



CIWM

# VOLUNTEERS' HANDBOOK

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**CIWM (the Chartered Institution of Wastes Management) is a registered charity and is incorporated by Royal Charter. We are the leading professional membership body for resource and waste professionals, representing and supporting over 5,500 individuals in the UK and overseas.**

CIWM prides itself on being an open and inclusive institution, adopting best practice to innovate and improve performance whilst maintaining long-standing values of professionalism and excellence. The effectiveness of CIWM Boards, Committees and Councils is enhanced by members, volunteers and staff working together to maintain the highest standards of trust, integrity and respect.

Our unique understanding of the sector, professional knowledge and trusted reputation enable us to inform and influence legislation and policy, playing a vital part in shaping the future role and reputation of the sector.

Our members and volunteers are at the heart of our organisation; support, knowledge and dedication is key to our success and we thank you all.



# CONTENTS >

<b>SECTION 1: WELCOME</b>	<b>4</b>		
Welcome from our CEO and President	4		
<b>SECTION 2: ABOUT CIWM</b>	<b>5</b>		
Vision	5		
Mission	5		
Structure	6		
Meet our Trustees	6		
Meet our Presidential Team	6		
Meet our Staff	6		
<b>SECTION 3: VOLUNTEERING FOR CIWM</b>	<b>7</b>		
Benefits of Volunteering	7		
Volunteer for your CIWM Centre	8		
CIWM Centre Function	8		
Centre Council Roles	9		
Centre Councillor	9		
Centre Chairperson	9		
Honorary Centre Secretary	9		
Honorary Centre Treasurer	9		
New Member Network Coordinator	9		
Volunteer for our Members' Council	10		
Members' Council Function	10		
Members' Council Representative	10		
Further Volunteering Opportunities	10		
Professional Interview Panelist	10		
		Mentor other Members	11
		Join a Special Interest Group	11
		Contribute to Circular Online and Magazine	11
		Contribute to Consultations	11
		Contribute to CIWM Connect	11
		Speak at Events	11
		<b>SECTION 4: VOLUNTEER'S TOOLKIT</b>	<b>12</b>
		Volunteer Code of Conduct	12
		Declaration for fit and proper persons	12
		Volunteer Resources	12
		<b>SECTION 5: GOVERNANCE</b>	<b>13</b>
		Royal Charter & Constitution	13
		Strategy	13
		Committees	13
		Policies	14
		Policy Statement 2018	14
		Privacy Policy	14
		Conflict of Interest Policy	14
		Environmental Policy	14
		Health and Safety Policy	14
		Inclusion, Diversity and Equality Statement	14
		Modern Slavery Act 2015	14
		Thank You	14

## SECTION 1:

# WELCOME >

**Like many other membership organisations, CIWM has hundreds of dedicated volunteers across the UK and beyond who give their valuable time, expertise and skills to support the Institution. Volunteers are central to the life and culture of CIWM and play a vital role at every level within our organisation.**

Our volunteers include the CIWM Board of Trustees, WAMITAB, CIWM Board Members, Centre Councillors, members of our Special Interest Group Steering Committees, New Member Network Coordinators, members of the ISWA National Committee, the CIWM Scientific and Technical Committee, our Covid-19 Advisory Group, and those who represent CIWM on a variety of working groups. They also include speakers, panellists and chairs who share their unrivalled knowledge and expertise at our events and on our webinars.

Each year without fail, our volunteers show their dedication to the resources and waste sector by committing their time to supporting our organisation in a way that promotes and encourages best practice – not just within CIWM, but throughout the sector as a whole.

Volunteering is more than simply doing a job or performing a task without payment. It's about giving your time, your knowledge and your skills – three of the most valuable things you can offer – to help others. Volunteering is also about being part of something and giving back to your community. It offers experiences to learn from and opportunities to communicate with people you may never have come across otherwise. It can help build self-confidence and contributes to a sense of achievement and belonging.

In this handbook, you'll find details of the many ways in which you can support CIWM as a volunteer, from joining your local Centre Council or our Members' Council to supporting the next generation of resources and waste professionals as a Professional Interview Panellist or mentor. You'll also find a useful toolkit which includes a range of resources to support you as a volunteer, as well as our Code of Conduct which explains what is expected of you not only as a volunteer, but also as a member of CIWM.

Volunteers truly are the backbone of CIWM, and we would like to take this opportunity to thank each and every one of you for the important contribution you make to our organisation.



A handwritten signature in black ink, appearing to read 'SP'.

**Sarah Poulter**  
CEO, CIWM



A handwritten signature in black ink, appearing to read 'Trevor Nicoll'.

**Trevor Nicoll**  
CIWM President, 2019-2020

## SECTION 2:

# ABOUT CIWM >



### VISION

**Making the best and safest use of resources to protect and enrich life on our planet.**

As humanity has grown and developed, the stresses we place on our environment and human health from the extraction, use and disposal of resources have grown too. As competition for those resources intensifies, the economic and social consequences of poor resource management become ever more serious. The safe and professional management of resources throughout their life cycle is therefore an increasingly urgent priority. It is people who decide how we manage resources and the CIWM Group exists to help them decide correctly.



### MISSION

**To influence, inform and inspire the sustainable management of resources and waste.**

Founded in 1898, CIWM is the leading professional membership body for people working in, or with, the resources and waste management sector. It supports its members to be successful in their roles by providing technical and career advice, information, training and networking. It sets and maintains professional standards, developing and sharing knowledge and best practice. It provides an impartial, influential and respected voice for the sector in policy discussions in Belfast, Brussels, Cardiff, Dublin, Edinburgh and London, helping to ensure policy development is informed by practical and theoretical understanding and experience.

#### **Our charitable objectives are:**

To advance for the public benefit the art and science of wastes management worldwide and so to promote education, the protection of public health and the preservation of the environment, and for that purpose to further and maintain good standards of practice, competence and conduct by all members.



## STRUCTURE

### Meet our Trustees

Our Trustees are selected by skill set and are at the peak of CIWM's governance structure. The purpose of the Trustees is to ensure CIWM pursues its stated objectives. The Board of Trustees also includes the CIWM Presidential Team. You can meet our Trustees [here](#).

### Meet our Presidential Team

Our Presidential Team comprises of the current and past Presidents, the Vice President and the Junior Vice President; all of whom are Fellows of CIWM. You can meet our Presidential Team [here](#).

### Meet our Staff

We have a team of dedicated staff who are on hand to help, advise and support you in your volunteering role. You can meet our staff and find out what their roles are [here](#) or take a look at our [organogram](#) for an overview of our team structure and roles.



## SECTION 3:

# VOLUNTEERING FOR CIWM >

### BENEFITS OF VOLUNTEERING

Being a CIWM volunteer can be very rewarding. Knowing that you have been able to support other members and contribute to CIWM activities and charitable objectives provides a great sense of achievement.

Our volunteering roles provide a platform for you to build your network and shape the future of CIWM and our sector, whilst continually advancing your personal and professional development.

CIWM offers a variety of volunteering opportunities ranging from one-time support, such as speaking at a CIWM event, through to more active roles such as a Centre Councillor who would help to run a CIWM Centre.

In this section, you will find details of our volunteering opportunities, what they entail and how you can apply. No matter how much time you can dedicate to volunteering, there will be a role suitable for you and we look forward to welcoming you to our team.



## VOLUNTEER FOR YOUR CIWM CENTRE

### CIWM Centre Function

CIWM has ten **Centres** throughout the UK and Ireland which are run by member volunteers (Centre Councillors) who manage the affairs and facilitate the administration of the Centre. These Centres support CIWM and its members at a local level by encouraging membership growth and professional development, organising events, and promoting scientific and professional knowledge in resources and waste management.

### Why Apply?

**Becoming a Centre Councillor will give you the opportunity to:**

- Act as an ambassador for CIWM and promote sustainable resource management
- Help shape the future of CIWM and your Centre
- Be a voice for members in your area
- Enhance the connection between CIWM and its members at a local level
- Make a valuable contribution by using your organisational skills to plan local events

### What are the Benefits?

**As a Centre Councillor, you can:**

- Enjoy countless opportunities to meet and connect with other CIWM members and professionals from across the resources and waste sector
- Maintain your Continuing Professional Development
- Learn more about CIWM, the sector and how your job fits in
- Become more involved with CIWM at a national level
- Showcase your skills and knowledge to professionals in the sector
- Make new connections and give back to the membership community by sharing your time, experience and knowledge
- Enhance your career opportunities

### Criteria

Centre Councillors (with the exception of the Honorary Secretary and Treasurer) must be Chartered members or Fellows of CIWM. In addition, all members of the Centre Council must have a registered address which falls within the geographical area allocated to the Centre. Otherwise, there are no specific qualifications for the role. Above all, we are looking for individuals with an interest in CIWM and its activities, as well as an enthusiasm for connecting with CIWM members and representing their interests.

### How to Apply?

Center Councillors are regionally-elected and serve for a three-year period, or longer if they choose to stand for re-election. Each year, the Honorary Centre Secretary will call for members to apply to stand for election within their region. Centre Councils can also co-opt Councillors, providing the number of Co-opted Councillors does not exceed the number of elected members.

If you are interested in representing your local Centre, please contact your Centre Secretary whose contact details can be found [here](#).



### Centre Council Roles

As shown in the diagram below, there are various roles available within our Centres. To find out more about what the specific roles entail, the time commitment required and how to apply **please click on the coloured circles below**.



## VOLUNTEER FOR OUR MEMBERS' COUNCIL

### Members' Council Function

The Members' Council consists of one member from each of the ten CIWM Centres, one representative from our New Member Network, the CIWM Presidential Team and our Chief Executive Officer. The Members' Council is the official representative body of CIWM members and will have three primary functions.

The first is to provide a two-way structured communication route between members and Centres, and Centres and Trustees. The second is to provide advice to Trustees and the senior management team on key professional and strategic policy issues relevant to members. Thirdly, the Members' Council is responsible for electing CIWM's Junior Vice President. Full details of our current Members' Council Representatives can be found by visiting our [Members' Council page](#).

### Members' Council Representative

This role is limited to Chartered members or Fellows within the geographical region of each of our ten Centres. Most Centres elect an experienced representative from the existing Centre Council. This is the preferred method as referenced in the CIWM Practice Directions, however this position can be allocated to other Chartered members or Fellows if desired. Should you be interested in this role, you should [contact your Centre Secretary](#) for further information.

## FURTHER VOLUNTEERING OPPORTUNITIES

CIWM prides itself on being an open and inclusive institution and we greatly value the support our members and volunteers provide to us and to each other. We offer several volunteering opportunities which reach beyond our Centre Council roles and offer great benefits to the volunteer. If you are interested in supporting us and your fellow members whilst developing your professional knowledge and skills, some of our key opportunities are detailed below.

### Professional Interview Panelist

Being a professional interview panelist is an important and beneficial role as both our panelists and candidates often meet new people, and through professional discussion can learn something new about our sector. As this role involves peer assessment of candidates who have applied to become Chartered members, our interview panelists must be CIWM Chartered members or Fellows and have undergone CIWM Chartered Interviewer training.

Interviews are conducted each year in the Spring and Autumn. Our interview panels comprise of three Chartered members, one of whom takes on the role of Panel Chairperson. We have a pool of interview panelists in each of our regions who volunteer their time based on their personal availability, making this a flexible position.

This role involves some advance preparation to review candidates' applications and we normally have approximately 5 candidates per panel. The interviews span a whole day and, at the end of the session, the panel will work together to arrive at a decision for each candidate. The Panel Chairperson will then complete the associated paperwork and return it to our Professional Development team.

We have recently refreshed the candidate assessment process to align with the [CIWM Chartered Competencies](#) and the [CIWM Framework of Professional Standards](#). As a panelist, you will be well supported and the CIWM Professional Development team will provide an overview and guidance on the process in advance of interviews. To find out more about becoming an interview panelist, or to enquire about the training required, please contact [membership@ciwm.co.uk](mailto:membership@ciwm.co.uk).

### Mentor Other Members

This is a perfect role for those who are keen to give back to the sector and support the future generation of resource and waste professionals. Becoming a mentor and sharing your knowledge, skills and experience with a less experienced member can be an incredibly rewarding experience. Being a mentor also provides an opportunity for continued personal development as mentoring can enhance your leadership, coaching and communication skills.

As a professional institution, personal development is extremely important to us and many of our members will have had a mentor at some point during their career. To help support and enhance our mentoring programme, we have recently introduced a member-only online platform which links mentees to mentors. The platform is designed to help mentees source a mentor for support in one key development area rather than general long-term mentoring support.

As a mentor, you will be in control of who you agree to support based on your skillset and how much time and support you can provide. If being a mentor is of interest, you can register on the new platform [here](#).

### Join a Special Interest Group

By joining a CIWM Special Interest Group (SIG), you will have the opportunity to share your technical knowledge and experience to help influence and steer our sector. CIWM Special Interest Groups comprise of professionals who collectively produce best practice and guidance documents; contribute to consultation responses; and write technical papers for our **Knowledge Centre** and award-winning magazine, *Circular*.

We are constantly adapting to the changes within our environment and, in order to remain at the forefront, we align our **Special Interest Groups** to sector development areas and priority issues. There are two tiers to our groups and all members can join the wider group by logging into their membership account and subscribing. The second tier is the main steering group which has fewer participants and involves additional commitment. If you are interested in joining a steering group, please email [technical@ciwm.co.uk](mailto:technical@ciwm.co.uk).



### Contribute to Circular Online and Circular Magazine

If you are not currently a member of a Special Interest Group and would like to contribute independently by writing an article for inclusion in any of our communications please contact [membership@ciwm.co.uk](mailto:membership@ciwm.co.uk).

### Contribute to Consultations

If you are not currently a member of a Special Interest Group and would like to contribute independently to a consultation that is within your specialist knowledge area please contact [technical@ciwm.co.uk](mailto:technical@ciwm.co.uk).

### Contribute to CIWM Connect

**CIWM Connect** is a brand-new online community where you can share ideas and advice, solve problems, ask and answer questions, and connect with other CIWM members. Simply **login** using your CIWM account details (your username and password), edit your profile, and you're ready to go. While exploring the community, please feel free to join the conversation by replying to posts or starting your own.

### Speak at Events

CIWM is renowned for its high-quality topical events which attract a wide and diverse audience. We have a comprehensive **events programme** and facilitate a range of conferences and seminars throughout the UK and Ireland each year. We engage with professionals throughout the sector to develop engaging programmes covering the very latest sector developments and key topical issues. If you would like to share your knowledge by speaking at one of our events, please contact [events@ciwm.co.uk](mailto:events@ciwm.co.uk).



## SECTION 4:

# VOLUNTEER'S TOOLKIT >

### VOLUNTEER CODE OF CONDUCT

The Code of Conduct sets out the standards of professionalism and clarifies the conduct expected of individuals who volunteer their time to support the governance or provision of CIWM activities, regardless of whether they are a member or not.

**CLICK HERE**

for full details of our Volunteer Code of Conduct

### DECLARATION FOR FIT AND PROPER PERSONS

Our volunteers are the backbone of CIWM and to help protect them and the institution we require a **declaration for fit and proper persons** to be completed. Completed forms should be returned to [ceo@ciwm.co.uk](mailto:ceo@ciwm.co.uk).

### VOLUNTEER RESOURCES

To support our volunteers in their roles, we have created a resource library where you can download templates, guidance and procedures.

**Please click on the blue boxes below to access the required resource.**

General Volunteer Resources

⋮

Volunteer Code of Conduct

⋮

Declaration for fit and proper persons

⋮

Event H&S Assurance Form

⋮

Best Practice Social Media Guide

Honorary Centre Secretary

⋮

AGM Agenda Template

⋮

AGM PowerPoint Template

⋮

AGM Requirement Helpful Guidance Notes

Honorary Centre Treasurer

⋮

CIWM Group Financial Procedures

## SECTION 5:

# GOVERNANCE >



### ROYAL CHARTER & CONSTITUTION

The Institution's Royal Charter was granted on 1 March 2002 and came into effect on 1 July 2002. Amendments to the Charter and By-Laws were granted by the Privy Council by her Majesty the Queen on 27 July 2004. The Royal Charter sets out the Institution's "objects":

“ to advance for the public benefit the art and science of wastes management worldwide and so to promote education, the protection of public health and the preservation of the environment, and for that purpose to further promote and maintain good standards of practice, competence and conduct by all its members. ”

The Royal Charter forms the basis of the Institution's Constitution together with its By-Laws (which may be varied only with the approval of the Privy Council), Regulations (which may be varied with the approval of the Annual General Meeting of CIWM Members) and Practice Directions (which may be varied by agreement of the Institution's General Council). Full details can be found by visiting the [CIWM Charter and Constitution page](#).



### STRATEGY

The resource and waste management sector has been through various cycles of change since CIWM's foundation in 1898 and is now in as great a state of flux as ever before.

As humanity has grown and developed, the stresses we place on our environment and human health from the extraction, use and disposal of resources have grown too. As competition for those resources intensifies, the economic and social consequences of poor resource management become ever more serious. The safe and professional management of resources throughout their life cycle is therefore an increasingly urgent priority.

At the same time, the sector has changed from a 'hump and dump' waste management approach to a much more nuanced, resource-based strategy, which nonetheless must deal with the unwanted detritus of our lifestyles. The roles of the public and private sectors have changed; technologies have developed, and social attitudes have shifted. Still, it is people who decide how we manage resources and CIWM exists to help them decide correctly. In January 2018, CIWM set out its refreshed Strategy and full details can be found by visiting the [CIWM strategy page](#).



### COMMITTEES

CIWM has three main committees: the Scientific and Technical Committee, the Audit Committee and the Corporate Governance and Professional Ethics Committee. To find out more about the work these committees undertake, please visit the [CIWM committees page](#).

## POLICIES

CIWM has several policies which all members, staff and volunteers should follow:

- **Policy Statement 2018**
- **Privacy Policy**
- **Conflict of Interest Policy**
- **Environmental Policy**
- **Health and Safety Policy**
- **Inclusion, Diversity and Equality Statement**
- **Modern Slavery Act 2015**

Thank you to all our members and volunteers for your continued dedication and support, and we look forward to welcoming new volunteers to our team. If you would like to volunteer in any way that has not been listed above, please contact [membership@ciwm.co.uk](mailto:membership@ciwm.co.uk) or call **01604 620426** to express your interest. We would be delighted to hear your suggestions!



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