

LandAid's Pro Bono Code of Practice

For providers of pro bono advice or services brokered by LandAid

To ensure the best outcomes are achieved for everyone involved in pro bono projects, LandAid asks providers of pro bono support to commit to the following principles. When interacting with you, and unless informed otherwise, LandAid will proceed on the basis that these principles are accepted. As a pro bono partner delivering professional services, advice or guidance, pro bono, you undertake to:

1. Support and promote the work of LandAid
2. Use discretion, sensitivity, pragmatism and plain English in all dealings with LandAid's charity applicants
3. Work honestly, fairly and in good faith with the recipient of your pro bono support, keeping their best interest as the primary goal
4. Not knowingly participate in a conflict of interest without prior notice to all parties
5. Promote the recommendations of industry best practice standards wherever possible
6. Endeavour to protect and preserve the environment and to make charities aware of more sustainable choices wherever practical
7. Keep and make available if necessary written records of all communication and/or advice to the pro bono recipient
8. Inform LandAid of any changes in the agreed scope of pro bono work
9. Record the time spent and fair market value of the pro bono work, as if for a fee-paying client. LandAid includes this information in our impact reporting and annual accounts
10. Feedback to LandAid on the progress of the pro bono work and outcomes of the project. LandAid may use this information in case studies and examples of best practice for wider distribution on LandAid's website or to LandAid's trustees, corporate and charity partners

(Where the ordinary course of your business includes the provision of advice or services to clients)

11. Ensure that all professionals giving pro bono advice or providing pro bono services are covered by appropriate insurance policies, including where applicable professional indemnity insurance and public liability insurance
12. Carry out professional work in a timely manner and with a proper regard for standards of service and customer care expected of you

(Where in the ordinary course of your business you act as principal, such that you do not regularly provide advice or services to fee-paying clients and thus do not carry professional indemnity insurance)

13. Make it clear in your communications with recipients of pro bono support that you are providing general guidance to them based on how you would go about undertaking the relevant project were you the principal, highlighting that you are not providing formal professional advice and they remain wholly responsible for all decisions in respect of the project and its implementation.

(Where the pro bono support involves the provision of materials and/or physical works)

14. Provide / donate materials that are fit for purpose and to a standard acceptable to the pro bono recipient.
15. Ensure that all materials and physical works adhere to all relevant health and safety standards.

You acknowledge and agree that LandAid does not owe any duty to you with respect to or in connection with LandAid's Pro Bono Programme. LandAid is not liable to you for any losses of any kind suffered or incurred by you arising out of or in connection with LandAid's Pro Bono Programme. You will not bring any action, proceedings or claim

This document is not legally binding between the corporate partner and recipient of pro bono support, but it is intended to be a clear guide to the expectations both parties should have of one another. In this document, references to "charity" and "charities" should be interpreted as including any recipient of pro bono support, whether or not formally constituted and registered as a charity.

against LandAid or any of its directors, trustees, members, staff, other officers or employees which in any way relate to or are concerned with LandAid's Pro Bono Programme.

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Version 3: Revised March 2021

For charities receiving free advice or services brokered by LandAid

To ensure the best outcomes are achieved for charities receiving pro bono support, LandAid asks charities to commit to the following principles. Unless informed otherwise within seven working days of matching you with a pro bono partner, LandAid will proceed on the basis that these principles are accepted. As a charity partner receiving professional services pro bono you undertake to:

1. Work honestly, fairly and in good faith with the provider of pro bono support, appreciating that there is not a fee for their support, and they are often doing the work in addition to their paid job.
2. Read the pro bono provider undertakings above and understand the nature of the provider's business and the basis on which they are providing you with support.
3. Respond to requests for information with regard to the pro bono project in a timely manner and with a proper regard for standards of service.
4. Not knowingly participate in a conflict of interest without prior notice to all parties.
5. Inform LandAid of any changes in the agreed scope of work.
6. Feedback to LandAid on the progress of the work and the outcomes of the project. LandAid may use this information in case studies and examples of best practice for wider distribution on our website, trustees, corporate and charity partners.

You acknowledge and agree that LandAid does not owe any duty to you with respect to or in connection with LandAid's Pro Bono Programme. LandAid is not liable to you for any losses of any kind suffered or incurred by you arising out of or in connection with LandAid's Pro Bono Programme. You will not bring any action, proceedings or claim against LandAid or any of its directors, trustees, members, staff, other officers or employees which in

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