

MNLOT HR Operational Procedures

No volunteer should attend MNLOT sessions if they feel unwell, or unfit to provide MNLOT duties.

Lone Working Policy

No volunteer should attend a MNLOT session unaccompanied.

If for any reason a volunteer or volunteers feel unsafe during MNLOT activities they must leave and inform a MNLOT trustee as to the situation.

Recruitment

We welcome anyone to volunteer and support MNLOT. We welcome queries as to roles and responsibilities at any time. We do not require a large bank of volunteers and word of mouth works as a good tool for the time being.

Conflict of Interest

Is defined as occurring when “an individual’s personal interests - family, friends, financial or social factors - could compromise judgements, decisions or actions in the workplace”

If any volunteer finds that they have a conflict of interest in their work. A Conflict of Interest might arise when a volunteer might gain personally from the activities of MNLOT.

Should this arise, a discussion with the volunteer will occur and a decision can be made as to how best to manage the conflicting interests between the volunteer & the operation of MNLOT.

Volunteer Expenses

Occasional one-off expenses, for sundries, as previously agreed with a committee member can be paid. A valid receipt is needed for all expenses.

Volunteer Benefit

All volunteers are entitled to 2 free loans a calendar year.

A minimum of 10 hours volunteering registers this entitlement.

Any volunteer donating an item to LOT is entitled to unlimited free loan of that item (beyond the above free entitlement)

Agreed by trustees on 8.5.2025

Anti-bullying, Harassment, Whistleblowing, Complaints & Grievance

Bullying is defined as “the repetitive intentional hurting of one person or group by another person or group, where the relationship involves an imbalance of power. Bullying can be physical, verbal, or psychological. It can happen face-to-face or online”.

If personnel are anxious, worried or have any concerns about how interpersonal relationships, behaviours or protocols at MNLOT are being enacted they are to feel able to approach any trustee to raise their complaint.

No bullying or Antisocial behaviour will be tolerated at MNLOT

Nor will it be accepted from the public towards MNLOT volunteers/trustees.

Disciplinary Action

If the unhelpful & unwanted behaviour continues, going against our policies & protocols, & jeopardizing the reputation of MNLOT, it may become necessary after 2 warnings, from the committee & with the consensus & sanction of the committee to ask the offender to leave us.

ACAS guidelines will be followed.

March 2026

Review March 2027