

## Volunteer Agreement

We're thrilled that you've chosen to volunteer with Letchworth Garden City Heritage Foundation.

As a volunteer, you'll play a big part in delivering the Foundation's mission of making Letchworth a great place to live and visit. The Foundation's success is built on trust and it's important that we all act in ways that are legal and ethical.



### We ask that you:

- Act as an ambassador and represent the Foundation in a positive and professional manner
- Treat all Heritage Foundation staff, fellow volunteers and members of the public with dignity, respect and appreciation
- Work with Foundation employees and fellow volunteers to support the Heritage Foundation's purpose to make Letchworth a great place to live, work and visit
- Safeguard any sensitive, personal and financial information relating to the Foundation
- Complete any training required for your role
- Immediately report any concerns and known or suspected misconduct to the Volunteering Manager
- Meet agreed time commitments and give reasonable notice if you need to cancel

### In return you can expect from us that we will:

- Treat you with dignity, respect and appreciation
- Support you with your volunteering and provide all necessary training
- Reimburse reasonable expenses you incur for your volunteering
- Be flexible and make reasonable adjustments that help you to volunteer
- Have clear and open channels of communication
- Resolve any concerns fairly and reasonably
- Respect and listen to your feedback, and keep you informed of any changes
- Ensure your safety and welfare while volunteering
- Encourage a positive and supportive volunteering experience



We hope that you'll enjoy your volunteer experience with us and that you'll see the positive difference you're making in Letchworth. As a volunteer, the time you give is entirely up to you and you're able to pause or end your volunteering at any time.