



Volunteer Agreement

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Thank you for volunteering with The Institute for Social Value (ISV).

Volunteers are a vital part of our work, and we deeply value the time, commitment and insight you bring.

This agreement sets out what you can expect from ISV and what we ask of you in return. It is not a legally binding contract, but a mutual understanding of our working relationship.

Purpose of Your Role

As a volunteer with ISV, you are supporting our mission to embed social value in decision-making across society. Your contribution helps us achieve greater impact in our work with communities, organisations and decision-makers.

What You Can Expect From Us

- A warm welcome and clear introduction to your role
- Training and guidance to help you contribute effectively
- Respect and appreciation for your time, skills and expertise
- A fair process for resolving any concerns or complaints
- Open communication and regular updates about relevant developments
- A commitment to our Equality, Diversity and Inclusion Policy
- A named point of contact for support and supervision
- Clear guidance on how we will communicate with you (e.g. by email or other agreed methods)

What We Ask of You

- Abide by ISV's Code of Conduct
- Declare any conflicts of interest that may arise
- Treat all shared information, including personal and organisational data, as confidential
- Follow our policies and procedures, which include:
 - Code of Conduct
 - Equality and Diversity Policy
 - Complaints Procedure
 - Social Media and Communications Guidelines
- Raise any concerns or difficulties with your named ISV contact
- Actively promote inclusion, fairness and respect in your interactions
- Comply with data protection requirements when handling sensitive information

Time Commitment

We appreciate any time you are able to give. If a regular time commitment has been agreed, please do let us know as early as possible if you are unable to attend.

Expenses

Volunteering is unpaid. ISV does not normally reimburse expenses unless these have been agreed in advance with your ISV contact.

Safeguarding and Data Protection

If your role involves handling personal data or working with vulnerable people or sensitive information, you must follow our Data Protection Policy and any safeguarding procedures that apply to your work.

Ending the Agreement

This is an informal agreement. Either you or ISV may end the arrangement at any time. We ask that you let us know if you decide to step away from your volunteering role, and we will do the same.

We are grateful for your involvement and look forward to working with you.

Signed: _____

Print name: _____

Date: _____