



Volunteer Agreement

Volunteers are a very important and valued part of Bankside Open Spaces Trust (BOST). We appreciate that you have chosen to volunteer with us and we are committed to doing the best we can to make your volunteer experience enjoyable, productive and rewarding.

This Volunteer Agreement is a guide for both volunteers and BOST and sets out what we intend to do and the support that we intend to provide one another during the course of your volunteering.

Please feel free to discuss the content of the agreement with your group supervisor, or Volunteer Coordinator at any time.

Bankside Open Spaces Trust expects to:

1. Introduce you to how the organisation works and your role within it.
2. Provide the necessary information, training and assistance for you to fulfil your volunteer role.
3. Provide good levels of support and feedback.
4. Provide insurance cover.
5. Provide a safe place for you to volunteer, in line with our Health and Safety policy and as detailed in our Gardening and Wardening Risk Assessments.
6. Treat all volunteers in line with our Equality, Safeguarding and Confidentiality Policies (as below and further detailed in the Volunteer Handbook)
7. Respect your skills and individual needs and to do our best to respond to these.

8. Record the hours you volunteer and recognise your contribution to the organisation and the community.

9. Welcome comments and suggestions from you regarding the ways in which we might improve how we perform our respective tasks.

10. Provide opportunities for volunteers to socialise together.

11. Provide a Meal Deal (sandwich and drink) for people volunteering for longer than 5 hours in one day.

Bankside Open Spaces Trust expects volunteers to:

1. Arrive on time for your session and attend regularly, letting us know when possible in advance if you are unable to attend a planned session.

2. Perform your volunteer role to the best of your ability.

3. Familiarise yourself with all relevant Health and Safety information by listening to the onsite Health and Safety induction and instructions and reading the Volunteer Handbook, Tips for Safe Gardening leaflet/Safe Wardening document (if appropriate for your role) and relevant risk assessment as appropriate. It is the responsibility of all employees and volunteers to act in a safe and responsible manner and not to put themselves or others at risk.

4. Look after your own possessions; we take no liability for your belongings. Please don't bring valuables on site.

5. Adhere to our policies, procedures and guidance whilst volunteering with us, including the following. More information can be found in our Volunteer Handbook.

- **Equality** - It is the policy of BOST to treat all employees, participants, contractors and job applicants fairly and equally, regardless of their age, disability, race, religion and belief, gender and sexual orientation. All employees and volunteers have a personal responsibility to adhere to the principals of equal opportunity and maintaining harmony. Prejudice or inappropriate behaviour toward volunteers, staff or the public will not be tolerated. Please report any

inappropriate behaviour to your team leader or the Volunteer Coordinator

- **Safeguarding Children** – no volunteers participate directly with children however be aware that there may be children and young people in the vicinity with their parents or as a school group. All volunteers to be reminded there should be no inappropriate language or behaviour.
- **Safeguarding Vulnerable Adults** – please be aware that we have a diverse group of individuals working and volunteering with us with different issues which could include mental health issues, learning disabilities, homelessness and isolation. We ask that you are sensitive to these issues when volunteering with us.
- **Gifts and money** - no staff or volunteers are to lend each other money or ask for loans or gifts. We can't guarantee the arrangement and would like to avoid for volunteers to find themselves in awkward situations.
- **Professional relationships** - staff and volunteers must remain on a professional level and should not have a relationship or meet on a 1:1 basis outside of work or volunteering. Staff will not give out their personal numbers.
- **Confidentiality** – all information we collect is held securely, locked away and password protected. We will only pass on any information that is necessary for safety or safeguarding reasons; likewise volunteers should respect the confidentiality of other volunteers unless there is a safety or safeguarding risk.
- **Social Media and WhatsApp** – Volunteers are to be mindful if making their volunteer role with BOST part of their social media identity, as this can cause a conflict of interest. We kindly ask that if you are mentioning your Volunteering role through these channels to please make it clear that your personal social media accounts reflect your own views and not that of BOST.

Volunteering WhatsApp groups are always monitored by BOST staff. These WhatsApp groups are to be a welcoming and safe group and communications must remain friendly and positive. We ask Volunteers to please act in a respectful and polite manner when using the WhatsApp groups.

6. Inform us of any unspent criminal convictions both on the Volunteer Application Form and at any time anything changes.

7. Inform us of any physical or mental health conditions you have that you feel you may need help from us with, in order to carry out this role. Please let us know on the Volunteer Application Form and at any time anything changes.

8. You cannot consume or be under the influence of drugs or alcohol while you are volunteering with us. If you are seen consuming or appear to be under the influence you will be asked to leave the volunteering session.

9. Please be aware of the affect any changes in medication may have on your ability to volunteer, do not attend volunteering if medication is making you feel drowsy. If you start to feel ill for any reason during volunteering please take a break and inform the group leader or contact the Volunteer Coordinator.

10. Do discuss any problems with your group leader or Volunteer Coordinator and ask any questions that arise.

11. Out of courtesy please let us know if you wish to stop volunteering.

I have received and understood the Volunteer Handbook, Tips for Safe Gardening leaflet/Safe Wardening document and the relevant Risk Assessment for my role. These documents can be found at <https://www.bost.org.uk/volunteering-resources> and downloaded for your future reference.

This agreement is not a legally binding contract or an employment offer.

I agree to abide by these and the above points, to volunteer safely and fairly and to inform relevant staff if I am aware of any breach of these practices.

Sign Name:

Date:

Print Name: