

# Volunteer Agreement & Code of Conduct

## Volunteer Agreement

Wheels for All relies on the hard work of our volunteers to deliver our inclusive cycling sessions. Our programmes would simply not be the same without our volunteers bringing them to life, making sure everyone feels included and inspiring others. As such, we thank you all for your support as your time is essential to be able to do what we do.

The support of our volunteers is fundamental to the work of our organisation and such we will do our best to ensure your experience with us is enjoyable and rewarding. Our volunteer agreement and code of conduct outlines the expectations of our volunteers and what to expect from in return from Wheels for All ensuring all staff and volunteers can carry out their work in a safe and enjoyable environment.

### I agree to:

- Help Wheels for All facilitate inclusive cycling opportunities
- Perform my role to the best of my ability
- Follow the organisation's policies and standards outlined in the volunteer handbook, including health and safety and equal opportunities
- Perform tasks in line with the ways of working framework
- Be punctual for agreed arrival times at sessions and give reasonable notice if unable to attend to help other arrangements to be made
- Notify the National Volunteer Manager of any contact from law enforcement, as well as any significant changes to their personal circumstances, including but not limited to changes of home address, legal status, or relationship status.

### Wheels for All will:

- Welcome you into our family orientated culture
- Provide you with an induction to our charity
- Provide you with the relevant training to carry out your role effectively with support and feedback
- Provide a safe environment for your volunteering
- Respect you and recognise your contribution
- Listen and take onboard your feedback/experiences of volunteering with Wheels for All

## **Volunteer code of conduct**

**As a Wheels for All volunteer, you must always be**

- **Passionate in delivering high quality and fun inclusive cycling opportunities**
- **Striving to provide a positive experience, appropriate to the age and ability of our participants**
- **A good role model with behaviour and able to inspire through leading by example**
- **Responsible and accountable in the way you perform your role**
- **Fair and treat everyone as an individual with respect and dignity**
- **Honest and operate with integrity**
- **Approachable and open minded**
- **Respectful in all you do, showing sensitivity, empathy, tact and awareness of others' situations or emotions**
- **A team player working together with participants, their parents/carers and Wheels for all staff**

