

# Volunteer Policy and Agreement

## 1. Purpose

This Volunteer Policy and Agreement sets out the principles, expectations, and responsibilities for volunteers supporting events such as (but not limited to) event stewarding, festivals, community events, and live activities ("Events"). It is designed to ensure a safe, respectful, and positive experience for volunteers, attendees, staff, and partners.

This document should be read alongside any event-specific briefings, codes of conduct, or safety instructions.

## 2. Definition of a Volunteer

A volunteer is an individual who freely gives their time and skills to support an Event without expectation of payment. Volunteers are not employees, workers, or contractors.

Volunteering does not create a contractual employment relationship.

## 3. Volunteer Roles

Volunteer roles may include, but are not limited to:

- Event stewarding and crowd guidance
- Ticket checking or access control support
- Information and wayfinding
- Back-of-house support
- Set-up and breakdown assistance
- Sustainability and welfare support

Roles will be outlined in advance where possible, but flexibility may be required during Events.

## 4. Equality, Diversity, and Inclusion

We are committed to providing an inclusive, welcoming, and respectful environment. Volunteers will be treated fairly, regardless of age, disability, gender identity, marital status, pregnancy or maternity, race, nationality, religion or belief, sex, or sexual orientation.

**Discrimination, harassment, or bullying will not be tolerated.**

## 5. Health, Safety, and Welfare

We are committed to providing a safe environment for volunteers and attendees.

Volunteers agree to:

- Take reasonable care of their own health and safety and that of others
- Follow all health and safety instructions, briefings, and signage
- Use any equipment or personal protective equipment (PPE) as instructed
- Report hazards, accidents, near-misses, or concerns immediately to the Events Volunteering Coordinator (Rami Bassam) or any member of staff

Volunteers should inform the Events Volunteering Coordinator (Rami Bassam) of any medical conditions or access needs that may affect their ability to volunteer safely.

## 6. Safeguarding

Volunteers may come into contact with children or vulnerable adults during Events.

Volunteers must:

- Treat everyone with dignity and respect
- Never engage in inappropriate physical or verbal behaviour
- Follow all safeguarding policies and procedures
- Report safeguarding concerns immediately to the designated safeguarding lead

## 7. Conduct and Behaviour

Volunteers are expected to:

- Act professionally, responsibly, and courteously at all times
- Be punctual and reliable for agreed shifts
- Follow reasonable instructions from the Events Volunteering Coordinator (Rami Bassam) and any Event staff
- Wear issued identification, uniforms, or wristbands as required
- Refrain from alcohol or non-prescribed drugs while on duty
- Avoid aggressive, abusive, or inappropriate language or behaviour

Failure to meet conduct standards may result in removal from the Event.

## 8. Confidentiality and Data Protection

Volunteers may have access to confidential or sensitive information.

Volunteers agree to:

- Keep confidential information private
- Not disclose personal data of attendees, staff, or other volunteers
- Comply with applicable data protection legislation

Confidentiality obligations continue after volunteering ends.

## 9. Social Media and Public Representation

Volunteers should not speak to the media or make public statements on behalf of the organiser unless authorised.

When using social media:

- Do not post confidential, misleading, or harmful content
- Do not share images of children or vulnerable individuals without permission
- Make it clear that personal opinions are your own

## 10. Training and Support

Where appropriate, volunteers will receive:

- Pre-event information or briefings
- On-site inductions
- Access to Events Volunteering Coordinator (Rami Bassam) or Event staff for support

Volunteers are encouraged to ask questions and raise concerns at any time to the Events Volunteering Coordinator (Rami Bassam).

## 11. Expenses and Benefits

Unless explicitly stated, volunteering is unpaid.

Any agreed expenses, meals, refreshments, or benefits (such as free entry or merchandise) will be communicated in advance and are discretionary.

## **12. Insurance and Liability**

The organiser holds appropriate insurance cover for Events.

Volunteers participate at their own risk and are responsible for their personal belongings. The organiser is not liable for loss or damage to personal property, except where required by law.

## **13. Ending Volunteering**

Volunteers may stop volunteering at any time by informing the Events Volunteering Coordinator (Rami Bassam) or Event staff where possible.

The organiser reserves the right to end a volunteer's involvement if this policy is breached, or if safety or operational concerns arise.

## **14. Changes to This Policy**

This policy may be updated from time to time. The most recent version will apply.