



**Junior Achievement Isle of Man**  
**VOLUNTEER HANDBOOK**

**5 August 2020**

**Version 2**

## Introduction and Welcome

We would like to take this opportunity to welcome you as a Volunteer to **Junior Achievement Isle of Man Limited** ('JA' or the 'Company').

Our purpose is to inspire and prepare young people to succeed in a global economy.

With the help of more than 400 volunteers from business and the wider community we take the real world into the classroom and use hands-on learning and Junior Achievement programmes to help young people understand the economics of life. Research shows that by providing students with the opportunity to interact with business professionals in the classroom, we can significantly increase their employment prospects.

The entire team at JA are grateful for the support that it receives from all our volunteers, and we would like to thank you for your time in helping us to deliver our programmes to the Island's future generations. We know that without the help of all our volunteers, we would not be able to deliver the programmes and the opportunity for this beneficial interaction between students and business professionals would be lost.

There are a number of policies that all our volunteers need to be aware of and to adhere to. These have been designed to provide guidance to our volunteers and protection to both our volunteers and the children and young adults we work with.

We would be grateful if you would take the time to familiarise yourself with these, and complete and return the handbook confirmation sheet. Should you have any questions or concerns on any of the policies, please feel free to speak with any of the Team at JA Headquarters or the Chief Executive.

### **VOLUNTEER POLICIES:**

1. Equal Opportunities Policy
2. Volunteer Policy
3. Safeguarding Policy
4. Photography & Video Policy for Students
5. Health & Safety Policy
6. Business Confidentiality Policy
7. Data Protection

## 1. EQUAL OPPORTUNITIES POLICY

The Company advocates equal opportunities for all its Volunteers. We are committed to ensuring equality of opportunity, fairness of treatment, dignity at work, and the elimination of all forms of discrimination in the workplace. It is the Company's policy to treat all Volunteers, or those who have applied to become a Volunteer equally and fairly, irrespective of their age, disability, gender reassignment, marriage and civil partnership status, pregnancy and maternity, race, religion or belief, sex, sexual orientation ('protected characteristics') or trade union membership or non-membership.

The Company will use its best endeavours to ensure that no policy, procedure, provision, rule, requirement, condition or criterion is imposed on any person without justification if it would be likely to put that person at a disadvantage on any of the above grounds.

**All volunteers are expected to treat all others with dignity and respect, including colleagues, volunteers, clients, visitors and business associates.**

You **must not** unlawfully discriminate against or harass other people including JA employees, fellow volunteers, clients, customers, suppliers or visitors. This applies both when delivering programmes or undertaking any work in a voluntary capacity for or on behalf of JA.

The following forms of discrimination are prohibited and are unlawful:

- **Direct Discrimination:** treating someone less favourably because of a 'protected characteristic'. For example, not accepting an individual's application to become a volunteer because of their religious views or because of their race.
- **Indirect Discrimination:** a provision, criterion or practice that applies to everyone but adversely affects people with a particular 'protected characteristic' more than others and is not justified. For example, a company has a policy only to promote a person who has successfully obtained a post-graduate qualification which could be discriminatory against a 21-year-old who is less likely to have such a qualification.
- **Harassment:** this includes sexual harassment and other unwanted conduct related to a 'protected characteristic', which has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.
- **Victimisation:** retaliation against someone who has complained or has supported someone else's complaint about discrimination or harassment.
- **Disability discrimination:** this includes direct and indirect discrimination, any unjustified less favourable treatment because of the effects of a disability, and failure to make reasonable adjustments to alleviate disadvantages caused by a disability, where practicable.

### **Attraction and Selection**

Individuals shall be accepted as volunteers on objective criteria that avoids discrimination.

We seek the support of individuals from all backgrounds and of all ages, and our advertisements seek to avoid stereotyping or using wording that may discourage particular groups from volunteering their services.

Volunteers will not be asked about health or disability except in the very limited circumstances allowed by law. For example – to check that the applicant could perform an intrinsic part of the job (taking account of any reasonable adjustments), or to see if any adjustments might be needed at interview because of a disability.

Health or disability questions may be included in equal opportunities monitoring forms but will not be used to determine an individual's ability to act in the capacity of a volunteer.

## Disabilities

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can consider what reasonable adjustments or support may be appropriate.

## Our Commitment

The Company is committed to:

- Ensuring that at all times and in every aspect of our service delivery, including the provision of training and development, that everyone is dealt with in a non-discriminatory way;
- Providing training and development based on an objective assessment of an individual's need and ability;
- Providing a volunteering environment that is free from any forms of discrimination, harassment or intimidation; and operating procedures for effectively resolving any complaints received;
- Ensuring that our volunteers are treated fairly, and any decisions made about them will not be based on bias, prejudice or stereotyping;
- Adopting a zero tolerance attitude to any breaches of the Company's Equal Opportunities Policy.

The Company is committed to the implementation of this policy and ensuring that it is fully effective. The overall responsibility for the policy and its monitoring lies with the Chief Executive. It is the personal responsibility of **ALL** volunteers supporting the Company to comply with the spirit and terms of this policy, which extends beyond the staff at JA and its team of volunteers to all our stakeholders and future stakeholders.

All people involved in the recruitment, selection, management, promotion and development of volunteers are responsible for the practical application of the policy. The Company recognises that the provision of equal opportunities in the workplace is not only good management practice, but it also makes sound business sense. A breach of the Company's Equal Opportunities Policy and any unfair or unlawful discrimination towards our service users or your fellow volunteers or JA staff will **not** be tolerated and the request for continuing support from any volunteer found to have breached our policy will cease.

Any volunteer who believes that they have been unfairly discriminated against should raise their concern in the first instance with the Chief Executive. Any reports of discrimination will be treated seriously and if they suspect that there may be inappropriate conduct, immediate action will be taken. All concerns and complaints raised will be investigated in a fair, timely and confidential manner.

All volunteers should refrain from taking discriminatory actions or decisions which are contrary to either the letter or the spirit of the Company's Equal Opportunities Policy. No volunteer should instruct, induce, or attempt to induce or pressurise any other person to act in breach of this policy.

Volunteers should not bring forward an untrue or malicious claim. If they are suspected of doing so this will be dealt with under the Company's Disciplinary Policy and Procedure.

All employees are encouraged to address and / or report behaviours which breach the Company's Equal Opportunities Policy.

## 2. VOLUNTEER POLICY

Volunteering with Junior Achievement

### **About us**

Junior Achievement is the Island's leading educational charity reaching more than 5,500 young people in primary and secondary schools here on the Isle of Man.

We help young people to make the connection between school and the world of work, enabling them to develop the skills and knowledge they will need to get a job or to start their own business.

Our charity works in every primary and secondary school. Each year we raise £300,000 so that we don't have to charge a single penny for our services.

The good news is that all of our workshops are 'learning by doing', which means equal access for all regardless of academic ability.

### **Purpose of our volunteer policy**

Our volunteer policy has been created to show our volunteers and potential volunteers that we have spent time and care in planning how volunteers will be welcomed at Junior Achievement. It also outlines that all volunteers will be treated in a fair and consistent way. It should also help our volunteers understand what support is available to them and what they can expect from us.

### **Our vision and mission for volunteering**

Volunteering is a great way to share your enthusiasm, skills and ideas whilst having fun and meeting like-minded people. By volunteering for Junior Achievement you will be making a positive contribution to community development in our area. Volunteers are vital to our work.

### **Attracting volunteers and volunteer agreement**

We have a range of opportunities for volunteers to get involved in schools. Once we receive a copy of your completed registration form, a member of our team will get in touch with more information on specific opportunities and we can decide together which option best matches your interests and time availability and also our needs. Your help will be greatly appreciated and really will make a difference.

### **DBS (Data Barring Service) Checks**

Some volunteer roles will require a DBS check to inform Junior Achievement of any criminal convictions that a person wishing to volunteer may have. For example, any volunteer position which involves regulated activity with children or vulnerable adults will be subject to a DBS check.

### **Induction and training**

It does not matter how much you already know, as there will be opportunities to learn, and we have roles to suit every level of expertise.

There will be a training session delivered by one of our staff. This will include:

- The role of the volunteer
- Introduction to some of our other volunteers
- Code of conduct in schools and essential procedures
- Training on how to deliver the JA programme and engage with students in schools

### **Support**

Our Programme Managers will offer support to you. They will remain your key contact throughout your volunteering with us. They will ensure that Junior Achievement are doing all we can to make your volunteering experience an enjoyable and meaningful one.

## **Recognition**

We could not do the work we do without our volunteers. To acknowledge this we will always say thank you and show appreciation for a job well done. There will always be a listening ear or shoulder to lean on.

## **Insurance, health and safety, accidents and risk assessment**

Junior Achievement has a valid insurance policy so that volunteers are covered by public liability insurance, which you are advised to read. It covers the volunteering activities you will be doing. We will keep reminding you of our Health and Safety Policy and give simple instructions on how to perform each task safely. We have clear procedures for accidents and emergencies and will always have a first aider on field sites.

## **Resolving problems**

We hope that you will have a very enjoyable experience volunteering with us. However if your role as a volunteer does not meet with your expectations or with the commitments we have made to you, we want you to feel comfortable about letting us know. First of all, talk to the person who leads the team where you volunteer and he or she should be able to sort it out with you before it becomes a problem. If you do not feel this will resolve things you can speak to the CEO.

## **Confidentiality**

We expect all volunteers to adhere to confidentiality guidelines which will be explained to you before you begin volunteering with us and this also includes use of social media and contact with any press.

## **Equality, Diversity and Inclusion**

Junior Achievement is committed to embracing diversity and promoting equality and inclusion. When representing Junior Achievement as a volunteer we expect you to support our commitment to promoting equality.

This is the Volunteer Policy of Junior Achievement

## **Volunteer Vetting**

We have a duty to safeguard the welfare of both our volunteers and the users of our service. To this end, for specific programmes where our volunteers may be required to work on a one-to-one basis with our service users, such as the Business Mentoring programme, it may be necessary for potential volunteers to undergo various vetting procedures. Such checks may include nationality verification, education and/or professional qualification verification, personal references, credit checks and criminal records checks via the Disclosure and Barring Service ('DBS'). DBS was established in 2012 and carries out the functions previously undertaken by the Criminal Records Bureau and the Independent Safeguarding Authority.

As an organisation using the Disclosure and Barring Service to assess applicants' suitability for positions of trust, Junior Achievement complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed. Having a criminal record will not necessarily bar anyone from volunteering for Junior Achievement. This will only depend on the nature and background of any offences.

The Company reserves the right to conduct any volunteer vetting which it deems appropriate. Only authorised personnel will complete the vetting process, the details of which will be held confidentially with restricted access. The Company may, from time to time, initiate additional checks at any time during the term of the relationship held between the volunteer and the Company, such as in the event that there are reasons to believe circumstances have changed which may affect the volunteer's programme or nature of delivery.

### 3. SAFEGUARDING POLICY

#### Safeguarding Policy for Staff and Volunteers

Junior Achievement (JA) recognises that the welfare of children and young people are paramount and that they all, regardless of ability or culture, have equal rights of protection. JA has a duty of care and will do everything it can to provide a safe, caring and secure environment for them whilst they are engaged in JA activities.

JA must ensure that its policy and any associated procedures and training comply with statutory requirements and reflects available guidance on good practice in safeguarding children and young people, and that safeguarding arrangements are proportionate to the risks involved.

#### Designated Safeguarding Lead for JA: Joy Spence

The DSL oversees and ensures that JA's policy is fully implemented, and that volunteers are fully supported to comply with the JA Safeguarding Policy. This will include ensuring that all volunteers who have 1:1 or regular contact with children, young people, receive an updated DBC check every 3 years.

The DSL will receive and deal with any complaints made against JA staff in terms of safeguarding.

#### Definitions

**Child:** In this document a Child is anyone who has not yet reached their 18th birthday. 'Children' therefore means 'Children and Young People' throughout. The fact that a Child has reached 16 years of age, is living independently, is in further education, is a member of the armed forces, is in hospital, in prison or in a Young Offenders' Institution, does not change his or her status or entitlement to services or protection.

**Volunteer:** In this document, as in the Disclosure and Barring Service (DBS) Glossary of Terms 2012, a Volunteer is a person who is engaged in any activity which involves spending time, unpaid (except for travelling and other approved out-of-pocket expenses), doing something which aims to benefit some third party other than or in addition to a close relative. For the purposes of this policy this encompasses but is not limited to Company Programme Based Volunteers, Class Based Volunteers, Events Volunteers and Local Volunteer Board (LVB) Members.

**Staff Member:** A Staff Member is anyone employed by JA. For the purposes of this policy this encompasses, but is not limited to, permanent staff, casual staff, as well as interns.

**Position of Trust:** Any person connected with JA who comes into contact with children in the performance of their role is in a position of trust and subject to this policy.

#### Recognising Types of Abuse and Neglect

Abuse can take a number of forms including physical, emotional or sexual abuse, child sexual exploitation and neglect. All JA staff and volunteers should be aware that abuse, neglect and safeguarding issues are rarely standalone events that can be covered by one definition or label. In most cases multiple issues will overlap with one another.

- **Abuse:** a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet).
- **Physical abuse:** a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.
- **Emotional abuse:** the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may

feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children.

- **Sexual abuse:** involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.
- **Child sexual exploitation:** is a type of sexual abuse. Children in exploitative situations and relationships may receive gifts, money or affection in return for performing sexual activities. Children or young people may be tricked into believing they are in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. They may also be groomed online.
- **Neglect:** the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment.

## Essential Behaviour

### A Safe and Secure Working Environment

JA's policy is to treat all children with respect. JA will ensure that all staff and volunteers are made aware of and understand the Safeguarding information and sign the Volunteer Code of Conduct as appropriate.

- All JA programmes are designed to be delivered to groups of people with the involvement of a Centre Lead (Link Teacher or Tutor) and at least one Volunteer. JA volunteers are required to abide by the JA Safeguarding Policy and Volunteer Code of Conduct at all times.
- JA Staff members may be present within schools when liaising with school contacts or supporting programme delivery. All staff members must adhere to the JA Safeguarding Policy and Staff Code of Conduct.
- Before delivery of a programme, JA will request a copy of the school/ college Safeguarding Policy and the name of the school/college DSL.
- Staff and Volunteers will be required to make themselves aware of the named school/college DSL and their Safeguarding Policy before they enter their premises.

### Working with Children

JA Staff and Volunteers must adhere to the following at all times when working with children:

#### They must:

- Recognise that the role of a JA member of staff and Volunteer places him/her in a position of trust with regard to children with whom they come into contact with in the performance of their role. They must uphold that trust at all times.

- Not knowingly place themselves in a situation where they are alone with any child. Endeavour to ensure that they work with groups of children and, where possible, that there is another adult in attendance at any meetings. Staff and Volunteers must avoid remote areas and wherever possible leave doors open.
- Avoid using inappropriate language in front of, about or to a child. Staff and Volunteers must display consistently high standards of professional behaviour and appearance, acting as a positive role model for JA.
- Be aware that even well-intentioned physical contact may be misconstrued by the child, observers or by anyone to whom this action is described. Never make physical contact with a child in a way which may be construed as being indecent. Be aware of cultural or religious views about physical contact and always be sensitive to issues of gender.
- Not offer individual children a lift in a car. Groups may be transported where there is suitable insurance cover in place.
- Not make arrangements to contact, communicate or meet with children outside the normal activities of the education system unless it is within the context of an approved JA activity e.g. Trade Fairs that have been agreed in advance by the Centre Lead.
- Not share any personal information with children and not request, or respond to, any personal information from them unless it is appropriate as part of their role within JA.
- Not send personal notes/letters/emails/texts or other forms of social media communications to children. If it is necessary to contact an individual, ensure that the Centre Lead or a JA colleague is informed in advance of any communication. Seek advice and guidance where necessary. Do not give out personal contact details. All communications must be transparent and open to scrutiny.
- Understand that bullying will not be accepted or condoned.
- Remember at all times that interactions between themselves and children must be such that no reasonable person observing the interaction could construe its nature as abusive.
- Not get involved with any discipline issues in regard to children as these must be dealt with by the school/college.

### **Social Media Guidelines**

Staff/Volunteers using social media should be aware of the potential risks to children and young people as set out on page 12.

Staff/Volunteers should also be aware of potential indicators of online grooming and sexual exploitation of children and young people as detailed on page 12.

Any potential illegal/abusive content or comments on Social Media should be reported to the DSL without delay.

### **Photographic and Video Images**

Staff/Volunteers should be aware of the procedure for using images and videos of children and young people in regard to JA activities, events, social media sites and promotional material as detailed in the JA Photography and Video Policy (Section 4 of this handbook)

### **Consequences of non-compliance**

Staff and Volunteers within JA are placed in a position of trust with regard to the children taking part in JA activities. Anyone who abuses that trust will be subject to disciplinary action or in the case of a Volunteer will be required to cease volunteering activities and the abuse may be reportable to the police.

### **What to Do If You Have a Safeguarding Concern?**

If a Volunteer has a safeguarding concern it is important that this information is communicated initially to the DSL in the school/college, followed immediately by notification to the JA member of staff the Volunteer is associated with. The JA staff member will inform the JA DSL. See Appendix 1 for supporting flowchart.

If a member of JA staff has a safeguarding concern, the DSL in the school or college must be informed initially, followed immediately by notification to the JA DSL.

You may become aware of suspected or likely abuse through:

- Your own observations and concerns
- Being told by another person that they have concerns
- The abused person telling you
- The abuser telling you

Remember:

- Do not delay in reporting your concern
- Do not investigate
- Seek advice from the DSL at school/college and/or the JA DSL
- Carefully record anything you observe or are told

### **Recruitment, induction and training**

JA's recruitment practices aim to prevent unsuitable people working with children include the use of the Disclosure & Barring Service (DBS) for enhanced disclosure checks for field-based staff members and volunteers undertaking regular activity. With regard to recruitment practices, JA complies with the statutory guidance for schools and colleges set out by the Department of Education.

#### **Recruitment includes:**

##### **Volunteer:**

- The completion of a volunteer registration form.
- The completion of a form to inform JA of whether or not the volunteer has a criminal record and to provide details of any offences and a disclosure check.
- An informal interview between JA and the relevant volunteer to determine suitability.

##### **Staff:**

- The submission of an up-to-date CV and appropriate covering letter.
- At least two written references from previous employers including the most recent employer.
- A formal interview process.
- An enhanced disclosure check including mandatory joining of the DBS Update Service depending on the nature of the role. This is an essential requirement for the DSL, JA Managers, staff in Volunteer Support.
- Successful completion of a probationary period.

### **Recruitment, induction and training**

##### **Volunteer:**

- Clear induction training giving an overview of JA and ensuring that Volunteers know the purpose, values and structure of JA.
- 'Qualifying Volunteers' i.e. those who have regular enough contact with young people to qualify for DBS checks, will complete Online Child Protection training on appointment, and then every 3 years. 'Non-Regular Contact Volunteers' will be given an overview of JA's Safeguarding Policy prior to any engagement with children.
- **ALL Volunteers** will be given clear guidance as to when and to whom a safeguarding concern is to be reported. (Appendix 1)

**Staff:**

- Clear induction and training detailing job description and responsibilities and all relevant policies and procedures.
- **All Staff** will be given clear guidance as to when and to whom a safeguarding concern is to be reported. (Appendix 1)
- Relevant e-learning child protection training will be accessed locally and must be completed every 3 years.

**Record Keeping**

All safeguarding related records will be kept securely at the JA Centre. Only the CEO will have access and records will only be kept for as long as required by law. Notes and records should either be posted, securely, to the Designated Safeguarding Lead, Junior Achievement, Suite 2, Peterson House, Middle River Industrial Estate, Douglas, Isle of Man. IM2 7AS or emailed to [suecook@jaiom.im](mailto:suecook@jaiom.im).

All records held should be factual and will include the decision-making process undertaken to determine whether an individual is suitable for volunteering or employment with JA.

**Whistleblowing**

JA recognises that children, although fully entitled to do so, cannot be expected or relied upon to raise concerns in an environment where JA Staff and Volunteers fail to do so.

All JA Staff and Volunteers have a duty to raise concerns about the attitude or actions of colleagues and appropriate advice should be sought initially from the DSL who will, if necessary, seek further advice.

## Important information for JA Volunteers if you have a safeguarding concern

Write down notes:

- Dates, times, facts and observations (verbatim if possible)
- Try to ensure that you have all relevant details recorded

Contact the School's Designated Safeguarding Lead and inform them of concern providing the information above

Contact your local JA Manager/Co-ordinator at the same time or as soon as possible thereafter.

01624 666266 to report and log a concern that has been raised.

School's Designated Safeguarding Lead will liaise with Children's Social Care.

The School Designated Safeguarding Lead will revert if further information/involvement is required for you.

Junior Achievement Manager / Co-ordinator must contact the JA's Designated Safeguarding Lead.

## **What are the potential risks to children and young people using social media?**

With all emerging technologies there is the potential for misuse. Risks associated with user interactive services include: cyber bullying, grooming and potential abuse by online predators, identity theft and exposure to inappropriate content including self-harm, racist, hate and adult pornography.

Most children and young people use the internet positively but sometimes behave in ways that may place themselves at risk. Some risks do not necessarily arise from the technology itself but result from offline behaviours that are extended into the online world, and vice versa. Potential risks can include, but are not limited to:

- bullying by peers and people they consider 'friends';
- posting personal information that can identify and locate a child offline;
- sexual grooming, luring, exploitation and abusive contact with strangers;
- exposure to inappropriate content;
- involvement in making or distributing illegal or inappropriate content;
- theft of personal information;
- exposure to information and interaction with others who encourage self-harm;
- exposure to information and interaction with others who encourage radicalisation and terrorism;
- exposure to racist or hate material;
- encouragement of violent behaviour, such as 'happy slapping' (the practice whereby a group of people assault someone at random while filming the incident on a mobile device, so as to circulate the images or post them online);
- glorifying activities such as drug taking or excessive drinking;
- physical harm to young people in making video content, such as enacting and imitating stunts and risk-taking activities;
- leaving and running away from home as a result of contacts made online.

## **Potential indicators of online grooming and sexual exploitation of children and young people**

There is concern that the use of social networking services may increase the potential for sexual exploitation of children and young people. Exploitation can include exposure to harmful content (including adult pornography and illegal child abuse images), and encouragement for young people to post inappropriate content or images of themselves. There have also been a number of cases where adults have used social networking and user interactive services as a means of grooming children and young people for sexual abuse.

The Home Office Task Force on Child Protection on the Internet identifies that online grooming techniques include:

- gathering personal details, such as age, name, address, mobile number, name of school and photographs;
- promising meetings with celebrities or offers of merchandise;
- offering cheap tickets to sporting or music events;
- offering material gifts including electronic games, music or software;
- paying young people to appear naked and perform sexual acts;
- bullying and intimidating behaviour, such as threatening to expose the child by contacting their parents to inform them of their child's communications or postings on a social networking site, and/or saying they know where the child lives, plays sport, or goes to school;
- asking sexually themed questions, such as 'Do you have a boyfriend?' or 'Are you a virgin?';
- asking to meet children and young people offline;
- sending sexually themed images to a child, depicting adult content or the abuse of other children
- masquerading as a minor or assuming a false identity on a social networking site to deceive a child;
- using school or hobby sites (including sports) to gather information about a child's interests likes and dislikes. Most social networking sites set a child's web page/profile to private by default to reduce the risk of personal information being shared in a public area of the site.

## **Safeguarding Issues**

All staff and volunteers should have an awareness of safeguarding issues, some of which are listed below. Staff and volunteers should be aware that behaviours linked to the areas of drug taking, alcohol abuse, truanting and sexting put children in danger.

Safeguarding issues can manifest themselves via peer on peer abuse. This is most likely to include but may not be limited to bullying (including cyber bullying), gender-based violence/sexual assaults and sexting.

- Bullying including cyber bullying
- Children missing education
- Child missing from home or care
- Child Sexual Exploitation
- Domestic violence
- Drugs
- Fabricated or induced illness
- Faith abuse
- Forced marriage
- Gangs and youth violence
- Gender based violence/violence against women and girls
- Hate
- Mental Health
- Missing children and adults
- Private fostering
- Preventing radicalisation
- Relationship abuse
- Sexting
- Trafficking

Should you have any queries relating to this policy, please contact the DSL in the first instance.

## 4. PHOTOGRAPHY & VIDEO POLICY FOR STUDENTS

### Rationale

The purpose of this policy is to ensure the collection and use of student photographs and/or film taken by Junior Achievement

- protects the personal information of individuals
- respects the individual's right to control how and for what purpose their personal information is used
- complies with DESC policy and guidelines

### Purpose

- The aim of this policy is to advise parents/guardians when photographs and/or film are to be taken and how they will be stored and used.
- It also provides parents and guardians with the choice to withhold or withdraw consent for their child to be photographed or filmed
- Obtain permission from schools before student photographs and/or film are published

### General consent

The Department of Education, Sport and Culture issues a parental consent form directly through the schools. Included with this consent form is a data sharing agreement with Junior Achievement.

Junior Achievement will not use a photograph or video of a student where permission has not been granted.

When images are used for promoting the work of Junior Achievement i.e. website, Facebook, promotional material, personal details of the students will not be disclosed i.e. full names, postal address etc. In this instance the activity will be given general labels such as 'Get a Job' programme.

### Taking and storing photographs

JA photographs will be taken by professional photographer Andrew Barton or a member of the JA team. Any photographs taken by the JA team will be done so on a specified camera / tablet which is not for personal use. All photographs will be transferred to the JA server for safe storage.

The JA server is password protected and has the relevant security software in place.

## 5. HEALTH & SAFETY

### 5.1 Health and Safety Policy Statement

JA recognises the importance of maintaining high standards of health and safety objectives with the same importance as productivity and quality.

The Company will, as a minimum requirement, ensure that it complies with the provisions of the Health and Safety at Work Act 1974 (as applied to the Isle of Man) and all other relevant health and safety legislation and will strive to keep ahead of legislative requirements wherever possible.

The Chief Executive Officer of JA has full responsibility for Health and Safety. It is the intention of the Company to provide and maintain, so far as reasonably practicable, a safe system of work for its employees, volunteers, visitors, contractors and members of the public on Junior Achievement premises.

JA regards promotion of health and safety measures as a mutual objective for employees and volunteers. The emphasis will be on the need to continually improve health and safety performance. It requires all of us to play our part, working together to ensure that our workplace is a safe and healthy one.

#### **Company Responsibility:**

It is the Company's policy to:

- provide safe and healthy working conditions;
- avoid accidents and injury;
- ensure all employees and volunteers are aware of hazards and hazardous material at the workplace;
- protect the public who come into contact with the Company and its activities;
- comply with legislation;
- provide and publish health and safety procedures;
- provide training instruction and supervision to enable employees and volunteers to work safely and efficiently;
- provide all necessary safety devices and protective equipment and supervise their use.

#### **Employee and Volunteers Responsibility:**

Employees and volunteers have the responsibility for themselves, their colleagues, visitors and members of the public and have a duty to:

- work safely and efficiently;
- use necessary safety devices and equipment provided;
- meet statutory regulations;
- not interfere with, damage or misuse equipment, materials or facilities provided for reasons of health and safety;
- report incidents immediately that have led or may lead to personal injury or damage to property;
- adhere to the Company's procedures for ensuring health and safety at work;
- provide the Company with any information which may lead to the introduction of measures to prevent recurrence of accidents.

If an employee or volunteer is unsure how to perform a certain task or feels it would be dangerous to perform a specific job or use specific equipment, then it is the employee's duty to report this as soon as possible to their Manager or a Director of the Company.

If you come into contact with a person suffering from an infectious or contagious disease you must report this to the Chief Executive before commencing work. If you are suffering from an infectious or contagious disease or illness (e.g. rubella or hepatitis) you must not report to work unless medically certified as fit to do so.

In the event that a volunteer has been found to violate health and safety rules and procedures or who fails to perform their duties under health and safety legislation, the Company may decide to cease the relationship with the volunteer and remove them from the provision of voluntary services to the Company.

## **Reporting Accidents**

### **JA Offices**

The Accident Book is kept in the general office. All accidents must be reported as soon as possible, but no later than the end of the next working day and recorded in the Accident Book.

A completed Accident Report must be submitted to the Chief Executive Officer within two working days. Accident investigation should be undertaken once in receipt of report by the supervisor responsible for the area of activity.

### **School Premises**

If you are working on school premises you must report the accident to the school office immediately. In addition, please contact the JA Office for an accident report form.

### **Offsite Activities**

If you are working off-site i.e. at an event, you must report the accident to the management of the premises. In addition, please contact the JA Office for an accident report form.

## **Persons at Special Risk**

The Company recognises that some employees or volunteers may from time to time be at increased risk of injury or ill-health resulting from work activities. The Company therefore requires that all employees advise the Chief Executive if they become aware of any change in their personal circumstances which could result in their being at increased risk. This could include medical conditions, permanent or temporary disability, taking medication and pregnancy.

## **Fire**

Fire is a significant risk within the workplace. All employees and volunteers have a duty to conduct their operations in such a way as to minimise the risk of fire and they are under a duty to report immediately any fire, smoke or potential fire hazards, such as faulty electric cable or loose connections.

Neither employees nor volunteers should ever attempt to repair or interfere with electrical equipment or wiring themselves. The Company is responsible for the maintenance and testing of fire alarms and firefighting, prevention and detection equipment.

All employees and volunteers must ensure they are familiar with the evacuation route and designated assembly point in case of fire. Practice fire drills will be conducted on a regular basis to ensure employees and volunteers' familiarity with emergency evacuation procedures. Fire exit doors and corridors must never be locked, blocked or used as storage space.

## **Manual handling**

Employees and volunteers should not attempt to lift or move a load which is too heavy to manage comfortably. Employees and volunteers should ask for assistance if there is any danger of strain. When lifting an object off the ground, employees and volunteers should assume a squatting position, keeping the back straight. The load should be lifted by straightening the knees, not the back.

Employees and volunteers should not attempt to obtain items from shelves which are beyond their reach. A ladder or stepping stool should be used. Employees and volunteers should not use chairs or any makeshift device for climbing and should never climb up the shelves themselves.

## **Smoking**

The Company operates a smoke-free environment. The Company's business premises are designated 'no smoking'. This applies to directly outside the Company's premises.

The Company's prohibition of smoking applies not only to employees but also to volunteers and visitors to the workplace, and at the location where any of the programmes are being undertaken.

If you wish to smoke, you must do this in your own time outside of the scheduled delivery of the programme or during your lunch or normal break. You are not permitted to take additional smoking breaks during the day. It should be remembered that our service users are children and young adults and we would respectfully ask that you consider this when planning your smoking periods to ensure that they are not subjected to the odor or fumes that accompany smoking.

The Company applies the above policy to e-cigarettes and vaping also.

## **5.2 Alcohol and Drugs Policy**

Alcohol and drug misuse or abuse can be a serious problem within the workplace. The effects of alcohol and drug misuse are varied and can include: absenteeism, poor performance, errors, accidents, near-miss incidents, low or lost productivity, adverse effects on Company image and customer relations, and loss of business; as well as causing harmful effects to the employee's health and exposing them to a risk of criminal charges through the possession of or dealing in drugs.

The Company recognises that, for a number of reasons, employees or volunteers could develop alcohol or drug related problems. This policy has therefore been adopted to protect employees and volunteers and the Company, to promote a responsible attitude, and to offer help and support to people with misuse issues. In relation to drugs, these rules apply to those that are unlawful under criminal law and not to prescribed medication.

All employees and volunteers are expected to be fit for work and able to perform their duties safely and acceptably without any limitations due to the use or after-effects of alcohol, illicit drugs, non-prescription drugs, prescribed medications or any other substances.

Employees or volunteers who are prescribed medication are expected to consult with their GP / doctor or pharmacist to determine if medication use will have any potential negative effect on job performance. They are required to report to the Chief Executive if there is any potential risk, limitation or restriction for whatever reason that may require modification of duties or temporary reassignment and provide appropriate medical certification regarding the restrictions in performance of duties.

If an employee or volunteer is in any doubt about their ability to perform their job role safely they should inform the Chief Executive immediately.

The Company will deal with matters related to this policy in a confidential manner. However, employees and volunteers should be aware that possession of and dealing in illegal substances will be immediately reported to the police in all cases.

**Prohibition on Alcohol and Drug Consumption in the Workplace:** No alcohol must be brought onto or consumed on Company premises at any time without the Chief Executive's permission. Employees and volunteers must never drink alcohol if they are required to drive private or Company vehicles on Company business. Illegal drugs are not permitted on Company premises and anyone found with or having taken illegal drugs on the premises will be dealt with under the Company's Disciplinary Policy and Procedure and it will likely be regarded as gross misconduct.

Employees and volunteers representing the Company at business / client functions or conferences or attending Company organised social events outside normal working hours are expected to be responsible if drinking alcohol and to take specific action to ensure they are well within the legal limits if they are driving. When attending business or client functions, employees should remember that they are representing the Company and should act in accordance with Company accepted standards of behavior.

## 6. BUSINESS CONFIDENTIALITY

Volunteers must not, during (whether inside or outside the Company's premises) or after their volunteering service has ended, disclose confidential information relating to the Company (or any associated company) – except as authorised or required by law or their duties. Business confidentiality must be maintained at all times.

All records, files, papers, documents (including software, developed programs and machine-readable documents), equipment and other materials linked in any way to any trade secrets or other confidential information and relating to the Company (or any associated company), or its clients or customers, are and will remain, the property of the Company both during and after the volunteer's relationship with the Company ends.

Confidential information means any information relating to the business of the Company (or any associated company), and includes, but is not limited to:

- Financial, sales and management accounts or information;
- Operating results and profitability;
- Unpublished financial data;
- Details of any volunteers;
- Details of any service users;
- Trade secrets or confidential information relating to or belonging to the Company (or any associated company);
- Any manuals and business methods;
- Candidate information;
- Any information which has been given to the Company in confidence by clients /service users, schools business associates or other persons;
- Non-Disclosure Agreements.

**A breach of confidentiality is a very serious matter. Any breach of this policy may lead to the Company seeking to remove the volunteer from delivering any further programmes.**

## 7. DATA PROTECTION

In respect of the provision of your voluntary services, the Company will hold and process, both electronically and manually, the personal and sensitive data it collects in relation to you in accordance with relevant data protection legislation, for the purpose of the Company's management and administration of its employees, its volunteers and its business; and for compliance with applicable procedures, laws and regulations; and to the lawful transfer, storage and processing by the Company or its agents of such data.

The Company reserves the right to share your personal data, to the extent necessary, with third parties for the proper administration of the Company's affairs generally. Such third parties may include (without limitation) any of the Company's advisors such as lawyers, accountants, auditors, professional advisors or service providers, or relevant Government authorities, agencies or regulators.

The Company will treat all personal data as confidential and will not use or process it other than for legitimate purposes. Steps will be taken to ensure that the information is accurate, kept up-to-date and not kept for longer than is necessary. Measures will be taken to safeguard against unauthorised or unlawful processing.

The Company may at the commencement of its relationship with you or anytime thereafter conduct a background check on you to assess your suitability for volunteering with the Company. In such cases, your personal details may be communicated for this purpose to Government agencies, commercial background check providers or other appropriate persons. Commencement and continuation of the volunteering relationship is at all times conditional on satisfactory results of such background checks.

The Company may require you at any time to produce a current police report or other report issued by a court or government agency giving evidence of prior convictions or criminal proceedings against you (subject to compliance with any applicable legislation). Any misrepresentation by you in response to the Company's reasonable enquiries into your background to assess your suitability for the offered position may result in your volunteering services ceasing with immediate effect.

You are required to comply at all times with the Company's Data Protection Policy and all other data protection related policies which will be provided to you separately.