



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE



Stonewall
DIVERSITY CHAMPION



INVESTOR IN PEOPLE

FM-1-1-11-3
(LJ 2/24)

VOLUNTEER AGREEMENT

This Agreement describes the arrangement between Hampshire and the Isle of Wight Fire and Rescue Service (HIWFRS) and yourself. We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make sure your volunteer experience with us is enjoyable and rewarding.

Volunteers are an important and valued part of HIWFRS and we hope that you enjoy volunteering with us and feel part of our team.

This Agreement is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intend any employment relationship to be created either now or at any time in the future and no worker rights are conferred upon the Volunteer whatsoever by this Agreement.

If you are in receipt of any benefits, it is essential that you advise the Benefits Office of these volunteering arrangements.

As a volunteer you can expect:

- To be involved with an organisation that is dedicated to reducing risk within the community
- A supportive and positive environment that ensures that you enjoy your volunteering
- To be treated fairly in accordance with our Equal Opportunities Policy
- To be treated with respect and courtesy regardless of gender, sexual orientation, age, parental or marital status, disability, religion, race, ethnic or national origins, or socio-economic background
- Appropriate induction and relevant training to meet the responsibilities of this role, including ensuring health and safety standards are maintained
- A safe environment to volunteer in
- Relevant and up to date information and advice
- Recognition and thanks for your time
- Reimbursement of any reasonable out of pocket expenses incurred in the course of your volunteering, provided they are evidenced with receipts
- Provision of adequate insurance cover whilst undertaking activities that are approved and authorised by HIWFRS.
- Any problems, grievances and issues you may have while you volunteer with us to be dealt with promptly and fairly
- To be asked to provide evidence to support the fact that you have informed your insurance company that your vehicle is being used for voluntary work, that your

vehicle is in a legal and roadworthy condition and that you hold a valid Driving Licence appropriate for the vehicle that you use (if relevant)

- Respect to your right to privacy in accordance with the Data Protection Act

Expectations of you, as a Volunteer to:

- Be open and honest in your dealings with us.
- Attend all relevant induction, training and support sessions as appropriate.
- Complete all essential training in line with timescales set within the Volunteer Procedure. The Service reserves the right to terminate this Agreement should you fail to meet any of the above expectations.
- Understand the Values and Behaviours of the Service and always behave in a way that portrays HIWFRS in a positive manner.
- Recognise that Volunteers are in a position of trust within the community and must uphold HIWFRS's Values and Behaviours at all times.
- Treat all members of the community, fellow Volunteers, and employees of the Service with dignity and respect at all times.
- Respect and maintain confidentiality at all times adhering to HIWFRS Policies in relation to Confidentiality and Data Protection. During the course of providing volunteering duties, you may have access to confidential information relating to FRS and/or our service users and/or our partners. You should not disclose this information to any person either during your volunteering experience with us or at any time afterwards.
- Adhere to appropriate Safeguarding Policies at all times.
- Immediately report any changes in circumstances that have an implication on your current volunteering duties, or your ability to continue as a Volunteer with HIWFRS.
- Provide as much notice as possible if you are unable to volunteer when you are scheduled to do so.
- Inform your insurance company that your vehicle is being used for voluntary work, that your vehicle is in a legal and roadworthy condition and that you hold a valid driving licence appropriate for the vehicle that you use (if relevant).
- Inform the Volunteer Manager immediately if you are caught up in an event or incident in your personal life that has direct Police involvement or a Caution, and/or criminal implications (e.g. traffic offences, assault, alcohol/drug offences etc.).
- If you receive a diagnosis of any of the diseases listed under RIDDOR <https://www.hse.gov.uk/riddor/>, you must inform the Volunteer Manager immediately.
- disclose any business or political interests, or employment or alternative volunteering activities, that you are involved in where there may be a conflict of interests (COI) which may bring HIWFRS into disrepute. A COI is a situation in which a person or organisation is involved in multiple interests and serving one interest could have a negative reputational impact on another.
- Wear the **full** uniform (including epaulettes) provided whenever undertaking any voluntary role for the Service.
- Do not wear any item of uniform when not volunteering
- Advise us if we can improve the service and support that you receive

- Read and understand the documents enclosed in this pack before signing the Agreement and Confidentiality Statement.
- Give as much notice as possible if you want to stop volunteering with us.
- Return any HFRS property when you stop volunteering for HIWFRS

POLICIES AND PROCEDURES

HIWFRS volunteers are requested to comply with the following Policies and Procedures which should be read and understood: -

- Pro/01/12 Substance Misuse
- Pro/01/13 Code of Conduct
- Pro/01/31 Whistleblowing Policy
- Pro/01/33 Bullying and Harassment
- Pro/01/40 Criminal History (Disclosure and Barring Policy)
- Pro/06/50 Safeguarding
- Pro/06/52 Volunteers Procedure
- Pro/06/56 Safe and Well Visits
- Pol/08/01 Health Safety Wellbeing
- Pro/08/06 Lone Working
- Pro/08/07 Public Safety
- Pro/10/03 Driver’s Handbook
- Pro/10/06 Driving Licence Verification
- Pol/12/02 Information Compliance Policy
- Pro/12/02 Freedom of Information
- Pro/12/05 Insurance
- Pro/12/8 Register of Interests
- Pro/12/10 Comments and Complaints
- Pro/13/01 Community Engagement
- Pro/14/07 Information and Communication Technology Policy
- Pol/16/1 Equal Opportunities

CONFIDENTIALITY STATEMENT

I understand that my voluntary role with HIWFRS is completely confidential and I agree that I will not divulge or use in any way, any information concerning the Service, its employees or clients, unless authorised to do so. The misuse or inappropriate disclosure of information, actions or behaviour that could bring the Service into disrepute could result in the termination of this Agreement.

This volunteering Agreement is in honour only and is not intended to be a legally binding contract of employment and may be ended at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future. I confirm that I have read and understood this document.

Name (block capitals):	
Volunteer Role:	

Signature:	
Date:	

Please note that:

We collect and use your personal information, so we can provide you with statutory and other services. We use your information for the purpose for which you provided the information to include the delivery of services for you. We also use this information to monitor our performance in responding to your request.

We use your information in the following ways:

- to tell you about services and provide services appropriate to you, for example highlighting additional help or services available to you*
- for insight purposes to allow us to analyse patterns and trends of service usage*
- Your personal information may be processed by an external service provider acting on our behalf to provide services*