

Volunteer agreement

Since 1931, Guide Dogs has been working to change the lives of people with sight loss. As a volunteer, you are a vital part of this work. Thank you for your time and energy. We want you to enjoy volunteering and let you know what we can expect from each other. The term supervisor below relates to anyone who acts as your key contact.

Guide Dogs will:

- Introduce you to how the organisation works and your role within it and provide any training you need through general and role-specific induction.
- Provide regular two-way communication with your supervisor.
- Treat you fairly with dignity and respect.
- Consult with you on appropriate issues and keep you informed of any changes that impact upon you as a volunteer and/or volunteering generally.
- Work within the values set out in our diversity and equality policies to help us represent the community we serve.
- Apply our procedures appropriately should any problems arise.
- Provide appropriate insurance for your volunteering work agreed with Guide Dogs.
- Pay any out-of-pocket expenses in accordance with our Volunteer Expenses Policy.

Guide Dogs is a working name of The Guide Dogs for the Blind Association. Registered Office: Hillfields, Burghfield Common, Reading, Berkshire RG7 3YG. A company limited by guarantee registered in England and Wales (291646) and a charity registered in England and Wales (209617), Scotland (SC038979) and Isle of Man (1334).



As a volunteer I will:

- Treat other volunteers and staff fairly, with dignity and with respect.
- Complete an initial 3-month trial period of my role.
- Perform my volunteer role reliably and to the best of my ability following direction and guidance from my supervisor.
- Conduct myself in a manner that does not risk damaging the charity's good reputation.
- Treat as confidential all information of Guide Dogs operations and personnel and not disclose these to people without authorisation, internally or externally.
- Access and use resources including email, internet and supporter data only in accordance with our policies and procedures and only with proper authorisation.
- Adhere to Guide Dogs social media guidelines if I am active on social media.
- Discuss with my supervisor prior to delivering talks, publishing literature or communicating with the media about Guide Dogs.
- Read policies, procedures and related documents I receive or have been given access to, and raise with my supervisor anything I am not clear on or would like to discuss further.
- Drive only if I have a valid driving licence and current MOT and insurance.
- Advise my supervisor of any medical conditions that could affect or be affected by my role.
- Pay in any funds I raise or receive for Guide Dogs as soon as possible, as directed by my supervisor.
- Return all Guide Dogs property promptly when I stop volunteering.

I acknowledge that Guide Dogs public liability insurance only covers circumstances where Guide Dogs is legally responsible for bodily injury, or loss or damage to property. I accept that this does not cover all risks including general damage to property or personal injury where Guide Dogs is not at fault. Should I enter into a further agreement with Guide Dogs in relation to a volunteer role, I accept that the terms of that agreement will prevail. This agreement is binding in honour only and may be cancelled at any time by either of us. Neither of us intends any employment relationship to be created. Updates may be made from time to time. The latest version and other documents mentioned will always be on the Intranet, Volunteer Information Point or from your Volunteering Coordinator.

I confirm I have read and understood the volunteer agreement.

Name: [ENTER NAME HERE](#)

Address: [ENTER ADDRESS HERE](#)

Postcode: [ENTER POSTCODE HERE](#)

Signature: [TYPE SIGNATURE HERE](#)

Once completed please
return to
volunteer@guidedogs.org.uk

