**Volunteer Policy for Amanda’s Creature Comfort’s CIC**

**1. Introduction**
Our company is dedicated to the safe handling, education, and welfare of exotic animals. We welcome passionate individuals who are keen to gain hands-on experience in the animal industry. This policy outlines the expectations, responsibilities, and legal requirements for volunteers to ensure a safe and professional working environment.

**2. Purpose of the Volunteer Program**
The volunteer program aims to:

* Provide individuals with valuable experience in handling and caring for exotic animals.
* Educate volunteers on ethical animal welfare and industry standards.
* Offer practical exposure to events, workshops, and interactive sessions involving the public.
* Foster responsibility, professionalism, and teamwork among volunteers.

**3. Eligibility Criteria**
To be eligible for a volunteer position, applicants must meet the following criteria:

* Be at least 16 years of age.
* Be actively pursuing a career in the animal industry (e.g., through education, training, or work experience).
* Have a genuine interest in exotic animal handling and welfare.
* Have their own transport or a reliable means of attending scheduled events or workshops.
* Be willing to follow instructions and work as part of a team.
* Have no history of animal cruelty or neglect.

**4. Volunteer Roles and Responsibilities**
Volunteers may be involved in the following tasks:

* Assisting with the setup and breakdown of displays and enclosures at events.
* Handling and caring for exotic animals under supervision.
* Educating and engaging with the public about the animals and their welfare.
* Ensuring proper hygiene and cleanliness in animal handling areas.
* Supporting staff with feeding and enrichment activities where appropriate.
* Reporting any concerns about animal welfare or safety to the designated supervisor.

**5. Expectations of Volunteers**
Volunteers are expected to:

* Commit to attending the events, workshops, or activities they have agreed to participate in.
* Act responsibly and professionally when handling animals and engaging with the public.
* Follow all company safety procedures and guidelines for animal handling and public interaction.
* Provide their own meals and refreshments.
* Wear appropriate clothing and footwear as advised.
* Treat animals, staff, and members of the public with respect and care.
* Maintain confidentiality regarding any sensitive company information.

**6. Health & Safety**

* Volunteers must adhere to all health and safety protocols to ensure their well-being and that of the animals.
* Any injuries, accidents, or concerns must be reported immediately to a designated team member.
* Volunteers will receive a briefing on handling procedures and risk assessments before engaging with animals.
* Volunteers must inform the company of any relevant medical conditions, allergies, or physical limitations that may affect their ability to work with animals.
* No volunteer should attempt to handle an animal they are not trained or authorised to manage.

**7. Legal Compliance & Insurance**

* This volunteer program complies with UK employment and animal welfare laws.
* Volunteers are not considered employees and will not receive wages, benefits, or compensation for their time.
* Volunteers must sign a liability waiver before participating in any activities.
* Parental/guardian consent is required for volunteers under 18 years of age.
* The company will have appropriate public liability insurance, but volunteers should ensure they have any necessary personal insurance coverage.

**8. Confidentiality & Conduct**

* Volunteers may have access to sensitive company information and must not share it with unauthorized individuals.
* Any misconduct, including mistreatment of animals, unprofessional behavior, or failure to follow company policies, will result in immediate termination of the volunteer agreement.
* Volunteers must respect the privacy of staff, customers, and fellow volunteers.

**9. Training & Supervision**

* Volunteers will receive training on animal handling, safety procedures, and customer interaction.
* Supervision will be provided at all times during animal handling and public engagement.
* Ongoing guidance and feedback will be available to support volunteers in their roles.

**10. Termination of Volunteer Agreement**
The company reserves the right to terminate a volunteer’s participation if they:

* Fail to adhere to safety procedures or company policies.
* Demonstrate inappropriate or unprofessional conduct.
* Are unable to meet the attendance or commitment requirements.
* Engage in behavior that puts animals, staff, or the public at risk.

**11. Agreement & Consent**
All volunteers must sign a volunteer agreement form, confirming they have read, understood, and agreed to the terms outlined in this policy.