

HAVEN DISTRIBUTION Volunteer Policy 2008

This Volunteer Agreement describes the arrangement between Haven Distribution and you. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your volunteer experience with us enjoyable and rewarding.

Part 1: the organisation

Your role as a volunteer is [*volunteer title*] and starts on [*date*]. This work is designed to [*state how the work benefits the organisation*].

1. Induction and training

- We will provide thorough induction on the work of Haven Distribution, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.

2. Supervision, support and flexibility

- To explain the standards we expect for our services and to encourage and support you to achieve and maintain them;
- To provide a named person who will meet with you regularly to discuss your volunteering and any successes and problems;
- To do our best to help you develop your volunteering role with us.

3. Expenses

- To repay these expenses following procedures in the Volunteer Handbook:
 - Travel to and from home to Easton Business Centre
 - Meal allowance to a maximum of £4 with a receipt . To be eligible you must work around meal times or for at least 3.5hours a day.
 - Specialist clothing where this is required and provided by you.

4. Health and safety

- To provide adequate training and feedback in support of our health and safety policy, a copy of which is in the Volunteer Handbook.

5. Insurance

- To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us

6. Equal opportunities

- To ensure that all volunteers are dealt with in accordance with our equal opportunities policy, a copy of which is available in the office.

7. Problems

- To try to resolve fairly any problems, grievances and difficulties you may have while you volunteer with us;
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the procedures set out in the staff grievance policy.

Part 2: the volunteer

We expect you:

- To help Haven Distribution fulfil its charitable objectives and [*specific volunteer role*];
- To perform your volunteering role to the best of your ability;
- To follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients;
- To maintain the confidential information of the organisation and of its clients;
- To meet time commitments and standards agreed to and to give reasonable notice so other arrangements can be made when this is not possible;

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- To provide referees as agreed who may be contacted, and to agree to a police check being carried out where necessary.

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future