK with Integrity**

- Act professionally and responsibly at all times, both online and offline.
- Always communicate with respect and kindness, upholding the values of ROLDA UK.
- Only make statements on behalf of ROLDA UK with prior approval from the team.

## **Respect for All**

- Treat fellow volunteers, staff, donors, and members of the public with respect, regardless of their background, beliefs, or opinions.
- Respect the animals in our care, always prioritising their welfare and safety.

## **Commitment and Accountability**

- Fulfil your agreed-upon commitments and inform your coordinator promptly if you are unable to do so.
- Be punctual, reliable, and ready to engage fully in your volunteer role.
- Maintain confidentiality and protect the privacy of any sensitive information shared within your role.

## **Health, Safety, and Well-being**

- Prioritise your own safety and that of others by following all safety guidelines provided by ROLDA UK.
- Report any concerns, incidents, or hazards to your supervisor immediately.
- Abstain from using alcohol or illegal substances when volunteering or representing ROLDA UK.

## **Social Media and Digital Conduct**

- Use social media responsibly when discussing ROLDA UK, and always positively reflect on our work.
- Do not share confidential or sensitive information about ROLDA UK or the animals without permission.
- Respect copyright laws and give credit when sharing media or content.

**Conflict Resolution:** If you encounter a problem or conflict, approach it with a constructive attitude and seek assistance from your volunteer coordinator if needed. Avoid publicising disputes and strive to resolve issues internally and respectfully.

**Zero Tolerance Policy:** ROLDA UK has a zero-tolerance policy for discrimination, harassment, bullying, or any abusive behaviour of any kind. Any volunteer found violating these standards may be subject to immediate dismissal.

## **Acknowledgement**

By volunteering with ROLDA UK, you agree to uphold this Code of Conduct and act in a manner that promotes our mission and values. Please get in touch with your volunteer coordinator if you have any questions or need clarification.

***Thank you for your dedication and for being a positive representative of ROLDA UK!***



# HEALTH AND SAFETY POLICY AND PROCEDURES

**Policy Statement:** ROLDA UK is committed to ensuring a safe and healthy working environment for all employees, volunteers, visitors, and contractors. We recognise our responsibility to comply with the Health and Safety at Work Act 1974 and other relevant legislation to prevent accidents, injuries, and illnesses that may arise from our operations.

**Aim:** To promote a positive safety culture throughout the organisation by actively encouraging safe practices and continuously improving our health and safety performance.

**Objectives:** To achieve our health and safety aims, ROLDA UK will:

- Provide adequate resources to ensure that health and safety are effectively managed.
- Ensure all employees and volunteers are aware of their responsibilities regarding health and safety.
- Maintain safe working environments, equipment, and systems of work.
- Provide appropriate training and information to all employees and volunteers.
- Regularly review and update health and safety policies, risk assessments, and procedures.
- Foster a culture where health and safety concerns can be raised without fear of reprisal.

**Scope:** This policy applies to all ROLDA UK employees, volunteers, contractors, and any third parties involved in our operations.

**Responsibilities:** Management Responsibilities

- Ensure compliance with all relevant health and safety legislation.
- Implement and regularly review the Health & Safety Policy.
- Provide the necessary training, supervision, and resources.
- Conduct regular risk assessments and act upon findings.
- Maintain a system for reporting and investigating accidents, near misses, and incidents.

**Employee and Volunteer Responsibilities**

- Take reasonable care for their own health and safety and that of others.
- Follow all health and safety instructions and guidelines.
- Report any unsafe practices, accidents, or hazards to their supervisor.
- Participate in health and safety training sessions as required.
- Use equipment and materials safely, following the training provided.

**Risk Assessments:** ROLDA UK will conduct risk assessments to identify and manage health and safety risks associated with its activities. These assessments will be regularly reviewed and updated, with specific attention to:

- Office environments.
- Off-site activities, including travel and public engagements.
- Use of equipment and materials.
- Fire safety, first aid, and emergency procedures.

**Incident Reporting and Investigation:** All accidents, incidents, and near misses, no matter how minor, must be reported and recorded. An investigation will be conducted to determine the cause and implement corrective actions to prevent recurrence.

**Procedures for Reporting:** Report the incident to your immediate supervisor or the designated health and safety officer. Complete an Accident/Incident Report Form. Participate in any investigation as required.

**Training and Competency:** ROLDA UK will provide health and safety training to all employees and volunteers, ensuring they understand their responsibilities and have the necessary skills to perform their duties safely. Training will be reviewed and updated as required, particularly when new risks are identified or operations change.

**Communication and Consultation:** We are committed to consulting with employees and volunteers on health and safety matters. Health and safety updates will be communicated through:

**Regular meetings and briefings:** Written communications such as newsletters or memos. One-to-one consultations, where applicable.

**Monitoring and Review:** The effectiveness of this policy will be monitored through regular health and safety audits, inspections, and management reviews. The policy will be reviewed annually or following any significant changes in operations, legislation, or organisational structure.

**Policy Approval and Review:** This policy has been approved by ROLDA UK's management and will be reviewed annually to ensure its effectiveness.

**Acknowledgement:** By volunteering with ROLDA UK, you agree to uphold this Code of Conduct and act in a manner that promotes our mission and values. Please get in touch with your volunteer coordinator if you have any questions or need clarification.

***Thank you for your dedication and for being a positive representative of ROLDA UK!***

Risk Assessment							
Assessment conducted by				Siani Bugtti			
Date of Assessment				04.10.2024			
Next review date				04.10.2025			
Location				Volunteering			
Purpose of Assessment				To ensure health and safety standards at ROLDA UK			
Activity/ Hazard	Who might be harmed?	Potential Risk/ Harm	Risk	Existing Control Measures	Additional Control Measures Required	Responsible Person	Completion Date
Lone working	Staff, Volunteers	Personal injury or emergency with no immediate assistance available.	M	Implement a lone working policy.	Block out the calendar and let the manager know where you are if you are out and about.	Siani Bugtti	04.10.2024
Public engagement/ events	Staff, Volunteers, Visitors.	Aggressive behaviour, crowd control issues, or medical emergencies.	M	Conduct pre-event risk assessment.	Provide staff with conflict management training. Set clear protocols for handling emergencies.	Event coordinator	04.10.2024
Driving for Work / Travel	Staff, Volunteers	Vehicle accident, personal injury, or stress from long hours.	M	Ensure drivers hold valid licenses.	Conduct vehicle safety checks.	Staff, Volunteers	04.10.2024
Wellbeing	Staff, Volunteers	Increased risk of burnout, especially during high-intensity projects.	M	Establish regular team meetings and one-on-one check-ins. Promote work-life balance and discourage	Develop a staff wellbeing strategy, focusing on mental health support.	Wellbeing officer	04.10.2024

**Purpose:** This Health & Safety Procedure is designed to outline the steps and measures ROLDA UK must follow to maintain a safe working environment, prevent accidents, and ensure compliance with relevant health and safety regulations. This document supports the ROLDA UK Health & Safety Policy and should be read in conjunction with it.

## **Roles and Responsibilities**

**Health & Safety Officer:** The Health & Safety Officer is responsible for:

- Overseeing health and safety compliance across ROLDA UK.
- Conducting regular inspections and audits.
- Updating health and safety policies and procedures as required.
- Ensuring that incidents and accidents are investigated, and corrective actions are implemented.

**Management and Supervisors:** Management and Supervisors are responsible for:

- Ensuring that their teams adhere to health and safety procedures.
- Reporting incidents and concerns to the Health & Safety Officer.
- Supporting the implementation of health and safety measures and training.

**Employees and Volunteers:** All employees and volunteers must:

- Comply with health and safety procedures and guidelines.
- Report any hazards, near misses, or unsafe conditions immediately.
- Participate in health and safety training as required.
- Use protective equipment and follow safe work practices.

## **Procedure for Risk Assessments**

**Identify Hazards:**

- Conduct a thorough review of all work environments, tasks, and activities to identify potential hazards.
- Include areas such as office environments, off-site activities, animal handling (if applicable), and travel.

**Assess the Risks:**

- Determine the level of risk associated with each identified hazard (Low, Medium, or High).
- Consider the likelihood and severity of potential harm.

**Implement Control Measures:**

- Develop and apply appropriate control measures to eliminate or reduce the risks.
- Ensure the implementation of these measures is documented and communicated to all relevant personnel.

**Review and Update:**

- Review risk assessments annually or whenever there is a significant change in operations, staff, or new hazards identified.

## **Emergency Procedures**

- Fire Safety/ Drills/ First Aid/ Evacuation Plan: - This does not apply to us because staff work from home and manage their risks.
- Emergency Contacts: Maintain an up-to-date list of emergency contacts.

**Accident and Incident Reporting:**

- Immediate Response: Ensure the safety of all individuals and provide first aid if necessary. Report the incident to the immediate supervisor and the Health & Safety Officer.

- Document the Incident: Complete an Accident/Incident Report Form within 24 hours of the occurrence. Include details such as date, time, location, persons involved, and a description of the incident.
- Investigation and Follow-up: The Health & Safety Officer will investigate the cause of the incident and implement corrective actions. Document findings and any actions taken.
- Review and Update Procedures: Update risk assessments and health and safety procedures based on the findings of the investigation.

### **Training and Awareness:**

Induction Training: Before volunteer starts.

**Health and Safety Documentation and Records:** Maintain up-to-date health and safety records, including:

- Accident and incident reports.
- Risk assessments.
- Training records.
- Inspection and maintenance logs.
- Emergency contact information.

**Review of Health & Safety Procedures:** The Health & Safety Procedure will be reviewed annually or following any major incident or change in legislation to ensure it remains effective and relevant.

# **SAFEGUARDING POLICY AND PROCEDURE**

**Introduction:** ROLDA UK is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We believe that every person has the right to be safe and protected from harm, regardless of age, gender, disability, ethnicity, religious belief, or sexual orientation.

This policy outlines ROLDA UK's approach to safeguarding, the responsibilities of staff and volunteers, and the procedures for identifying, reporting, and addressing safeguarding concerns. This document adheres to the UK's legal requirements, including the Children Act 1989, the Care Act 2014, and the Charity Commission's guidance on safeguarding.

### **The purpose of this policy is to:**

- Protect children, young people, and vulnerable adults involved with ROLDA UK.
- Ensure that all staff, volunteers, and associates understand their roles and responsibilities in safeguarding.
- Provide clear procedures to report and address safeguarding concerns.

**Scope:** This policy applies to all ROLDA UK employees, trustees, volunteers, contractors, and anyone working on behalf of the charity. It also applies to anyone visiting or engaging with ROLDA UK's work, events, and online spaces.

### **Definitions:**

- Safeguarding: Protecting individuals' health, well-being, and human rights to ensure they live free from harm, abuse, and neglect.

- Child/Young Person: Anyone under the age of 18.
- Vulnerable Adult: An adult who is, or may be, in need of community care services due to mental or other disability, age, or illness, and who is, or may be, unable to protect themselves against harm or exploitation.

## Legal Framework

This policy is based on the following UK laws and statutory guidance:

- The Children Act 1989 and 2004
- The Care Act 2014
- Working Together to Safeguard Children 2018
- The Safeguarding Vulnerable Groups Act 2006
- Charity Commission's guidance on safeguarding (CC14)

## Responsibilities

1. Trustees and Management: Responsible for overseeing the implementation of the safeguarding policy and ensuring compliance with legal obligations.
2. Designated Safeguarding Lead (DSL): The DSL is responsible for managing and overseeing safeguarding incidents, maintaining accurate records, and ensuring appropriate actions are taken.
3. ROLDA UK DSL Name: Izzy Pysanczyn
4. Contact Information: 0161 531 8801 / [support@rolda.org.uk](mailto:support@rolda.org.uk)

Staff and Volunteers: All staff and volunteers must read, understand, and comply with this policy. They must report any safeguarding concerns to the DSL immediately.

**Code of Conduct:** All representatives of ROLDA UK are expected to adhere to the following code of conduct when working with or around children, young people, or vulnerable adults:

- Act as positive role models at all times.
- Treat everyone with dignity and respect.
- Never engage in behaviour that could be construed as inappropriate, exploitative, or abusive.
- Avoid being alone with children or vulnerable adults whenever possible.
- Report any concerns or disclosures immediately.

## Recognising Abuse:

- Abuse can take many forms, including but not limited to:
- Physical Abuse: Causing physical harm, such as hitting, shaking, or misuse of medication.
- Emotional Abuse: Persistent emotional maltreatment, such as bullying or rejection.
- Sexual Abuse: Forcing or enticing a child or vulnerable adult to take part in sexual activities.
- Neglect: Failure to meet basic physical or emotional needs.
- Financial Abuse: Illegal or improper use of an individual's funds, property, or resources.

**Reporting Procedure:** If you have concerns about the safety or welfare of a child, young person, or vulnerable adult, you must report it to the DSL as soon as possible. This includes:

- Observing or suspecting abuse.
- Being informed about potential abuse or neglect by a third party.
- Receiving a disclosure directly from an individual.

**Responding to Disclosures:** If a child, young person, or vulnerable adult discloses information:

- Listen calmly and reassure them that they have done the right thing.
- Do not promise confidentiality—explain that you must share this information to ensure their safety.

- Child/Young Person: Anyone under the age of 18.
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- Listen calmly and reassure them that they have done the right thing.
- Do not promise confidentiality—explain that you must share this information to ensure their safety.

- Do not ask leading questions or press for more information.
- Record the information accurately using the individual's own words.
- Report to the DSL immediately.

**Record-Keeping:** All safeguarding concerns must be recorded in writing using ROLDA UK's Safeguarding Concern Form, including:

- Date, time, and location of the concern.
- Name and details of the individual involved.
- Nature of the concern and any actions taken.
- Signature and date of the person making the report.

The DSL will maintain a secure record of all safeguarding concerns and actions taken.

**Confidentiality and Information Sharing:** ROLDA UK is committed to respecting the privacy of individuals while prioritising their safety. Information will only be shared with relevant parties on a need-to-know basis, in line with GDPR and UK safeguarding guidance.

**Training and Awareness:** All ROLDA UK staff, volunteers, and trustees must undergo regular safeguarding training appropriate to their role. New staff will receive safeguarding training as part of their induction.

**Monitoring and Review:** This policy will be reviewed annually by the trustees or in response to changes in legislation, guidance, or organisational needs. Any changes will be communicated to all staff and volunteers.

**Contacts and External Reporting:** If you are unable to reach the DSL or if you believe the concern requires urgent external intervention, contact:

- NSPCC Helpline: 0808 800 5000
- <https://www.nhs.uk/service-search/other-health-services/local-authority-adult-social-ca>
- Police (for immediate danger): 999

**Policy Approval:** This safeguarding policy has been approved by ROLDA UK's Board of Trustees

## CASH HANDLING POLICY & PROCEDURE

**Purpose:** The purpose of this policy is to ensure that all cash-handling activities within ROLDA UK are conducted safely, transparently, and in line with best practices. This policy aims to minimise the risk of loss, theft, or mismanagement of cash and to protect both the organization and individuals involved in handling cash.

**Scope:** This policy applies to all staff, volunteers, and trustees of ROLDA UK who are involved in handling cash for the organization, whether through donations, event collections, or other fundraising activities. It covers all processes related to receiving, recording, storing, and depositing cash.

**Policy Statement:** ROLDA UK is committed to maintaining high standards of financial integrity and transparency. Cash handling must be carried out with strict adherence to this policy to prevent loss and ensure that all funds are accounted for accurately. Cash handling should always be

minimised where possible, and alternative payment methods (e.g., bank transfers, online donations) should be promoted. Any suspected theft or mismanagement of cash will be investigated promptly and may result in disciplinary action or reporting to relevant authorities.

### **Roles and Responsibilities**

- Staff and Volunteers: Must adhere to this policy when handling cash and report any issues or discrepancies immediately.
- Finance Manager/Designated Person: Oversees cash handling procedures, reconciles records, and ensures compliance.
- Board of Trustees: Provides oversight, reviews financial procedures, and approves any updates to this policy.

### **Cash Handling Procedures**

- Receiving Cash Donations- All cash donations must be counted and recorded immediately upon receipt by two individuals, where possible, to ensure accuracy and prevent mismanagement.
- A cash donation receipt must be issued to the donor, including the amount received, date, and purpose of the donation. Cash should be placed in a secure, lockable container or cash bag and kept under supervision until it can be recorded and stored securely.
- Recording Cash Donations - All cash donations must be recorded in a dedicated cash receipts log, which should include- Date of receipt/ Amount received/ Source (e.g., name of donor, event, or collection)/ Initials of the individuals counting the cash. For larger events, a separate record for each cash collection point should be maintained. Cash received should be recorded in ROLDA UK's accounting system within two (2) working days.
- Cash Storage- Cash should never be left unattended and must be stored in a locked safe or secure box until it is deposited. The keys or combination to the safe should be held by a limited number of designated individuals. Cash should not be kept in the office (if applicable) or at a volunteer's home for more than 24 hours.
- Cash Transport- When transporting cash to the bank, the following guidelines must be followed: Transport should be carried out by two people whenever possible. Routes and times for bank deposits should vary to prevent predictability. Cash should be carried discreetly in a secure bag or container. A maximum cash limit of £500 should be transported in one trip; larger amounts should be split into multiple deposits or arrangements made with the bank for secure transfer.
- Cash Deposits- Cash should be deposited into ROLDA UK's designated bank account within two (2) working days of receipt. A deposit slip must be completed and retained for record-keeping purposes. The deposit should be verified and signed off by a second individual who did not handle the original receipt of the cash.
- Cash Counting and Reconciliation- Cash counting should always be conducted by two people to ensure accuracy and accountability. Any discrepancies between recorded and actual cash received must be investigated immediately and reported to the Finance Manager or designated person. A reconciliation report should be prepared for each cash deposit, detailing the amount recorded, deposited, and any variances.
- Petty Cash Management- If petty cash is used, a dedicated petty cash fund should be established with a fixed float amount (e.g., £100). All petty cash expenditures must be supported by receipts and recorded in a petty cash log. The petty cash fund should be reconciled monthly by the Finance Manager or a designated person, with all receipts and expenditures accounted for. Any replenishments must be authorized and recorded in the accounting system.



**Cash Handling During Events:** During events or fundraising activities, the following additional procedures should be followed:

- **Cash Collection Points:** Each collection point should be staffed by at least two individuals, and cash should be transferred to a secure location at regular intervals.
- **Cash Bags and Security:** Cash should be placed in tamper-proof bags, sealed, and labelled with the name of the collection point, date, and amount recorded.
- **End-of-Day Reconciliation:** At the close of the event, all cash should be counted by two individuals, recorded, and reconciled against event records.

**Reporting and Investigation:** Any cash discrepancies, loss, or suspected theft must be reported immediately to the Finance Manager and the Board of Trustees. An internal investigation will be initiated to determine the cause and identify appropriate corrective actions. If necessary, external authorities (e.g., police) may be contacted, depending on the severity of the issue.

**Review and Compliance:** This policy will be reviewed annually or in response to any changes in legal requirements or organisational structure. All staff and volunteers involved in cash handling must receive training on this policy and sign a declaration acknowledging their understanding and compliance.

# COMPLAINTS POLICY

## Purpose and Scope

The purpose of this policy is to provide a clear framework for managing complaints in a fair, timely, and consistent manner. ROLDA UK values feedback and is committed to using complaints to improve its services and operations. This policy applies to all stakeholders, including donors, supporters, partners, volunteers, and the public.

## Policy Statement

ROLDA UK is dedicated to maintaining the highest standards of transparency, accountability, and integrity in all its activities. We encourage anyone who has experienced dissatisfaction with any aspect of our work to bring it to our attention. All complaints will be treated seriously and addressed promptly. We are committed to handling complaints in a professional and respectful manner. As well as resolving complaints efficiently and fairly. And, learning from complaints to enhance our operations and services.

## Definition of a Complaint

A complaint is an expression of dissatisfaction, whether oral or written, regarding the services, actions, or behaviour of ROLDA UK, its staff, volunteers, or partners. Examples of complaints may include (but are not limited to):

- Concerns about how fundraising activities are conducted.
- Perceived misuse of donations or resources.
- Issues with the behaviour or actions of staff or volunteers.
- Lack of communication or responsiveness.

## Complaints Handling Procedure

- **Step 1: Acknowledgment** ROLDA UK will acknowledge receipt of the complaint within five (5) working days. The acknowledgement will include the name and contact details of the staff member handling the complaint.

- **Step 2: Investigation-** The complaint will be assigned to an appropriate staff member for investigation. We may contact you for further information or clarification, if necessary. All complaints will be investigated objectively, fairly, and confidentially.
- **Step 3: Response-** We aim to provide a full response within twenty (20) working days of receiving the complaint. If the investigation requires more time, we will inform you of the delay and provide a revised timeline. The response will include the outcome of the investigation and any actions taken (or proposed) to resolve the issue.
- **Step 4: Follow-Up-** We may follow up with the complainant to ensure the issue has been satisfactorily resolved. Any lessons learned will be shared with relevant teams to improve future practices.
- **Escalation-** If you are not satisfied with the initial response, you may escalate your complaint by contacting: ROLDA UK Board of Trustees at [[email] or [[address]]. The Board of Trustees will review the complaint independently and aim to provide a response within thirty (30) working days. Their decision will be final.

For issues related to fundraising practices, you can also contact the Fundraising Regulator at:  
 Website: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)  
 Phone: 0300 999 3407  
 Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

**Confidentiality and Data Protection:** All complaints will be handled in line with our Data Protection and Privacy Policy. Personal information will only be shared with individuals involved in the investigation or resolution of the complaint. We will not disclose your identity without your consent, except where required by law.

**Continuous Improvement:** We review all complaints and responses regularly to identify trends and areas for improvement. Complaints will be recorded and maintained in a confidential log, which will be reviewed annually by the Board of Trustees.

**Review of Policy:** This Complaints Policy will be reviewed annually or in response to changes in legal or regulatory requirements.

## EXPENSE AND REIMBURSEMENT POLICY

**Purpose:** The purpose of this policy is to establish a clear framework for managing and reimbursing expenses incurred by ROLDA UK staff, trustees, and volunteers while conducting official business on behalf of the organisation. This policy ensures that all expenses are necessary, reasonable, and aligned with ROLDA UK's objectives, while maintaining transparency and accountability.

**Scope:** This policy applies to all ROLDA UK staff, volunteers, and trustees who incur expenses in the course of carrying out official duties. It covers travel, accommodation, meals, supplies, and other necessary expenses that are directly related to ROLDA UK's activities.

**Policy Statement:** ROLDA UK is committed to the responsible use of charitable funds. All expenses must be:

- Necessary for carrying out the business of ROLDA UK.
- Reasonable in cost and justified.

- Properly documented and submitted in a timely manner.
- In line with ROLDA UK's mission, values, and budget.
- All expense receipts must be emailed to Izzy at support@rolda.org.uk for processing and approval.

### **Principles:**

- **Value for Money:** Staff and volunteers should ensure that all expenses represent good value for money and are incurred with cost-efficiency in mind.
- **Transparency:** All claims must be supported by valid receipts and a clear description of the expense.
- **Approval:** No individual may authorize their own expenses; all claims must be reviewed and approved by the appropriate line manager, Finance Manager, or trustee.
- **Compliance:** Expenses must comply with relevant legal and regulatory requirements, as well as ROLDA UK's internal policies.

### **Expense Categories**

#### Travel Expenses

- **Public Transport:** ROLDA UK will reimburse the cost of bus, train, or other public transport for business-related travel. Whenever possible, standard class tickets should be used.
- **Mileage:** Personal vehicle use for work purposes will be reimbursed at the current HMRC mileage rate (check HMRC guidelines).
- **Taxis and Rideshares:** Should be used only when public transport is not feasible or safe. The justification must be provided when submitting the claim.
- **Air Travel:** Must be pre-approved by a line manager or trustee and booked at the lowest available fare that meets scheduling needs.
- **Hotel accommodation** may be claimed for work-related travel if the journey requires an overnight stay.
- **Accommodation** should be booked at a reasonable cost (e.g., 3-star hotels or budget-friendly options), and luxury hotels should be avoided unless pre-approved by a line manager.
- **Itemised receipts** for the hotel stay must be submitted.
- Any and all postage.

### **Expense Approval Process**

#### Submission:

- All expense claims must be submitted via email to Izzy at support@rolda.org.uk
- Claims must include a completed Expense Reimbursement Form (if available) and scanned copies of receipts.
- Claims must be submitted within 30 days of the expense being incurred.

#### Review:

- The Finance Manager or designated line manager will review all claims to ensure they are in line with this policy.
- Any incomplete claims or those lacking appropriate documentation will be returned for correction.

#### Approval:

- Approved claims will be signed off by the line manager or relevant approver, who is different from the individual submitting the claim.
- If any queries arise during the approval process, the claimant may be contacted for clarification.

### Reimbursement:

- Once approved, reimbursements will be processed within 15 working days.
- Payments will be made via bank transfer. Claimants must ensure that their bank details are up to date with the Finance Department.

### Prohibited Expenses:

ROLDA UK will not reimburse the following expenses:

- Personal items or services (e.g., laundry, entertainment).
- Alcohol, unless part of a pre-approved business meal or event.
- Unapproved or excessive accommodation costs.
- Expenses without valid receipts or adequate justification.
- Any fines, penalties, or parking tickets.

### Responsibilities:

- Claimants: Must ensure that all expenses are reasonable, necessary, and supported by valid receipts. They should submit claims in a timely and accurate manner.
- Approvers: Must review claims carefully, ensuring compliance with this policy and checking for accuracy and completeness.
- Finance Department: Responsible for processing claims, maintaining records, and ensuring that reimbursements are made promptly.

**Monitoring and Review:** The Finance Manager will conduct regular audits of expense claims to ensure compliance and identify any discrepancies or areas for improvement. This policy will be reviewed annually to reflect changes in internal procedures or external regulations.

# DATA PROTECTION (GDPR) POLICY AND PROCEDURE

**Introduction:** ROLDA UK is committed to protecting the privacy and security of personal data. This policy outlines how we collect, handle, store, and protect personal information to comply with the GDPR and the UK Data Protection Act 2018.

**Purpose:** The purpose of this policy is to:

- Ensure compliance with GDPR and other data protection regulations.
- Outline the procedures for collecting, storing, and processing personal data.
- Protect the rights and privacy of individuals associated with ROLDA UK, including donors, staff, volunteers, and supporters.

**Scope:** This policy applies to:

- All staff, volunteers, contractors, and partners working with or on behalf of ROLDA UK.
- All personal data collected, stored, or processed by ROLDA UK in any form (digital or paper-based).

### Definitions

- Personal Data: Any information relating to an identifiable person who can be directly or indirectly identified from the data (e.g., names, addresses, email addresses, and IP addresses).
- Data Subject: An individual whose personal data is processed.
- Data Controller: ROLDA UK, responsible for deciding how and why personal data is processed.

- Data Processor: Any third party that processes data on behalf of ROLDA UK.
- Processing: Any operation performed on personal data (e.g., collection, storage, modification, or deletion).

**Data Protection Principles:** ROLDA UK is committed to processing personal data in accordance with the following principles:

- Lawfulness, Fairness, and Transparency- Personal data must be processed lawfully, fairly, and in a transparent manner.
- Purpose Limitation- Data must be collected for specific, explicit, and legitimate purposes and not processed in a manner incompatible with those purposes.
- Data Minimisation- Only the data necessary for the purposes stated should be collected and processed.
- Accuracy- Data must be accurate and kept up-to-date where necessary.
- Storage Limitation- Personal data must not be kept for longer than is necessary.
- Integrity and Confidentiality- Data must be processed in a manner that ensures security, including protection against unauthorized or unlawful processing and against accidental loss, destruction, or damage.
- Accountability- ROLDA UK must be able to demonstrate compliance with these principles.

**Lawful Basis for Processing Personal Data:** ROLDA UK will only process personal data if at least one of the following lawful bases applies:

- Consent: The data subject has given explicit consent for processing their personal data for specific purposes.
- Contractual Necessity: Processing is necessary for the performance of a contract.
- Legal Obligation: Processing is necessary to comply with legal obligations.
- Legitimate Interests: Processing is necessary for the purposes of legitimate interests pursued by ROLDA UK, except where such interests are overridden by the interests or rights of the data subject.

**Rights of Data Subjects:** Data subjects have the following rights regarding their personal data:

- Right to be Informed: To know how their data is being collected, used, and shared.
- Right of Access: To request access to their personal data.
- Right to Rectification: To request correction of inaccurate or incomplete data.
- Right to Erasure ("Right to be Forgotten"): To request deletion of their data, under certain conditions.
- Right to Restrict Processing: To restrict the processing of their data under specific circumstances.
- Right to Data Portability: To receive their data in a structured, commonly used format.
- Right to Object: To object to their data being processed for specific purposes (e.g., direct marketing).
- Rights Related to Automated Decision-Making: To object to decisions made solely by automated means.

### **Data Collection, Storage, and Processing**

- Data Collection- ROLDA UK will collect personal data only for specified purposes. All data collected must be relevant and not excessive in relation to the purposes for which it is collected.
- Data Storage- Personal data will be stored securely using appropriate physical, technical, and organisational measures. Digital data must be encrypted, password-protected, and stored on secure cloud platforms. Paper records (if applicable) must be stored in locked filing cabinets.

- **Data Processing-** Data must be processed in a manner that ensures security. Processing activities must be documented, and all data handlers must be trained in data protection best practices.
- **Data Sharing-** Personal data will only be shared with third parties if a data-sharing agreement is in place or if consent has been obtained from the data subject. All data processors must adhere to ROLDA UK's data protection standards.

**Data Breach Management:** In the event of a data breach, ROLDA UK will:

- **Contain the Breach:** Identify and isolate the source of the breach immediately.
- **Assess the Impact:** Determine the severity of the breach and identify affected data subjects.
- **Notify the ICO:** If the breach is likely to result in a risk to individuals' rights and freedoms, the Information Commissioner's Office (ICO) must be notified within 72 hours.
- **Notify Affected Individuals:** If there is a high risk to individuals, ROLDA UK will inform the affected data subjects without undue delay.
- **Document the Breach:** Record the details of the breach, actions taken, and outcomes for accountability purposes.

**Data Protection Impact Assessments (DPIA):** ROLDA UK will conduct DPIAs for any new project or process that may involve a high risk to the privacy of individuals. The DPIA will:

- Describe the nature, scope, context, and purposes of processing.
- Assess the necessity and proportionality of processing.
- Identify and evaluate risks to data subjects.
- Specify measures to mitigate identified risks.

**Responsibilities:** Data Protection Officer (DPO): [Assign a DPO if required, or outline who in the organisation handles data protection]. The DPO is responsible for overseeing compliance with this policy and ensuring that ROLDA UK meets its obligations under data protection law.

All Staff & Volunteers: All individuals handling personal data must adhere to this policy and undergo regular data protection training.

**Training and Awareness:** ROLDA UK will provide regular training to all staff and volunteers on data protection principles and best practices. Training will be reviewed and updated annually or as necessary.

**Policy Review:** This policy will be reviewed annually or in response to any significant changes in data protection law or organisational processes.

# NONDISCLOSURE AND CONFIDENTIALITY AGREEMENT ("NDIAA")

As a ROLDA Volunteer, you will be privy to (gain access to) matters of a sensitive and confidential nature, including, but not limited to, details of donors, know-how about running the charity, objectives, and means to achieve that, the work and plans of Romanian League in Defense of Animals (hereinafter referred to as "ROLDA" or "the charity"). The purpose of this agreement is to prevent the unauthorised disclosure of Confidential Information.

In your role as a ROLDA Volunteer, you agree to:

- Never comment negatively, make defamatory statements, or publicly damage the charity's image. This includes but is not limited to online statements, press releases, private comments, etc:
- Inform ROLDA immediately if you become aware of any unauthorised use or disclose of confidential and/or proprietary information;
- Not disclose the confidential and or/proprietary information by any means not authorised in writing by ROLDA to any third parties;
- Not copy or duplicate the confidential and/ or proprietary information by any unauthorised means to any third parties for perpetuity;
- Not disclose the confidential and/or proprietary information by any unauthorised means to any third parties for perpetuity;
- Not use the confidential and/or proprietary information for any purpose except those expressly authorised in writing by ROLDA;
- Take all necessary measures to keep secure the access to ROLDA folders, documents, email, and login details to donors' database stored on any other software that is or will be used;
- Discuss, agree with ROLDA, and use the agreed procedure on how to access, download, and store the lists of donors from the database;

In addition to the above-mentioned procedure, these minimal cumulated rules will apply:

1. Take full responsibility for any security breach in case using a private email address
2. Delete sensitive emails from inbox folder immediately after the information is securely stored
3. Delete sensitive emails also from the trash folder
4. Download ROLDA files on the computer/laptop ONLY in a secured folder, password protected.

You agree to keep secret and confidential information from the public, in perpetuity, all the details about the work undertaken, even if ROLDA will be dissolved.

Agreed to and accepted BY:

\_\_\_\_\_ (Print Name) \_\_\_\_\_ (Date)

\_\_\_\_\_ (Signature)

***If you have any questions or need clarification, please speak to your volunteer manager.***

# ROLDA MEDIA RELEASE AND CONSENT FORM

Date: \_\_\_\_\_ Full Name: \_\_\_\_\_  
Email Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

I hereby give permission to the Romanian League in Defense of Animals (ROLDA) and its representatives to edit, alter, copy, exhibit, distribute, and publish in print, video, audio recorded productions, and on the World Wide Web the use of photographs, videos, and testimonials featuring my likeness, name, or words for purposes of publicising ROLDA, organisational programs, or other lawful purpose without payment or any other consideration.

I consent and understand that ROLDA may use my likeness to appear on the following:

- Social media platforms (e.g., Facebook, Instagram, Twitter, TikTok)
- ROLDA's website, newsletters, and promotional emails
- Press releases, brochures, and printed materials
- Campaigns to raise awareness, promotion events, or attract donations

I understand and agree to the following:

- I will not receive compensation for using my image, video, or testimonial.
- ROLDA may edit, publish, or reuse my contributions indefinitely in any format and for any lawful purpose related to its mission.
- This authorisation is continuous and may only be withdrawn by providing written notice to [volunteer@rolda.org](mailto:volunteer@rolda.org). The request to withdraw consent will not affect materials already in use.
- The materials will be used only for nonprofit/educational purposes.
- The materials will become the property of ROLDA, stored in a place chosen by ROLDA, and will not be returned to me.

In addition, I waive the right to inspect or approve the finished product, including written or electronic copy, wherein my likeness appears. I hereby hold harmless and release and forever discharge ROLDA from all claims, demands, liability, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorisation.

## Acknowledgement

I hereby release ROLDA from any and all claims in connection with the media, including any and all claims of libel.

- I am at least 18 years old.
- I have voluntarily agreed to the terms of this release and understand its implications.

I have read this release before signing below and fully understand its contents, meaning, and impact.

Signature: \_\_\_\_\_  
Print: \_\_\_\_\_  
Date: \_\_\_\_\_

Agreed to and accepted BY:

\_\_\_\_\_ (Print Name) \_\_\_\_\_ (Date)

\_\_\_\_\_ (Signature)

*If you have any questions or need clarification, please speak to your volunteer manager.*



# VOLUNTEER AGREEMENT

This Volunteer Agreement establishes mutual expectations between ROLDA UK and our volunteers. By agreeing to volunteer with ROLDA UK, you acknowledge and agree to the terms outlined in this agreement.

**Volunteer Role:** As a volunteer with ROLDA UK, you will be contributing to ROLDA's mission throughout all activities. This role is unpaid, and you can discontinue your service at any time.

## ROLDA UK's Commitment to You

As a ROLDA UK volunteer, you can expect:

- **Respect and Inclusion:** To be treated fairly, with respect, and as a valued member of the ROLDA UK team.
- **Support and Guidance:** Access to relevant information, training, and a designated point of contact to help you succeed in your role.
- **A Safe Environment:** A working environment that adheres to safety standards and provides a welcoming atmosphere.
- **Recognition and Feedback:** Regular recognition and feedback to celebrate your contributions and support your development.

## Volunteer Responsibilities

By joining us, you agree to:

- **Adhere to ROLDA UK's Code of Conduct** and policies outlined in the volunteer pack.
- **Commitment and Communication:** Notify us in advance if you are unable to fulfil your volunteering commitments.
- **Uphold Our Mission and Values:** Act as a positive representative of ROLDA UK and promote the welfare of animals in all interactions.
- **Maintain Confidentiality:** Respect the privacy and confidentiality of sensitive information regarding ROLDA UK's activities, staff, donors, and animals.
- **Health and Safety:** Follow all health and safety guidelines, reporting any issues or concerns to your supervisor.

**Time Commitment:** While ROLDA UK greatly values your support, we recognise that volunteers may have varying levels of availability. We appreciate open communication about your time commitments and any changes to your availability.

**Volunteer Status:** This agreement is not intended to create an employment relationship. As a volunteer, you will not receive financial compensation, and this role does not imply a contractual or employment relationship.

**Ending the Volunteer Agreement:** Both ROLDA UK and the volunteer have the right to end this agreement at any time, with or without notice. We kindly ask that you provide notice to allow for transition and continuity in our work.

*If you have any questions or need clarification, please speak to your volunteer manager.*

# SIGNATURE PAGE

By signing this document, I confirm that:

1. I have read, understood, and agree to abide by the guidelines, policies, and expectations outlined in the ROLDA Volunteer Pack.
2. I commit to upholding ROLDA's values and mission while performing my volunteer duties.
3. I understand that volunteering with ROLDA requires responsibility, integrity, and respect for both animals and fellow team members.
4. I will conduct myself in a way that reflects positively on ROLDA, ensuring the safety and well-being of all animals and participants involved.

## Volunteer Information

- Full Name: \_\_\_\_\_
- Address: \_\_\_\_\_
- Phone Number: \_\_\_\_\_

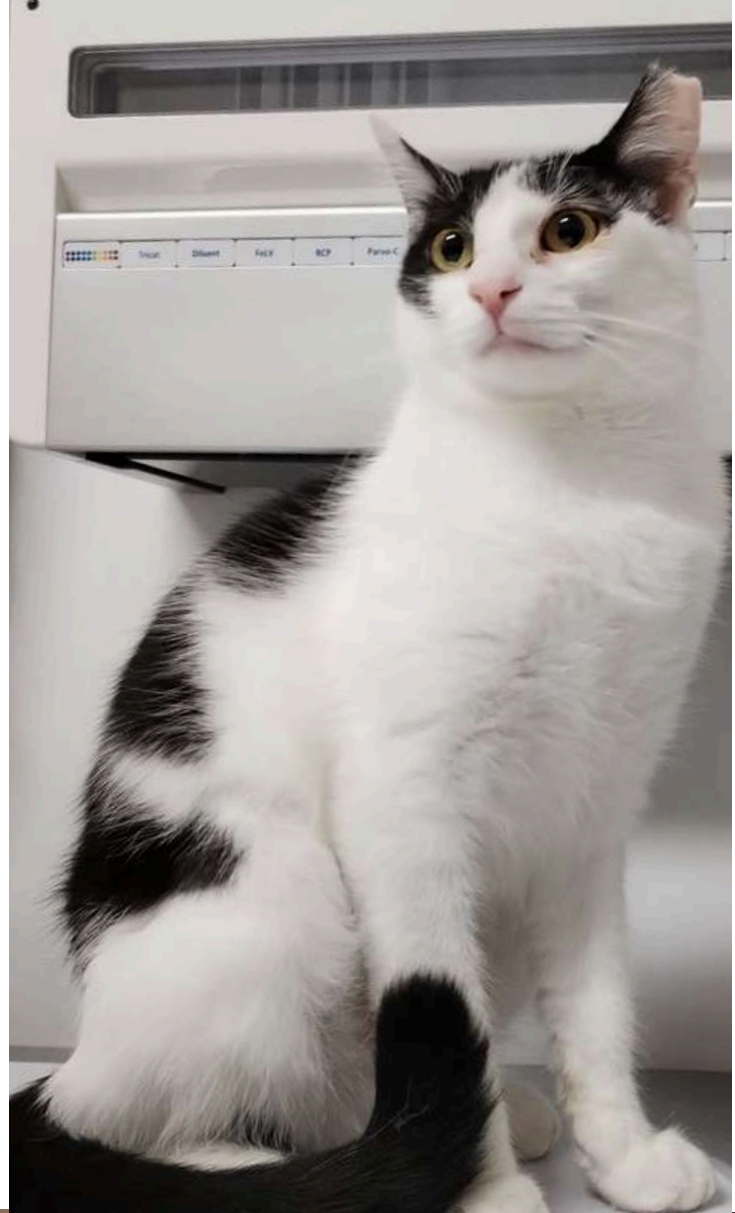


# CONTACT INFORMATION

If you need assistance or have questions, contact **Siani B.**, Volunteer Program Manager.

**Email:** [manager@rolda.org.uk](mailto:manager@rolda.org.uk)  
**Phone:** 0161 531 7797

**Head Office:**  
ROLDA UK,  
Suite 9273  
PO Box 4336  
Manchester  
M61 0BW



# DONATE

## Donate by Phone:

If you are in the UK and would prefer to donate by card over the phone, please call 0161 531 8801.

## Scan Me:

for access to ROLDA's direct donation page



## By Cheque:

ROLDA UK  
Suite 9273  
PO Box 4336  
Manchester  
M61 0BW

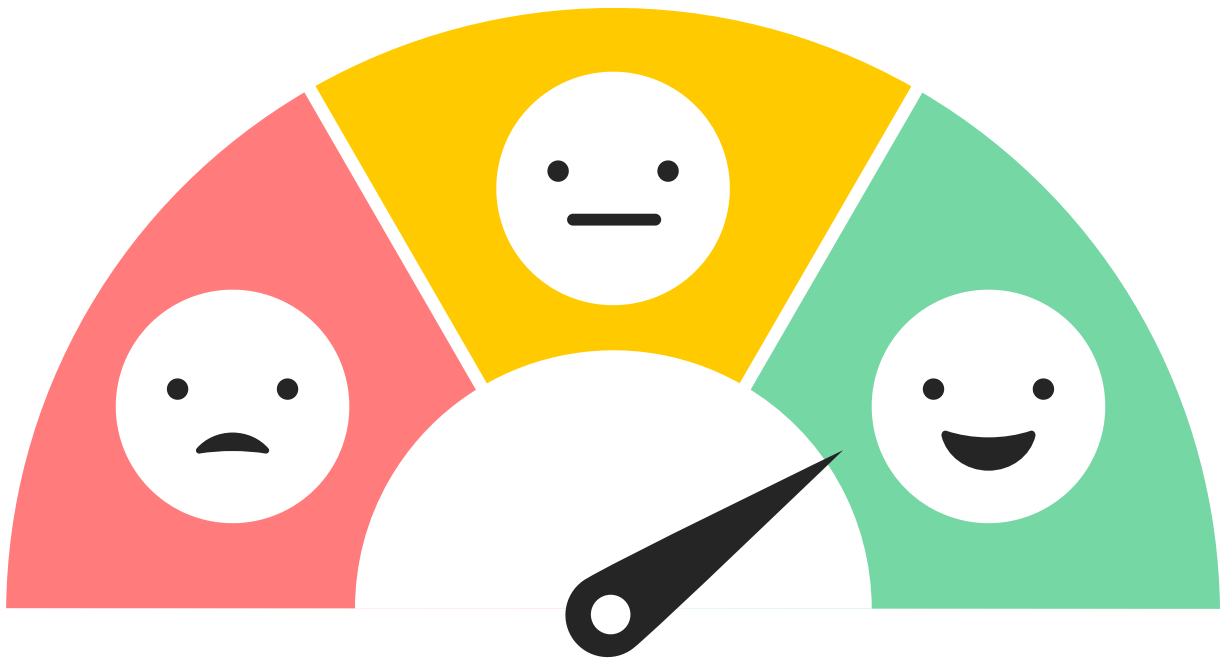
Additional methods of donating can be found at [www.rolda.org/all-ways-to-give](http://www.rolda.org/all-ways-to-give).



## ADOPT A DOG

Make a life-changing difference by adopting a dog from ROLDA UK. Our Adopt a Dog program rescues stray and abandoned dogs, giving them a second chance at a loving home. By adopting, you provide a safe, permanent home while helping reduce the overwhelming stray population.

The process is simple: complete an application, pass a home check, and commit to giving your new furry friend the care and attention they deserve. You'll gain a loyal companion and play a vital role in saving a life. Adopt a dog today and be part of the solution!



## FEEDBACK

Thank you for being a vital part of the ROLDA UK team! Your dedication as a volunteer plays a crucial role in helping us rescue, care for, and provide second chances to animals in need. We deeply value your time and contributions, and we are committed to ensuring that every volunteer has a meaningful and rewarding experience with us.

To help us improve, we invite you to share your thoughts and feedback about your time with ROLDA. Whether it's about the support you received, the tasks you completed, or suggestions for enhancing the program, your insights are invaluable. Your feedback will help us refine our volunteer efforts and continue making a positive impact for animals. Thank you for your honesty and support!

Please scan to complete the volunteer questionnaire form.

