

Charity Retail Association[®]

The voice of charity retail

YOUR COPY

PRIVATE AND CONFIDENTIAL

RETAIL VOLUNTEER AGREEMENT

This Volunteer Agreement describes the arrangement between [charity name] and you. We very much appreciate your volunteering with us and will do our very best to make your experience with us enjoyable and rewarding.

Your role as a retail volunteer is based at our shop in

PART 1: THE ORGANISATION

- As a retail volunteer with [charity name] you can expect us to:
- Involve you with our organisation that is dedicated to raising essential funds for [charity]
- Support a positive environment that ensures you enjoy your volunteering
- Treat you with respect and courtesy
- Treat you fairly in accordance with our equal opportunities policy
- Provide induction and opportunities to undertake appropriate training
- Provide a named contact for support
- Provide relevant and up to date information and advice
- Give you recognition and thanks for your volunteering
- Provide adequate insurance whilst undertaking voluntary work approved and authorised by us
- Try and resolve fairly any problems, grievances and difficulties you may incur whilst you volunteer with us
- In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with our grievance policy

PART 2: THE VOLUNTEER

- In return we ask that you:
- Help us fulfil our role in the retail fundraising department
- Perform your volunteering role to the best of your ability
- Reach a shared understanding with us summarising your role and commitment to the charity
- Follow all of the organisation's retail policies and procedures
- Maintain confidential information of the organisation
- Treat fellow volunteers and staff with courtesy and respect
- Let us know if you wish to change the nature of your contribution
- Let us know if we can improve the service and support that you receive

I, agree to the above conditions. I understand that this agreement is binding in honour only and it is not intended to be a legally binding contract. I understand that a copy of this agreement will be kept with my personnel file at Head Office.

Signed..... **Date**.....

Counter signed..... **Position**.....

Date.....

Disclaimer: *Please note that this document is not intended to be legally or technically comprehensive and the Charity Retail Association cannot be held responsible for any errors or omissions, factual or otherwise, arising from reliance on it.*