

16 September 2025

[Contact]

[Primary Address: Street 1 (Contact) (Contact)]

[Primary Address: Street 2 (Contact) (Contact)]

[Primary Address: Street 3 (Contact) (Contact)]

[Primary Address: City (Contact) (Contact)]

[Primary Address: Post Code (Contact) (Contact)]

By email: [Email (Contact) (Contact)]

Volunteer Agreement

Dear [Mail Name (Contact) (Contact)],

This letter sets out what we can each reasonably expect from your volunteering role within The Chartered Institute of Taxation (CIOT). CIOT appreciates you volunteering with us and is committed to providing volunteers with a supportive environment. We hope that you will find your volunteer experience enjoyable and rewarding.

1. Volunteer role

Your role as volunteer is to use your skills and talents in furtherance of the Institute's charitable purposes.

We expect you to perform your role to the best of your ability and to follow our procedures and standards, including health and safety and equal opportunities and to comply with our safeguarding, our data protection policy and our anti-bribery policy and procedures. All these policies are available on CIOTs website.

2. Equal opportunities

You can expect us to deal with you in accordance with our equal opportunities policy.

3. Induction and training

We will provide an induction explaining what we do and how volunteers fit within our organisation. We may also provide training to assist you to meet the standards we expect from volunteers and to ensure your health and safety.

4. Supervision and support

Your main point of contact during your volunteering with us is the Chair and Executive (if you are a member of a branch committee then the Branch Network Manager) of the committee you are a member of who will support you in your volunteering role and discuss any problems or complaints you may have.

Please give as much notice as possible if you are unable to volunteer when expected.

5. Expenses

We do not offer gifts to volunteers however we will reimburse certain out-of-pocket expenses incurred in connection with your volunteering for us. The expenses policy is available here: [Policy Link](#).

6. Remuneration of services

In exceptional circumstances, volunteers may be remunerated for the provision of some services where it is in the best interests of the charity to do so. Should this occur, your services will be provided via a contractual agreement between you and the charity. No payments will be made in the absence of a signed contractual agreement or agreement to terms and conditions (for example, a paid speaking engagement).

7. Insurance

We will provide adequate insurance cover for you while you are undertaking voluntary work approved and authorised by us.

8. Confidentiality

In the course of providing your volunteering services, you may have access to confidential information relating to CIOT, our stakeholders or our clients. We expect you not to use or disclose this information to any person either during your volunteering experience with us or at any time afterwards.

9. Leaving

We ask that you give us as much notice as possible if you want to stop volunteering with us.

This agreement is binding in honour only, 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 intends any employment relationship to be created either now or at any time in the future.

[NAME]

[EMAIL]