

## ONE IWA: WORKING TOGETHER

Volunteers are at the very heart of the Inland Waterways Association. As an IWA volunteer you are an important and valued ambassador of our organisation, often acting as the face of IWA for our members, supporters and prospective new members.

At IWA our vision is to achieve a thriving, growing network of sustainable inland waterways for everyone. To accomplish this, we ask everyone involved in IWA to commit to working together in positive and supportive ways, across all levels of the organisation. We call this approach 'One IWA'.

Underpinning the One IWA ethos, including how we approach our work, make decisions and interact with each other on a day-to-day basis, are three core values:

- **Passion** - We use our spirit and enthusiasm for the waterways to drive us and inspire others.
- **Professionalism** - We listen, collaborate and interact with each other with respect and understanding.
- **Trust** - We trust each other to deliver our shared objectives and the IWA's vision.

As a volunteer, you are an integral and valued part of IWA, and we will do our best to ensure your experience is enjoyable and rewarding. In return we ask that all volunteers agree to appropriate standards of personal conduct.

### For each volunteer, IWA will...

- **Welcome you.**  
We'll provide an induction to explain what you will be doing, your time commitments, and an overview of who's who within the organisation; a volunteer journey allowing you to explore other opportunities within IWA, and a clear route out if you choose no longer to be involved; and regular communications updating you of any changes and developments that affect you.
- **Respect you.**  
We will always treat you with respect, courtesy and professionalism, try to manage any problems you might have as soon as possible, and, if we are unable to do this, keep you regularly informed.
- **Support you.**  
We will provide you with a safe and healthy working environment; give relevant training for the tasks that we ask you to carry out; pay expenses at the appropriate rate where possible and where pre-agreed; and provide appropriate insurance cover for you whilst undertaking voluntary work approved and authorised by IWA.

### As a volunteer we ask you to...

- **Support IWA.**  
Act as a good ambassador of IWA and in a manner that protects the reputation of the organisation
- **Respect others.**  
Embrace a culture of teamwork and respect, treating everyone equally regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation; assume the best intentions of others, understanding that we are all working together to make the waterways better; be respectful in any communications, fostering a positive working environment.
- **Take responsibility**  
Support and undertake work to further IWA's objectives, noting and following IWA policies and procedures.