# Organisation Agreement

Signed by every organisation before they post opportunities or receive volunteers through the P-LAH platform.

This Host Organisation Agreement (“Agreement”) is entered into between P-LAH (“P-LAH”, “the Platform”) and the organisation named below (“the Organisation") and governs the Organisation's participation in P-LAH's volunteer matching platform, including the posting of opportunities and the receipt of volunteers.

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|---|---|
| **Organisation Name** | _____ |
| **Registration No.** | _____ |
| **Contact Person & Title** | _____ |
| **Address** | _____ |
| **Date** | _____ |

## 1. Purpose

This Agreement governs the relationship between P-LAH and the Organisation for the purpose of accessing P-LAH's volunteer matching platform – posting volunteer opportunities, receiving matched volunteers, and participating in P-LAH's broader Connect to Volunteer ecosystem.

## 2. Eligibility and Vetting

The organisation confirms it is a legally registered entity, or a recognised initiative operating in good standing, in its country of operation. The organisation agrees to P-LAH's vetting and verification process before any opportunity listing goes live and to ongoing compliance monitoring for the duration of its participation on the platform.

## 3. Organisation's Responsibilities

- Provide an accurate, complete description of each role posted: duties, time commitment, location, and required skills.
- Designate a named supervisor or point of contact for every volunteer placed.
- Provide a safe working environment, free of harassment or discrimination, for every volunteer.
- Submit a volunteer performance rating within 5 business days of each placement ending.
- Report any safety, conduct, or safeguarding incident to P-LAH within the timelines set out in Sections 5 and 6 of this Agreement.
- Honour the time commitment and any stipend or reimbursement terms stated in the original role listing.
- Promptly notify P-LAH of any material change to the volunteer’s role, supervisor, location, time commitment or other placement conditions.
- Provide an appropriate induction and role-specific orientation before the volunteer commences, including relevant health, safety, safeguarding and emergency procedures.

## 4. Code of Conduct

The organisation agrees that its staff and representatives interacting with volunteers will:

- Treat every volunteer with respect and professionalism.
- Never harass, discriminate against, or exploit a volunteer's position.
- Not require volunteers to perform duties materially beyond the agreed role without renegotiation through P-LAH.
- Not use volunteers as a substitute for paid staff. Volunteering is temporary by definition and must never be used to displace a salaried position.
- Maintain appropriate professional boundaries with volunteers and not engage in conduct that could reasonably be considered intimidating, coercive, inappropriate, or retaliatory.
- Provide volunteers with clear instructions, appropriate supervision and reasonable support necessary to perform their agreed roles effectively.
- Not request, encourage or permit volunteers to undertake activities that are unlawful, unsafe, unethical or inconsistent with the purpose of the agreed placement.
- Respect volunteers' personal information and confidentiality and not disclose information obtained through the volunteer placement except where authorised or required by law.
- Not request or accept inappropriate personal, financial or other benefits from volunteers, including gifts or favours that could create an actual or perceived conflict of interest.
- Provide volunteers with a clear and appropriate process for raising concerns, complaints or grievances without fear of retaliation or adverse treatment.
- Promptly address any reported misconduct involving a volunteer and cooperate with P-LAH in investigating material complaints or breaches of this Code of Conduct.
- Ensure that staff and representatives responsible for supervising volunteers understand and comply with this Code of Conduct.

## 5. Volunteer Status

- Volunteers participating through the Platform are not employees, agents, partners or contractors of P-LAH or the Organisation solely by reason of their participation. The Organisation is responsible for ensuring that the placement is structured and conducted in accordance with applicable law.
- Volunteer Opportunities are project based and time-bound.  Maximum continuous volunteer engagement with the same organisation is 6 months. Extensions may be granted beyond six months where there is a legitimate programme or project requirement. Such extensions should be documented and approved by P-LAH and should ordinarily not result in continuous volunteering with the same organisation for more than 12 months.
- Volunteer hours should be reasonable and proportionate to the nature of the engagement and should not routinely mirror the working hours of a full-time employee.
- Volunteering can create opportunities for professional development, networking and employment. Where a participating organisation wishes to offer employment or another paid engagement to a P-LAH volunteer. The organisation should notify P-LAH that the volunteer is transitioning from a volunteer engagement to a paid role. The purpose is to enable P-LAH to close the volunteer assignment appropriately, maintain accurate impact records and recognise successful employment outcomes. The organisation should issue the individual a separate employment, internship, consultancy or other appropriate agreement
- P-LAH may record the transition as an employment or economic-opportunity outcome for impact measurement purposes, subject to applicable privacy requirements.

## 6. Health, Safety and Insurance

The organisation is responsible for providing a safe working environment for every volunteer for the duration of any placement. Any safety incident must be reported to P-LAH within 48 hours of occurrence. The organisation is strongly encouraged to carry accident or liability cover for volunteers it hosts; P-LAH does not provide insurance directly.

## 7. Safeguarding Obligations

Where the organisation's work involves children or vulnerable adults, the organisation must cooperate fully with P-LAH's enhanced safeguarding screening and reporting requirements. There is zero tolerance for any breach.

Maintain appropriate records of safeguarding checks, training and incidents and provide relevant information to P-LAH where reasonably required, subject to applicable law and data protection requirements.

Ensure that staff and supervisors responsible for volunteers working with children or vulnerable adults are appropriately trained and comply with the Organisation’s safeguarding policies and procedures.

- The organisation must report any safeguarding concern to P-LAH within 24 hours of becoming aware of it.
- P-LAH reserves the right to suspend the partnership immediately upon a substantiated safeguarding breach, pending investigation.

### 8. Expenses and Reimbursement

The organisation will honour any stipend or reimbursement commitment stated in its role listing. Reimbursement claims submitted by a volunteer with valid receipts must be processed by the Organisation within 3 days of submission. P-LAH does not process or guarantee these payments on the organisation's behalf.

### 9. Data Protection and Confidentiality

The organisation will protect any volunteer personal data shared with it in accordance with the Nigeria Data Protection Act (NDPR) 2023, use that data only for purposes connected to the placement, and will not share volunteer data with any third party without the volunteer's consent.

### 10. Performance, Ratings and Standing on the Platform

Volunteers rate their experience with the organisation at the end of each placement, in the same way the organisation rates volunteers. P-LAH monitors the organisation's standing on the platform. An organisation that receives consistently poor ratings or breaches this agreement may be placed under review, suspended, or delisted from the platform following P-LAH's internal review process.

### 11. Use of P-LAH Name and Branding

The organisation may reference its partnership with P-LAH in its own communications, in line with P-LAH's brand guidelines, but may not imply an endorsement, guarantee, or scope of partnership beyond the volunteer placement relationship governed by this Agreement.

## 12. Term and Termination

This Agreement remains in effect for as long as the Organisation is active on the P-LAH platform. Either party may terminate with 30 days' written notice. P-LAH may suspend or terminate this Agreement immediately, without notice, for breach of safeguarding obligations, the Code of Conduct, or any applicable legal requirement.

## 13. Limitation of Liability and Indemnification

P-LAH acts solely as a facilitator connecting the organisation to volunteers and is not liable for the organisation's conduct toward any volunteer or for any volunteer's conduct toward the organisation. The organisation agrees to indemnify and hold P-LAH harmless from any claim arising from its own conduct, or that of its staff or representatives, in connection with a placement.

## 14. Dispute Resolution and Governing Law

Any dispute arising under this Agreement will first be raised informally with P-LAH's Volunteer Operations team. If unresolved within 14 days, the matter will proceed to mediation before any other action is taken. This Agreement is governed by the laws of the Federal Republic of Nigeria.

## 15. Entire Agreement

This Agreement, together with P-LAH's Internal Volunteer Policy (as applicable to Host Organisations and made available to the organisation), constitutes the entire understanding between the parties regarding the Organisation's participation on the P-LAH platform. Any amendment must be made in writing and agreed by both parties.

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## Signatures

| For the Organisation | For P-LAH |
|---|---|
| Signature: _____ | Signature: _____ |
| Name: _____ | Name: _____ |
| Title: _____ | Title: _____ |
| Date: _____ | Date: _____ |