



15 September 2022

Bhaktivedanta Manor  
Dharam Marg  
Hilfield lane, Aldenham  
Near Watford, Herts  
WD25 8EZ

## Volunteer Agreement

Hare Krishna dear Volunteer,

This letter sets out what is expected from your volunteering role at the International Society for Krishna Consciousness Bhaktivedanta Manor. We appreciate you volunteering with us, and we are committed to providing volunteers with a supportive environment and an enjoyable and rewarding spiritual experience.

### 1. VOLUNTEER ROLE

It is hoped that you will perform your volunteering role to the best of your ability and that you will comply with all our policies, procedures and standards. Details of our policies are found in our Employer Handbook and are available on request from our Human Resources Department. For ease of reference, we have summarised the key policies from the Employer Handbook for you and it is included with this letter. In return for your volunteering, we will provide you with suitable training (where required) and treat you fairly in accordance with our equal opportunities policy.

### 2. INDUCTION AND TRAINING

We will provide an induction explaining what we do and how the role of volunteers fit in within our organisation. We will also provide suitable training to assist you to meet the standards we expect from volunteers and to ensure your health and safety. The training will include information regarding the behaviour and etiquette that we expect from all the volunteers. Volunteers will also be informed about the arrangements regarding child protection and protection of all vulnerable groups.

### 3. SUPERVISION AND SUPPORT

Your main point of contact whilst you are volunteering with us is the Team Leader for your designated area who shall be identified to you at the beginning of each volunteering session. Where required and depending on the resources, meetings will take place in order to agree the services for your volunteering role and discuss any problems or complaints you may have.

Please give your Team Leader as much notice as possible if you are unable to volunteer (for festivals) when expected. If you wish to carry out regular service, please inform the Volunteer Care Council.

### 4. EXPENSES



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Subject to prior approval being obtained from the Volunteer Care Council, we will reimburse certain out-of-pocket expenses incurred in connection with your volunteering for us. Such payment is at the discretion of ISKCON BM.

## 5. CONFIDENTIALITY

5.1 In the course of providing your volunteering services, you may have access to Confidential Information relating to ISKCON Bhaktivedanta Manor. For example, such information may relate to our donors, how we carry out our charitable work and, if you are carrying out health checks on visitors, you will have access to their health information. You agree to keep all such information confidential. We expect you not to use or disclose this information to any person either during your volunteering with us or at any time afterwards.

5.2 The right to privacy is essential to ensure that there is trust and confidence in the organisation.

5.3 ISKCON Bhaktivedanta Manor recognises that the principle of confidentiality should extend to any information about the internal affairs of the organisation and should be adhered to by trustees, staff and volunteers at all times.

5.4 Any volunteer has the right to expect that any information imparted by them will be used for the purpose for which it was given and should not be released or used for any other purpose, inside or outside the organisation, without prior written approval of the Volunteer care Council.

5.5 This clause 5 applies to, including but not limited to, all personnel records for staff and volunteers, donors including information obtained through recruitment procedures.

5.6 Breach of confidence is likely to result in ISKCON Bhaktivedanta Manor terminating your services and commencing legal action where it has grounds to do so.

## 6. LEAVING

Depending on the role you perform, we ask that you give us as much notice as possible if you want to stop volunteering with us.

## 7. UNDER 18-YEAR-OLD VOLUNTEERS

Children are allowed to volunteer strictly under the supervision of parents/guardians at all times and only in low hazard areas. Please also note the further details below

Children under 15 years can volunteer strictly under the supervision of their parent or guardian and in a low hazard area only. (the final decision as to whether or not child is allowed to carry out the seva and at the sole absolute discretion of VCC team).



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If your child is volunteering with the Pandava sena the minimum age is 12 years with the strict supervision of parent/guardian. Parents will need to sign a consent form before the child is permitted to volunteer. Parents/guardians will first need to complete the applicable consent form and the parent/guardian will need to agree to take full responsibility of the child.

Children who are 15 years old can be supervised by a parent who is volunteering in a different area provided it is nearby to where the child is volunteering

Children aged 16-17 years can be supervised by a guardian (friend/VCC team/Department Lead). They must volunteer and stay in low hazard areas. Parents to complete the consent form.

## 8. VOLUNTEERING SAFELY

When you volunteer for us, you must:

- Not come for service if you have tested positive for Covid-19
- Not come for service if you are unwell with Covid-19 symptoms even if tested negative.
- Keep good hygiene by washing hands regularly

## 9. Behavior

Any behavior of a volunteer which is one or more of the following:-

- Disruptive;
- violent;
- Intimidating;
- results or risks resulting in damage to property;
- involves the use of inappropriate language or shouting at pilgrims, volunteers or management;
- disrespectful to anyone;
- involves the taking of unnecessary risks; or
- involves the refusal to carry out reasonable instructions/requests

will result in consequences set out below.

Consequences:

Step 1: Meeting with Volunteer Care Council lead team members and Team leader which may result in a verbal warning

Step 2: If behaviour above continues or occurs again a written warning will be handed

Step 3: If the behaviour referred to above continues or occurs again the volunteer will not be allowed to serve again.

The Volunteer Care Council reserve the right to go straight to Step 3 if the behaviour in questions warrants such action



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10. Dress Code and Time keeping

Suitable attire to be worn for the respective area of service and must be in line with the ethos of the Temple.

All volunteers are expected to arrive promptly and leave at the time agreed with Team leader/VCC team.

This Agreement may be terminated at any time at the discretion of either party. Neither party intends an employment relationship to be created either now or at any time in the future as a result of the matters set out above or as a result of the volunteering carried out by the volunteer. It is understood that you have read and agree the contents of this agreement once you begin volunteering with us. If you disagree or wish to discuss any of the points, please email us at

[volunteer@krishnatemple.com](mailto:volunteer@krishnatemple.com)

Yours sincerely,

.....  
Krishnapurna Devi Dasi  
Head of Volunteer Care Council  
ISKCON Bhaktivedanta Manor

.....  
Nila Madhava Das  
Managing Director  
ISKCON Bhaktivedanta Manor



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