

Volunteer Agreement & Code of Conduct

Status:	Published	Version:	1
Audience:	All ADCH Volunteers		
Owner:	Central team	Author:	Michelle Widger
Date Approved:	25/07/2025	Next Revision Date:	25/07/2027

ADCH Volunteer Agreement

Thank you for being a part of the Association of Dogs and Cats Homes (ADCH) community. We value your time, energy and commitment. Volunteers play a vital and valued role at ADCH, and we sincerely appreciate your decision to join us a volunteer. We are committed to ensuring that your volunteer experience is both enjoyable and rewarding. At ADCH, we strive to foster a supportive and flexible environment, built on trust, respect, and mutual understanding.

As a volunteer we ask that you:

- Strive for the best that you can do and complete your volunteering activities with dedication and commitment.
- Engage with any communications we share with you.
- Attend any training that we think will help you in your role.
- Be positive about, and represent the views, aims and objectives of ADCH when acting as a volunteer for us.
- Follow and operate within the policies and procedures of ADCH including Health and Safety and Equal Opportunities.
- Act responsibly and within the law.
- Maintain confidentiality of ADCH's activity, our staff and volunteers, our Members and potential Members and our procedures.
- Value and respect the rights of our Members and potential Members.
- Act in partnership with staff and volunteers to create a professional and sustainable sector which improves the lives of dogs and cats.
- Let the Volunteer Manager know if you are having any problems or if you have any complaints, concerns or feedback.
- Meet agreed time commitments and give reasonable notice when you're not available so that alternative arrangements can be made.

In return, we will:

- Introduce you to how our organisation works and your role within it.
- Give information about ADCH's work, policies and procedures.
- Offer training and support for your role.
- Reimburse agreed expenses, if you are eligible, in line with our [Volunteer Expenses Policy](#).
- Strive to resolve any concerns fairly and reasonably, applying our complaints procedure when it's needed.
- Respect and listen to your feedback, and keep you informed of any changes.

- Ensure your health, safety and welfare.
- Apply our Equal Opportunities policy.
- Encourage a positive and supportive volunteering experience.

This agreement is in honour only. It is not intended to be a legally binding contract and either ADCH or the volunteer can end the agreement at any time.

ADCH Volunteer Code of Conduct

This Code of Conduct, alongside our policies, procedures, and your volunteer role profile, is here to help make sure everyone has a positive, respectful, and rewarding experience while volunteering. We're committed to a safe, inclusive and supportive environment for our volunteers. This means we all play a part in upholding the values of ADCH and the best interests of the Association and the community we serve.

If there's ever a situation where this Code isn't followed, we'll address it with care and fairness, in line with our policies. In serious cases, this could lead to formal action.

By volunteering with ADCH, you're agreeing to uphold our values and contribute to the work we do with compassion, integrity, and care.

As a volunteer for ADCH, I will:

1. Act with integrity
I'll do my best to represent ADCH in a way that reflects our values and high standards.
2. Uphold our values
I'll ensure Leadership, Collaboration, Integrity, Professionalism, and Support are central to the work I do as a volunteer.
3. Treat everyone with kindness and respect
I'll value diversity and inclusion and treat all people and animals with dignity and be an ally to those who may need my support.
4. Be transparent and fair
I will declare any conflicts of interest which may impact my volunteering.
5. Handle data responsibly
I'll take care of all data I encounter as an ADCH volunteer and maintain confidentiality.
6. Prioritise safety and wellbeing
I'll take care of the physical and emotional wellbeing of myself and others, and make sure my actions don't put people or animals at risk.
7. Follow ADCH policies and procedures speaking up if needed
I'll follow all ADCH policies and procedures relevant to my role, and if I have a concern, I'll report it. I know whistleblowers are supported and not discriminated against.
8. Understand and follow ADCH's Safeguarding Policy
I'll familiarise myself with ADCH's Safeguarding Policy. If I have concerns about someone's safety, I'll report these promptly and appropriately.

By choosing to volunteer with ADCH, I'm committing to uphold this Volunteer Agreement and Code of Conduct.

With appreciation,
The ADCH Team

Version History

Version	Changes Made	Date	Made by
V.1	Published	25/07/2025	Michelle Widger