

Volunteers Policy



idfa

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1. Introduction

1.1. Welcome to IDFA

Thank you for choosing to work with us on the biggest documentary film festival in the world. It would not be possible to organize the festival without the help of the more than 500 volunteers who work with us each year. Unlike with the paid staff, the working relationship between volunteers and staff is not legally regulated. The purpose of this document is to inform you of the way of working, rights and obligations involved. Volunteers can expect IDFA to observe the rights of volunteers and to keep to its agreements. IDFA has to be able to count on its volunteers to do the same. Should you have any questions about this, please do not hesitate to contact your supervisor or the volunteer's coordinator.

2. Basic starting points for working with volunteers

2.1. Aims

The reason IDFA works with volunteers is that this enables us to achieve our organisational aims. Also, volunteers transmit enthusiasm to and attract visitors. As the volunteers are drawn from a wide range of individual backgrounds, we are also able to appeal to a broad target audience. Alongside these organisational aims, IDFA offers volunteers the opportunity to broaden their own horizons: meeting new people, obtaining work experience and undergoing personal development. In addition, the volunteer can benefit from seeing the best documentaries made during the past year.

2.2. Definition of volunteer work

Working for IDFA as a volunteer is not obligatory, but does involve a certain level of commitment. We appreciate the work of volunteers and lean on our volunteers.

Volunteering to work for IDFA can be for a number of reasons, such as:

- Enjoying the type of work
- Wanting to get to know the organisation
- Wanting to have a responsible job
- Gaining work experience
- Wanting to express support for IDFA
- Wanting to contribute to the cultural life of the city of Amsterdam

2.3. Our vision of the volunteers

When performing their work, IDFA volunteers are a part of the organisation, and are treated as such. The volunteers represent IDFA during the festival. IDFA is responsible for supervising and supporting its volunteers in the event of uncertainty or problems. Each volunteer has his or her own particular competences and way of working. IDFA makes every effort to bear this in mind when selecting volunteers and allocating tasks. Although the volunteers do not receive any financial payment, we do reward their efforts in other ways. IDFA considers it very important to receive feedback from its volunteers; this enables us to continue to grow and develop. Volunteers wishing to give feedback should do so via their immediate supervisor or volunteer's coordinator.

2.4. Anti-discrimination Act

IDFA adheres to the statutory principle of non-discrimination, as laid down in Article 1 of the Dutch Constitution: discrimination is forbidden. The law states, verbatim:

"All persons in the Netherlands shall be treated equally in equal circumstances. Discrimination on the grounds of religion, belief, political opinion, race or gender or on other grounds whatsoever shall not be permitted."

The law specifies a total of twelve grounds for discrimination: race, gender, heterosexual or homosexual orientation, political convictions, religion, philosophy of life, disability or chronic illness, civil status, age, nationality, working hours (full time or part time) and type of contract (permanent or temporary). If you experience illegal discrimination on one of the above grounds, please contact the volunteer's coordinator about this, so the discrimination can be stopped.

3. The position of the volunteer within the organisation

3.1. Responsibility for volunteer policy

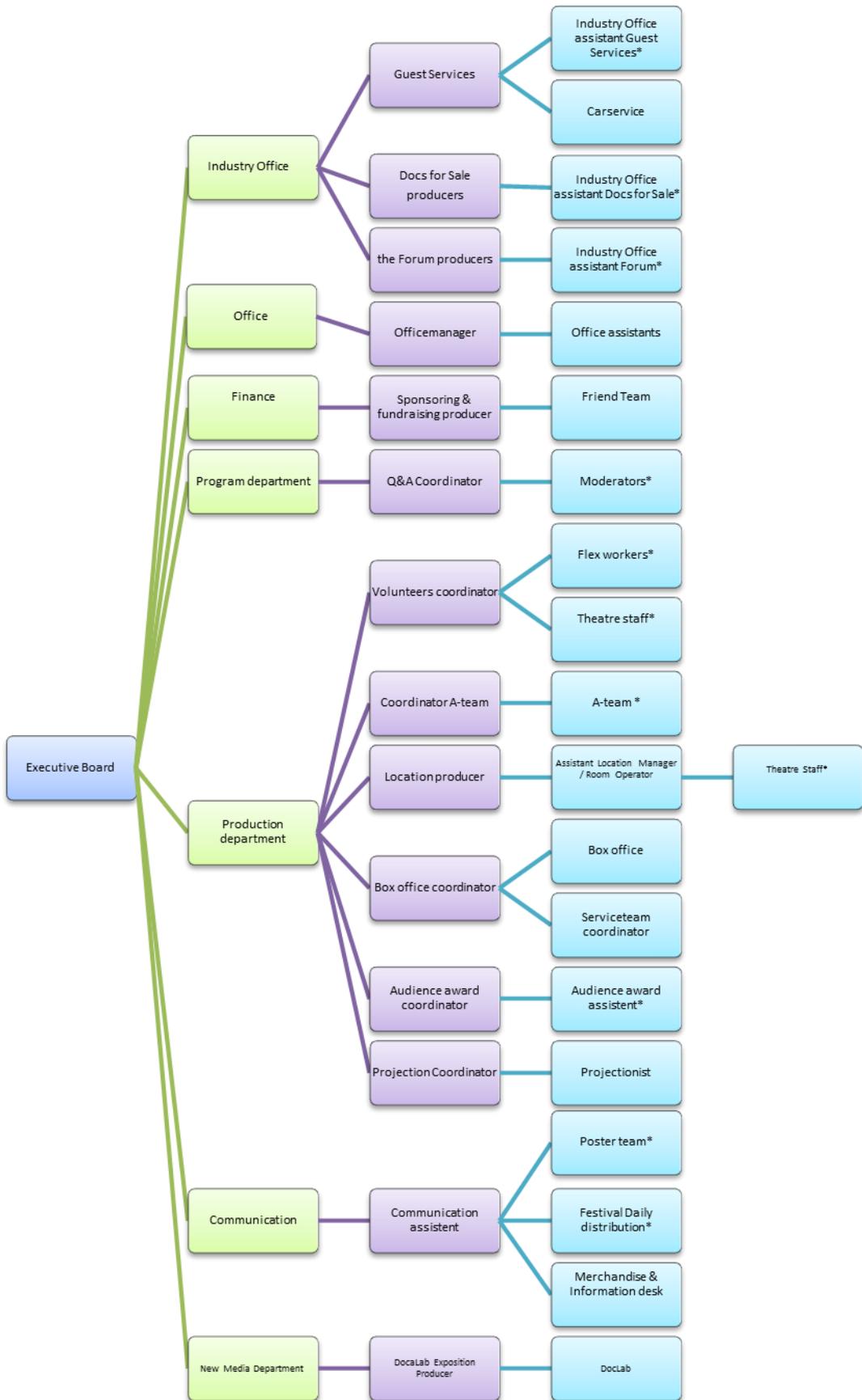
The volunteer's coordinator is responsible for monitoring and implementing IDFA's volunteer's policy. This policy was drawn up in cooperation with all of the staff, on the basis of a desire to create a single vision for the organisation.

3.2. Coordination

During recruiting and selection, the volunteer's coordinator carries out the front-line coordination of the volunteers. A separate coordinator is responsible for each job group. In the case of escalating conflicts, assistance will be sought from the volunteer's coordinator.

3.3. Organisation chart

This organisation chart shows how IDFA is organised. It shows all departments that work with volunteers and states the coordinators responsible for the various volunteer jobs. Volunteer jobs that are marked *, are available to non-Dutch speaking volunteers.



3.4. Rights

Every volunteer that sticks to the obligations stated in 3.5, are entitled to the following benefits:

- A crew pass that entitles you to get free tickets for regular screenings from the box office (unless sold out). A number of seats are reserved for volunteers at each screening; these become available at the box office from one day prior to the screening. The crew pass also gives you a discount on non-regular screenings and special programmes.
- Lunch when working morning/afternoon shift, dinner when working an afternoon/evening shifts. Shifts that start at 7 pm or later do not carry this entitlement.
- Coffee and tea during your shift.
- An IDFA T-shirt, catalogue and programme magazine.
- Invitations to events that are organized especially for volunteers, like the volunteers screening and the volunteer's party.
- Travelling expenses within the Netherlands if applicable (see expenses).

3.5 Obligations

To make a claim to the rights stated in 3.4, volunteers are held to the following commitments:

- You are available for at least eight shifts of six hours during the festival period.
- You've filled out the volunteers entry form online (www.idfa.nl/volunteers) and sent us photo, a copy of your passport and your CV. (Volunteers from outside the European Union, need to send us a copy of a work permit for the EU as well.)
- You stick to the agreements made about your shifts
- You are friendly, helpful and positive to our (professional) audiences.
- You wear your IDFA T-shirt and crew-badge during your shifts.
- IDFA is a guest at all festival locations. We need to be good guests and expect the volunteers to behave as such.

4. Job descriptions

4.2. Jobs and criteria

Below is a list of volunteer jobs at IDFA that are available to non-Dutch speaking volunteers, stating the competencies you should have to carry out each job as required, and the competencies you can develop within the job. If you speak Dutch, there are more jobs available. Job descriptions for Dutch speaking volunteers can be found in the Dutch Volunteers Policy, also available on our website.

A-team

Description: The A-team helps setting up and taking down everything for events at the various locations and to move and set up offices and desks at the festival locations.

Shifts: The A-team does not work in shifts, but in full days. It is best if you are available the whole day, the A-team coordinator will tell you when he needs you. You are free to go and watch films in-between jobs.

Requirements: Flexibility, inventiveness, good with your hands, flexible availability to facilitate planning (also before and after the festival), a good physical condition and not afraid of hard work.

Period: The A-team is active from Sunday the 12th until Monday the 27th of November.

Competences: This job allows you to develop your teamwork skills and gives an insight into the resources that go into making the festival work.

Audience award assistant

Description: As an Audience award assistant you will be taking care of the transport of voting tickets to and from the various locations, handing out and taking in voting tickets at the door of each venue, counting and administering the votes at the central location after the screening. Please note: it's not part of your job to attend screenings. Of course you do get the opportunity to attend screenings when not working.

Shifts: morning, afternoon and evening shifts

Requirements: organized, structured and punctual

Period: The Audience award team will be active throughout the festival (15- 26 November)

Competences: This job allows you to develop in the areas of teamwork, administrative competencies.

DocLab

Description: As a DocLab volunteer, you will spend most of your time at the exhibition. Your responsibilities might include explaining to visitors how to use the Oculus Rift, keeping track of reservations or offering clarification on any number of projects. You'll spend the entire time in Vlaams Cultuurhuis De Brakke Grond, DocLab's partner and home base.

Shifts: Most of the program takes place from 11:00 – 21:00, but you may need to arrive as early as 09:00 or stay as late as 23:00.

Requirements: You should be social and friendly, speak English well and have no fear of technology. Affinity with new media or virtual reality is a definite plus. Please note that special technical knowledge isn't required.

Period: A DocLab volunteer is needed on every day of the festival, from the 16th till the 26th of November.

Competences: At DocLab, you can expand your knowledge of new media and virtual reality, as well as improve your social and communication skills.

Festival Daily distribution

Description: As a Festival Daily distributor you will be identifying the locations that need festival daily newspapers and programme booklets, replenishing the stocks and ensuring that there is always sufficient supply at all locations.

Shifts: 9 am – 2.30 pm (most) and 2 pm – 7.30 pm: on the first day, everyone works from 10 am – 4 pm

Requirements: sense of responsibility, flexibility, fast worker, alert and good physical condition

Period: The Festival Daily distribution team is active throughout the festival (15- 26 November), but mostly in the morning.

Competences: This job allows you to develop in the area of teamwork and organisational skills.

Flex staff

Description: Flex staff members are assigned to various positions. In the lead-up to IDFA, you lend a hand to a variety of office projects. During the festival, you can fill in when illness strikes, perform courier tasks and get assigned to rush jobs such as event usher and manning the volunteer desk. Flex staff members also handle the distribution of catering to the various venues.

Shifts: 09:00 - 14:00, 14:00 - 19:00, 19:00 - 00:00.

Requirements: You are service-oriented, flexible, an effective communicator, have a good command of English, are in good physical shape and able to think on your feet.

Period: The Flex staff is active throughout the festival (15- 26 November).

Competences: Depending on the various jobs you get assigned to, this position can help you gain experience in a number of ways. In whatever case, you're sure to develop your sense of responsibility and your skills as a team player.

Industry Office Assistant

Description: Your tasks will be at Docs for Sale, Forum or IDFAcademy. You will help prepare for the event (setting up the venue, filling information packets for registered guests), be on hand during the event to welcome international guests, guide them during their stay, offer production assistance and keep the venue neat and clean.

Shifts: The shifts will depend on the event you're working on. Docs for Sale is open daily from 10:00 – 22:00 (two shifts per day), IDFAcademy Thursday to Sunday from 09:00 - 18:00 (one shift per day), the Forum Monday to Wednesday from 08:00 – 18:00 (one shift per day) For the Forum, information packets are filled by volunteers on Monday the 13th, which means that you won't be able to attend the volunteer screening.

Requirements: You are an effective communicator, good with computers, able to improvise, helpful and have an excellent command of English. You can have a background in documentaries, but this is not an opportunity to make professional connections. To determine if you are eligible, you'll be invited to an interview with the coordinators.

Period:

Docs for Sale: Thursday the 16th till Thursday the 23rd.

IDFAcademy: Thursday the 16th till Sunday the 19th of November

Forum: Monday the 20th till Wednesday the 22th of November

Competences: In this position, you can develop skills in the fields of teamwork, guidance, entrepreneurship and hospitality. You will also gain insight into the importance of IDFA for documentary professionals.

Guestdesk:

Description: The Guest Desk is the first place international guests go when they arrive at the festival. It is your job to help them get started. You will be handing out guest passes, giving directions, arranging carservice for them and generally making sure the guest feels right at home.

Shifts: The Guest Desk starts on the Tuesday before IDFA begins, from 08:00 – 21:00, and has two shifts per day. Information packets are filled by Guest Desk and Forum volunteers on Monday the 13th, which means that you won't be able to attend the volunteer screening.

Requirements: You are an effective communicator, good with computers, able to improvise, helpful and have an excellent command of English. To determine if you

are eligible, you'll be invited to an interview with the coordinators.

Period: Tuesday the 14th till the 26th of November

Competences: At the guestdesk you can develop skills in guidance and hospitality. You will also get the chance to meet filmmakers.

Poster team

Description: You will help hang up film posters at the locations, update public bulletin boards and flyer distribution. Owing to the limited space for film posters, these have to be changed daily.

Shifts: 9 am – 2.30 pm and 2 pm – 7.30 pm: on the first day, everyone works from 10 am – 4 pm

Requirements: sense of responsibility, flexibility, fast worker, alert and good physical condition

Period: The Poster team is active throughout the festival (15- 26 November).

Competences: This job allows you to develop in the area of insight into the resources needed to promote the festival.

Theater staff

Description: As a theater staff member, you'll be put on the schedule at one of the screening venues. During your shift, the assistant location manager / room operator will assign you to one of the following tasks: scanning tickets, solving problems related to the scanning of tickets using an iPad, damage control during screenings, cleaning theaters in between screenings and other small production-related jobs in the theater.

NB: The occasions on which you'll be able to watch a complete film during your shift will be rare. When you're off-duty, you can pick up free tickets for film screenings.

Shifts: 08:45 – 14:00, 13:45 – 19:00, 18:45 – 01:15.

Requirements: You are an effective communicator, helpful, service-minded and speak English very well. Attending the emergency training for theater staff is mandatory.

Period: The Theatre Staff is active throughout the festival (15- 26 November).

Competences: This position will allow you to develop skills in collaboration and communication.

5. Registration and getting to know IDFA

5.1. Recruitment and selection

The knowledge and skills of new volunteers are assessed on the basis of an introductory interview with the volunteer's coordinator. The criteria for the various jobs are stated under 4.1. The volunteer is then allocated a job on the basis of this information and his/her preference. Volunteers that have worked for the festival on previous occasions do not need to attend such an introductory interview at the office. After the selection, all volunteers must attend the instruction meeting for their job.

5.2. Job instruction

A job instruction meeting for every job will be organized in the IDFA Office in the two weeks prior to the festival. During this meeting you will meet your coordinator and colleagues. The coordinator will give you a job instruction and your schedule. You will also receive a printed instruction to read at home before your first shift. Attendance to this job instruction meeting is compulsory.

Each volunteer receives a volunteers' manual and is given the opportunity to ask questions during the meetings and by mail. Changes made after the manuals are given out will be passed on verbally during the festival. Specific topics not covered by the manual can also be covered verbally.

5.3 Emergency training

Shortly before the festival – generally speaking on the Saturday prior to the opening – an emergency training session is held in the cinemas. As the auditorium managers, theatre assistants and location managers in the cinemas are the public's first point of contact, they must be aware of what to do in the event of emergencies. This meeting is compulsory for volunteers who will work in the cinema. In addition, this meeting is used to give theatre assistants instructions on their tasks. At the other locations, there is always sufficient staff on hand to act in the event of emergencies. The emergency training is not compulsory for any of the jobs available to non-Dutch speaking volunteers.

6. Information and consultation

6.1. Instructions

You will be given the relevant instructions for your tasks as a volunteer. These will be issued during the job instruction meeting for your job. Please make sure you have read the instruction before your first shift.

6.2. Disputes

In the event of disputes between a volunteer and his coordinator, please inform the volunteer's coordinator. He can speak to both parties and find a solution. If there's a dispute between the volunteer and the volunteer's coordinator, you can inform your coordinator. When you find it hard to come to a solution with either your coordinator or the volunteer's coordinator, you can contact the Production Coordinator, Annabet Langkamp, annabet@idfa.nl.

6.3 Feedback

We are very interested in feedback from volunteers on the festival organization and their job. You can give your feedback orally or in writing to your coordinator or the volunteer's coordinator. Sometimes it's impossible to process feedback on the spot; we cannot change job instructions for large groups of volunteers during the festival.

7. Expenses

7.1. Travelling expenses

Volunteers can claim their expenses for travelling to and from their home within the Netherlands on the basis of the cheapest second-class rate charged by NS (Dutch Railways). Train costs within the Netherlands will only be paid by IDFA when a volunteer doesn't live in Amsterdam. Travel costs to Amsterdam from outside the Netherlands, cannot be reimbursed. Costs for transportation will only be reimbursed if they were necessary to get to the job. To be able to make a declaration of travel expenses, you have to hand in an expense form obtained from the volunteers coordinator, accompanied by the original tickets (train tickets, print-out from the OV-chip card). Please note that print-outs from the OV chip card cannot be made if you have an anonymous chip card. Expense forms and tickets must be submitted before 10 December of the year in which the festival took place.

Travel costs by car will not be reimbursed.

Travelling expenses and other reimbursements cannot exceed € 150 per month or € 1.500 per year. Otherwise, you need to inform the Dutch taxes.

7.2. Other reimbursements

Some volunteer's jobs, like Location Manager, require a lot of responsibility and availability. They are rewarded a modest volunteers fee. A volunteer's fee is free from taxes, when it doesn't exceed € 150 per month or € 1.500 per year, including travelling expenses.

Reimbursement of other than travelling costs will not take place, unless agreed upon in writing by the volunteer's coordinator. Declarations of OV bikes, food or drinks, parking costs and telephone costs will not be accepted, unless accompanied by written permission by the volunteer's coordinator (and a declaration form, original receipts or invoices, before 10 December).

8. Insurance

8.1. Types of insurance

IDFA has liability insurance to cover its volunteers. This insurance can be called upon in the event that IDFA is held liable for something caused by a volunteer while he/she was working for IDFA. Liability for damages will be assessed on a case-by-case basis; in some cases a volunteer may have recourse to his or her own third-party liability insurance. In the latter case, if he or she is insufficiently insured, the volunteer may also have recourse to the Amsterdamse vrijwilligersverzekering [Amsterdam Volunteers' Insurance].

IDFA is not responsible for loss or theft of personal belongings of volunteers. Don't leave valuables unattended in public areas, do not bring laptops, cameras or other valuables when you're working as a volunteer.

8.2. What to do if you have to make a claim on insurance?

If you damage anything during one of your shifts, we ask you to inform your coordinator or the volunteer's coordinator immediately.