

Scarborough Maritime Heritage Centre Volunteer Agreement

Volunteers are a very important and valued part of our organisation. We hope that you enjoy volunteering with us and feel part of our team. This agreement tells you what you can expect from us and what we expect from you. We aim to be flexible so please let us know if you are not happy in your role and we will do our best to accommodate you. Thank you for helping us.

SMHC's commitment to you:

- To provide an introduction and training for the tasks we carry out.
- To provide advice, feedback and support from our Volunteer Co-ordinator.
- To respect your skills, dignity and individual needs.
- We have a 24-hour CCTV system recording for your safety. If at anytime you feel unsafe or threatened call 999.
- We may expect you to deal with cash sales and donations. If you are not happy doing this please let us know. We agree to pay you any previously authorised expenses.
- We have public liability insurance for any accidental injury you may suffer or cause.
- We carry out regular risk assessments to provide a safe environment but also rely on your common sense to look after your fellow volunteers and the public. Please report any concerns you have to a committee member.
- As a registered charity we have the following policies in place for your protection. Please ensure you have read, understood and agreed to them:

Health & Safety, including fire, first aid, lone working & manual handling.

Equal Opportunities, safeguarding & child protection policy (We do not allow under 18s in alone)

Whistleblowing and Complaints Procedure

Customer Service agreement

Your commitment to SMHC:

- To be honest and act with integrity, respecting the customers and other volunteers.
- To be reliable and give advance notice whenever you cannot volunteer as arranged.
- To follow our rules, guidelines, policies and procedures listed above and on noticeboard.
- To be flexible and willing to undertake tasks given.
- We trust our volunteers to behave appropriately when using our IT system and all the material on the computers is copyrighted to us. Please do not risk infecting our computers with viruses from your own memory sticks, Hotmail or non-maritime related websites.
- Data protection law requires all volunteers who access email addresses, phone numbers or addresses to not copy or share the information with anyone without the owner's agreement. We all must do everything possible to protect the data and maintain confidentiality.

As the SMHC hold your personal data please tick the boxes below to agree that you authorise us to do so and may contact you by email phone letter

Full Name:.....

Signature:.....

Date:.....