

Volunteer Guidelines

Last updated: 15:49 07/06/2026



Purpose

Welcome to the ScoutSwap staff guidelines.

These guidelines are for any volunteer at ScoutSwap. They outline the expectations and responsibilities of volunteers in their roles, and the expectations for their conduct while representing ScoutSwap.

About Us

ScoutSwap is a platform that allows users to trade Scouting badges, neckers, and other Scouting-related items.

Our mission is to promote the values of Scouting and to provide a safe and secure environment for all users.

We are committed to providing a positive experience for all users, and we expect our staff members to uphold these values in their interactions with users and each other.

Welcome

If you have recently joined ScoutSwap, we extend a warm welcome to you and hope that you will enjoy volunteering with us.

If you have been with us for a while, please regularly review these guidelines, which sets out the core policies and procedures relating to your role at ScoutSwap, and forms part of the terms and conditions of your volunteer role.

ScoutSwap aims to foster an environment where all volunteers can operate in a safe, open and trusting environment, with all members having respect for each other.

ScoutSwap embraces diversity and are committed to ensuring equal opportunities for our volunteers. We will not condone any discriminatory acts or attitudes, whether perpetrated by our volunteers or users.

We ask that you read the contents of this handbook carefully as it sets out our rules and procedures and other information, which may be useful to you. If you have any queries, please speak to a member of the management team.

The contents of this handbook may be amended from time to time because of changing legislation, as ScoutSwap needs change, or for any other reason we deem appropriate. You will be informed of any such changes as they happen.

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Job Roles

Whilst you have been selected for a particular job role, we may ask you to carry out other duties outside of this role. You do not have to accept to carry out these duties if you do not wish. We will only ask you to carry out duties which we feel you are capable of performing safely and effectively.

Data Protection and Privacy

In order to maintain effective records of our activities, we must ensure that any data we hold is relevant, accurate and up to date.

You have the right, upon written request, to be informed of what personal data is being processed, and we will respond to any request within one month of receipt.

During your volunteer role, we will collect data on you as stated in our Privacy Policy. We will also collect additional information, such as your National Scouting Organisation, and other information necessary, in order to maintain effective safeguarding protocols. Any such information required will be made aware to you and processed in line with our Privacy Policy.

You have the right to make a request for your personal data to be erased or amended. Such requests should be made to dataprotection@scoutswap.co.uk

During your role at ScoutSwap, it is likely you will be handling the personal data of users. This data must be treated with absolute confidentiality. Further information can be found in our Data Protection & Incident Response Policy.

Training

We understand that if volunteers are properly trained to carry out their duties, they will be able to do so more effectively and efficiently. If you feel you need any training at any point in your role, please discuss this with the management team.

Payment

All roles at ScoutSwap are completely voluntary and come with no financial reward. All funds raised from the site go straight back into keeping it operational, along with supporting additional expenses such as merchandise or advertisements. We may at times provide tokens of appreciation to volunteers. These could be items such as neckers, badges, or certificates. We are committed to recognizing the valuable contributions of our volunteers.

However, it is expected that all volunteers recognise the voluntary nature of their roles, and as such ScoutSwap hold no obligation to provide these gifts.

ScoutSwap C.I.C. (16957029). 61a Bridge Street, Kington, United Kingdom, HR5 3DJ

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Emails

All volunteers at ScoutSwap are provided with a custom email address, accessible at mail.scoutswap.co.uk.

This email address is only for the use of ScoutSwap-related communications.

We hold the right to monitor this inbox and to revoke access to it any time. Should you believe your email account has been compromised, please contact management immediately.

Upon leaving your role at ScoutSwap, your email address will be deactivated and retained/deleted in accordance with our Data Retention and Safeguarding policies.

In order to maintain consistency between the team, we request you follow the following instructions:

1. Go to 'Settings' > 'Preferences' > 'Composing Messages' and change 'Compose HTML messages' to 'always'.
2. In the same section, change 'Default font for HTML message' to 'Tahoma 10pt'.
3. Then, go to 'Settings' > 'Identities' > 'yourname@scoutswap.co.uk' and change 'Display Name' to your first name, 'Company' to 'ScoutSwap' and enable 'Set Default'.

For your signature, make sure it is in HTML mode by clicking the image button. Make sure the font is 'Tahoma 10pt' and add the following:

Kind regards,

First Name (pronouns/here)

Your Role (in bold)

ScoutSwap (in bold)

Discover. Chat. Trade. (in bold)

contact@scoutswap.co.uk

<https://scoutswap.co.uk>

<https://discord.gg/wBytcGnysF>

[SCOUTSWAP LOGO, HALF THE WIDTH OF THE DISCORD URL]

ScoutSwap C.I.C. is a registered company in the UK and Northern Ireland, company number 16957029.

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Emails

The logo can be downloaded from:

<https://scoutswap.co.uk/img/logos/ColouredEmailSig.png>

Example:

Kind regards,

Joe (he/him)

Founder & Lead Developer

ScoutSwap

Discover. Chat. Trade.

contact@scoutswap.co.uk

<https://scoutswap.co.uk>

<https://discord.gg/wBytcGnysF>



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Behaviour

We understand that you have a right to a private life and would not wish to impede on that, however it is important to remember you represent ScoutSwap and therefore our values.

We may monitor social media, ScoutSwap email accounts, and other public content around our volunteers. We will not attempt to follow private accounts for this specific purpose.

All volunteers are to conduct themselves in a professional manner, both in public and private areas of communications, and will ensure they:

- are polite and courteous to all users and other volunteers at all times;
- observe the ScoutSwap Terms of Service when using the site;
- follow the instructions of management;
- keep conversations appropriate;
- follow safeguarding policies when appropriate;
- do not engage in any behaviour that could bring ScoutSwap into disrepute;
- do not use inappropriate language;
- do not share private information or content recieved as part of their duties;

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Disciplinary Action

Although we are a voluntary organisation, we wish to maintain a level of standard within our volunteer team.

As such, we will take action if necessary due to breaking these guidelines, consistently unsatisfactory performance, illegal activity or other misconduct.

Our procedures are as follows, however please note we may not follow these linearly, as required by each individual situation:

- informal conversation to let you know about our concerns;
- formal warning & conversation (up to 3 times);
- suspension from role;
- dismissal;
- if appropriate, legal action or report to safeguarding team;

Gross misconduct, such as safeguarding violations, can result in immediate dismissal without prior warnings. All disciplinary action is at the discretion of the management team.

Safeguarding

Safeguarding is a vital part of our organisation. We have a duty of care to protect under 18s using the platform, and a duty of care for our under 18 volunteers. Please make sure to familiarise yourself with our Safeguarding Policy.

Communication

If you have any questions, concerns, queries or other comments, you are always welcome to contact a member of the management team. Please ensure that this follows our safeguarding procedures, where possible. This means using the ScoutSwap email provided to you, using a staff channel or creating a Discord ticket to prevent one to one situations.

We will never use any comments or concerns raised to us as a means of punishment or retaliation - we want an open, transparent atmosphere, where volunteers feel valued and empowered in their roles.

Final Comments

These guidelines outline both our responsibilities and your responsibilities whilst volunteering at ScoutSwap. Please make sure you follow these, and if you have any questions or concerns, don't hesitate to contact a member of management. Thank you for volunteering with ScoutSwap!