



EuCAN

Quality Management System

Issue 9

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Annex A – Child Protection Policy

Annex B – Safeguarding.

Annex C - Health and Safety Policy document.

About EuCAN.

EuCAN CIC started life in 2007 as the European Conservation Action Network, a project linked to The Kingcombe Centre in west Dorset, and funded entirely by the Leonardo da Vinci strand of the EU Lifelong Learning Programme.

Since 2011, when The Kingcombe Trust was wound up, EuCAN has become established as an independent Community Interest Company (CIC) to manage volunteering and training projects in the UK as well as other countries of Europe, with the main objective of involving more people and communities in the conservation management of their own environments. This includes providing training and practical experience for young graduates, potential volunteers and therapeutic groups, in nature conservation and in sustainable land management and food production enterprises.

Since 2007, The European Conservation Action Network has set up over 30 different two- or one-week placements and enabled over 300 volunteers to visit 15 partner organisations in the EU and since 2011 has established a number of conservation projects and training courses in the UK.

Drawing on our directors' and members' extensive experience of habitat management on sensitive sites in the UK and across Europe, EuCAN has the expertise to undertake conservation management contracts ranging from wildlife gardens to landscape-scale habitat restoration projects. We are using this commercial work to support our conservation projects and to give our trainees further experience.

EuCAN has established local sub-groups in Dorset, south Somerset and west Somerset.

EuCAN Dorset Mid Week Volunteers

EuCAN.DMV was formed when the British Trust for Conservation (BTCV) reorganised, and decided to close its Dorset Office at the end of June 2012.

The Dorset BTCV mid-week volunteer group were well-regarded, and their clients were supportive of the group's decision to continue as a distinct entity under the umbrella of EuCAN, a like-minded Dorset-based organisation; so the EuCAN Dorset Mid-week Volunteers were formed. The group work extensively on Dorset's National Nature Reserves and Sites of Special Scientific Interest.

EuCAN Milverton Conservation Volunteers

The Milverton Conservation Volunteer group was established in April 2013 by EuCAN CIC to encourage and involve more people from the community round Milverton (Somerset) in the conservation management of their local environment. Led by local residents Trevor Phelps and EuCAN Director, Gwil Wren, the group is providing training and practical experience for local volunteers and other groups in nature conservation and sustainable land management.

The group has received excellent support from local people and landowners and will be working on 4 ponds, two woodland, two roadside verges, a Wessex Water reservoir and a marsh area that is designated under the European Habitats Directive.

1.3 EuCAN Somerset Volunteers

The EuCAN Somerset Volunteer group was formed when the organisation formerly known as the BTCV closed down its Somerset branch in February 2014. It meets weekly on Tuesdays.

Definition of a Quality Management System

A set of co-ordinated activities that direct, control, and continually improve the effectiveness and efficiency of an organisation,

Benefits of a Quality Management System

A fully documented QMS will ensure that two important requirements are met:

- a. The organisation's objectives, methods, and requirements – internally and externally, are fully defined in one document
- b. The customers' requirements – confidence in the ability of the EuCAN to deliver the desired product and service consistently meeting their needs and expectations.

EuCAN Quality Management System

The EuCAN Quality Management System is an operating framework that includes the necessary methods and controls to:

- a. Ensure that management / operational information is available to Directors and managers at all times
- b. Ensure leaders are adequately trained and competent, and able to assess and address risk,
- c. Assess and complete tasks in a safe and responsible manner and to the client's satisfaction,
- d. Provide opportunities for volunteers from the whole spectrum of society,
- e. Enhance EuCAN's image and reputation.

EuCAN's Objectives

- a. To encourage and facilitate cultural exchange, and the exchange of environmental ideas and skills between the UK and other countries (particularly within the European Union).
- b. To promote practical conservation volunteering both in the UK and abroad.
- c. To promote the conservation of the physical and natural environment by promoting biodiversity.
- d. To encourage sustainable development in the rural economy through environmentally sensitive farming and food production.
- e. To promote the research and development of systems of conservation management and agriculture which are both economically viable and environmentally sustainable.
- f. To provide education and training related to these activities and to disseminate relevant information and guidance to the public at large.

Accountability

- a. EuCAN is a not-for-profit Community Interest Company organised and staffed by volunteers.
- b. The EuCAN Company Directors devolve responsibility to leaders, but remain accountable for the overall operating success.
- c. The EuCAN Company Directors' financial liability is in accordance with that of a standard limited company.. i.e. £1.

Information and communication

- a. EuCAN has a company address, but no shared office.
- b. EuCAN and its sub-groups are managed and staffed by volunteers.. It is essential that all leaders and authorised persons are kept up-to-date, and able to respond to clients, etc.:
- c. Directors, leaders and other authorised persons are to ensure that all communications are made via a common, shared e-mail address,
- d. Leaders and other authorised persons are to ensure that all documentation – contracts, risk assessments, insurance, task reports, attendance logs, etc., are held and maintained on the shared-access Google Docs account.
- e. The above require a shared password. To ensure that the integrity of e-mail and shared-document accounts, passwords shall not be communicated to other volunteers.

Appointment and responsibilities of Directors

Reference is made to the EuCAN Articles of Association:
http://www.eucan.org.uk/docs/Eucan_CIC_articles.pdf

Insurance

- a. It is the responsibility of EuCAN directors to ensure that adequate insurance is in place for the types of work to be undertaken.

Appointment and responsibilities of Leaders

- a. New Leaders shall be identified and appointed by agreement of the existing EuCAN Directors and Leaders
- b. Leaders shall be delegated roles based upon – and with a view to enhancing - their experience, interests, and competence. These shall include, as appropriate:
 - b.a.i. Risk Assessment, Health and safety, First-aid at work qualified, Client Interface, Basic Disclosure clearance, Safety Talks, Minibus Driving (MIDAS tested as a minimum), Tools-talks and practical skills training.
- c. Leaders shall ensure that a record of volunteers' qualifications and certifications is maintained. (See also para 4.7.e)
- d. Where there are two or more leaders present, one shall be designated as being in overall charge. This may be by mutual agreement on the day.
- e. Leaders shall ensure that a First Aid kit is to hand. (Note: Chainsaw operators must have their own personal first aid kit).
- f. The day's Leader shall produce a post-task report
- g. Leaders shall record all accidents and incidents as part of the task report. See also the clauses below on Health and Safety and Accident / Incident Reporting

Volunteers

- a. EuCAN Volunteers are drawn from all walks of life, and represent a cross-section of society. Volunteers shall make leaders aware of any disabilities or health issues that may:
 - a.a.i. affect their ability to undertake certain tasks or
 - a.a.ii. need to be communicated to the emergency services in the event of an incident.
- b. Where a volunteer with particular difficulties / issues has been referred by another organisation, that organisation shall be asked to advise EuCAN leaders of their client's general issues.
- c. All volunteers shall be required to complete a Welfare Form, to be accessed by a leader in the event of an incident requiring the emergency services. If that is not possible on the day then, at the very least, the volunteer shall provide EuCAN leaders with an emergency contact name and telephone number.
- d. Volunteers shall be offered guidance, encouragement and training commensurate with their abilities and interests.
- e. No volunteer may use power tools unless he/ she has valid certification, a copy of which should be given to a EuCAN leader / Director. EuCAN shall maintain a record of certificated volunteers with certificates filed.
- f. Volunteers shall work as instructed, and with due care for the welfare of others.
- g. Volunteers who appear to be under the influence of prohibited substances or alcohol shall not be allowed to participate.

Safeguarding

- a. Any group drawn from "all areas of society" is likely to include vulnerable people. e.g.,
 - 1.1.1.i. Persons undergoing rehabilitation programmes,
 - 1.1.1.ii. Persons with mental health issues or learning difficulties,
 - 1.1.1.iii. Young people

It may also include people who have been convicted of criminal offences.

- b. Safeguarding policies may be particularly relevant to individuals in each of the above categories. It is important that measures are in place to avoid (e.g.) alcohol or substance abuse, exploitation, and physical / verbal abuse, and any sexual innuendo that may be misinterpreted.

- c. Vulnerable persons** are to be accompanied. However, safeguarding applies in two directions, so particular care is required to avoid any potentially compromising situation, such as when the vulnerable person is a female.
- d. Young persons** (under 18) should be accompanied by a parent or an authorised guardian unless parental consent has been given, and the volunteer is acceptable to the leader.
- e. Ex-offenders.** EuCAN's view is that ex-offenders shall wish and be expected to re-integrate into society. Anything that is engineered to prevent re-integration, or that gives rise to 'vigilante' action or abuse, will not be tolerated.

- 1.1.1.i. Persons convicted of certain offences are liable to be monitored by the Public Protection Unit (PPU) for a pre-determined period following their release from prison.
- 1.1.1.ii. The PPU requires such persons to inform EuCAN leaders of the nature of the offence, and of any measures required to avoid the possibility of the person being compromised. The PPU may contact leaders to confirm.
- 1.1.1.iii. The PPU and EuCAN may liaise to ensure that safeguards are sensible and proportionate. Note that the PPU will advise the ex-offender of the reason for their decisions, but EuCAN will be told only what the PPU deem to be necessary.
- 1.1.1.iv. The EuCAN leader must ensure that at least one EuCAN director, plus at least one other EuCAN leader / Responsible person, are kept informed. A verbal communication that will remain confidential is adequate.
- 1.1.1.v. If EuCAN has any concerns about an individual, the PPU must be contacted as soon as possible.

Lone Working

- a. Additional safeguarding measures shall be in place when lone-working occurs. Lone-working will be permitted only when appropriate safeguards have been agreed. e.g., telephone calls at agreed times.
- b. Chainsaw operators are not to work alone.

Child Protection Policy

EuCAN CIC leaders, members and volunteers do not have responsibility for, or contact with, children on a regular basis. However, EuCAN wishes to have a policy to cover those situations where its members do have contact with children.

Please refer to Annex A

Diversity and Equality Policy

EuCAN CIC is committed to achieving equality of opportunity. Discrimination of any type will not be tolerated.

Please refer to Annex B.

Method Statement for Assessing Contractor Competency.

- a. EuCAN may on occasion employ sub-contractors to assist with large projects that cannot be solely managed by volunteers. Prior to awarding contracts, and as part of EuCAN's contractor assessment process, candidate contractors shall be required to provide EuCAN with a method statement for the proposed tasks, and show their up-to-date competency tickets. All sub-contractors will be required to complete a sub-contractor registration form.

Health and Safety

- a. When undertaking any work relating to EuCAN tasks, all members, leaders, volunteers, contractors, and guests are to adhere to the Health and Safety at Work Act 1974.
<http://www.hse.gov.uk/legislation/hswa.htm>.
- b. A Health and Safety Policy document is to be produced and made available. (Annex C)

Risk Assessments

- a. No task shall be undertaken without a Risk Assessment being in place.
- b. Risk Assessments shall be prepared by EuCAN leaders, taking into account the abilities of the EuCAN volunteers.
- c. EuCAN contractors may produce their own risk assessments, but those assessments must be agreed with EuCAN leaders and / or directors. EuCAN shall hold a copy.
- d. Client's Risk Assessments may be used if deemed suitable and commensurate with the abilities of the EuCAN volunteers.
- e. Risk Assessments and supporting information are to be maintained on the shared file location.

Accident / Incident Reporting

- a. EuCAN Directors are to be made aware of any accident or incident – including a 'near-miss'.
- b. EuCAN Directors and Leaders must – by law - ensure that all reportable accidents or illnesses that result from EuCAN activities are reported in accordance with Current HSE requirements (RIDDOR) <http://www.hse.gov.uk/pubns/indg453.pdf>

Task Reports

- a. To ensure that any issues – good or bad – can be addressed or carried forward as a 'lesson learned' Leaders are to produce a task report upon completion of a task.
- b. The report should contain a task description, location, purpose, environmental benefits, number of volunteers, and any difficulties experienced.
- c. Task Reports are to be maintained on the shared file location

Clients

Client satisfaction is key to achieving EuCAN's objectives, and to its continued success and expansion. There is however a two-way responsibility:

- a. Leaders shall ensure that clients provide an accurate and unambiguous Statement of Requirement, or else to be on site to provide work instructions throughout the duration of the task.
- b. Any tasks that involve significant up-front costs from EuCAN funds must be sanctioned by EuCAN Directors
- c. If, whilst the task is being undertaken, any issues / deviations / inability to comply/ with the Statement of Requirements arise, the Leader shall consult with the client.
- d. If, whilst the task is being undertaken, any damage or pollution occurs as a consequence of EuCAN activities, the Leader shall advise the client and EuCAN Directors.
- e. In the event of a dispute that cannot be amicably resolved on-site, the matter shall be referred to the EuCAN Directors.

Invoicing and financial recording:

- a. Unless previously agreed with the Client, invoices are to be raised promptly upon completion of each Task or period (e.g., monthly claims).
- b. All financial information: Expenditure / receipts / invoicing / is to be maintained in a manner suitable for submission to an accountant for the auditing of accounts

Care of the environment

- a. As part of an environmental organisation, EuCAN volunteers are expected to uphold and represent the organisation's ethos and standards, and to work in accordance with environmental laws and guidelines.
- b. All worksites are to be left clean and tidy.
- c. Powertool operators are to use only cans with safe pouring spouts.
- d. Chainsaw operators must use vegetable chain oil at all times while carrying out tasks for EuCAN.
- e. When fires are lit to dispose of scrub, the fire service is to be forewarned, and also advised when the site is vacated. Fires are to be controlled at all times.
- f. Any pollution observed or caused is to be cleared immediately. Where appropriate, environmental agencies are to be informed.

Interaction with the General Public

- a. Leaders are to ensure, so far as practicable, that members of public are not endangered by EuCAN Activities. If a member of Public ignores requests (including signs) to keep clear of work areas, work is to cease until it is appropriate to continue.
- b. Members of the public may be dismayed by the sight of (e.g.) felling and scrub-clearance. Leaders are encouraged to converse with members of the General Public in the vicinity of EuCAN work-sites, to explain the purpose and benefits of the tasks being undertaken.

Education and Training

- a. Key to EuCAN's success is its ability to harness and encourage the enthusiasm the capabilities of all volunteers.
- b. Volunteers are to be encouraged to share their own knowledge within EuCAN and with passers-by.
- c. The opportunity to participate in training courses shall be offered whenever finances and circumstances permit.

Document Ends