



BCS Supporter Agreement

RBL agrees to:

1. Supervision, support and training

- Provide you with an induction on the work of RBL.
- Provide induction and refresher training on BCS.
- Provide supporters with a copy of the BCS guide, relevant policies and procedures, and a clear supporter role description.
- Hold regular check-ins for the supporter with a member of the BCS team.
- Ensure that supporters are entering a safe and conducive environment for BCS.

2. Equality and Diversity

- Respect the skills, dignity and individual needs of the supporter, and do our best to make reasonable adjustments to improve accessibility.
- Promote inclusive and anti-discriminatory practice.
- Make volunteering opportunities accessible to all sections of the community we serve.

3. Expenses

- Reimburse reasonable 'out of pocket' expenses through the branch.

4. Insurance

- Provide adequate insurance cover for supporters whilst undertaking approved and authorised BCS activities.

5. Problems

- Endeavour to resolve in a fair and just manner any problems encountered when volunteering with us.

6. Supporter Involvement

- Provide meaningful opportunities for supporters to give feedback and suggestions about RBL's BCS programme.

7. Data protection and confidentiality

- Protect the supporter's personal details in line with General Data Protection Regulations.



You, the Supporter agree to:

1. Values

- Promote and protect RBL's values of service, collaboration, passion, excellence and valuing our people.
- Promote anti-discriminatory practice in every aspect of your work.
- Treat beneficiaries, fellow supporters, and RBL staff with dignity and respect.

2. Responsibilities

- Participate in BCS training including online modules related to the role, which include refreshers (dependent on the course).
- Ensure you have a good understanding of and adhere to RBL's procedures and standards, as outlined in the BCS guide.
- Meet or phone your beneficiary on an agreed day and time.
- Only meet/call beneficiaries who have been referred by your Membership Engagement Officer (MEO).
- Adhere to the BCS Supporter role in reducing social isolation, referring into the Welfare Team, via the contact centre, for any other support requirement.
- Maintain the confidential information of your beneficiary.
- Keep us informed of any changes to your circumstances which may affect your commitment as a volunteer.
- Report and record all BCS activity.
- Ensure not to transport a beneficiary in your vehicle. It is your responsibility to inform your insurance provider if you will be using your vehicle to drive to and from visits.
- Ensure that no personal benefit or conflict of interest arises from your actions.

3. Ending BCS activity

- Accept that RBL reserves the right to end beneficiary-facing activity at any time if, in its opinion, the Supporter has acted outside of their remit, been negligent in their duties or behaved unacceptably, or if the beneficiary has requested for the matching to cease.
- Agree not to have any contact with beneficiaries once your role has ended under the umbrella of RBL.
- Return any ID documents provided by RBL.

Print Name:

Signed:

Date: