

# Three Choirs Festival 2026

## Volunteer Charter

This charter sets out the roles, responsibilities and management of the Three Choirs Festival and its volunteers. It also identifies our commitment to providing a safe and supportive environment for every volunteer regardless of their role.

### We recognise that volunteers are a vital resource and we will ensure that:

- **Recruitment:** Our volunteer recruitment procedures are fair, efficient and logical.
- **Induction:** Our volunteer induction process is consistent and reliable; during induction all volunteers are informed of the organisation's ethos and introduced to relevant team members.
- **Roles:** Our volunteer roles are well designed with learning opportunities and/or opportunities to develop new skills at the core. Our volunteers and staff are made aware of the expectations and boundaries of volunteer roles.
- **Training:** We meet identified needs by providing relevant training so that our volunteers can operate safely and effectively in their role.
- **Involve:** Our organisation is committed to diversity and inclusion, and to making everyone feel equally welcome; we encourage volunteering for all, and we continuously strive to develop and improve our means of promoting equality.
- **Engage:** We provide a variety of ways for volunteers to contribute their opinions and feed this into organisational development.
- **Value:** Our organisation encourages a positive attitude to volunteers/volunteering. We regularly recognise and acknowledge the value of volunteer contributions.
- **Remunerate:** Volunteers will be entitled to claim a per diem for food and drink, should they work longer than a five-hour shift.
- **Support:** We provide consistent volunteer support; this includes a named contact for volunteers; we ensure our volunteers are aware of how to raise concerns.
- **Recognise:** Skills, knowledge and expertise that volunteers can bring to our organisation.
- **Health, Safety & Wellbeing:** We have identified any physical and emotional risks of different volunteer roles, minimised these risks, have relevant policies and procedures and hold adequate insurance.
- **Review & Development:** We review volunteer involvement and management on an annual basis at a minimum to ensure a satisfactory volunteer experience.

### In return we expect our volunteers to:

- Be open and realistic about what they want from the volunteering role.
- Be committed to their role and carry it out to the best of their ability.
- Embrace and adhere to the core values, mission and ethos of our organisation.
- Be responsible, professional and courteous at all times.
- Be flexible and willing to explore new ways of working.
- Be pro-active and responsive to help the festival run as smoothly as possible.
- Be informed about policies that address the health and safety of festival goers, other volunteers and staff members