



Huge thanks for your expression of interest in being a volunteer for the London Games Festival.

Working with volunteers is a key way in which the London Games Festival seeks to change the perception of video games by letting audiences get hands-on with the latest interactive experiences, and learn about working in this important entertainment sector.

We aim for our volunteers to be enriched by their commitment to our festival as the festival is enriched by their contribution. Volunteers with the London Games Festival will be allocated tasks that both meet the requirements of the organisation and the skills, experience and aims of the volunteer. The nature of the tasks and where work takes place will depend upon the festival programme.

Below is The London Games Festival **volunteer policy** which shows the expectations and support offered by London Games Festival, and the time committed by the volunteer.

This is not a contract of employment.

To become a volunteer at the London Games Festival, please can you read our volunteer policy, then fill in this short questionnaire which will tell us a little more about your experience, and what your participation in the festival might be

We will try to accommodate your preferred days and hours where possible, which we will outline in a volunteer letter of agreement before the festival starts.

If you have any questions, or require any more information about the festival, or about volunteering, please do not hesitate to drop me a line.



The London Games Festival Volunteer Policy

London Games Festival is committed to the following:

- London Games Festival will not introduce volunteers to replace paid staff.
- London Games Festival will recognise the individual skills each person brings and respect the value of volunteer contributions.
- London Games Festival will do its utmost to make volunteers feel supported and able to achieve in their role.
- London Games Festival will encourage volunteers to develop and build on existing skills and knowledge through sharing good practice and training.

Volunteers interacting with the general public will need to provide a DBS certificate issued within the last 12 months.

We ask that each volunteer read and adhere to the London Games Festival Equal Opportunities Policy.

Agreement, Training, and Work Outline

The London Games Festival will provide volunteers with an induction to venues, health and safety procedures, equal opportunities and to any further relevant organisational policies.

Each volunteer will be invited to an informal meet and greet session to meet with the London Games Festival team, at which expectations and the compatibility of organisation and individual will be discussed. Potential volunteers will be asked to complete a Volunteer Letter of Agreement.

Support

Volunteers will have a named contact (Matthew Charlton, Games London – matthew.charlton@games.london) who will ensure that they are adequately trained for each role they are allocated.

Expenses

Volunteers can claim travel to and from their place of volunteering if they volunteering for more than four hours in any one day, in which case they will be reimbursed (up to £5 in value upon proof of receipts).



Insurance

Volunteers are covered by the insurance policy of the London Games Festival whilst at any London Games Festival venue, or at any associated (Fringe) event when engaged in work as a volunteer elsewhere. Volunteers are covered by Public Liability, in case of injury as a result of volunteering, and Personal Accident, should a volunteer unintentionally injure someone else or damage something.

Health and Safety

Each volunteer will have a health and safety sheet addressing issues that may be encountered with the event and venue they are volunteering for. Volunteers will have access to the health and safety policies of all relevant London Games Festival events. Volunteers may be required to undertake basic health and safety training, which will be provided by London Games Festival. Volunteers will know how to report an accident or incident that they or their colleagues have.

Diversity

Volunteers will be expected to have an understanding of and commitment to the London Games Festival equal opportunities policy.

Problem-solving

London Games Festival will try to solve any problems at the earliest possible stage. In the first instance, volunteers should discuss the problem with their named contact. Problems that cannot be resolved at this stage will be referred to the London Games Festival Senior Games Programme Executive.

Confidentiality

Volunteers are bound by the same requirements for confidentiality as paid staff. Information regarding archival material, particularly that which relates to living persons, must be treated with great sensitivity and must be assumed to be confidential unless explicitly directed otherwise. Volunteers are expected to use discretion at all times when sharing information entrusted to them.



Endings

If, for whatever reason, volunteers are unable to volunteer, or wish to stop volunteering, they should contact Matthew Charlton as soon as possible.

--ENDS