

Langham Community Shop

Volunteer Agreement

This Volunteer Agreement describes the arrangement between The Langham Community Shop Association Limited and you.

Part 1, the organisation: to be retained by the Volunteer

Your role as a volunteer is to assist in the Shop in accordance with the directions given in the Procedures Manual and the Quick Checklist for Volunteers whilst observing any additional directives described in the Health & Safety Manual.

You can expect The Langham Community Shop Association Limited to:

1. Induction and training

- provide a thorough induction on the work of The Langham Community Shop Association Limited, its management committee; working group and manager;
- to provide full training suitable to meet the responsibilities for your volunteering role within the organisation.

2. Supervision, support and flexibility

- endeavour to ensure that you are on a shift on the rota at a time that suits you and with a volunteer with whom you can, between you, successfully work within the parameters set out in the Procedures Manual and Health & Safety Manual;
- ensure that, should the need arise, the Manager or volunteer co-ordinator or a committee member will be available to you in person or by telephone to discuss your volunteering and any successes and problems;
- do our best to help you enjoy your volunteering role with us.

3. Health and safety

- to provide adequate training of our health and safety policy, a copy of which is in the Stock Room/Office and which must be read by each volunteer. Please sign your individual training sheet to indicate that you have looked/been shown the Health & Safety folder.

4. Insurance

- to provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us.

5. Equal opportunities

- to ensure that all volunteers are treated in accordance with our Equal Opportunities Policy, a copy of which is set out in the Procedures Manual.

6. Problems

- to try to resolve fairly any problems, complaints and difficulties you may have whilst you volunteer with us; and in the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with the Complaints Procedure set out in the Procedures Manual.

Signed by the Shop Manager

Jane Morton (Home Tel. 01206 844372/Mobile: 07977 593232/E-mail: janeimorton@aol.com)

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.

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Part 2, the Volunteer: to be returned to the Shop Manager

We expect you:

- To assist, during your specified times as a volunteer on the rota, The Langham Community Shop Association Limited to remain open and provide its normal service to customers during advertised opening hours
- To perform your volunteering role to the best of your ability and where possible in accordance with the Quick Checklist for Volunteers
- To follow the organisation's procedures, as set out in the Procedures Manual and in observance of directives as described in the Health and Safety Manual in relation to its staff, volunteers and customers
- To endeavour to meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible
- to observe that it is the policy of the organisation that volunteers should work in pairs and that if you are happy to work alone you do so only after reading and signing the working alone disclaimer

Signed by the volunteer

Name:
Address:
Home Tel:
Mobile:
E-mail:
Date of Birth (if under 18)

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