



*I wish to have lots
and lots of chocolate*

Sophia, 5
heart condition

10TH MAY 2022

Volunteer *Agreement*

Make-A-Wish®
UNITED KINGDOM

Volunteer Code of Conduct

At Make-A-Wish UK, we are accountable for the ways in which we work and have a duty to keep ourselves and others safe. This is achieved by maintaining a respectful, caring and professional approach to those we come into contact with and by conducting ourselves in a way that demonstrates integrity, maturity and good judgement.

We expect all volunteers to:

- Demonstrate that safeguarding children and young people is paramount in our work and raise concerns when concerned.
- Be a good role model with behaviours and attitudes that are in line with our behaviours and values, including being friendly, courteous and kind at all times.
- Treat everyone with dignity and respect in accordance with our Equality, Diversity and Inclusion Policy.
- Communicate with others in an open and respectful way.
- Understand and follow all Make-A-Wish UK policies and procedures.
- Be responsible and accountable in the way you carry out your role; taking care of your own and others health and safety.
- Do not act fraudulently or dishonestly or do anything that brings, or is likely to bring, Make-A-Wish UK into disrepute (including attending your volunteering whilst under the influence of alcohol or drugs).
- Report any business or other interest which may give rise to a conflict of interest in the performance of your duties.

We also ask that you consider the personal stories and information of our families and wish children with care, confidentiality, and sensitivity as it is a privileged position to be a part of these.

Make-A-Wish UK understands that volunteering can be challenging, and mistakes can happen. In these circumstances we are committed to solving problems and issues collaboratively. However,

Make-A-Wish UK may suspend or terminate your volunteering placement if you:

- Fail to follow instructions, policies, practices and procedures.
- Abuse a position of authority or attempt to use an official position for private advantage.
- Display poor timekeeping / attendance without reasonable explanation.
- Misuse Make-A-Wish UK property, equipment or vehicles.
- Act unlawfully.
- Volunteer or be seen to represent Make-A-Wish UK whilst under the influence of alcohol or illegal drugs.
- Seek or gain unauthorised entry to computer records.
- Make unauthorised contact with the media, Make-A-Wish UK corporate partners or talent/personalities.
- Disclose confidential information concerning Make-A-Wish UK (and its staff/volunteers), families, or supporters to a third party.
- Discriminate against a wish family, another volunteers, supporter or member or staff.
- Display aggressive or threatening behaviour or attitude in any form of communication.



Your Volunteer Agreement

Thank you for volunteering with Make-A-Wish UK. This volunteer agreement sets out what we expect from you and what you can expect from us, to ensure that your volunteering experience is a positive and rewarding one. This agreement does not in any way constitute a contract of employment.

Your role as a Make-A-Wish UK volunteer

This position with Make-A-Wish UK is a volunteer position. This means that you perform all duties on a voluntary basis, and you will not receive remuneration or payment for your work, other than reasonable reimbursement of expenses. There is no intention to form any employment or contractual relationship (this means you are not an employee, independent contractor or consultant at Make-A-Wish UK). If this changes at any time, and there is a possibility that you might undertake paid work for us, we will discuss this and document the arrangement in a formal employment contract, contract for services or other arrangement.

Make-A-Wish UK commits to:

- Providing you with a written role description so you understand your role and the tasks you are permitted to perform.
- Providing induction, training and support for you to be able to fulfil your volunteer role.
- Providing you with a named manager who alongside the Volunteering Team will support you in your role.
- Seeking to understand your reasons for volunteering, your interests and any specific individual needs you have, and to meet these as far as practically possible.
- Consulting with you about any changes that affect your volunteering.
- Respecting your privacy, including keeping your private information confidential.
- Providing a safe environment and insurance cover whilst you are volunteering with us.
- Responding to your feedback and concerns as quickly as we can.
- Reimbursing you for any reasonable expenses so you are not out of pocket in the performing of your volunteer role (in line with our expenses policy and with approval from your named manager/the Volunteering Team).

As a Make-A-Wish UK volunteer you agree to:

- Adhere to Make-A-Wish UK's Code of Conduct (as explained at the start of this document).
- Participate in all relevant induction and training programmes including regular refresher training.



- Perform your volunteering duties to the best of your ability.
- Only undertake duties you are authorised to perform and always operate under the direction and supervision of Make-A-Wish UK.
- Understand and comply with the organisation's policies and procedures (including Safeguarding and Data Protection).
- Adhere to the 8 communications key principles to drive awareness of our brand in the right way at the right time; championing our cause and sharing our vision to grant a wish for every eligible child.
- Create a welcoming and inclusive environment for all those you meet as part of your volunteering at Make-A-Wish UK.
- Report anything that causes concern for your safety/wellbeing or that of others and ensure any incidents are reported.
- Be a positive representative of Make-A-Wish UK in your volunteer role and in the public domain, including on social media and external communications relating to Make-A-Wish-UK.
- Notify Make-A-Wish UK if you are unable to complete your volunteering or choose to end your volunteering.
- Use any property or equipment given to you in your role safely and only for the purpose of the role and return it to the organisation when you finish your volunteer role.
- Assign copyright for all material/work you produce for Make-A-Wish UK after the date of this agreement and for any previously completed work to Make-A-Wish UK.
- Always comply with the law.
- Be open and honest in your dealings with us; informing us of any changes in circumstances including if you undergo any criminal proceedings after you start volunteering with us.
- Let us know if we can improve our volunteer programme and the support that you receive.

Disclaimer

This agreement may be changed or cancelled at any time, at the discretion of either party, and will be reviewed regularly by your named volunteer contact.

