

# Bringing the project community together

Volunteering handbook  
October 2024 1.1



Because when projects  
succeed, society benefits



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## Welcome

I'd like to thank you for taking the step of joining our volunteer community and hope your experience is satisfying both personally and professionally. Many of our volunteers find there are many rewards to this work such as enhancing professional skills, bridging industry gaps, fulfilling personal goals, network building and it allows them to feel positive and happy about giving back to the project profession.



Our volunteers provide an invaluable contribution to APM to support our vision of a world in which all projects succeed. There are many opportunities for volunteers to support our work – from getting involved in our Regional and Interest Networks, to writing blogs, articles, speaking, reviewing, mentoring, supporting education outreach and judging awards. Indeed many of our existing volunteers have varied skills and experience across areas and sectors, providing new and important insights and perspectives.

This latest edition of our volunteering handbook will provide you with all the essential information, support and guidance you'll need in your role. As work or personal commitments change, so does the amount of time our members can spend on volunteering.

Whether you have a few hours a year to spare, or you're able to make a more regular commitment each month, or have an area of specific interest you'd like to be involved with, there's a volunteering role that's right for you.

If you do have any questions, please reach out to the Volunteer Engagement team who'll be happy to help.

Thank you again for your support, both on behalf of APM and of the wider project community.

**Prof. Adam Boddison OBE,**  
APM Chief Executive



# Meet the Volunteer Engagement (VE) team

- Head of Events and Volunteer Engagement: Manuela Impellizzeri Kemp
- Senior Volunteering Manager: Sarah Slater
- Volunteering Manager – Regional Networks: Natalie Keppler
- Senior Volunteering Coordinator – Regional Networks: Ellie Breakwell
- Volunteering Coordinator – Regional Networks: Hannah Mizen-Carney
- Volunteering Coordinator – Interest Networks: Maya Creasey
- Volunteering Administrator – Regional Networks: Catherine Bendell
- Events and Volunteering Administrator: Sam Evans

Please see page 17 for contact details.

The VE team work collaboratively with the APM volunteer community, across many different activities, to deliver benefits to members, the wider profession and those wanting to build their knowledge of projects. The team is here to provide support to all members of the volunteer community, either on a one-to-one basis or collectively as a group.

Please contact a member of the team if you have any queries.



Ellie Breakwell, Senior Volunteering Coordinator – Regional Networks

## What we do

- work with Regional and Interest Networks to develop effective and fulfilling action plans each year
- support ongoing improvement to the Networks services
- provide the resources our Network volunteers need to deliver their plans
- provide outreach opportunities in schools, colleges and universities
- support volunteers with content creation such as blogs, podcasts and videos
- train and support volunteers to help them understand the important role they play in APM
- facilitate communication between different volunteer groups – particularly through the Volunteer Delivering Group (VDG) and the Volunteer Development Forum
- provide marketing, communications and branding support
- facilitate communication between volunteers and the wider organisation
- advise on policy and governance issues

## APM Board and Leadership Team

To read more about the board and the committees that support it, please visit our [website](#).

To read more about the Leadership Team and the people who are delivering our strategy and making our vision a reality, please visit our [website](#).

# Volunteer communities

We're proud to have the support of a large volunteer community which includes the following: APM board members, awards judges, education ambassadors, membership panels, advisory groups such as the Research Advisory Group, Regional and Interest Network volunteer members and those representing APM on other professional body panels and working groups.

We welcome volunteers from across our membership. Our Regional and Interest Networks are ultimately accountable to the Chief Executive through our Head of Events and Volunteer Engagement, but the day-to-day activity lies with individual volunteer groups, within the bounds of the [APM regulations](#), [Code of Professional Conduct](#), [Volunteer Agreement](#) and the [Professional Volunteering Standards](#).

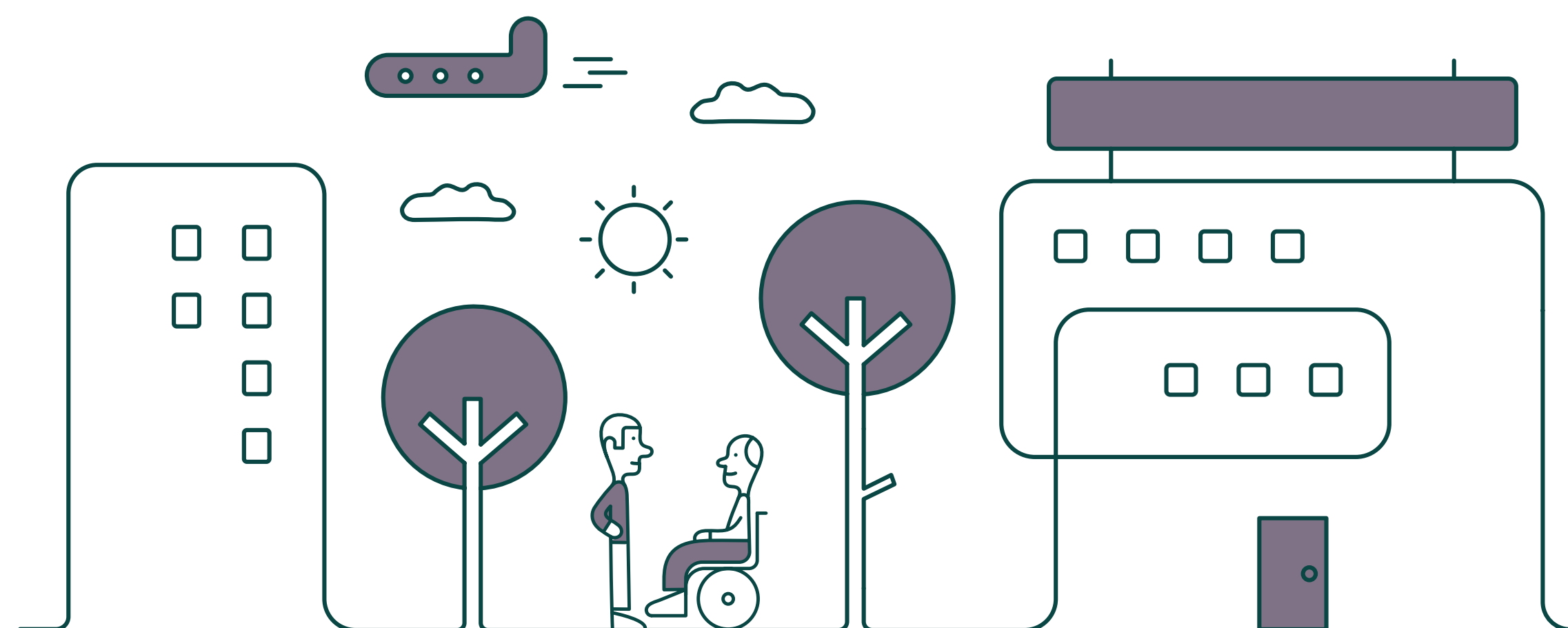
## Forums

Volunteer development forums are organised as an opportunity for you to be updated on our strategy, discuss matters of interest, share experience and to generate new ideas that are fed back into our volunteering networks.

They are attended by a selection of volunteers from across our volunteering community, as well as VDG members, APM Board members, APM staff and invited guests. Delegates must be individual APM members.

## Role descriptions

Role descriptions are provided, detailing the expected tasks and scope of our [Regional Network](#) and [Interest Network](#) roles.





## Eligibility

- All volunteers must be aged 18 years or over. No upper age limit applies. Depending on the volunteer role, a specific membership grade might be required.
- Volunteering for APM does not require a Disclosure and Barring Service (DBS) check under current legislation unless it is a regulated activity. Any prospective volunteer who has a previous conviction and has doubts about whether this conviction is compatible with their role as a volunteer should contact the Senior Volunteering Manager.
- Any information disclosed will be treated in the strictest confidence. Previous convictions do not necessarily exclude a person from volunteering, but the reputation of APM and its duty of care to its members and the wider public will be the primary consideration.
- Volunteers won't be required to provide a personal reference in support of their application.
- Volunteers won't be subject to a medical assessment, but are advised that it is their personal responsibility to seek guidance from their own medical advisor regarding their ability to carry out the role.
- All volunteers are required to complete the online APM onboarding.

## Volunteer Delivery Group (VDG)

The Volunteer Delivery Group (VDG) is focused on supporting our volunteers to achieve their ambitions and is responsible for supporting volunteering initiatives that help us reach our charitable objectives. This includes Regional Networks, Interest Networks, mentors, education outreach, and Task and Finish group activity. The Board approves the **terms of reference** for the VDG and the chair.

The group is made up of a diverse range of individuals, to ensure a broad range of insight and backgrounds.

## Eligibility

Volunteer members must be an individual Full, Fellow, or Honorary Fellow member. Current or previous experience as a volunteer is not an essential requirement but is desirable.

## Composition

VDG membership should include a majority from the volunteer community. The Chair is the Volunteers' Champion as approved by the Board.

- Trustee Volunteers' Champion (Chair)
- Volunteer members
- Head of Events and Volunteer Engagement
- Senior Volunteering Manager

### Current members of the VDG



Volunteer roles requiring APM membership	
<b>Regional and Interest Networks</b> <ul style="list-style-type: none"> <li>• Lead</li> <li>• Deputy Lead</li> <li>• Focus Lead</li> <li>• Chapter Lead</li> <li>• Member volunteer</li> </ul>	<b>Volunteering Delivery Group (VDG)</b> <ul style="list-style-type: none"> <li>• VDG member</li> </ul>
<b>Education Outreach</b> <ul style="list-style-type: none"> <li>• Apprentice Ambassador</li> <li>• Graduate Ambassador</li> </ul>	<b>Task and Finish Group</b> <ul style="list-style-type: none"> <li>• Task and Finish Group Lead</li> </ul>
<b>Board</b> <ul style="list-style-type: none"> <li>• Board member</li> </ul>	<b>Awards support</b> <ul style="list-style-type: none"> <li>• APM Awards Steering Group</li> <li>• Education and Research Awards Steering Group</li> <li>• APM Awards Judge</li> <li>• Education and Research Awards Judge</li> </ul>
<b>Membership panels</b> <ul style="list-style-type: none"> <li>• FAPM Panel</li> <li>• MAPM Panel</li> <li>• ChPP Panel</li> </ul>	<b>Mentoring</b> <ul style="list-style-type: none"> <li>• Mentor/mentee/reverse mentor</li> </ul>

Volunteer roles not requiring APM membership	
<b>Research</b> <ul style="list-style-type: none"> <li>• Research Advisory Group</li> <li>• Research Review Group</li> <li>• Research Steering Group</li> </ul>	<b>Knowledge/publishing</b> <ul style="list-style-type: none"> <li>• Blog/insights writer</li> <li>• Book reviewer</li> <li>• Project contributor</li> <li>• Author</li> <li>• Proposal reviewer</li> <li>• Data Advisory Group member</li> </ul>
<b>APM Learning</b> <ul style="list-style-type: none"> <li>• Subject matter adviser for APM Learning</li> </ul>	<b>Regional and Interest Network</b> <ul style="list-style-type: none"> <li>• Non-member volunteer</li> </ul>
<b>Task and Finish Group</b> <ul style="list-style-type: none"> <li>• Task and Finish Group member</li> </ul>	

# Volunteering Opportunities

## Education outreach

The Education ambassador network has two specialisms – one for graduates working in the project profession, the other for current and former project management apprentices. This Education ambassador network supports our outreach activity in schools, colleges and universities in the UK and from time to time in other countries.

Ambassadors may support face-to-face or virtual events; write content such as a blog for our website or an article for the award-winning Project journal; or create other video and podcast content in support of wider outreach activity.

Through our Education Outreach we are looking to inspire and assist the next generation of project professionals into their careers. We think it is important to raise awareness of this diverse, exciting, but not necessarily well known, profession. Providing opportunities for those looking for a direction to discover the profession, learn more about it and how to get a foot in the door.

## Awards judges

Eligible volunteers can apply to judge for two different APM awards programmes: the Education and Research Awards, covering categories like Apprentice of the Year and Research Paper of the Year, and the highly renowned APM Project Management Awards, covering categories such as Project Professional of the year, Company of the Year and Innovation in Project Management, which culminates in a prestigious ceremony, the highlight of the project professional calendar.

In both awards judges get the chance to review, score and feedback on a variety of interesting and diverse entries from around the world. For the APM Project Management Awards, most judges have the opportunity to see and hear the entry being brought to life at a second stage finalist presentation (virtually delivered) at which the winners are decided.



## Research Advisory Group (RAG)

The Research Advisory Group is made up of academics and project practitioners who provide advice and guidance to all of our research programme. The Research Advisory Group has the following responsibilities and duties:

- To make recommendations on which submissions should receive funding from our annual research fund.
- To advise on academic research funded studies and provide quality assurance – this will primarily be around publications.
- To ensure research is disseminated to meet the needs of practice.
- To support and advise on any research related panels for commissioned research.
- To source, recognise and provide global research perspectives and practices that could enhance our research activity.
- To explore and advise on the potential of collaborative research with likeminded organisations or initiatives.



## Membership panel

The membership panel is a community of APM members are trained to conduct assessments for those applying for Full membership (MAPM) or Fellowship (FAPM) against the required criteria. All panel members have the equivalent level or above of the membership grade they're assigned to assess. The role is fulfilled remotely enabling the opportunity for a diverse panel.

## Chartered panel

The chartered panel members are volunteers who must be chartered themselves or be a Fellow of APM. For each ChPP assessment cycle the panel review the data and ratify the results ahead of being released to the applicants.

The panel is also engaged with reviewing the statistical analysis from the standard and identify trends, areas of concern and possible future developments.

## Regional Networks

There are 14 APM Regional Networks – [see a full list of the current Regional Networks](#). Regional Networks provide a very visible and accessible face of APM at a local level both for our membership and for the wider public.

The primary role of a Regional Network is to build a vibrant local community for project professionals and promote the profession more widely. To achieve this, Regional Networks deliver a range of activities, such as high-quality CPD and networking events, roundtable discussions, engagement with educational organisations and attending career fairs. These activities are aimed at all levels of our membership whilst also promoting the project profession to the wider public. Regional Networks also provide a valuable source of information and advice to the local project community on APM and the various ways we serve our membership.

## Interest Networks

There are 17 APM Interest Networks – [see a full list of the current Interest Networks](#). The primary role of an Interest Network is to create, share and disseminate knowledge. Many Interest Networks have published guides on a range of topics such as managing change, benefits management, portfolio management and governance as well as delivering conferences and webinars.



## Formation of Regional and Interest Network Teams and eligibility requirements

Each network team will comprise two lead roles and a minimum of four network volunteers. The formation of a Regional and Interest Network team will be as follows:

Role	Eligibility
Network Lead	Aged 18 years or over. Associate, Full or Fellow member with at least one year's APM membership.
Deputy Network Lead	Aged 18 years or over. Student, Associate, Full or Fellow member with at least one year's APM membership.
Network Focus Lead	Aged 18 years or over. Student, Associate, Full or Fellow member.
Network Chapter Lead	Aged 18 years or over. Student, Associate, Full or Fellow member with at least one year's APM membership.
Network Volunteer	Aged 18 years or over. Can be an APM Member or a non-member

The Lead and Deputy Lead roles are appointed for a two-year term, with an opportunity to step down after one year if required. The Network Lead and Deputy Lead may be re-appointed for a max of two consecutive terms (four consecutive years), and for a maximum of eight consecutive years across both leadership roles (Lead and Deputy).





## Regional and Interest Network recruitment

Each year a recruitment campaign will run for the network Lead and Deputy Lead roles, for either the Interest or Regional networks.

The lead roles, the evaluation criteria and the recruitment timelines will be promoted on the APM website.

The Interest and Regional networks will be recruited for on alternate years. This will take place between 1 December and 28 February. Candidate applications are made online.

A selection process for the lead roles will be administered by the VDG who will assess eligible candidates against set criteria. Roles will be awarded during March and commence 1 April.

Both Network Lead and Deputy Lead roles will be appointed for a two-year term, with an opportunity to step down after one year if they require.

They will have the opportunity to be re-appointed for a max of 2 consecutive terms (4 consecutive years), and for a maximum of 8 consecutive years across both leadership roles (Lead and Deputy).

Network volunteers will also be included in the annual recruitment campaign, for both the Interest and Regional networks.

Each network will consist of a minimum of six volunteers, including one Network Lead and one Network Deputy Lead.

An individual who expresses interest in joining a network as a volunteer, post the recruitment phase, may do so at any point during the year.

An individual who wishes to work regularly with an Interest or Regional network, may do so as an APM member or non-member.

Role descriptions are provided, detailing the expected tasks and scope of our **Regional Network** and **Interest Network** roles.

## Chapters

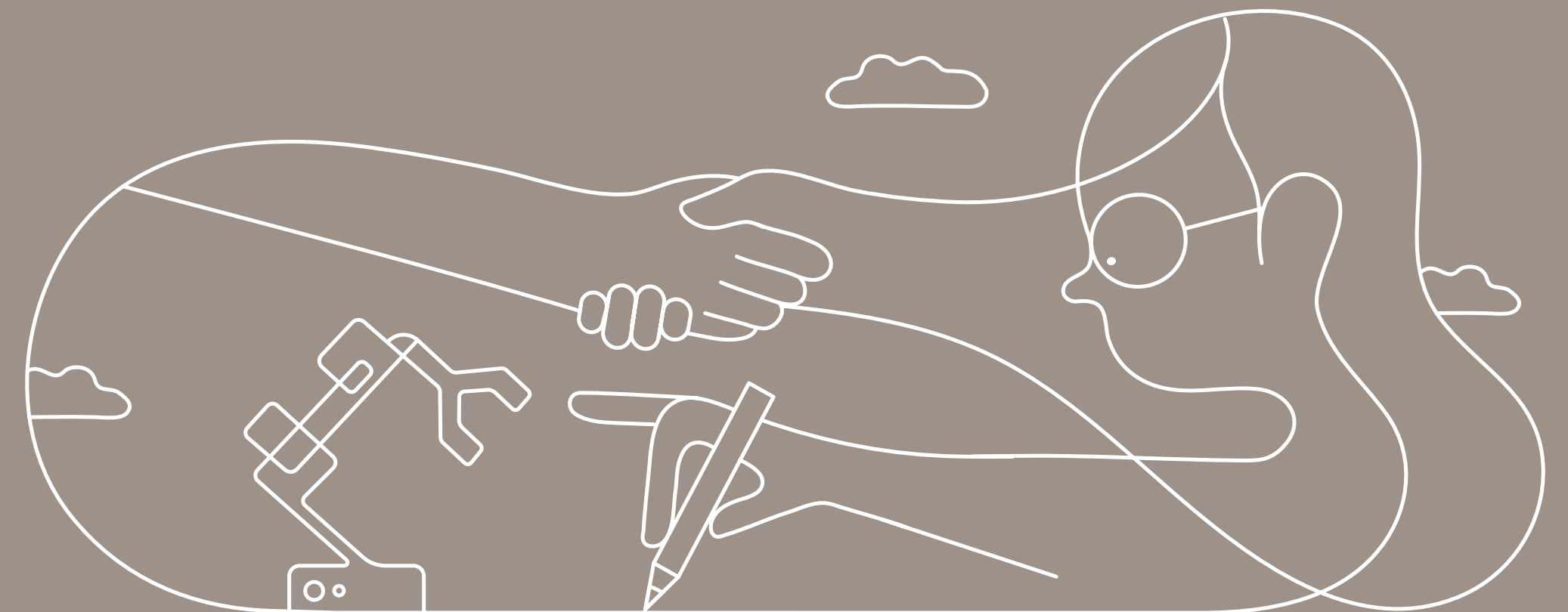
Chapters are localised communities that can be established within a Regional Network. They deliver engagement to project professionals in those regions where the existing RN is not able to fully support and engage with their diverse local communities, due to distance or a specific sector focus.

## Setting up a new chapter

Requests for the creation of a new chapter should be submitted by the Regional Network Lead, and will be assessed on a case-by-case basis. More information on the process can be found by contacting the Volunteering Manager – Regional Networks.

Once a new chapter has been approved, a Chapter Lead will be appointed. The Chapter Lead will drive the volunteering activities of their chapter, in close collaboration with APM staff and their Network Team volunteers. By coordinating with the Regional Network Lead, the Chapter Lead will make sure their area activities are consistent with their Regional Network plans.

We recommend that local chapter volunteers should meet every second month, or as regularly as the chapter feels is needed.





# Regional and Interest Network activities

## Action Plans

Each Regional and Interest Network will agree an annual action plan with the APM Volunteer Engagement Team, in line with APM's strategic objectives.

Any potential additional activity, which was not included in the agreed action plan, needs to be discussed with the APM team to assess feasibility and alignment with organisational plans.

## Task and Finish Group activities

A Task and Finish Group (T&FG) is a time limited group of volunteers set up with the aim of delivering a specified objective, within a specified timeline.

A T&FG proposal is required for any initiative that sits outside of business as usual (BAU), as follows:

- An activity that requires resources, in addition to those provided by the APM Volunteer team, to support the execution and delivery of the initiative
- An activity that requires an additional budget to enable the delivery of the initiative

BAU activities include:

- Blog
- News story
- Project article
- Podcast
- Webinar
- Virtual Meet-up

- CPD face-to-face event (Regional Networks only)
- Network team meeting (virtual)
- Network team meeting (face-to-face / maximum of 2 per financial year)

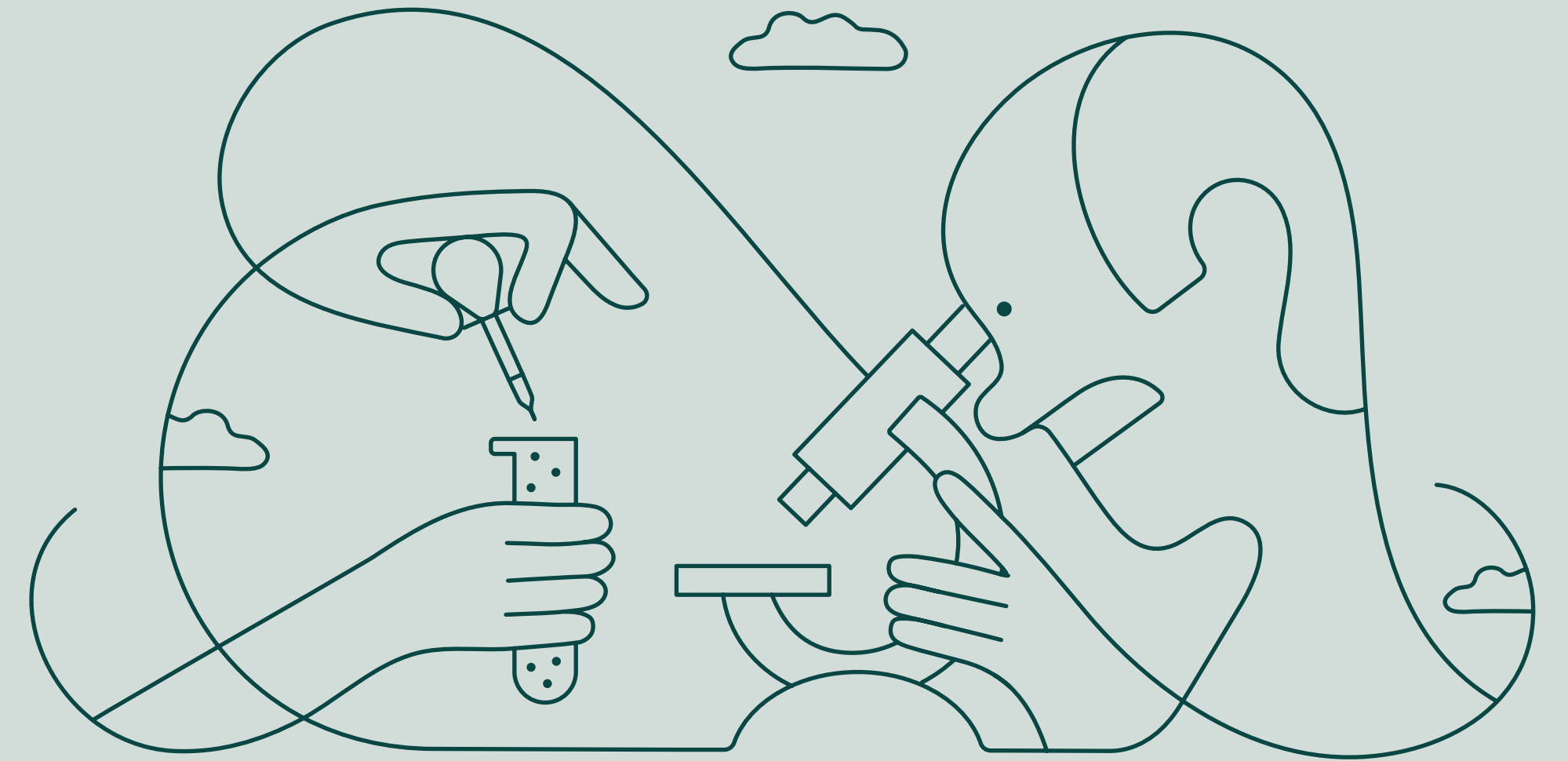
You can access the T&FG process document and relevant proposal forms [here](#).

## Events

APM runs a diverse programme of conferences including our APM Conference in June and the Women in Project Management conference in September. Our Regional and Interest Networks work regularly with APM staff to run annual conferences, short CPD events, webinars and other events.

The opportunity to contribute to or attend events, whether in person or virtually, is a valuable benefit for APM members. These events allow delegates to:

- contribute to the development of project, programme and portfolio management
- contribute to raising awareness on the value of the project profession
- discuss and learn about critical topics for the project profession, and keep up to date with the latest developments
- network and share knowledge with a diverse range of professionals
- be able to pursue their CPD objectives locally/virtually and in their own time.



A list of all APM events with the relevant booking instructions is available [here](#)

To learn more, you can contact the Volunteer Engagement team: [volunteers@apm.org.uk](mailto:volunteers@apm.org.uk)

## Volunteer event roles and responsibilities

Planning and delivery of events is managed by APM staff in collaboration with our network volunteers. Volunteers contribute in various ways such as speaking at events, content development and supporting delivery on the day. APM staff work closely with volunteers to ensure events align with the organisation's strategic objectives and overarching calendar.

Those volunteers who have directly contributed to the development or delivery of the event can claim travel expenses for attending in person events.

Attendance at other APM events for personal interest are at the individual's own expense and without reimbursement of travel expenses.

## Pricing for events

Event pricing is centrally set by APM to ensure we can guarantee quality standards and provide consistency across all events.



## Publishing process and timescales

Each publishing path provides opportunities to access different audiences with different messages. Each project is different and can be a significant commitment for both volunteers and staff. Before embarking on any initiative, please talk to the relevant content team first.

Do take time to read the [guide to the publishing and production process](#).

Anything you plan to publish with us should feature in your annual action plan. For reports, guides and books a publishing [proposal form](#) should be completed before you start to help ensure the publishing process runs smoothly.

## Knowledge

Our Knowledge team provide a range of learning to project professionals. We work with individuals and groups of subject matter specialists on a range of projects, and we publish a range of resources in print and online. These channels are available to volunteer groups to share their ideas and experiences.

The Knowledge team are always looking for volunteers to either create content for members and non-members, or review the work of others, which helps to ensure APM's output is both relevant and high quality.

Please see the following areas that you access or can contribute to.

**Resources:** The resources area is the most popular section of our website. Most visitors find these on pages via search engines like Google. Resources are an effective way of reaching a very broad audience with answers to common project management questions.

**Contact:** [publishing@apm.org.uk](mailto:publishing@apm.org.uk)

**APM blog:** Our blog is available to members and non-members and is the second most popular area of our website. New blogs are posted two to three times a week and they're available to all volunteer groups.

**Contact:** [publishing@apm.org.uk](mailto:publishing@apm.org.uk)

**APM Podcast:** The APM Podcast is published fortnightly and is available via Apple Podcasts, Spotify and all podcast providers. Popular episodes include hour-long interviews with a project professional sharing their experiences working on a fascinating project.

**Contact:** [publishing@apm.org.uk](mailto:publishing@apm.org.uk)

APM Community Podcasts are created by our volunteers to discuss issues that reflect their areas of interest. Typically, our interest Networks produce the podcast content but there are opportunities for other volunteer groups to do so.

**Contact:** [volunteers@apm.org.uk](mailto:volunteers@apm.org.uk)

**Project journal:** *Project* is an award-winning journal sent to all APM members on a quarterly basis. It is well-respected amongst project professionals. Planning for each edition begins months in advance of publication, so always talk to the journal's editor about your ideas and consider print production deadlines.

**Contact:** [emma.devita@thinkpublishing.co.uk](mailto:emma.devita@thinkpublishing.co.uk)

**Books and guides:** We publish a range of authoritative books and guides that are reviewed by fellow professionals before publication. Guides require a significant commitment for authors and the writing process can take over a year to complete. Always talk to our Publishing team before starting a project.

**Contact:** [publishing@apm.org.uk](mailto:publishing@apm.org.uk)

**APM Learning:** APM Learning provides online learning opportunities for APM members. These short, targeted, professional development modules provide practical, real-world learning to professionals.

**Contact:** [community@apm.org.uk](mailto:community@apm.org.uk)

**APM Community:** APM Community is an online networking platform for APM members. It provides an opportunity to connect directly with other members from around the world, and the APM Interest Networks, which all have a dedicated group you can join. There is also an opportunity to find or to be a mentor.

**Contact:** [community@apm.org.uk](mailto:community@apm.org.uk)

**Reports and papers:** Reports and papers are an effective way to investigate a subject for an audience with a deep interest in project management. These are often available as downloads, but also in print.

**Contact:** [publishing@apm.org.uk](mailto:publishing@apm.org.uk)

**International Journal in Project Management:** This is a journal that publishes academic peer reviewed research relevant to the project profession.

**Contact:** [research@apm.org.uk](mailto:research@apm.org.uk)

**Research:** Our research programme provides funding for project management research, as well as carrying out our own studies into areas of professional project management interest.

**Contact:** [research@apm.org.uk](mailto:research@apm.org.uk)





# Finance and procurement

Volunteers are not authorised to enter into a contract on behalf of APM.

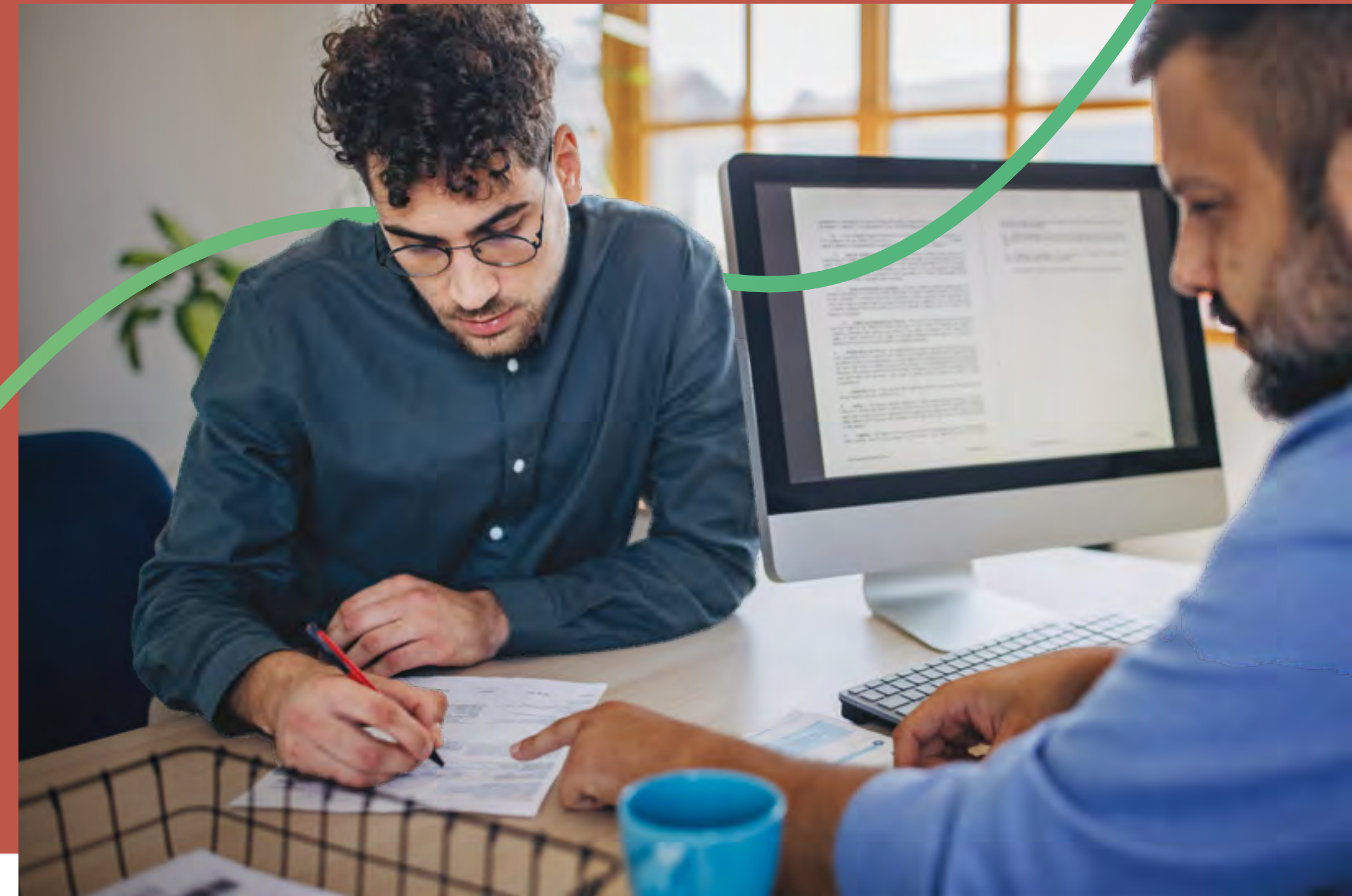
Any requests to incur costs on behalf of APM should be directed to the Volunteer Engagement team for consideration and process.

## Volunteer expenses

Volunteers will not be paid for their time or efforts other than expenses which are incurred wholly and exclusively on APM business, which are claimable under the **volunteers expenses policy**. This policy includes details of what can and cannot be claimed and how to claim.

Volunteers are particularly reminded that all expenses must be reasonable, submitted promptly (monthly) and for approved business. Always check with the Volunteer Engagement team in advance if you are unsure.

APM manages expense claims via an online portal, Access Workspace, and travel bookings via a third-party specialist service, **ClickTravel**. Please contact a member of the Volunteer Engagement team, who will advise on the process.





# Governance

Our constitution is the **Royal Charter** granted by Her Late Majesty The Queen. The Charity Commission grants APM charitable status – central to this are the company’s ‘objects’ which define the public benefit purpose of APM. These are to advance the science, theory and practice of project and programme management for the public benefit. We must operate only within our objects and defined powers.

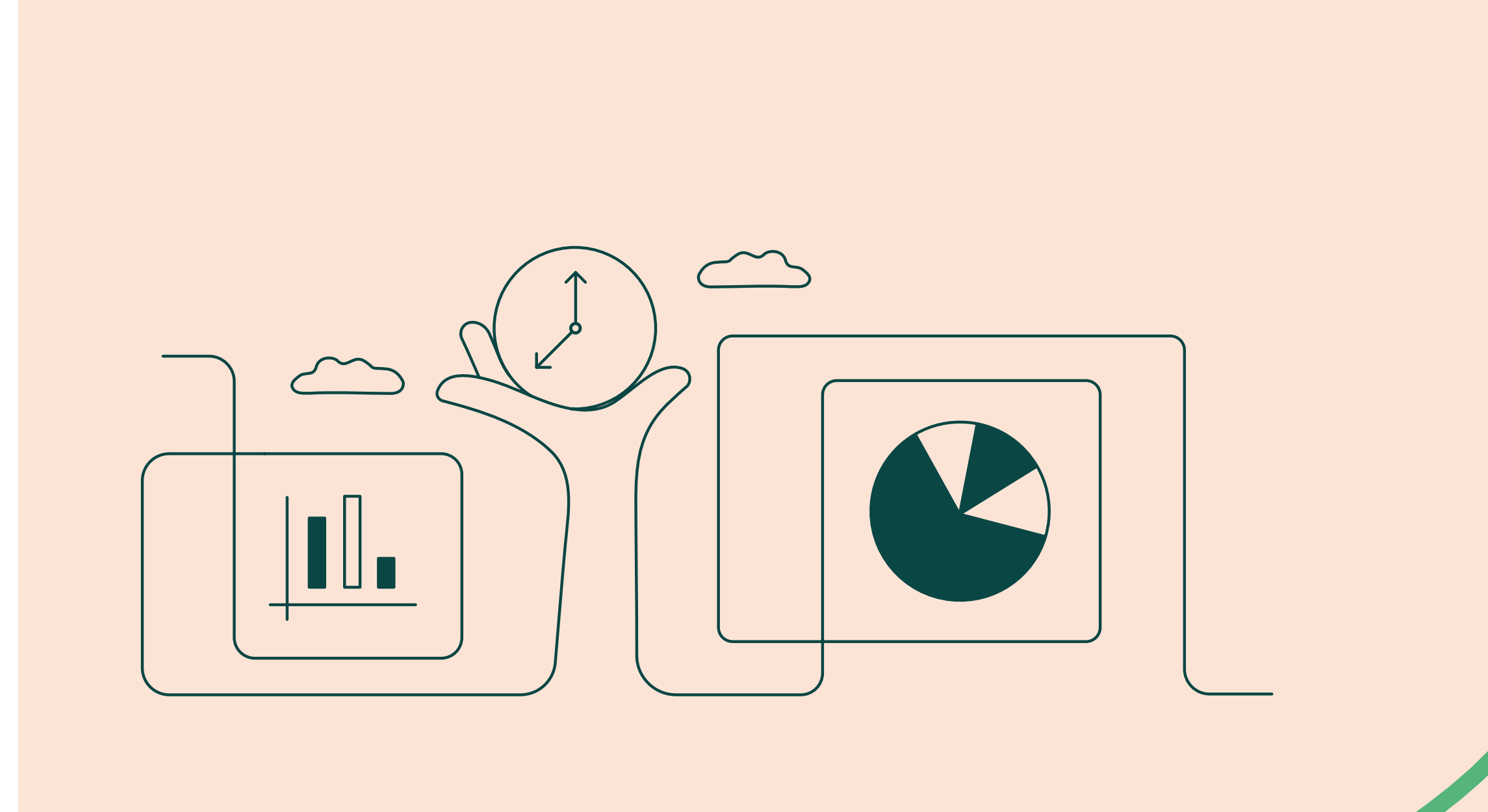
Full and Fellow individual members of APM (MAPMs and FAPMs) are voting members. This affords a similar role to that of shareholders in a commercial company but without rights to profits or ownership. Voting members have rights, including to attend and vote at general meetings and to participate in the election of Board members.

The majority of the Board are elected by the voting members and full details are circulated annually. Board members are charity trustees. There are legal duties associated with this role and their duties are owed to the association. The Board has overall control of APM. It has many roles, but the primary obligations are to set strategy and provide assurance as to its delivery.

In addition to the Charter, the Board makes **regulations** to cover more detailed aspects of governance. The regulations set the high-level framework for volunteering.

The board has agreed (through the regulations) the matters which it determines directly. Trustees delegate operational management to the Chief Executive and APM staff. The detail and operation of this is set out in the regulations. This makes it clear that volunteers are accountable to the Chief Executive and the Board may direct the affairs of volunteers.

Volunteers are accountable and responsible to the Chief Executive, and through them, the Board.



## Regulations and procedures

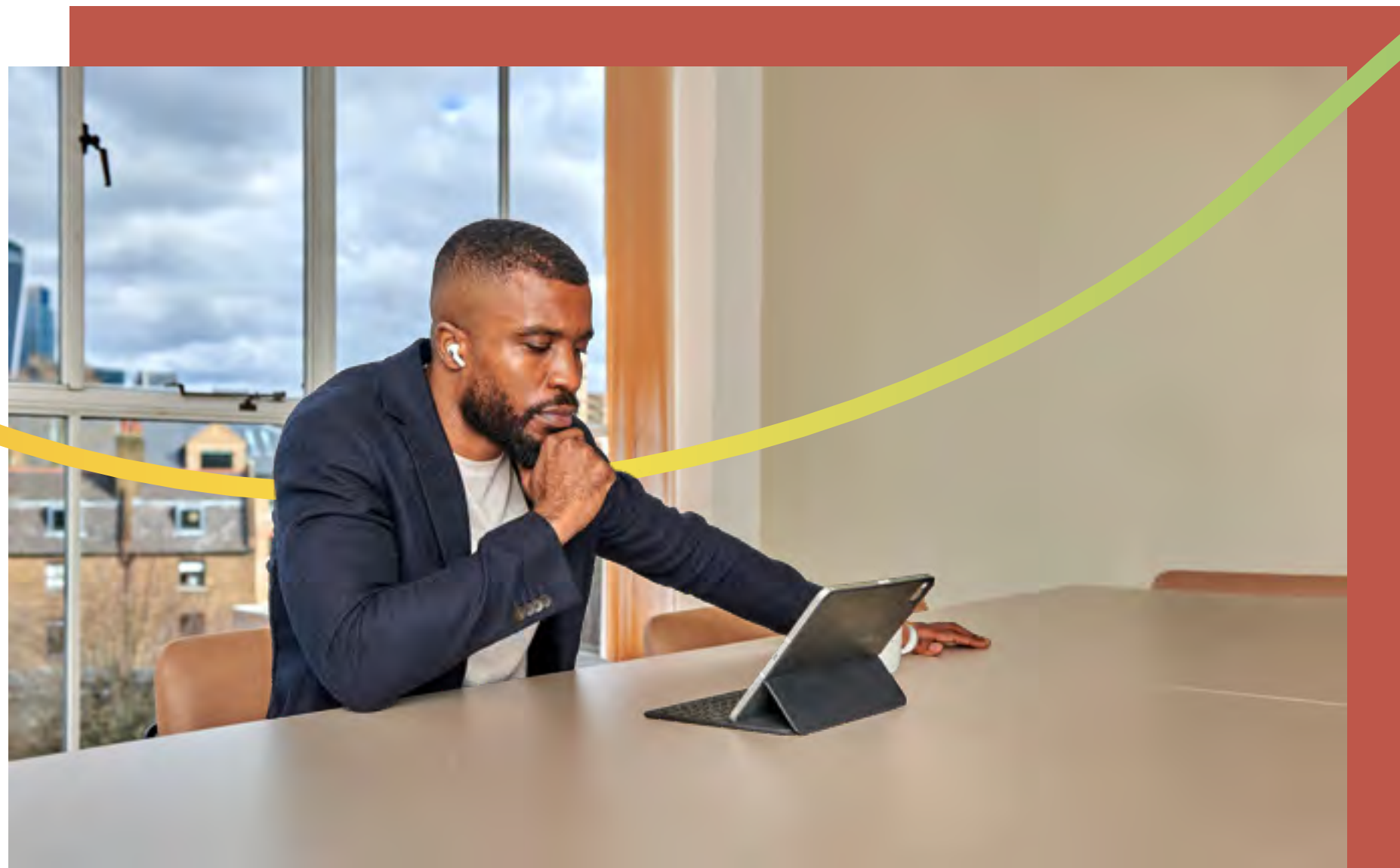
As stated by the APM regulations, Volunteers are integral to APM and recognised as an invaluable resource and support.

The regulations contain high level rules and procedures for the organisation. The purpose of this handbook is to assist volunteers in their work with us as well as, where relevant, to set out procedures to regulate the business of the volunteering infrastructure. Nothing in the handbook overrides the regulations or any other approved APM policy or procedure. Unless otherwise stated, these will apply to all volunteers.

Volunteers are encouraged to familiarise themselves with section D of the APM regulations and with the volunteer handbook, particularly those in a formal Regional or Interest Network role.

Like Board members themselves, it is important to note that volunteers have no individual executive authority. They work collectively through the structures set out in this handbook.

The Board may appoint a ‘champion for volunteers who will chair the Volunteers Delivery Group. This doesn’t replace normal channels of communication or responsibilities but will provide a key advocate and contact point.





# Tools and help

## Volunteers' area

All member volunteers will have access to join the APM Volunteers' groups on the APM Community.

The Interest Network member volunteers will be given the opportunity to join a dedicated group in the APM Community.

The Regional Network volunteers will be given the opportunity to join a dedicated team on MS Teams.

Each platform will offer volunteers a place to network, connect, and share information. You will have access to a SharePoint site for a centralised location for your documents, where you can also collaborate on shared files. Creating and assigning tasks will be easy on your network Kanban board. Volunteers will also have the ability to connect with the APM Volunteer Engagement team.

## Terms of use

Personal information, including contact email addresses, stored in either platform must only be used for matters directly related to APM business. Please take the time to review APM [Terms of Use](#) for Microsoft Teams and SharePoint.







## APM website

Our online community provides each Regional and Interest Network with its own web page in which to share content and news.

The APM Volunteer Engagement Team are responsible for any updates to the community pages – please reach out to your usual APM contact with any new content that you wish to publish. Functionality within these pages includes:

- News stories relating to all types of activity undertaken by a network will be shared here. These stories are created by the network volunteers.
- Events run by Networks are listed on the individual web pages and linked to the main APM event page for the full details and online registration.
- There's a list of the latest resources created by the Network.
- Blogs written by volunteers can be posted on our website.
- Website users have the opportunity to message the Network directly using the 'contact us' button.

It's important that Networks update the content on their individual web pages with recent news, and that any member queries are responded to promptly. This is to provide an effective service that members will come back to again and again.

## Relevant policies and requirements

We are committed to ensuring the health, safety, and welfare of its staff, volunteers, contractors, and visitors. We will, so far as is reasonably practicable and within our control, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is important that all volunteers are aware of the **Health and Safety Policy** for Volunteers.

The following policies and requirements apply to volunteers and may be of help and guidance.

## Code of Professional Conduct

We expect high standards of probity, conduct and behaviour from our members and volunteers. All members of APM commit to abiding by the **Code of Professional Conduct**. In addition, we have the **Volunteer Agreement** which sets out expectations, standards of behaviours, and mutual commitments.

## Expected behaviour

Our **policy** sets out how APM staff will communicate and behave with our customers and how we expect people to behave towards and communicate with us. We use the term customers to include all of our members as well as non-members who use our resources and services.

## Conflicts of interest

All those working with APM are expected to abide by the highest standards of probity. It is important for individuals to act only in the interests of APM and be seen to do so. There's a policy for volunteers' **conflicts of interest** and how to manage them.

## Professional volunteering standards

**Formal guidance** has been produced to assist APM volunteers in guiding their way through relations with others. It covers areas where experience has shown that volunteers encounter problems. It forms part of this handbook and should be read in conjunction with the Conflicts of interests and Volunteers Policy, the APM Code of Professional Conduct and the APM Volunteer Agreement.

## Safeguarding

APM is committed to providing a safe and secure environment for all volunteers, staff, contractors, and external parties. APM believes that people, whatever their age, gender, disability, ethnic origin, religious belief, marriage/civil partnership and sexual orientation, have the right to protection from abuse. This includes all forms of abuse, including physical, emotional, and sexual harm.

APM acknowledges in particular its responsibility to safeguard children under 18 and adults at risk at any time when they are engaging in APM-run or supported activities, whether they are on or off APM's premises. This is achieved by ensuring that there are appropriate arrangements in place to enable APM to discharge its duty to provide a safe and secure environment, to prevent abuse, and to respond appropriately to suspected or reported abuse of under-18s or adults at risk.

Any allegations of abuse and/or concerns about the safety or security of any persons attending an APM event or volunteer activity and any allegations of abuse must immediately be reported to the designated Safeguarding Lead email: **safeguarding@apm.org.uk**

**APM's safeguarding policy** applies to all volunteers, staff and contractors.



## Diversity, equity, inclusion and belonging (DEIB)

At APM we are committed to developing an environment that is diverse, and inclusive and where people are free to express opinions, ideas and beliefs. Our volunteers are an important part of our workforce and by building a culture where our workforce expresses themselves freely, fairly, and respectfully to others, we will embrace authenticity at work.

Some of the things we do include:

- Annual Salary Surveys which include questions on diversity and inclusion.
- An annual Women in Project Management conference
- DEIB Expert Panel offering guidance on matters relating to DEIB.
- News articles and blogs e.g. Employer News: 'Breaking down the barriers for women in project management from Women in Projects: Levelling the Playing Field report.'
- Events/webinars/discussions organised by Reginal and Interest Networks such as 'Inclusive Impact: How to make sure disability isn't a barrier in your project'. and 'Accelerating Black Inclusion'.
- Ensuring our events, exams and qualifications are inclusive by investigating reasonable adjustments for candidates and setting up of focus groups.
- Diversity Data Monitoring for both workforce and Board

You can find out more about what we do at APM around DEIB [here](#)

## Data protection

Personal data is about you. It's anything that relates to you as an identifiable individual. It's not just your contact details but can include your finances, your health, your views, opinions and preferences. Data protection is about protecting you from the misuse and mistakes others might make with your information.

The personal data managed by volunteers on our behalf needs to be given robust protection and must be processed fairly in accordance with General Data Protection Regulation (GDPR) principles. This necessitates some sensible and proportionate controls on access and use.

Our overriding aim is to manage personal data in accordance with GDPR. Remember, we must protect your personal data to the high standards you would expect. A failure to do so creates regulatory risks but more importantly can irreparably damage the reputation of APM with its members and stakeholders. Read the [Volunteers Data Management Guidelines](#). The key principles from the document are below. If you'd like further information please see our privacy statement or email [dataprotection@apm.org.uk](mailto:dataprotection@apm.org.uk)



## Overarching principles

- APM staff and volunteers must exercise caution when using personal data.
- Always be sure that you have the right to use the data for the intended purpose.
- Always ensure you understand the requirements and check if unsure.
- Always make sure that data is stored and transmitted securely.
- Ask yourself if you would be happy with your data being used in this way. Are you comfortable that all others would feel the same?
- For data quality and data security, APM should manage central lists with the main database (CRM) being the 'single source of truth'.
- Stay secure online and keep your devices safe by following the National Security Centre's advice on Cyber Aware

Formal communications such as invites to events should be made by APM.





# Contact us

## Volunteer Engagement team

Please don't hesitate to contact a member of the team, for any support and guidance you may need.

**Sarah Slater, Senior Volunteering Manager**  
[sarah.slater@apm.org.uk](mailto:sarah.slater@apm.org.uk)

**Robin Carter-Evans, Education Outreach Manager**  
[robin.carter-evans@apm.org.uk](mailto:robin.carter-evans@apm.org.uk)

**Natalie Keppler, Volunteering Manager – Regional Networks**  
[natalie.keppler@apm.org.uk](mailto:natalie.keppler@apm.org.uk)

**Ellie Breakwell, Senior Volunteering Coordinator – Regional Networks**  
[ellie.breakwell@apm.org.uk](mailto:ellie.breakwell@apm.org.uk)

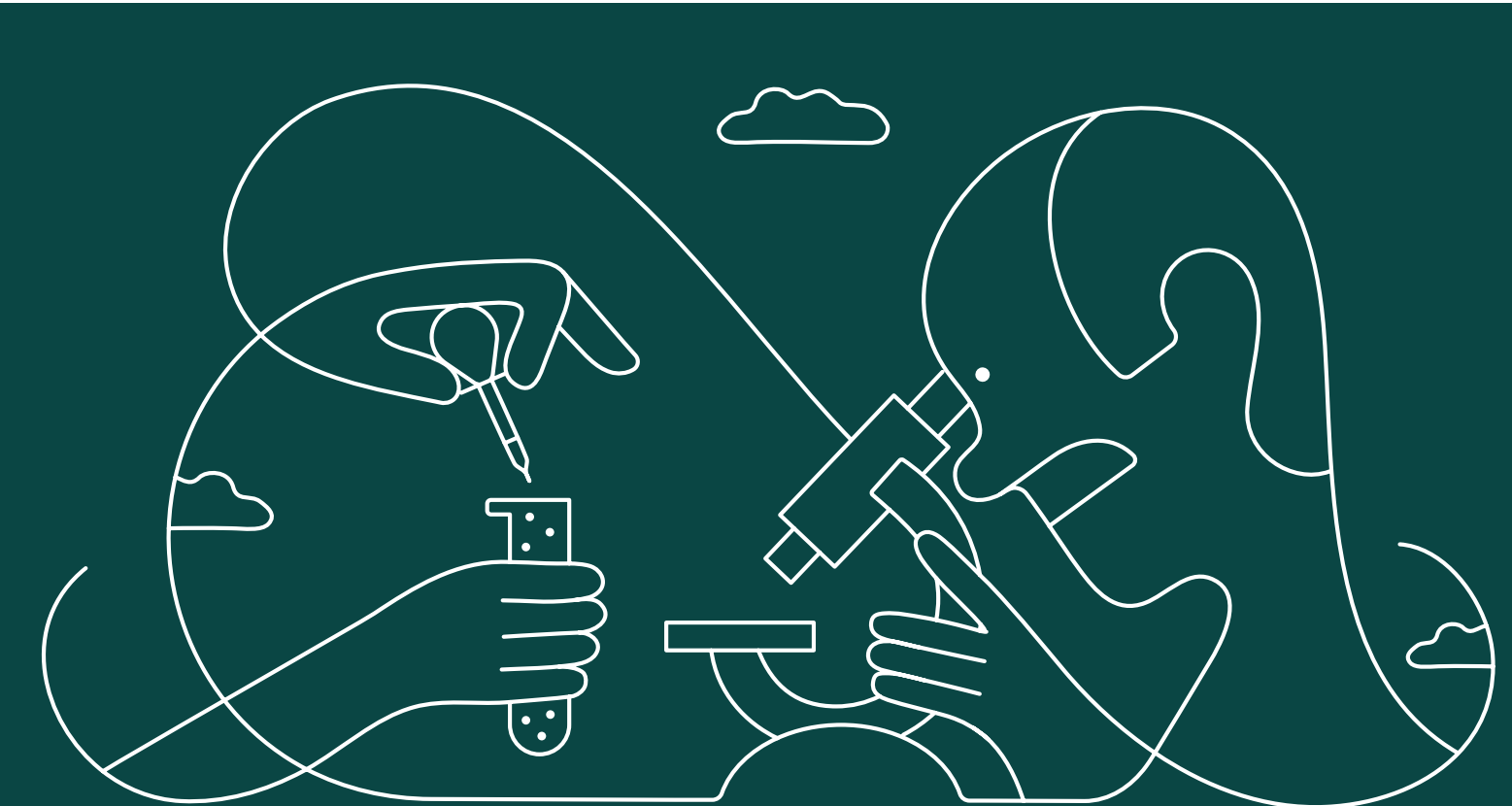
**Hannah Mizen-Carney, Volunteering Coordinator – Regional Networks**  
[hannah.mizen-carney@apm.org.uk](mailto:hannah.mizen-carney@apm.org.uk)

**Maya Creasey, Volunteering Coordinator – Interest Networks**  
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**Catherine Bendell, Volunteering Administrator – Regional Networks**  
[catherine.bendell@apm.org.uk](mailto:catherine.bendell@apm.org.uk)

**Manuela Impellizzeri Kemp, Head of Events and Volunteer Engagement**  
[manuela.impellizzeri@apm.org.uk](mailto:manuela.impellizzeri@apm.org.uk)

**Sam Evans, Events and Volunteering Administrator**  
[sam.evans@apm.org.uk](mailto:sam.evans@apm.org.uk)



## Never miss a thing

It's easier than ever before to receive relevant, tailored communications from us. You can manage your communication preferences by logging into your 'My account' area of the APM website.

Follow these simple steps to ensure you're all up to date:

Log into the APM website and select My account

Select the profile management tab on the top right-hand side of the screen, then select the communication preferences option on the left-hand side of the screen.

In this section you can choose how we send you information:

- by email
- by post
- by SMS
- by phone

You can also choose the type of content you receive from us:

- All topics
- APM news and product updates
- CPD
- Events
- Membership
- Qualifications and standards
- Research

We recommend that you review your current preference to ensure you hear about all the latest news, events and more in your network.





**We are the only chartered membership  
organisation for the project profession**

**Association for Project Management**  
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