



Volunteer Charter

Carshalton Water Tower & Historic Garden Trust Volunteers can expect:

- To be valued as an individual;
- To be respected for their knowledge and skills;
- To have a clearly defined description for their role;
- To have an organised working schedule;
- Not to have their duties changed without prior discussion;
- To be provided with training, support, feedback, appreciation, and encouragement;
- To have opportunities to contribute to improvements;
- To have opportunities to discuss concerns or problems relating to their duties;
- To be reimbursed for agreed expenses incurred;
- To conduct their duties in a safe environment within the heritage building;
- To be insured.

Carshalton Water Tower & Historic Garden Trust would like its Volunteers to:

- Show commitment to the organisation;
- Treat customers and volunteer colleagues with respect;
- Be polite and helpful in their dealings with customers;
- Follow appropriate policies and procedures;
- Have a flexible approach to their duties and guidelines;
- Give as much notice as possible of absence or changes to the volunteer agreement;
- Report any accidents promptly and ensure it is recorded;
- Respect confidentiality.

Volunteer Signature

Name Printed

Date

Volunteer Mentor