



St John
Scotland

Saving lives together

St John Scotland – Summary of Volunteer Policies

We have a suite of volunteer policies available for all volunteers to view online via our website.

You will receive a link to access these policies, along with a declaration to sign to confirm your awareness of our policies and procedures.

A summary is provided below. These policies can be discussed in more detail with your Volunteer Lead as part of your induction.

Why we exist: St John Scotland helps save lives across Scotland through Patient Transport, Public Access Defibrillators (PADs), and CPR training, supported by local volunteers.

Your role as a volunteer: Act in line with St John Scotland's values (respect, kindness, inclusiveness, professionalism, integrity). Carry out your role responsibly and follow relevant policies. Volunteering is not employment and is entirely voluntary.

Support & training: You will receive induction, training, and ongoing support from your Area team and HQ. All volunteer roles require PVG checks and may require specific training.

Time commitment: Some roles ask for a minimum commitment, but volunteering is flexible and role-dependent.

Health, safety & safeguarding: Everyone must help keep children and vulnerable adults safe. Always follow safeguarding guidance and report concerns immediately. Wear your ID badge and uniform when volunteering.

Confidentiality & data protection: Keep all personal, patient, and organisational information confidential and follow GDPR rules.

Expenses: Reasonable, agreed expenses can be claimed. Submit claims monthly to your Area Treasurer, with receipts where required.

Behaviour & conduct: Treat everyone with dignity and respect. No discrimination or inappropriate behaviour. Follow social media and photography rules.

Raising concerns or complaints: Try to resolve issues informally first. A clear complaints process is in place if needed.

Recognition: Volunteers may receive Certificates of Appreciation and Service Medals based on length of service.

If you require any further information, contact your Area Service Lead or Volunteer Lead.