



**ORKNEY 2025**

International Island Games XX

## Volunteer Policy

## Contents

Introduction .....	3
Purpose .....	3
Our vision and mission for volunteering.....	3
Staff structure and volunteer roles .....	3
Equality, Diversity and Inclusion .....	4
Induction and training .....	4
Health and Safety, and Insurance.....	5
Safeguarding .....	5
Expenses .....	6
Volunteer Support and Welfare .....	6
Resolving problems .....	7
Confidentiality .....	7
Sustainability Commitments .....	7
Recognition and reward.....	8
Volunteer Review .....	8
Appendix 1: Health and Safety Guidance for Volunteers .....	9
Appendix 2: Equality, Diversity and Inclusion Policy .....	11
Appendix 3: Social Media and Photography Guidelines .....	13
Appendix 4: Confidentiality Guidelines .....	14

## Introduction

The Orkney Islands will host the 20th International Island Games on 12th - 18th July 2025. The week-long event will see athletes from 24 island groups from across the world compete in 12 sports across Orkney mainland.

With around 2,000 competitors and officials expected to attend, this is set to be the biggest event Orkney has ever hosted, and as such, the Orkney 2025 organising committee requires approximately 800 volunteers who will be essential to the successful delivery of the games.

## Purpose

This Volunteer Policy aims to provide clear guidance and structure for the safe engagement and management of all Orkney 2025 Volunteers. It also outlines that all volunteers will be treated in a fair and consistent way, and what support is available to volunteers. Orkney 2025 volunteers are all persons giving their time freely and by choice, and without concern for financial gain.

This policy should be read alongside the Volunteer Agreement and other Orkney 2025 policies, procedures and guidelines.

## 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 Orkney 2025 you will be making a positive contribution to community development and in promoting our Island. Volunteers are essential to the successful delivery of the Orkney 2025 International Island Games, and as such Orkney 2025 recognises that volunteers are a valuable resource and is grateful for the contributions that volunteers make.

## Staff structure and volunteer roles

Orkney 2025 is managed by the Games Organising Committee with two full-time employed staff in the roles of Games Director and Deputy Games Director who are responsible for the operational management of the games. All other roles (including the Board of Directors) are carried out by volunteers.

A Director of Volunteering will lead on the Volunteer Programme supported by a Volunteering Sub-Group and various Heads, as set out in the following table:

<b>Sports Heads (x12)</b>	<b>Department Heads (x6)</b>	<b>Functional Area Heads (x6)</b>
Archery	Marshalling Head	Catering
Athletics	Logistics Head	Ceremonies
Badminton	Games Office Head	Education
Cycling	Welcome and Information Head	IT
Football	Attaché Head	Medical
Golf	Merchandising Head	Transport
Gymnastics		
Lawn Bowls		
Sailing		
Squash		
Swimming		
Triathlon		

These longer-term volunteers will support with coordinating, managing and supporting the large number of volunteers required during games time.

Games time volunteers will be allocated roles and given details of the relevant Head for their area of activity or sport. Heads will undertake the role of Supervisor for those volunteers allocated roles within their specific area.

### Equality, Diversity and Inclusion

Orkney 2025 is committed to the principles of equal opportunities and will not discriminate against any person based on age, gender, ethnicity, sexual orientation, disability, religion, or belief. Orkney 2025 aspires to create an inclusive environment where diversity is respected and valued, and in achieving this requires all volunteers to be familiar with the Equality, Diversity and Inclusion Policy found in Appendix 2. This policy will be discussed fully at Games training along with the importance of inclusive cultural dimensions.

### Induction and training

Volunteer Welcome Meetings were held in early October 2024 following closure of the volunteer application stage. The meetings provided applicants with the opportunity to meet the organising committee, learn more about Orkney 2025, the role volunteers will play, and set out key dates. Meetings were recorded and a viewing link made available to all volunteers.

Volunteers will be notified of their allocated role in December 2024, along with a request for additional information. An induction pack will be issued ahead of the first all-volunteer training session on 25<sup>th</sup> January 2025 which will include various policies and other relevant information.

Well-prepared volunteers are critical to the successful delivery of Orkney 2025 and training will form an exciting part of your Games experience.

Three training sessions will be run in the months leading up to the Games and will provide valuable information to help you perform your role. Session recordings will be made available to those who are unable to attend in person, however it is strongly encouraged that volunteers attend in person where possible as the sessions will also provide a great opportunity to meet the people you will be volunteering with, along with your named supervisor.

Additional role specific training will be provided for volunteers where required, and a familiarisation session will also form a key part of the final day of Games training.

All volunteers will receive a Games uniform along with an ID badge stating their name and that they are a volunteer. These will be available for collection from the Boys Brigade Hall at 41 Thoms Street, Kirkwall, between 27-29 June 2025.

### [Health and Safety, and Insurance](#)

A high standard of health, safety and environmental compliance is one of Orkney 2025's primary objectives.

Orkney 2025 has in place appropriate insurance arrangements so that all volunteers are covered while volunteering at the Games, providing that volunteers have followed our policies and procedures. We ask that all volunteers carefully read the Orkney 2025 Health, Safety and Environmental Policy (which will be included in the volunteer induction pack), along with the Health and Safety Guidance for Volunteers found at appendix 1 of this document.

Risk assessments will be in place to cover every volunteering activity and Orkney 2025 will provide instructions on how to perform each task safely. Procedures for accidents and emergencies will be in place and a first aider will always be in attendance at Games venues.

### [Safeguarding](#)

Orkney 2025 is committed to safeguarding the welfare of children and vulnerable adults who come into contact with its volunteers. All volunteers must follow the Orkney 2025 Safeguarding Policy to

protect children and vulnerable adults from harm or abuse, regardless of age, disability, gender, racial or ethnic origin, religious belief and sexual identity. If you witness anything that causes you concern regarding a child or vulnerable adult, you should immediately refer this to your supervisor.

Upon role allocation volunteers will be asked to provide additional personal information, including the declaration of any unspent convictions. Should a role be allocated to a volunteer who has declared an unspent conviction, Orkney 2025 has the right to review that role to ensure that it is still appropriate for the individual and provide an alternative option if required.

### Expenses

We value our volunteers and want to ensure that there are no barriers to volunteer involvement. Orkney 2025 have therefore arranged for all volunteers to have access to free bus travel on the G1 and X1 dedicated Games bus service, which will run frequently between Stromness and St Margaret's Hope via Kirkwall for the duration of the Games period. Volunteers will be required to show their Orkney 2025 ID badge upon boarding to access the free travel.

A free Park and Ride scheme will also operate from the Orkney Auction Mart to the Kirkwall Travel Centre throughout the Games period.

### Volunteer Support and Welfare

Every volunteer will be allocated a named supervisor with contact information set out in the Volunteer Role Description. Your supervisor will remain your key contact throughout the duration of your time volunteering with us. In addition, the Director of Volunteering will be available to ensure we are doing all we can to make your volunteering experience an enjoyable and meaningful one.

Orkney 2025 is committed to ensuring that all volunteers have adequate breaks and recovery time between shifts and activities.

Break times will be advised by your supervisor with break areas provided at each venue to be used by volunteers to rest and eat wherever feasible. Orkney 2025 recognises that some volunteers may need additional breaks due to health conditions or disability. It is important that you advise your supervisor if this is the case so that they can make any necessary adjustments to your schedule.

Volunteers covering a shift lasting between 1 and 5 hours will receive one allocated break. Where volunteers are covering a shift lasting 6 hours or more they will be provided with a complimentary sandwich meal and receive 2 allocated breaks.

Food and drinks for personal consumption can be brought into venues by volunteers. However, there will be no storage facilities available at Orkney 2025 venues, so please only bring items which you are able to carry on you.

Closer to the event, and for the duration of the Games, an Information Centre will be set up at the Pickaquoy Centre which will include a volunteer helpdesk that all volunteers can access for help and support. Volunteers will also be provided with a pocket-sized Games Handbook that will contain all the necessary information volunteers may need to support them in carrying out their role.

### Resolving problems

We hope that you will have a very enjoyable experience volunteering with us and are committed to encouraging an open environment in which all volunteers can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner, and where everyone is treated with dignity and respect. 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. In the first instance, talk to your supervisor who 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 directly to the Director of Volunteering.

If you have a grievance, concern, problem or complaint, you should discuss it informally with your supervisor in the first instance or with the Director of Volunteering if the grievance concerns your supervisor. During the course of a grievance, Orkney 2025 will endeavour to respect the confidentiality of all discussions.

### Confidentiality

We expect all volunteers to adhere to our confidentiality guidelines set out in Appendix 4 which also includes use of social media, photography and contact with press. Further information around confidentiality of sensitive information will also be covered during Games training.

### Sustainability Commitments

Making the 2025 Games as environmentally friendly as possible is one of five missions set out by Orkney 2025. We are therefore committed to delivering a truly sustainable Games that meets the expectations of all our Games Partners.

All volunteers should be mindful of the Games' impact on the environment and help to ensure that venues are kept clear of litter at all times. Further information around sustainability will be provided during Games training.

### Recognition and reward

Volunteers are essential to the successful delivery of the Island Games. To express our gratitude and appreciation Orkney 2025 will host a celebration event for volunteers on the afternoon of Saturday 19<sup>th</sup> July. Further event details will be provided nearer the time.

Orkney 2025 would like to encourage volunteers aged 25 and under to sign up to the Saltire Awards, the Scottish Government's national scheme for recognising and rewarding youth volunteering. Volunteers completing 10 or more hours of volunteering for Orkney 2025 would be eligible for a Saltire Award certificate. For further information on this scheme and to sign-up visit [www.saltireawards.scot](http://www.saltireawards.scot).

Once volunteers have completed half their allocated shifts they will receive an Orkney 2025 pin badge, and a certificate of thanks will be sent to all volunteers following conclusion of the games.

### Volunteer Review

When volunteers move on from their role at Orkney 2025 they will be asked to provide feedback on their volunteering experience by way of an exit questionnaire. They will also be given the opportunity to discuss their responses to the questionnaire more fully with their supervisor or a member of the management team/board.

On the basis of their voluntary work, volunteers will have the right to request a reference from Orkney 2025 until the organisation closes late September 2025.



## Appendix 1: Health and Safety Guidance for Volunteers

Orkney 2025 is committed to achieving the highest levels of health and safety across all areas of the Games. Everyone has a responsibility for the health and safety of themselves and others and as such health and safety should be the first consideration in everything that Orkney 2025 does. Volunteers will be expected to follow all health and safety guidance which will be a key component of the Games training sessions.

Orkney 2025 will ensure that all volunteers receive the appropriate training, information and venue familiarisation to allow them to undertake their role safely and without risk to others. It is important that you cooperate with Orkney 2025 and only undertake tasks for which you have been trained, following any relevant instructions or procedures.

If you are asked to undertake a task or see something which you believe is unsafe you should raise your concern with your supervisor, who will work with you to ensure the environment is safe. If after raising the concern with your supervisor, you still believe that what you are being asked to do is unsafe you have the right to refuse to carry out the task on grounds of health and safety.

Please ensure that you are familiar with your venue layout, and the first aid, emergency and welfare arrangements (such as toilets and rest areas). If you are unsure of any aspect, you should seek clarification from your supervisor.

Orkney 2025, working alongside individual Games venues, will ensure processes are aligned and consistent across the Games. Further details of these processes will be communicated during training.

If you have a health condition or disability which could affect your ability to undertake your activities, or which may be aggravated by the tasks you are being asked to undertake, please discuss this with your supervisor to enable any reasonable adjustments to be put in place.

Fatigued volunteers pose a safety risk to themselves and others. If you experience symptoms of fatigue (e.g. feeling drowsy, forgetful or worn out), please tell your supervisor immediately.

### Incident reporting

If you are involved in or witness any incident, which has the potential to, or has already resulted in, an injury to a person (including any near misses and hazards), it must be reported to your supervisor. In the event of an emergency please dial 999 immediately, do not wait until you have spoken to your supervisor.

All incidents involving the safety of people, property or the environment must be reported to your supervisor to enable the incident to be dealt with.

### Drugs and alcohol

All members of the Orkney 2025 workforce are prohibited from using, possessing, being under the influence of, or otherwise being involved with illegal drugs or the abusive use of chemicals or controlled substances or any other substance which may affect performance of behaviour while on duty, in uniform, or at a Games venue or other Orkney 2025 premises. The possession, sale, distribution or use of illegal drugs is a criminal offence, and any such activities will also be reported to the relevant authorities.

You must not consume alcohol whilst on duty and are prohibited from being under the influence of alcohol while undertaking any activities on behalf of Orkney 2025. You should be aware of any possible side effects of any medically prescribed or 'over the counter' drugs you are taking, and inform your supervisor before your shift.

If Orkney 2025 believes that an individual is under the influence of drugs or alcohol in contravention of this policy, they will be removed from Orkney 2025 venues and suspended pending investigation into the matter. Failure to comply with the prohibition on the use of drugs and alcohol may result in you being removed from your role at the Games.

## Appendix 2: Equality, Diversity and Inclusion Policy

Orkney 2025 is committed to embracing diversity and promoting equality and inclusion and will not discriminate against volunteers based on age, gender, ethnicity, sexual orientation, disability, religion, or belief.

To ensure that the Orkney 2025 volunteer programme reduces barriers for disabled people to take part, volunteers can make requests for reasonable adjustments to be made. Volunteers should discuss requirements with their supervisor and adjustments will be made where feasible.

### Disability awareness

People with disabilities will contribute to Orkney 2025, both in an official capacity and as visitors. Please focus on what people can do, do not assume ability or disability and remember there are many hidden impairments, such as heart conditions, diabetes and mental illness.

Respect and good communication skills are important. When interacting with a person with a disability, you should talk to them directly rather than to their companion, support worker or interpreter.

It is acceptable to ask people with a disability if they need support or adjustment at the venue.

### Cultural awareness

Orkney 2025 will bring together athletes, dignitaries, visitors, officials, volunteers and media with a range of cultural and language backgrounds. Those acting on behalf of Orkney 2025 are expected to consistently demonstrate a high standard of customer service when dealing with people, regardless of their background or beliefs.

Please treat visitors, the public, volunteering colleagues and any other person with respect by focusing on their needs and providing them with accurate information and timely assistance.

### Discrimination and harassment resolution

There should be no discrimination or harassment on the basis of race, colour, ethnic and national origin, nationality, disability, marital status (including civil partnerships), sexual orientation, caring or parental responsibilities, age, religious beliefs, gender, gender identity or gender reassignment.

All volunteers are responsible for maintaining an environment that is free of harassment and discrimination, in which everyone is treated fairly on the basis of merit and performance.

Harassment is any unwanted behaviour, comment, suggestion, gesture, action or communication which is related to one of the above characteristics (such as gender, race, etc) and which:

- may cause offence, humiliation or intimidation to any member of the workforce or another third party (even if that person was not the intended 'target'); or
- is unwanted or unwelcome, whether intentional or not; or
- creates an intimidating, hostile, degrading or humiliating environment.

Discrimination is where a person is, or would be, treated less favourably than someone else because of one of the above characteristics (such as gender, race, etc). This includes where someone is treated less favourably because you incorrectly believe them to have one of the above characteristics, or because they are associated with someone else who does.

If you believe that harassment or discrimination has occurred, immediately notify your supervisor. All allegations of harassment or discrimination will be thoroughly and confidentially investigated. If substantiated, this will lead to removal from your role at the Games.

## Appendix 3: Social Media and Photography Guidelines

### Filming/photography

As part of your role, you may be filmed, photographed or recorded. In taking up this role, you agree that Orkney 2025 (and any third parties who are authorised by us) is entitled to film, photograph or record you, and that Orkney 2025 (and our authorised third parties) will be entitled to use and reproduce these images or recordings and your name in connection with the Games. Please inform your supervisor should you wish to opt out.

Volunteers (excluding those in specific Media roles) are requested not to take photographs or record footage whilst on shift, recognising that participating athletes and VIPs have a right to privacy and that you have a duty to carry out your role respectfully. Approaching players can be disruptive to their preparation, and also poses a security risk. Photographing athletes or VIPs – or asking them for autographs – is not appropriate while you at the venue in uniform.

### Social Media

Social media will play a strong role in the promotion of Orkney 2025. As an Orkney 2025 volunteer, Orkney 2025 understand that you may be eager to use social media channels to share your experience in volunteering at the Games. If you have stated that you volunteer for Orkney 2025 on any social networking site (or any GPS positioning apps), then any comment or opinion you put forward is a public statement that will become associated with the Games and could have an impact in the organisation and the wider Games teams and stakeholders. This includes but is not limited to blog entries, photos and video uploads, status updates, tweets, or check-ins at any Games venues. Whilst Orkney 2025 are happy for Orkney 2025 volunteers to reference their roles within the Games in general terms eg. “I’m excited about starting my role as a member of the volunteer team today” or “I had great fun volunteering as a member of Orkney 2025 today”, each individual must ensure that they do not share confidential information relating to the Games or include specific operational detail.

Please be mindful that social media posts are open to interpretation and innocent comments could inadvertently have a negative impact on the Games, so do take care when using social media. Remember that whenever you are wearing your Games uniform you will be acting as an ambassador for Orkney 2025 and so please do not post any pictures of yourself in uniform which could be interpreted negatively.

Orkney 2025 volunteers should not contribute or respond to discussion groups on behalf of the organisation, instead they should, where relevant, raise any posts, discussion groups or comments which may have a negative impact on Orkney 2025 with their supervisor.

## Appendix 4: Confidentiality Guidelines

Managing communications and information is a vital part of staging a successful Games. It is important that all matters and information relating to Orkney 2025, and those of our stakeholders and people with whom Orkney 2025 work, are kept strictly confidential both during and after your time with us.

Volunteers must not use, copy, distribute or disclose for any purpose confidential information about Orkney 2025, the Games at large, or its stakeholders, partners, suppliers, competitors, spectators, volunteers or officials that you obtain or become aware of as a result of volunteering with Orkney 2025. You should take care when handling or discussing such information with volunteering colleagues particularly if you are in a public place or on public transport. The only exception is general information regarding the Games that is already made public e.g. information from the official Orkney 2025 website.

### Media requests

All requests from the media for comments or information should be directed to the Orkney 2025 Media Broadcast team via your supervisor. This will ensure the accuracy of all outgoing information and help us to maintain good relationships with the media.

Please do not make any public statements, speak to the media, give interviews, agree to speak at any events, appear in any promotions, advertisements or endorsements or give any assistance to the media (including via social media) relating to the Games without the prior consent of your supervisor or the Media Broadcast Team.

### Brand protection

Orkney 2025 will attract large audiences and as such sponsors, broadcasters and other commercial licences (the “Commercial Partners”) have bought the exclusive rights to promote and/or commercialise their goods or services in association with the Games. The Island Games brand is of great value to the event and in order to continue to attract Commercial Partners for future Games (to protect the financial viability of future events), Orkney 2025 has to protect the rights and exclusivity granted to the Commercial Partners and prevent people using the brand without our authorisation. It is the duty of all Orkney 2025 volunteers to protect and support the use of the brand and to ensure that they operate within the guidelines set by Orkney 2025.

You must not, therefore, knowingly participate in, facilitate or encourage any unofficial association with the Games (ambush marketing), or undertake any form of unauthorised commercial activity, including advertising/selling goods and services when you are carrying out your duties.

Confidentiality and protecting the brand are so important that any breach of these requirements during any time at Orkney 2025 may result in removal from your role at the Games.