

Everything you need to know about CSV Make a Difference Day 2009

Make a Difference Day is a two-week volunteering campaign to encourage people to give their time, not their money, and volunteer in their local community. This year it's taking place from 24 October to 7 November 2009.

Community Service Volunteers (CSV), a UK-based charity, has been running Make a Difference Day since 1995. This is the tenth campaign that Barclays has supported. Last year, more than 22,000 Barclays colleagues in 27 countries volunteered for Make a Difference Day, 40% more people than the previous year. They taught children about managing money, designed and ran career advice and interview workshops, renovated green spaces, mentored and befriended people of all ages, built classrooms and took part in one-to-one business consultancy sessions.

This guide has been developed to help you to get involved in this year's Make a Difference Day campaign. Thank you for your support.

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Volunteering for Make a Difference Day

I want to get involved – how can I join in?

Make a Difference Day intentionally has no set theme. It's all about personal choice, so you can support the cause that matters to you and inspires you most. But, at the same time, we offer a number of opportunities that will use your skills to support some of Barclays current community programmes.

To find out more about the opportunities available, you can search online via the 'Get involved' link at www.barclays.com/makeadifferenceday

You'll need to log in to the system, so please have your staff number to hand.

Alternatively, contact your local community manager to find out what's planned in your area. If you don't know who that is, visit www.barclays.com/community and look under 'Community contacts'.

Can I find my own volunteering opportunity?

Yes. You can source and take part in a volunteering opportunity that you've found yourself – either volunteering on your own or encouraging other team members and colleagues to get involved. You'll need to make sure that the charity/organisation has a registration number and has been sanction checked. To have your charity approved, select 'Charity Search/Add option' via the 'Get involved' link at www.barclays.com/makeadifferenceday

Please also refer to Barclays' policy about which type of charitable organisations we're able to support you to work with. This is available online or via your community manager.

I have an idea about what I want to do. What should I do next?

Please make sure that you have contacted the charity or community organisation you'd like to work with to agree the project and discuss any materials or expenses that are needed to carry out the activity.

Then submit the details online for approval by your community team via the 'Get involved' link at www.barclays.com/makeadifferenceday or, if you don't have access to the system, through your community manager.

You'll need to know the charity's full details, supply information about the volunteering that you're planning and complete a Health and Safety Risk Assessment.

To access a group volunteering grant, you'll need to apply well in advance of the project. The minimum notice needed is 14 days, but it's recommended that you apply as soon as you make plans to volunteer. We're unable to pay grants that aren't approved before the event takes place. Full details about volunteering grants can be found via the 'Get involved' link at www.barclays.com/makeadifferenceday or, if you don't have access to the system, through your community manager.

To use work time to volunteer, please make sure you're familiar with your business unit's policy. You'll need to get your line manager's approval and register your hours online or via your community manager.

Do I have to volunteer in work time?

No. Barclays colleagues and their family and friends can get involved outside work time, in the evening and weekends. Barclays colleagues can apply for a group volunteering grant, even if the volunteering is outside work time, so long as at least five employees are going to be actively involved.

Do I have to volunteer for a whole day?

No. Barclays colleagues set up volunteering activities that suit their existing commitments and work priorities and deliver most value for the charity they're working with. This could be anything from an hour to a full day, one-off or over a period of time.

Does Barclays have a policy on how much time I can spend volunteering?

The number of work hours that you can use to volunteer is dependent on your business unit policy and line manager's approval, so it's best to discuss this with them first.

You'll need their approval. So once you've found a suitable opportunity and before committing work time to the charity, you MUST discuss and get approval from your line manager. Once you have approval, it will also be up to you to discuss and agree a time and date with the charity contact and register your hours with your community team.

What is the minimum/maximum number of people we can have in a team?

There's no set limit on the number of people you can have in a team, as long as you make sure the volunteering opportunity caters for the number of people intended. To apply for a group volunteering grant, there needs to be at least five Barclays employees in a team. See 'Applying for a volunteering grant' on page 4.

Do I have to volunteer in a team or can I do something on my own?

You can take part in a volunteering activity as a team or on your own. Please log any work time you have approved online or via your community team.

I'm on holiday during the Make a Difference Day period. Can I still get involved in volunteering?

Yes. Although the CSV Make a Difference Day campaign has set dates, you can volunteer and apply for a grant at any time during the year.

Can I use Make A Difference Day to fundraise for charity?

Make a Difference Day is designed to encourage people to give their time, not their money. The campaign is not intended to ask for donations or fundraising.

If you wish to fundraise, please find out more about the matched fundraising programme which can be accessed at any time of year via the 'Get involved' link at www.barclays.com/community

Are we allowed to tell the local press that we're getting involved?

Yes, we encourage colleagues to share the activity.

Where do I get a Community t-shirt from?

If you're volunteering for Make a Difference Day, you'll be asked how many t-shirts you need as part of your online application. To minimise wastage, please apply only for the number of t-shirts you are going to need.



Applying for a volunteering grant

I've heard I can apply for a volunteer grant. How much can I apply for?

Your grant amount depends on the size of your group and the volunteering project you're undertaking but, as a guide, a group of five or more employees can apply for up to £500.

Full details about the programme can be found on the website, www.barclays.com/makeadifferenceday or on the application form.

Can we apply for a volunteering grant as well as applying for matched fundraising to run a project?

Our employee community programmes have been set up to support volunteering and fundraising activities in different ways. If your project contains both elements, you need to decide which one will deliver most value to your project. Your Make a Difference Day activity should be a volunteering activity to be considered part of the campaign.

What can we spend the volunteering grant on?

Grants must be used to buy or produce materials that the volunteers will be using during their project, for example plants, books for reading groups, paint or teaching materials. Grants are not designed to purchase significant items such as a greenhouse, a new slide or a water feature or to donate to the charity.

You can also use your grant to pay for expenses incurred as a result of being at the project, for example an additional tube zone or train/bus ticket. You must retain the receipt for all expenditure and provide this to your community team.

I've found my own volunteering opportunity. How do I apply for a grant?

If there's a specific opportunity you've found for yourself and your team and you'd like to apply for a volunteering grant, the opportunity must first be uploaded on to Smartchange at <https://barclays.smartchange.com>. To do this you need to first 'suggest an opportunity' and enter details about the charity and the opportunity.

Please note that if the charity/organisation isn't in the charities database you'll need to request it be added. This is to ensure Barclays' compliance and governance requirements are met. This generally takes about three working days, but once added the charity/organisation can continue to be selected by you and other colleagues.

Once you have suggested an opportunity, the community team will review it, and if approved, publish the opportunity on the system. You'll receive email notification that your suggestion has been approved and published. After this you'll be able to log in to the system, apply for the opportunity, add your Barclays team members

and, if there are five or more colleagues in your team (including yourself), you'll be able to apply for a grant.

If you don't have access to Smartchange, please get in touch with your local community team who will provide you with the relevant documentation.

How do I receive my grant?

Grants are made available in a variety of ways depending on the processes of your local community team. You should speak to your community team if you'd like to find out more. You can visit www.barclays.com/community and look under 'Community contacts' to find out who your community contact is.

In the UK your local community team member will issue a Barclays Community Visa Purchasing Card (VPC) to the team organiser. All materials must be purchased using the card and receipts must be retained and provided to your community team. Payments made by other methods will not be reimbursed.

It's important that you maintain close contact with the charity so all parties are aware of any changes – and always make sure you fulfil your promise to the charity by turning up at the agreed time and date.

The system will send reminder emails to both you and the charity contact to help make this a little easier. However, the emphasis is on you to ensure you keep in touch with the charity/organisation.

If I haven't applied for a volunteering grant but costs are incurred during the volunteering activity, will I be able to claim the money back?

It's best to discuss all costs with your community manager before you start a volunteering project. If you incur any unplanned costs please contact your community team as soon as you return to work. Any additional claims will be at the discretion of your community manager.

I don't work in the UK. Will the volunteering grant be sent to me in my local currency?

Yes. Grants are provided in local currency.

What if I just want to volunteer and don't want to apply for a grant – can I still get involved?

Yes. If you don't need a grant and want to get involved in volunteering, Barclays can still support you by allowing you to volunteer in work time.

The number of work hours varies by business unit and country, and is at the discretion of your line manager so it's best to discuss this with them first. You'll need their approval so once you've found a suitable opportunity, before committing work time to the charity, you MUST discuss and get approval from your line manager. Once you have this it will also be up to you to discuss and agree a time and date with the charity contact.

Health and Safety

Who should I send my Health and Safety Assessment to?

If you've logged your volunteering opportunity on Smartchange, then the Health and Safety Assessment will be sent to your local health and safety team to assess.

If you can't use Smartchange to log your volunteering opportunity, please speak to your local community team who will advise you about what to do.

What should I do if my Health and Safety Assessment doesn't get approved?

It depends on your volunteering project and the nature of the risk. If your whole project is deemed unsafe, we would not approve your volunteering opportunity as the safety of you and your colleagues is paramount. However, if a specific activity is deemed unsafe, for example the use of a dangerous tool, then speak to the charity you're volunteering for or your community manager to see if a safer alternative is available or if that task can be removed from the volunteering activity altogether.

How will I know when my Health and Safety Assessment has been approved?

If you've logged your volunteering opportunity on Smartchange, your local health and safety team will receive an email to assess the risks of your event. Once they're satisfied sufficient measures have been put in place, you'll receive an email confirming that health and safety checks have been carried out and you can carry on pursuing the volunteering activity.

If you don't have access to Smartchange you'll need to provide details of the volunteering activity to your local community team – if you don't know who to contact please visit www.barclays.com/community and look under 'Community contacts'. Your community team will get in touch with a health and safety contact to ensure any risks are averted. Once approval has been received, they will confirm that the volunteering can take place.

