



Guide Dogs Volunteer Agreement

Without the dedication and commitment of our volunteers, we couldn't help people with sight loss live the life they choose. Thank you so much for giving your time to Guide Dogs.

This volunteer agreement sets out the principles by which we ask you to engage in volunteering with Guide Dogs, but also Guide Dogs' commitment to all our volunteers throughout your journey with us.

You can expect that we will:

- Create and follow the policies, procedures and standards of the organisation in relation to volunteers.
- Demonstrate our [Guide Dogs Behaviours](#) in everything we do, which includes our commitment to diversity, equity and inclusion.
- Provide induction and role training which introduces you to Guide Dogs, the work we do and the impact of your volunteering.
- Allocate a volunteer manager to you, who will be your main point of contact and support for your role(s).
- Keep you informed of any changes that impact you as a volunteer and/or volunteering generally.
- Reimburse any reasonable pre-agreed [expenses](#) incurred as part of your volunteering.
- Strive to make you feel valued and informed about the difference that your time, support and commitment makes to the lives of people with sight loss.
- Ask for your [feedback](#) in a variety of ways, including surveys, focus groups and other research, to help us better understand our volunteers, improve volunteering at Guide Dogs and gather views in relation to Guide Dogs work.
- We will use your information that you have provided to talk to you about your current role(s) and other volunteering opportunities at Guide Dogs.



- Respect your data and use it in line with our [Volunteer Privacy Policy and Data Retention Policy](#).
- Implement and maintain the highest standards of [health, safety, and welfare](#) across the organisation, so far as is reasonably practicable, to protect our volunteers from any risks associated with their volunteering activities.
- [Safeguard](#) anyone who comes into contact with Guide Dogs.
- We will resolve [issues or complaints](#) in a timely and fair manner.
- Provide insurance for your volunteering activities which have been agreed with Guide Dogs. This does not extend to damage to property or personal injury in circumstances where Guide Dogs is not at fault.

We expect that you will:

- Read and comply with all policies, procedures and related documents we have provided to you, including collecting and managing data in line with data protection policies, committing to our Safeguarding principles and following Health and Safety guidance.
- Demonstrate our [Guide Dogs Behaviours](#) while carrying out your volunteering activities, which includes a commitment to diversity and inclusion.
- Complete all required induction and training programmes, including refresher training.
- Carry out your volunteering activities within the boundaries of your role(s).
- Attend catch ups and supervisions as required for your role(s).
- Bring any comments or concerns you might have to the attention of your volunteer manager and let them know of any change to your circumstances or anything that might impact on your volunteering.
- Conduct yourself in a manner that does not risk damaging the charity's good reputation. This includes your interactions on social media and always discussing with your volunteer manager prior to communicating with the media about Guide Dogs.
- Not use your status as a Guide Dogs volunteer or Guide Dogs branding for commercial gain. If you think there could be a



conflict of interest between your volunteering and your private interests, you should inform us immediately.

- Act in a safe manner to ensure that your activities are undertaken without endangering the health, safety or wellbeing of yourself or others.
- Drive only if I have a valid driving licence, current MOT, and insurance.
- Pay in any funds you raise or receive for Guide Dogs as soon as possible.
- Respect the confidentiality of the organisation and those associated with us.

This agreement does not create any relationship of employment. It is not intended to be legally binding and either Guide Dogs or you, as a volunteer, can end it at any time by informing the other whenever you wish to do so.

This is a live document and will continue to be updated by Guide Dogs. This means whenever you volunteer, you are agreeing to uphold the current volunteer agreement.

We will communicate any changes through The Guide, and you can also find any updated copies on [VIP](#) or from your volunteer manager.

End of document.

