



Improving  
Local Lives.

# VAC Volunteer Handbook

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# Volunteering With VAC

## Welcome and thank you for choosing to volunteer with VAC!!

We are committed to providing volunteering opportunities to enable volunteers to make a positive contribution to our work and local people. We greatly value volunteers' contribution and appreciate the time given to volunteering.

Our purpose is improving local lives and to achieve this we have developed opportunities for volunteers to get involved to make a positive impact through our work for local communities.

This handbook is to support any volunteer role including Trustees of VAC. It contains everything that you need to know about being a volunteer, please see [Appendix 1](#) for your Induction Checklist. In addition to the handbook there may be some extra information you are given that will be specific to your role.

If you have any questions or are unsure about anything, please talk to the VAC CEO if you are a Trustee or your supervisor/ Project Co-ordinator if you are volunteering across the organisation (please see [Appendix 6](#) for your Key Contacts).



## About VAC – Our purpose

**Voluntary & Community** (VAC) is a membership organisation that delivers a range of support and services to **Voluntary, Community & Social Enterprise** Sector Organisations (VCSE) organisations and groups across the Boroughs of Calderdale, Kirklees and the wider communities.

Our work includes organisational development support, driving quality across the sector, creating opportunities for the VCSE sector to grow and thrive as well as creating positive social change.

### Our Mission and Vision

Our **MISSION** is to create connections, solutions and opportunities to build stronger communities

Our **VISION** is to promote positive social change to improve local lives

### Our 5 Strategic Priorities

To **Grow & Retain Membership** of VAC by offering robust membership benefits

**Promoting Positive Social Change** through our work to improve local lives

VAC driving **System Leadership** to advocate for VCS equality and role in local places

**Financial Sustainability** through a range of income generation and business development

**Organisational Maturity** with a focus on people, quality and agile working practices



# Align with our Values

We use our core values as a guide to determine how we behave, how we make decisions and how we deliver across the organisation.

Whilst our personal values may all be unique, we expect all VAC employees and volunteers to embrace, engage and demonstrate our values whilst working with us, so we collectively build a strong unified culture to help us deliver our Mission and Vision.

## Our Values



### Inclusion

We champion diversity, promote equality and create environments where everyone can flourish.



### Quality

We work to the highest standards, continuously developing our skills and knowledge.



### Solutions

We take ownership and make things happen in a creative and positive way.



### Connectivity

We create lasting connections by working collaboratively towards shared goals.



### Integrity

We are transparent, honest and fair. We do what we say we will.



# SECTION 1 - Practicalities and Volunteer Procedures

## Volunteering Role

VAC is committed to developing interesting and creative roles for volunteers that will lead to positive volunteering experiences. All volunteers will be given a role description which will be reviewed on a regular basis with the volunteer and their supervising member of staff or Trustee lead for volunteers on the VAC Board. If volunteers are involved in more than one role then a role description will be provided for each one. VAC will aim to ensure that all placements match the volunteer's skills, talents, interests and time available.

VAC is also committed to enabling volunteers to develop and extend their role if they so wish and will endeavour to provide support, supervision and relevant training to enable this to happen.

## Recruitment, Induction and training

### Recruitment:

The VAC member of staff recruiting volunteers will gather all the information as part of the volunteer recruitment process: This can include:

- Registration Form
- Assessment and Outcomes
- References
- Disclosure and Barring Service checks (DBS). This is free for volunteers and an explanation as to why this is being asked for in relation to your volunteering role will be provided as part of your recruitment
- Insurance and additional documents where the volunteering role is for volunteer drivers

(For Trustees, the recruitment process can be found in the Trustee Induction Pack)





## Induction and Training

The VAC staff member recruiting volunteers will meet with you during your initial induction and training. As part of the induction process, you will attend an information session either 1:1 or in a small group with other volunteers. As a minimum, this is likely to include:

- Health and Safety
- Equalities and Diversity
- Safeguarding
- Boundaries
- Confidentiality

(For Trustees, the induction process can be found in the Trustee Induction Pack)

## Support and Supervision

VAC recognises the importance of supporting our volunteers so that they feel valued, motivated and able to develop in their role. Support will be provided in a variety of ways through structured sessions and more informally, in peer groups.

All volunteers will have regular one to one sessions with their supervising member of staff. Volunteers will also have 3 to 6 monthly reviews ([Appendix 7](#)). These sessions will be an opportunity for the volunteer to talk about how their volunteering is progressing, address any problems or concerns and look at future areas of development. Additional training may be provided as required .

## The Volunteers' Charter

The Volunteers' Charter sets out specifically what our volunteers can expect from us and what we ask of them in return. It will be issued to all volunteers when they commence their work with VAC. The key principles covered by the charter are set out below.

### Volunteers can expect:

- To be treated alike with dignity and respect, regardless of gender, age, race, sexuality, religion or disability.
- To refuse a particular role or task without criticism, even though alternative roles or tasks may not always be available.
- To have adequate information about any project.
- To have information about particular roles or tasks which they are asked to undertake.
- To be adequately insured whilst undertaking agreed volunteering activity.

- To receive reasonable “out of pocket” expenses incurred when undertaking agreed voluntary work on behalf VAC.
- To have the opportunity to gain personal satisfaction and to enhance personal development through the fulfilment, as far as possible, of their needs.
- To have access to appropriate support and supervision.
- To receive an induction relevant to their role.
- To have the benefit of protection by VAC’s Health and Safety policy.
- To have access to appropriate training as required by the volunteering role.
- To have personal information respected as confidential.
- To be given a written description of their agreed role and the volunteer’s charter outlining their rights.
- Have access to a complaints procedure.
- Work within the aims and objectives of the project and VAC as an organisation.

### Expectations of Volunteers:

The reasonable expectations of those who undertake volunteering with VAC, are covered within the principles of VAC’s approach to equality and diversity including: dignity and respect, regardless of gender, age, race, sexuality, religion or disability.

**Reliability** - To meet time commitments and standards agreed to and to give reasonable notice so other arrangements can be made when this is not possible.

- Regular communication between volunteer and their supervisor.
- Commitment to the volunteering task.
- Honesty and trustworthiness.
- To dress appropriately for the volunteering role being undertaken.
- To not consume alcohol or drugs whilst undertaking volunteering duties for VAC.
- Respect for rights of individuals, and for VAC’s vision, values and mission statement.
- Confidentiality, particularly with regard to information of a private and personal nature gained during the course of undertaking the volunteer role.
- An acceptance that volunteers are accountable to VAC in the task they have agreed to do.



- VAC reserves the right to withdraw a volunteer from any specific situation, where this is deemed by the project/VAC to be necessary.
- VAC has no obligation to provide regular volunteering opportunities or request that volunteers must commit for a defined period of time (except if volunteers are Trustees of VAC for the latter).
- The intellectual property rights of original work/materials produced by volunteers will be assigned VAC.

## Complaints Procedure and Problem Solving

**Complaints Procedure:** As VAC, we hope that volunteers will be happy working with us, although we do realise that sometimes problems do arise. VAC volunteers have a right to make complaints about anything which causes them concern during the course of their volunteering. The following three stage process will be implemented to handle complaints:

- **Stage 1:** Concerns raised to a supervisor/ nominated Trustee for Board. The supervisor/nominated Trustee will try to resolve the matter immediately and informally, but where this is not possible, the complainant will be asked if they wish to make a formal complaint.
- **Stage 2:** A formal complaint will be submitted in writing to the project lead/nominated Trustee of the Board. Recognition of the complaint will be sent within three working days either in writing or over the phone. The complaint will be fully investigated, aimed to be resolved within ten working days and the complainant will be kept informed. If the complaint involves the project lead/ nominated Trustee, then a complaint can be submitted to the project lead's line manager/ Vice Chair of VAC if related to the VAC Board.
- **Stage 3:** If the complaint is investigated but the complainant is unsatisfied with the outcome at Stage 2, then the complainant can request, in writing, that it is escalated to stage 3, where it will be investigated by the Chief Executive Officer and Senior Management Team/Chair person if related to the VAC Board. A response will be provided to the complainant within 28 working days. This response will be final.

**Problem Solving Process:** VAC also recognises that circumstances may arise where the actions or attitudes of a volunteer may infringe upon the rights of others, cause offence, breach VAC policies, aims and objectives, or otherwise bring the project or organisation into disrepute. At any stage, VAC has the right to withdraw a volunteer placement/ Trustee if seriously inappropriate behaviour or breaching of VAC policies has taken place. The **Volunteer Problem Solving Policy and Procedure** will be followed in such instances.



## Expenses

VAC will cover out of pocket expenses that may occur whilst undertaking volunteer activity. These include travel costs – 45p per mile for car owners, cheapest form of public transport (e.g. bus day ticket) and lunch for 4+ hours volunteering activity and occurring around meal times (up to a maximum of £4.00). Receipts are necessary to claim expenses. A volunteer expenses form is provided as part of this handbook ([Appendix 2](#)) and expenses claims are made at the end of each month that you volunteer. Completed forms should be given to your supervisor or CEO for Trustees and include receipts. Expenses will be paid the following month into your nominated bank account.

## Insurance

VAC holds appropriate insurance, which is applicable to all volunteers carrying out voluntary work agreed in advance with their volunteer supervisor/ Board. This insurance covers public liability, personal accident and personal loss or damage. In order to benefit from the insurance cover available, the volunteer must observe the policies and procedures of VAC.

## Use of Motor Vehicles

Volunteers are responsible for ensuring that their motor vehicles have appropriate insurance cover, MOT and road tax. We will check the insurance policy and driving licence, MOT and road tax information before volunteer drivers use their cars on VAC business. All volunteers who use their own vehicle for any element of volunteering, including attending volunteering sessions, will be required to speak to their insurance company beforehand and sign the volunteer agreement confirming they have done this.

## Finishing Volunteering with VAC

Volunteers may leave VAC at any time if they feel that the role is not suitable, or their circumstances change. They will be invited to discuss and evaluate their volunteering placement and reasons for leaving in private, with an appropriate member of staff if they wish to do so. VAC will endeavour to provide a reference for all volunteers who request one.



# SECTION 2 – VAC Volunteer Good Practice Guidance

## Introduction

VAC recognises and values the important contribution volunteers make and is committed to developing good practice for volunteering in accordance with the principles outlined in this guidance.

## Maintaining Boundaries

Due to nature of our work it is important for volunteers to bear in mind how to work appropriately and how to maintain professionalism within their role as a volunteer.

Boundaries are limits we set ourselves in everyday relationships. They can relate to:

- The information we feel comfortable in sharing about ourselves, and who with using the appropriate language in different settings (e.g. work or social situations).
- How and whether or not we assert ourselves.
- The way we present ourselves (e.g. clothing, hair, makeup etc).

Boundaries can be set consciously or unconsciously, and will vary depending on the nature of the relationship we have with someone and the environment we are in. We are all comfortable with different levels of disclosure, for example with our own personal information and physical space. In our everyday lives, we operate within our own personal boundaries and expect others to respect them; this is true of volunteers, clients, staff and members of the public.

### While volunteering with VAC, we expect you to observe the following boundaries:

- Do not borrow money from, or lend money to individuals, members of the public and external service staff.
- Do not accept personal gifts from, or give personal gifts to individuals, members of the public and external service staff.
- Do not share your personal contact details with individuals, members of the public and external service staff.
- Do not share your home address with individuals, members of the public and external service staff.

Do not buy anything from or sell anything to an individual, members of the public and external service staff.

- Do not recommend or pass on the details of trades people or personal contacts to individuals, members of the public and external service staff.

In your role as a volunteer you are likely to find that your personal boundaries are tested and not all boundaries are as clear cut as these.

If you are ever unsure how to deal with any questions or behaviour, then please do speak to your supervisor/ nominated Trustee lead. It is vitally important that both our volunteers and the people we come in to contact with are protected from harm and treated with the respect they deserve.

## Maintaining Confidentiality

In the course of your volunteering with VAC you will come into contact with and use personal and confidential information. This could include personal information about individuals, such as names and addresses or information about people's circumstances, families, health and other private matters.

Information may also be concerned with actual service quality and performance. It is vital that all this information is kept confidential. **We ask you to:**

- Keep confidential any information that you come across when undertaking your role and DO NOT share any such information external to VAC.
- Avoid sharing your own personal information, including your address and personal contact details, personal lifestyle choices and financial situation.
- Volunteers should not speak to the press or communicate with any other media on matters that directly relate to the affairs of the organisation. This includes the use of social media.

VAC works within the requirements of the Data Protection Act 1998 and the General Data Protection Regulations 2016 in all areas of its operations.

## Maintaining Health and Safety – Please also see VAC Health and safety Policy

As a volunteer, you need to be aware of any day to day health and safety issues relating to the activity or tasks you are involved in. VAC is committed to providing a safe and healthy environment for all its volunteers as detailed in the organisation's Health and Safety Policy. This policy applies to all volunteers.

**Our obligations:** As an organisation, we have a duty to keep volunteers safe under the Health and Safety at Work Act. Therefore, we must ensure that a suitable and sufficient risk assessment has been completed to reflect any potential hazards from the volunteering activities you are involved in, and that our insurance company has been notified of the involvement of volunteers and the type of work that our volunteers do.

### VAC will:

- Ensure you are familiar with any buildings in relation to your volunteer role and be made aware of exit routes, fire procedures, access and washroom facilities.
- Ensure you know to report incidents/accidents both on and off VAC premises.
- Ensure your supervisor shares with you the content of the risk assessment relating to your role/activity before you commence that particular activity.
- Provide you with health and safety information as part of your induction.

### What we require of you:

VAC volunteers must, at all times, take reasonable care for their own health and safety and that of others who may be affected by their actions. This will include:

- Following health and safety procedures relevant to each premises you volunteer at and follow specific guidance from their supervisor and those of external organisations where volunteers may undertake their role.
- If a VAC volunteer is involved in an accident or incident or is aware that another person is involved in an accident or incident they must immediately report it to their supervisor or a member of VAC staff.
- In the event of an emergency, volunteers should call the appropriate emergency services. They will then need to contact their supervisor or a member of VAC staff at an appropriate time to make them aware of the incident. A process map is included ([Appendix 4](#)).

### Volunteer Lone working procedure

VAC defines lone working volunteers as those volunteers who undertake their duties alone without close or direct supervision. The nature of some VAC volunteering will tend to be unsupervised with an individual in their own home or out in the community.

To minimise risk, volunteering will take place between Mon to Friday 9am to 5pm unless in exceptional circumstances and in agreement with your supervisor. VAC recognises that, in an emergency, lone working volunteers are more vulnerable because they may not be able to summon assistance or deal effectively with a potentially dangerous situation.

VAC accepts it has a duty of care to its volunteers and is committed to taking all reasonable steps to ensure their safety.

### VAC will do this by:

- Lone working risk assessments.
- Direct access to a member of staff.
- The provision of a mobile phone where appropriate.
- Maintaining a calendar of scheduled volunteer visits.

### Volunteers will:

- In some circumstances undertake their duties alone as agreed with their supervisor
- Inform their supervisor of when they will be visiting an individual, where they plan to go, approximate times when they expect to be there and leaving.
- Ensure they have an appropriate means of communication.
- Take a mobile phone, check it is fully charged and (for pay-as-you-go), has sufficient credit; leave it switched on; do not use it whilst driving.
- Think about where they will be going and what they will be doing; consider whether there are particular risks relating to that location or activity. If there are risks, discuss these with your supervisor.
- Take a summary of the VAC risk assessment with them.
- Contact their supervisor or the VAC office to tell them about any delays or changes to your schedule.
- Make contact by telephone at specified times (if they agreed to do this).
- Contact their supervisor or other person as agreed, when they have safely completed their volunteer visit.

## Equality and Diversity

### VAC Equality and Diversity Statement

VAC promotes equality and diversity across the organisation and seeks to ensure that the principles of equality and diversity underpin all areas of the organisation's work and service provision.

VAC will not tolerate discrimination, harassment, bullying, victimisation or abuse of people who are members of staff, volunteers or of people connected with the services provided by the project or organisation.

We are committed to making volunteering opportunities accessible to all through open and flexible recruitment, selection, support, monitoring and evaluation procedures.

**Equality** is simply about making sure that people are treated fairly and given equal access to opportunities and resources. Equality is not about treating everyone in the same way; it is about treating everyone fairly, with respect and recognises that people from different backgrounds may have needs that are met in different ways.

**Diversity** is about valuing individual difference. Diversity challenges us to recognise and value all sorts of differences that exist when people work together in order to build stronger communities and harmonious environments for the benefit of all.



**Discrimination** can occur when someone is treated less fairly than others simply because of their background e.g. rejecting a volunteer applicant because of their religion, racial background or physical abilities.

### What you can expect from us...

We believe that all volunteers should reflect the diversity of communities they work in and have the right to work in an environment which is free from discrimination.

If you experience any form of discrimination or harassment while volunteering with us you have a right to raise a complaint with us through our volunteer complaints procedure. All complaints will be dealt with seriously, promptly and confidentially.

### What we can expect from you...

When representing VAC as a volunteer we expect you to support our commitment to promoting equality. You must treat others with dignity and respect and not seek to discriminate against others.

You are expected to discourage discrimination by making it clear that you find such behaviour unacceptable and must alert your supervisor/ lead Trustee if an incident occurs. VAC acknowledges that you may not be able to re-educate or effectively challenge an individual's behaviour and volunteers are encouraged to bring any concerns to their supervisor.

## Safeguarding

**Safeguarding adults:** means protecting a vulnerable adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse & neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

The Care Act (2014) sets out the legal framework for safeguarding adults.

A vulnerable adult is defined as a person over 18 *'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, and or unable to protect him or herself against significant harm or exploitation'*.

**Safeguarding children:** means the process of protecting children/young people from harm – whether this harm is caused by accidents, deliberate abuse, neglect (deliberate or not) or factors such as bullying, prejudiced attitudes or a failure to enable children to participate in activities that are open to most of their peers.

"Child protection" has a narrower definition and is part of safeguarding. It is used to refer to the process of protecting individual children who are identified as suffering or likely to suffer significant harm.



**The Children Acts 1989 and 2004** sets out the legal framework for safeguarding children.

**Volunteer safeguarding responsibilities:** Volunteers have a shared responsibility to recognise the signs of potential/actual abuse and to take action if they suspect that someone is being abused.

**Types of abuse, harm and neglect can be:** Physical; sexual; psychological/emotional; financial/material; neglect/acts of omission; discriminatory; institutional; hate crime; human trafficking; exploitation by radicalisers who promote violence; abuse of trust by carers, friends or relatives.

**Responding to people who have experienced or are experiencing abuse:** VAC volunteers must report any abuse or suspicions of abuse or neglect. VAC acknowledges that taking action in cases of adult abuse is never easy.

**How to respond if you receive an allegation or witness abuse/neglect:**

- Reassure the person concerned.
- Listen to what they are saying.
- Record what you have been told/witnessed as soon as possible.
- Remain calm and do not show shock or disbelief.
- Tell them that the information will be treated seriously and that you have to report it to your supervisor.
- Don't start to investigate or ask detailed or probing questions.
- Don't promise to keep it a secret.
- Immediately speak to your supervisor.

**If you witness abuse or abuse has just taken place the priorities will be:**

- To call emergency services if required.
- To call the police if a crime has been committed.
- To preserve evidence.
- To keep yourself, staff, volunteers and service users safe.
- To immediately inform your supervisor or the Safeguarding Lead at VAC.

So far, in the training we are advising volunteers to report any abuse to their supervisor and in the event of an emergency/accident call the emergency services – we have also discussed as a team that they contact a person's care agency if someone needs assistance.

All situations of abuse or alleged abuse **must be immediately** discussed with your supervisor. If a volunteer feels unable to raise this concern with the supervisor (or the supervisor is implicated in the abuse) then concerns can be raised directly with the VAC Safeguarding Lead (01422 348777). The alleged victim will be told that this will happen. This stage is called the **alert**.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral will be made to Gateway to Care (access to local authority safeguarding team) as appropriate.

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

Remember it is not up to you to decide if abuse has taken place, that is the role of local Social Care Services, **HOWEVER** it is up to you to report **ANY** concerns to your Supervisor.

We have a legal responsibility to respond to any issues that may concern us even if they don't involve our volunteers, staff or services

A safeguarding process map is included in **Appendix 3**.

## **Driving Code of Conduct – Drivers Only**

VAC expects volunteer drivers to drive in a safe driving manner at all times to ensure the safety of all people they are transporting and for their own safety.

Drivers need to be fit to drive and any medical conditions that may impact on a volunteer's ability to drive need to be disclosed to the volunteer supervisor, this includes medical conditions that develop after the volunteering role has commenced. By law the DVLA must also be informed of any medical conditions that could impact on a person's ability to drive and driving after a GP has recommended not to do so may invalidate insurance.

A **Driving Licence** must be presented to the volunteer supervisor and inspected at regular intervals. Any endorsements or penalty points added to the licence in-between inspections need to be raised with the volunteer supervisor.

VAC will expect volunteers to undertake an **Enhanced DBS check** as they will be driving vulnerable people across Calderdale unsupervised.

Some vehicles may not be suitable or easily accessible for some older people or those with disabilities and their suitability will be checked by the Project Co-ordinator/supervisor in relation to individual needs and requirements.

Volunteers must contact their **insurance company** and inform them of their volunteer role, even if they only use their car to go to and from a volunteer role, as some insurance policies will not cover these journeys to and from volunteering unless the insurance company is informed beforehand.

Most insurance companies will not increase their premium, however in some instances this may occur. Volunteers may wish to consider changing insurance companies that do not increase their premiums for undertaking such roles. VAC holds public liability insurance which covers the activity up until the service users enters the vehicle of the volunteer.

- If you are required to drive for two hours you are required to take a 15 minute break.
- Volunteer drivers must not consume alcohol for a period of 24 hours prior to driving.
- Luggage and shopping should be put in the boot to prevent injuries.
- Pets are able to be transported at the discretion of the driver and if it is deemed safe. Guide dogs should be transported with the service user unless there is a good reason not to.
- Seating must never be exceeded.
- In the event of an accident, the emergency services and VAC must be informed and the incident must be reported appropriately.
- Driver driving and vehicle documents and vehicles will be checked by the project lead/manager for the service (**Appendix 5**).



# Document Control

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