



Terms of Reference for Oxfam Event Volunteers 2020

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 an event 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. Failure to adhere to the terms of reference included in this document may lead to you being asked to leave the event site and your invitation to volunteer with Oxfam in the future withdrawn.

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 Non-Staff Code of Conduct. (*This code of conduct is listed at the end of this document and by agreeing to the Terms of Reference you also agree to abide by the non-staff code of conduct.*)

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 documented 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 an event.

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 an event with Oxfam you must be at least 18 years old on the day you arrive on site, whether you are on shift that day or not. If you are not you will need a guardian there with you and we will need a completed parental consent form.
- 1.3 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.
- 1.4 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.
- 1.5 Volunteering at an event can be a demanding role, but with notice we may be able to 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 email us in advance of the event at events@oxfam.org.uk to arrange a conversation with our team in confidence regarding your Medical and/or Access Requirements. We will then get in touch to discuss your needs.
- 1.6 Unspent convictions may be considered when considering your eligibility to volunteer (in accordance with the Rehabilitation of Offenders Act 1974). You must declare these in the volunteer application form. If you have an unspent criminal conviction, please contact us at events@oxfam.org.uk to arrange a conversation with our team in confidence.
- 1.7 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.
- 1.8 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 events team.

2. Being an Oxfam Events Volunteer

Our volunteers undertake a variety of tasks, but at the heart of everything we do we have a commitment to ensuring public safety. Event volunteering is rewarding and can be challenging; it may involve unpredictable scenarios, including medical incidents, situations in crowded environments or inclement weather. Equally, sometimes volunteer shifts can be quiet, (including overnight if you are at an overnight event).



Oxfam will support you in all of these situations, but it's important that you understand that event volunteering 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 volunteers, event participants and, where applicable, members of the public.

- 2.1 Volunteers' 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 Event Manager on an event site is final, including with regard to volunteer's conduct.
- 2.2 For each event that Oxfam has volunteers at, Oxfam provides a guide which is available to all volunteers. This information should help keep you safe and guide your volunteering. It is important to read this to gain knowledge on what's required of you. Please keep it on your person when volunteering.
- 2.3 Depending on the duration of the event that you have applied for (whether this is a one day event or a multiple-day event) you may be asked to work shifts. This might be two or three shifts (usually one per day). Each shift is usually eight hours long (or less). Occasionally we have split shifts – these are allotted in advance.
- 2.4 You will need to be available to be on site for the date of the event that you are volunteering for. Shifts will be confirmed on your confirmation email in the lead-up to your event.
- 2.5 For each shift completed volunteers are entitled to a break. This will be allocated by the coordinator for their area. Volunteers must ensure they return from their breaks in the time-frame given as we need to ensure all volunteering positions are covered.
- 2.6 Event volunteers may claim reasonable travel expenses in line with Oxfam's volunteer expenses policy.
- 2.7 As an event volunteer you are 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.

3. Volunteering safety

In any situation, the first person with responsibility for the health & safety of yourself 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 coordinator 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 at an Oxfam event, 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 event'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. Please ensure you come equipped with clothing that is suitable for whatever weather there may be on the day - warm clothes, waterproofs, comfortable shoes – and enough food and money to keep you going for the duration of the event.
- 3.6 We cannot take responsibility for any personal possessions you bring to an event. Take care of your gadgets and money, carry your valuables with you. If something is too precious to lose, please don't bring it to an event.
- 3.7 At the beginning of your event shift the volunteer coordinator stationed at your event shift location will hold a briefing for all volunteers. The times and locations for your event shift are provided in your pre- event email. It is important to arrive in time to attend this briefing, as it 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 should locate the volunteer coordinator at your event location so that they can give you a verbal briefing. If you have been selected for a coordinator role, you will receive a verbal briefing from an event management staff member either in person or by telephone in the lead-up to the event or on event day itself.
- 3.8 All Oxfam volunteers are covered by the organisation's professional insurances.



4. Your personal information

- 4.1 Your information is held in line with Oxfam's privacy policy: <https://www.oxfam.org.uk/privacy-and-security/full-privacy-policy>
- 4.2 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.
- 4.3 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.
- 4.4 During events Oxfam may capture photographs or video for use in its advertising, media, marketing work and for training purposes. Our photographers will ask your permission before capturing any images of which you are the subject. These images and any associated comments may be used in connection with Oxfam's work to help end poverty. Content may be edited and used on any or all of Oxfam platforms, as well as by donors, partners or other external organisations to promote Oxfam.
 - 4.4.1 The materials will be stored on Oxfam's secure servers and new content will not be created from these after 5 years without additional consent. In the case of material published online and offline, it is possible that ongoing, existing use of this content will continue for longer than 5 years.
 - 4.4.2 You can withdraw your consent at any time by speaking to a member of the Events Team. For details about Oxfam's work and your rights, please see the privacy page of our website: www.oxfam.org.uk/privacy
 - 4.4.3 You always have a right to access, rectify, erase or restrict the use of your data. Please e-mail privacy@oxfam.org.uk to request this. In addition, you have the right to lodge a complaint with the Information Commissioner's Office: <https://ico.org.uk/make-a-complaint/>
- 4.5 You must update us if your contact details change so we can communicate with you in the lead-up to the event. Please avoid using temporary email addresses.
- 4.6 If you have any questions or concerns about this use of your personal data, please contact the Events Team via events@oxfam.org.uk

Oxfam's Joint Code of Conduct

It is important for us to ensure that the conduct of all people connected to our work is in keeping with the organisation's beliefs, values and aims.

The aim of this Code of Conduct is to give you guidance regarding the key issues that you need to be aware of, and the standards by which you would be expected to behave in certain circumstances. The Code applies to everyone associated with Oxfam GB, regardless of location, and in accepting your contract/agreement with Oxfam GB, you undertake to discharge your duties and to regulate your conduct in line with the requirements of this Code. The Code is designed for your guidance and protection, although a breach may result in the termination of our contract/agreement with you/your organisation and, in some cases, may lead to criminal prosecution

Whilst recognising that local laws and cultures differ considerably from one country to another, Oxfam is an International Non-Governmental Organisation (INGO), and therefore the Code of Conduct is based on International and UN standards. The Code reflects Oxfam's fundamental mission and values, and seeks to ensure that those representing the work of Oxfam avoid using possible unequal power relationships for their own benefit.

Oxfam International

Oxfam is a group of organizations working together internationally to find lasting solutions to poverty and injustice.

Aim:

That all human beings have the basic right to:

- earn a decent living to support themselves and their families
- enjoy basic education and health care
- get help in life-threatening disasters
- speak out for their rights
- be treated as equal.

Code of Conduct: Standards and Values

I will:

1. Uphold the integrity and reputation of Oxfam by ensuring that my professional and personal conduct is demonstrably consistent with Oxfam's values and standards.

I will seek to maintain and enhance public confidence in Oxfam by being accountable for the professional and personal actions I take and ensuring that I manage the power that comes with my Oxfam position with appropriate restraint.

Whilst observing the requirements of the Code of Conduct, I will also be sensitive to, and respectful of, local customs and culture, even if the norms and values in that cultural context differ from the Code of Conduct. I will if necessary seek (and will receive) support and advice from Oxfam.

I will not work under the influence of alcohol or use, or be in possession of, illegal substances on Oxfam premises, vehicles or accommodation.

2. Treat all people with respect and dignity and challenge any form of harassment, discrimination, intimidation, exploitation or abuse

I will contribute to a working environment characterised by mutual respect, integrity, dignity and non-discrimination.

I will ensure that my relationships and behaviour are not exploitative, abusive or corrupt in any way.

I will respect all peoples' rights, including children's rights, and will not engage in any form of sexual abuse or exploitation of any persons of any age.

I will not have sexual relations with children (defined as under 18 years old);

I will not have sexual relations with beneficiaries, recognising in both cases the inherent unequal power dynamics and that such behaviours can undermine the integrity and credibility of Oxfam's work.

I will not exchange money, offers of employment, employment, goods or services for sex or sexual favours, nor any forms of humiliating, degrading or exploitative behaviour.

I will use my best endeavours to report any such behaviours or malpractice in the workplace by others to my line management or through recognised confidential reporting systems.

3. Perform my duties and conduct my private life in a manner that avoids possible conflicts of interest with the work of Oxfam.

I will declare any financial, personal, family (or close intimate relationship) interest in matters of official business which may impact on the work of Oxfam (e.g. contract for goods/services,

employment or promotion within Oxfam, partner organizations, beneficiary groups).

I will advise Oxfam of any intention to seek a nomination as a prospective candidate or another official role for any political party or public office to clarify whether any conflict, or perceived conflicts, with my duties with Oxfam may arise.

Even when the giving and acceptance of gifts is normal cultural practice I will reject monetary gifts or inappropriate gifts from governments, beneficiaries, donors, suppliers and other persons, which have been offered to me as a result of my association with Oxfam. Where the giving and acceptance of gifts is normal cultural practice, I will ensure that such gifts are within the limits of reasonable judgements and in accordance with procurement policies and I will report gifts to the line management and where appropriate hand them onto Oxfam.

I will assure that assistance by Oxfam is not provided in return of any service or favour from others.

I will act against any form of corruption and not offer, promise, give or accept any bribes.

4. Be responsible for the use of information, equipment, money and resources to which I have access by reason of my association with Oxfam.

I will use my discretion when handling sensitive or confidential information.

I will seek authorization before communicating externally in Oxfam's name and will avoid any unintended detrimental repercussions for me or Oxfam.

I will appropriately account for all Oxfam money and property, (e.g. vehicles, office equipment, Oxfam-provided accommodation, computers including the use of internet, email and intranet).

5. Protect the health, safety, security and welfare of all Oxfam employees, volunteers and contractors.

I will undertake and act on appropriate risk assessments.

I will comply with local security management guidelines and be pro-active in informing management of any necessary changes to such guidelines.

I will behave in such a way as to avoid any unnecessary risk to the safety, health and welfare

of myself and others, including partner organizations and beneficiaries.

6. Promote human rights, protect the environment and oppose criminal or unethical activities.

I will ensure that my conduct is consistent with the human rights framework to which Oxfam subscribes.

I will use my best endeavours to protect the natural environment and work in a sustainable way.

I will contribute to preventing all forms of criminal or unethical activities.

I will inform Oxfam of any relevant criminal convictions or charges I have had prior to my association in which Oxfam may have a legitimate interest.

I will also notify Oxfam if I face any criminal charges during my association with Oxfam that may impede my ability to perform the duties of my position subject to national legislation.

I will adhere to following policies and procedures (see list below) that support the above Standards:

One Oxfam Child Safeguarding Policy
Safeguarding Adults Policy
Dealing with Problems at Work Policy
Gender Equality Policy
Security Policy and Local Security Guidelines
Acceptable Use Policy (incorporating Email Policy & Internet Policy)
Anti-Bullying and Harassment Policy
Information Security Policy
Expenses Policy
Health and Safety Policy
Risk Assessment Policy
Travel Policy
Disclosure of Malpractice in the Workplace Policy
One Oxfam Prevention of Sexual Exploitation and Abuse (PSEA) Policy
One Oxfam Anti-Fraud and Corruption Policy
Conflict of Interest Policy
OI Sexual Diversity and Gender Identity Rights Policy