



## Terms of Reference for Oxfam festival volunteers 2018

### Introduction

When you volunteer for Oxfam you are helping to support the organisation's work to overcome poverty and suffering all over the world. Volunteering at a festival is different from volunteering in a high-street Oxfam shop or holding a fundraising event, and can be demanding in unexpected ways. When you apply to volunteer you agree to the terms below; make sure you read this document so that you understand what to expect and what's expected of you.

### Definition of a Volunteer

Oxfam volunteers are individuals who freely contribute their time and skills towards Oxfam's goal of overcoming poverty and suffering. Volunteers are not employees of Oxfam GB and do not receive any form of payment, although out of pocket expenses are reimbursed. You are free to stop volunteering at any time.

#### 1. Representing Oxfam

As an Oxfam volunteer, you represent Oxfam and should uphold the standards of the Code of Conduct please see Oxfam GB's code of conduct page.

This means that whenever you volunteer with us, you always have the support of a big organisation. This also means that at all times you represent a brand which is one of the UK's most recognised charities. You are supporting Oxfam's fundraising goals by ensuring we provide the best volunteering service possible. We therefore expect you to follow the guidance provided in your training and briefings to ensure you represent Oxfam responsibly as well as the safety of yourself and others. Any behaviour, including online activity, which are deemed to breach this agreement could result in your removal from a festival site.

### Eligibility to volunteer

- 1.1 We welcome volunteers to Oxfam regardless of nationality, ethnic origin, or sexual orientation; from all social, economic and religious backgrounds, genders, marital status; and people with physical or mental health conditions, or learning difficulties, so long as it is safe and legal for them to volunteer.
- 1.2 To volunteer at a festival with Oxfam you must be at least 18 years old on the day you arrive on site of the first event you apply for, whether you are on shift that day or not. You can attend training at 17 as long as you will be 18 when you arrive at your first event.
- 1.3 All volunteers need to bring photo ID to site at every festival they volunteer at, to prove both their age and identity. This includes volunteers who have already completed other events with us during the year. People without ID are unable to volunteer and may be asked to leave the festival. Valid ID includes a full UK picture driving licence, a passport, and a proof of age card issued by your local authority or an affiliated scheme. A full list of acceptable ID is provided by email 2 weeks before each event.
- 1.4 To apply you must be eligible to volunteer in the UK. This is a legal requirement. If you are not sure if your existing visa allows you to volunteer, we suggest you [contact the UK Border Agency](#). Oxfam does not support visa applications for volunteers.
- 1.5 As volunteering involves a high level of interaction with the public and the Oxfam team, we are only able to offer volunteering places to people who are fluent in written and spoken English.
- 1.6 Volunteering on a festival site can be a demanding role, but with notice we can adapt it to suit health requirements. If you have a health condition that means you require any adjustments to enable you to volunteer with Oxfam, you should include them in the Medical and/or Access Requirements boxes on our application form, including as much or little information as you wish. We will then get in touch to discuss your needs. For more information please see Medical and Accessibility information page

- 1.7 All new applicants must provide a reference on the application form. If Oxfam does not receive satisfactory references you may be asked not to volunteer with Oxfam.
- 1.8 Unspent convictions may be taken into account when considering your eligibility to volunteer (in accordance with the Rehabilitation of Offenders Act 1974). You must declare these in the application form. If you have an unspent criminal conviction, please contact us at [festivals@oxfam.org.uk](mailto:festivals@oxfam.org.uk) to arrange a conversation with our team in confidence.
- 1.9 Our event partners frequently undertake security checks of our volunteers to ensure the safety of their event. This can be a DBS or PNC check depending on the festival (see section 5.3). Anyone who fails the necessary security check may be asked not to volunteer with Oxfam.
- 1.10 You should respectfully consider our brand perception when posting about Oxfam volunteering on social media, anything considered abusive, inappropriate, or illegal could prevent you from volunteering with us in the future.
- 1.11 If you have ever been asked not to volunteer for any department of Oxfam, and this decision has not been overturned in writing through the appeals process detailed in Oxfam's Resolving Differences Policy, you will not be eligible to volunteer for the Oxfam festivals team.

## **2. Being an Oxfam Steward**

Our stewards undertake a variety of tasks, but at the heart of everything we do we have a commitment to ensuring public safety. Stewarding is rewarding and can be challenging; it may involve unpredictable scenarios, including medical incidents, or situations in crowded environments. Equally, sometimes shifts can be quiet, including overnight, and we have to carry out our role in all weather conditions.

Oxfam will support you in all of these situations, but it's important that you understand that stewarding can sometimes be a demanding and responsible role, and we play a key part in the safety plans of major events. As such, we ask you to ensure that when you volunteer with us you assist us to maintain Oxfam's standards and reputation, and support your fellow stewards.

- 2.1 Stewards' behaviour impacts on the reputation of the organisation we expect all our volunteers to behave in a safe and respectful way both on and off-shift. The decision of Oxfam's lead coordinator on a festival site is final, including with regard to volunteer's conduct.
- 2.2 All stewards need to complete Oxfam's training programme every four years. This programme is free to attend and sessions are held all over the country. Our training will equip you with all the skills you need to undertake volunteer stewarding with Oxfam, as well as making sure you know how to keep yourself safe while volunteering with us. You sign up for training when you book a stewarding place with us, and if you are unable to attend a listed session we will get in touch to arrange an alternative. When attending training sessions, you must be sober and free from the effects of intoxicants. If you have not undertaken the training course before you arrive on-site, will not be allowed to steward.
- 2.3 Every year Oxfam makes a Stewarding Guide book available to all stewards. This information should help keep you safe and guide your volunteering. It is important to read this Guide every year to refresh your knowledge. Please keep it on your person when stewarding.
- 2.4 All our stewards volunteer to complete a set number of shifts at each festival or event. Depending on the duration of the event this might be two or three shifts. Each of the shifts is usually eight-and-a-quarter hours long, and you must complete all your allotted shifts. Where possible we ensure variety in our allocation - for example you may complete one day shift, one evening shift and one night shift during an event. Very occasionally we have split shifts – these are allotted in advance.
- 2.5 All stewards are expected to complete all their allotted shifts. The only exception to missing allocated shifts is if you are ill or an emergency occurs, and in these cases you must let us know first at our onsite office or via the on-site phone number we provide you with. We may ask for documentary evidence in order to return your deposit.
- 2.6 You will need to be available to be on site for all the days stated on the application system which will be confirmed on your confirmation email for each event.
- 2.7 If you indicate your availability for early or late shifts on your application, you must be available for the relevant dates. You will be notified ahead of the event if you need to arrive on-site early, but you will not necessarily be told in advance if you are required for the late shift. If your circumstances change, you must let us know immediately, or you may be required on site outside of the standard dates on the application page.
- 2.8 For each shift completed stewards are entitled to a half hour break. This will be allocated by the supervisor for their area. Stewards must ensure they return from their breaks in the time-frame given as we need to ensure all stewarding positions are covered to enable us to fulfil our duties to the festival.

- 2.9 Stewards are expected to make their own way to and from the festival, under their own expense. For some festivals we provide a bus service to or from the festival which will normally be bookable as part of the online application process. Any fee for this service will be stated on the application form and will be deducted from your deposit.

### **3. Volunteering safety**

In any situation, the first person with responsibility for the health & safety of yourself and others is you. Please consider your actions and don't take unnecessary risks. If you are worried for your health and safety at any point, remove yourself from the situation and contact your supervisor or Oxfam management.

- 3.1 It is important that volunteers uphold the conditions of Oxfam's Health & Safety policy.
- 3.2 When you are volunteering, you must be sober and free from the effects of intoxicants, be they legal, illegal or prescribed. Anyone found to be intoxicated will not be allowed to volunteer, may be evicted from the event and denied from volunteering in future.
- 3.3 Oxfam has a zero tolerance towards drugs and other illegal substances. Anybody found to have drugs in their possession, or under the influence of drugs in the Oxfam campsite, will not be allowed to volunteer, may be ejected from the event and denied from volunteering in future.
- 3.4 Anyone found to be breaking the law will be subject to the same penalties as in daily life as well as each festival's own policies and procedures.
- 3.5 Volunteering is a 24/7 experience, and you need to bring everything necessary to keep you warm, fed and comfortable. At festival events, Oxfam usually provides a secure camping space, access to toilets and showers, tea and coffee, and a number of meals - the number of which is relative to your role on site. At a day event, there may not be accommodation available. You will need to provide camping equipment, warm clothes, waterproofs, sturdy and comfortable shoes, boots or wellingtons and enough food and money to keep you going for the duration of the event.
- 3.6 We try to provide secure camping, patrolled by our own stewards, but cannot take responsibility for any personal possessions you bring to an event. Take care of your gadgets and money, carry your valuables with you, and use the event's own lockers if available. If something is too precious to lose, please don't bring it to an event.
- 3.7 All volunteers are provided with adequate Personal Protective Equipment (PPE) to keep them safe while they do their work. You must always wear your high-visibility tabard when you are stewarding, including in senior roles as Oxbox or event control. Campaigns and shop volunteers must wear hi-vis when instructed to do so by Oxfam staff. Oxfam requires that you use other PPE at any time it is appropriate, and always if you are instructed to do so by a supervisor or member of event staff. This PPE might include a ear plugs, sunscreen, wet-weather poncho, steel toe-capped wellington boots or a two-way radio. You must never ignore or mistreat your PPE – it is there to help you keep yourself safe. It is a legal requirement to use PPE when appropriate, and if you do not wear it when asked to do so you may be asked to leave the festival. Lost PPE may incur a replacement charge.
- 3.8 At the beginning of every event we hold an on-site briefing for all volunteers. The times and locations for briefings are provided in your pre-festival email, and on arrival on site. It is very important to attend these briefings, as they will give you valuable information about the place where you are volunteering, as well as providing up-to-date health and safety information that is specific to the event. These are also an opportunity to ask questions and meet the team who'll be leading your volunteering task. If you miss a briefing you may be asked to leave the event. When attending briefings, you must be sober and free from the effects of intoxicants. If you have been selected for a supervisory role, you must attend the relevant briefing, which can mean attending more than one briefing before starting your shift.
- 3.9 All Oxfam volunteers are covered by the organisation's professional insurances.

### **4. Deposits**

Our deposit scheme helps us to ensure we recruit volunteers who intend to continue volunteering until the end of the festival. People who do not complete their shifts reduce the amount of money Oxfam raises to reduce poverty and suffering all over the world. People that don't complete their shifts directly impact on the lives of some of the poorest people in the world – please help us to reduce this impact to zero.

We understand that sometimes our volunteers encounter problems, and we always make allowances for unusual circumstances, such as illness or family emergency. We ask that that you provide the office with written documentation to support any situations like this. With that evidence, we can often waive charges.

Please note: Deposits are not required for Festival Shop Volunteers, but are still bound by the clauses within this section as Oxfam Volunteers.

- 4.1 At any event where there is a ticket entry price, Oxfam charges a deposit which reflects that price. This is refunded to you upon successful completion of your final event in the season with us.
- 4.2 After you have signed up to Oxfam's events and paid your deposit, you have a week to change your mind and cancel your place free of charge. This complies with the demands of the Consumer Credit Act.
- 4.3 Volunteers must complete their full profile on the Oxfam Festivals webpage before the confirmation deadline, at least 8 weeks before their chosen event. If you do not fill in the necessary details by this time, we may cancel your volunteering place and withhold your deposit.
- 4.4 If for any reason, you cannot volunteer with us after committing to a place, we ask you to cancel your place before the cancellation deadline for that event (this is usually six weeks before the arrival date at the event). Cancelling a festival place before the deadline incurs an administration fee of £20, unless you have a justified reason for which you can provide evidence.
- 4.5 If you need to cancel your place after the cancellation deadline for that event, but before the event starts, Oxfam will withhold the full deposit held for that season. We levy this fee because if you drop out we will need to cancel you from our system, re-allocate your role and, frequently, advertise for another volunteer to take your place. Late cancellations cost us money in terms of administration time and advertising. If you have a health or other justified emergency reason to cancel late, we will grant a refund on a case-by-case basis, but will ask for documentary evidence of your reason.
- 4.6 In unusual circumstances Oxfam may have to cancel volunteering places. This might be due to cancellation of an event, changes to our arrangements with the event organisers or other unanticipated circumstances. If your stewarding place is cancelled through no fault of your own, we will notify you as soon as possible and your deposit will be refunded in full. In this instance, we will also consider refunding travel to and from the festival that has been pre-booked on a case by case basis.
- 4.7 If you do not turn up at a festival where you have agreed to volunteer without a justified reason, Oxfam will withhold your full deposit, and you will be denied from volunteering with Oxfam again.
- 4.8 Volunteers who come to an event and register for their wristband or pass, but who do not then complete the shifts cause problems for Oxfam in terms of operational difficulties and reputational damage. As such, for every person that misses any one of their volunteering shifts without a justified reason, Oxfam will withhold their full deposit, and they will be asked not to volunteer with Oxfam again. We will also pass their details on to the festival organisers on site and if found you will be removed from the festival. If you miss a shift but provide a health or other emergency reason, we may ask for evidence to support a refund of your deposit.
- 4.9 Furthermore, every year event organisers may request names of people who have absconded from their event in the past, to ensure that those people never take advantage of volunteering at the event to gain free access in the future. A denial by one organisation can lead to a ban by all agencies at an event. In the case of you already being banned from an event, Oxfam will need to cancel your application for that event. Please contact the office if you think this might affect your application.
- 4.10 Each festival has an associated deposit value against it. If you apply for multiple festivals, the system will calculate the deposit for that season as no more than the highest value festival for which you have applied.
- 4.11 Please note, partial refunds will not be given, therefore the total deposit value will be retained until after your final festival of the season. Please factor this into any decision making when signing up to multiple festivals.
- 4.12 If you have applied to multiple festivals, any admin fees levied throughout the season will be taken off the full value of your deposit ahead of your deposit being refunded after your final festival of the season.
- 4.13 If you have chosen to donate a share of your deposit during your application this donation will be taken at the point of application and cannot subsequently be withdrawn.
- 4.14 If you have chosen to donate a share of your deposit, any deductions (merchandise purchases, cancellation fees, bus fees etc.) will be taken out of the 'amount to be refunded' which is the difference between the total deposit paid and any donations you have made. If the difference between the total deposit paid and the total amount donated exceeds the amount of deductions made, the value of your donation will be reduced accordingly.

## **5. Your personal information**

- 5.1 As an event volunteer, you are also bound by the event's own policies that cover all event attendees. Failure to abide by these policies could see you being asked to leave an event. This might include the

right to search you and your possessions as you enter an event, restrictions on the items you can bring with you, the standards of behaviour expected and the use of professional cameras or recording equipment.

- 5.2 Your information is held in line with the Oxfam Festival team's privacy policy which you need to consent to before you sign up.
- 5.3 Oxfam may need to pass your data, including personal information, to the event organiser, the police or their agents for the purposes of security checks. Oxfam will use a secure mechanism for transferring data.
- 5.4 Oxfam may need to pass your data, including personal information, to the event organiser or their ticketing provider in order to allocate you access to your chosen events. Oxfam will use a secure mechanism for transferring data.
- 5.5 During events Oxfam may capture photographs or video for use in its advertising, media, marketing work and for training purposes. If you don't want your photo to be taken, please inform a coordinator on-site at the start of the event.
- 5.6 You must update us if your contact details change so we can communicate with you throughout the season. Please avoid using temporary email addresses and please note that the application system using email addresses as a form of unique identification and therefore it is not possible to share an email account with another volunteer.
- 5.7 Failure to adhere to the terms of reference included in this document may lead to you being asked to leave the festival site and your invitation to volunteer with Oxfam in the future withdrawn.

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