



VOLUNTEER POLICY

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WHAT IS TFNATION LTD?

TFNation Ltd is a private limited company, registered in England Wales under company number 9624206.

The company was incorporated in 2015 with the aim of planning and hosting conventions for science-fiction fans.

TFNation Ltd's main aim is to focus on the friendly, community aspect of conventions and the people they attract.

VOLUNTEERS ARE IMPORTANT

Having a large and dedicated group of volunteers is vital to TFNation Ltd being able to host events which are relaxed, enjoyable and safe.

With that in mind, we have developed this volunteering policy. The aim of the policy is to aid prospective volunteers in learning what will be required of them, understanding the different volunteer roles and what TFNation Ltd will do to assist.

VOLUNTEERING IS NOT

EMPLOYMENT

A volunteering agreement is not the same as a contract of employment. It does not involve the obligations associated with employment. Nor does it involve TFNation Ltd offering payment to people who give up their time to volunteer, other than the reimbursement of agreed expenses, which will be explained later.

WHO CAN VOLUNTEER?

TFNation Ltd is committed to equal opportunities and welcomes volunteer applications from all people. We have a zero-tolerance approach towards discrimination.

TFNation Ltd also does not discriminate against volunteer applications on grounds of past criminal convictions. However, we are required by law to ask you to disclose any convictions which may be of concern to us. For example, this may include (but is not limited to) sexual offences. Please do contact us if unsure.

If we receive more applications than there are available places, then we will make our selections based upon the specific roles required, the person's experience, skills and knowledge. Safety is given important consideration. It is also worth noting that many of our volunteer roles are physically demanding and require you to be in good health.

AGE

You must be over 18 years of age to volunteer independently.

In some circumstances, and at our discretion, we may allow people under 18 to volunteer, if they are volunteering in conjunction with a responsible adult.

There is no upper age limit, but we reserve the right to ask you to stop volunteering if we feel you have health issues which may bring risks to either yourself or others.

OUR COMMITMENT TO VOLUNTEERS

WE WILL:

1. Afford equal opportunities to everybody who offers to volunteer.
2. Match your skills and experience to the most suitable roles where possible.
3. Explain your role as clearly as we can.
4. Identify to you senior volunteers who will be on hand to support you in your role.
5. Provide training for your role, where necessary.
6. Provide you with information about our policies and procedures.
7. Reimburse any agreed upon out-of-pocket expenses.
8. Make appropriate provision to ensure your health and safety whilst volunteering your time to TFNation Ltd.

YOUR COMMITMENT TO US

WHEN VOLUNTEERING WE ASK YOU TO:

1. Be a responsible and positive representative of TFNation Ltd.
2. Be polite, courteous and treat all people you encounter with respect.
3. Refrain from participating in any behaviours which are against the aims of TFNation Ltd and which could bring its reputation into question. This means acting responsibly and within the law.
4. Act in accordance with organisers' decisions. This is particularly important with regards to decisions involving health and safety, data protection, safeguarding and the use of TFNation Ltd brands and trademarks.
5. Respect and maintain any information we provide to you in confidentiality (such as guest's travel arrangements).
6. Let organisers know if you have any issues, or if there is a problem which should be escalated.
7. Give us feedback so we know how to improve not only the volunteer roles, but your own experience as a volunteer at our events.
8. Let organisers know immediately if you have health issues or personal circumstances which may affect your ability to volunteer.

VOLUNTEER ROLES

There are several different volunteer roles available at TFNation Ltd's events. To support the aim of delivering a positive experience for all people, and to ensure consistency as much as possible, all volunteers operate within teams.

The volunteer teams focus on specific areas, tasks or responsibilities. These teams will typically consist of a mix of more experienced TFNation Ltd volunteers and those who are new to our events.

It may be necessary for volunteers to move between teams and specific roles during the event. Any changes will be made by the organisers and communicated, where possible, in advance. However, the organisers reserve the right to change volunteer roles without notice.

WHAT ROLES MIGHT YOU DO?

There are a variety of different roles where we need volunteer support. In the interests of fairness, we ask that all volunteer applications are "open" to all roles.

The organisers at TFNation Ltd will then allocate applicants to roles which are both best suited to an individual's skills and experiences, and in the best interests of the event itself. The different roles are as follows:

▪ General Set Up and Break Down

All volunteers are expected to assist with set up and break down for the event. This can include moving furniture, stock, display items, moving signage, tidying up rubbish,

and generally being on-hand to run tasks. Working during set-up can often be physically demanding and a bit stop-start with so many individual tasks to undertake, but also the reliance upon external contractors too. A lot of flexibility is required to make it go smoothly.

▪ Registration Team

The first real 'face' of an event, our Registration Team requires volunteers to greet people, check bookings and issue passes, deal with payments, and act as the first port of call for people with questions. Experience of working in high-pressured customer-facing roles is key here.

▪ Merchandise Team

TFNation Ltd offers a range of merchandise to support its events. Dealing with both pre-order collection and on-the-day sales, the Merchandise Team need to keep an eye on stock levels while managing queues and handling money.

▪ Door Team

Welcoming, friendly and supportive are key aspects to being on the Door Team. Typically working in pairs, you will be keeping an eye over the flow of people into the event and checking that people are wearing the appropriate passes. Members of the Door Team may also spend some time in other areas of the event being approachable and helping with queries. There's a lot of time on your feet and is one of the most important roles as you can be the first point of contact for assisting attendees - essential to ensuring that everyone has a great time.

▪ **Guest Team**

Working closely with our Head of Guest Liaison, volunteers on the Guest Team are responsible for looking after comic guests and guests of honour while they are working. You need to be flexible and on-hand to support the requirements of our guests, but also step back and not intrude so that people can enjoy the experience of interacting with guests. Managing queues and being responsive are qualities needed here.

▪ **Stage & AV Team**

With so many different aspects to our programme, the Stage & AV Team are the linchpin to everything running smoothly. Tasks will include working with our hosts and guests, setting the stage for panels, managing the movement of people on and off stage, running microphones for panels and liaising with AV specialists. An attention to detail and good timekeeping are important here. Prior experience of backstage or ushering work desirable but not essential.

▪ **Other roles and tasks**

Throughout the course of a TFNation Ltd event, there may be other tasks and activities that need to be completed to ensure the smooth-running of the event. Often these arise as a result of the organisers identifying a development or a late change in the programme. Therefore, we ask that all volunteers remain flexible and supportive when on duty.

Should a volunteer find that they are unable to carry out an assigned role for whatever reason, it is important that you speak to an organiser as soon as possible.

DUTY HOURS

At TFNation Ltd we understand that our events are for you, the fans. While some of our volunteer team are happy to be on duty throughout the entire event, we appreciate that our volunteers are also attendees and will want to take in various aspects of the event itself.

Our convention weekend lasts over three days and has around 40 working hours. This is from set-up to doors close on the first day, doors open to close on the second day, and doors open to break down on the third day.

Volunteers can apply to one of the following classifications of duty shift:

▪ **Mini-Con Class**

General set-up duties (typically 2-3 hours on and off) plus up to 8 hours of duty shifts across the weekend.

▪ **Scout Class**

General set-up duties (typically 2-3 hours on and off) plus up to 10 hours of duty shifts across the weekend.

▪ **Super-Con Class**

General set-up duties (typically 2-3 hours on and off) plus up to 12 hours of duty shifts across the weekend.

▪ **Voyager Class**

General set-up duties (typically 2-3 hours on and off) plus up to 15 hours of duty shifts across the weekend.

▪ **Leader Class**

General set-up duties (typically 2-3 hours on and off) and 15+ hours of duty shift across the weekend. This would normally be more experienced volunteers and organisers.

VOLUNTEER REWARDS

TFNation Ltd recognises that volunteers giving up their convention time to assist with duties is a considerable sacrifice. First and foremost, the structuring of the duty rota aims to ensure that volunteers are also able to attend any panels they wish to during the convention.

During the convention itself volunteers will be provided with a buffet lunch and snacks during working hours. While there is no scheduled lunch break as such, volunteers are required to liaise with each other so that all volunteers who wish to eat get to do so while all duties are covered. TFNation Ltd will work closely with volunteers and the venue catering team to ensure that dietary requirements are catered for as reasonably as possible.

All volunteers are attendees first and foremost, and so will be expected to pay 100% of the standard attendee ticket price in their first year. However, for the second year (being consecutive) volunteers will be entitled to a discount on the standard attendee ticket price, commensurate with the time volunteered. This will continue for each consecutive year of volunteering.

If a volunteer decides to take a 'gap year' (a break from volunteering), any application of discount on the standard attendee ticket price will be at the discretion of TFNation Ltd.

The application of any discount to additional tickets, merchandise or 'special events' (such as the Stan Bush concert in 2018) remains at the discretion of TFNation Ltd.

HEALTH AND SAFETY

TFNation Ltd is committed to your keeping you safe whilst you are volunteering with us. We have a separate Health and Safety policy and ask you to please read this and act within its scope and intentions.

In particular you must do the following things whilst volunteering:

1. Act in a responsible manner and in line with the TFNation Ltd Health and Safety Policy.
2. If you are unable to complete any of your roles, let an organiser know to ensure the works can be shared out, to reduce risks.
3. Assist organisers if they ask you to complete any task to maintain health and safety.
4. Be on the lookout for any health and safety risks which may arise.
5. If you think something poses a risk, report it to an organiser (even if no accident has occurred).
6. Report all accidents to an organiser.
7. Familiarise yourself with the health and safety officer(s) on duty and know how to contact them if an emergency arises.

SAFEGUARDING

TFNation Ltd has a Safeguarding policy. We are committed to safeguarding the wellbeing of all volunteers and members of the public we encounter at TFNation events.

If you have any safeguarding concerns regarding a child or any other attendee who may be potentially vulnerable during your time volunteering, then you must report your concerns to an organiser at once.

TFNation Ltd expects volunteers to behave appropriately and avoid unsupervised access to children or potentially vulnerable adults. If in doubt, please seek the assistance of an organiser.

INSURANCE

TFNation Ltd takes insurance seriously. We have several different policies in place to protect you during your time volunteering with us. This includes employer's liability insurance (which has been tailored by an expert events broker to cover volunteers) and public liability insurance.

These policies provide cover in the unlikely event that you are injured as a result of TFNation Ltd's negligence. Likewise, they protect other people in the eventuality that one of our volunteers is negligent.

TFNation Ltd does not offer any insurance for your vehicles, or personal belongings. We would advise you to liaise with your own insurers in this regard.

DATA PROTECTION

TFNation Ltd is fully registered as a Data Controller with the Information Commissioner's Office.

This means TFNation Ltd is authorised to collect and store certain personal data about volunteers and attendees, provided the relevant permission is sought.

It is therefore of utmost important that we protect this sensitive data and have measures in place to ensure it is not accidentally shared. It is a big responsibility we do not take lightly, which is why we have invested in SSL certification and encryption technology.

Whilst volunteering with TFNation Ltd, you may interact with or witness data pertaining to organisers, volunteers, attendees or guests which is personally or commercially sensitive.

We therefore expect you to follow the TFNation Ltd Data Protection policy, to ensure this information is always kept secure and confidential. If you suspect that there has been a breach of data security, please contact an organiser immediately.

POLITICS

TFNation Ltd is politically neutral. Therefore, whilst individuals may hold certain views, the company does not support any political party.

INTELLECTUAL PROPERTY

Please refrain from using TFNation Ltd's branding and trademarks without prior consent. If in doubt, please ask an organiser.

PHOTOGRAPHY

TFNation Ltd may take photographs of volunteers carrying out their roles, for use in promotional and advisory material either online or in print.

Please refer to our Photography policy for further information on the consent we seek from you.

THE MEDIA

Please do not provide stories or interviews to the media without TFNation Ltd's prior consent. Any requests should be properly directed to an organiser.

SOCIAL MEDIA

Jokes, or "banter", posted on social media can be funny to the right audience but their message can be interpreted differently by others. Remember – even your personal pages are never truly private online.

Furthermore, they could also be embarrassing for TFNation Ltd, especially if you are well-known as a TFNation volunteer. This becomes particularly pertinent around the time of our events.

We expect volunteers to refrain from posting any comments or images which may endanger TFNation Ltd's commitment to equal opportunities and reputation as an open and friendly event. Volunteers must also respect data protection and confidentiality when in public.

These expectations are heightened to volunteers who are entrusted with making posts to official TFNation Ltd social media channels.

ALCOHOL

We expect volunteers to refrain from drinking alcoholic beverages whilst on duty. Duty times vary for different roles, but best practice is to avoid consuming alcohol at all until after doors have closed to the public and any breakdown duties have been completed.

Similarly, we expect all volunteers to not be under the influence of alcohol when carrying out their duties, should they choose to have an alcoholic beverage prior to a shift.

SMOKING

As a company registered in England and Wales, the buildings in which TFNation Ltd hosts events are deemed to be workplaces. You are therefore not allowed to smoke in any of these buildings, in accordance with local law.

VAPING

The rules regarding vaping in public places are still in flux. At the time of writing this policy, the British Medical Association has called for the smoking of e-cigarettes to be banned in various public places.

Until such time as the laws in this area are clarified, vaping is to be treated in the same way as smoking for TFNation volunteers.

DRUGS

TFNation Ltd operates a zero-tolerance policy to drug possession and/or use.

Volunteers must not be under the influence of any illegal drugs at any times.

Likewise, volunteers must not be in possession of any illegal drugs, whether they have been used or not, at any time.

EXPENSES

If we ask you to go somewhere as part of your role (for instance, to the airport to collect a guest) then you will be entitled to reimbursement of your out-of-pocket expenses.

Expenses must be agreed in advance, and receipts / tickets must be presented afterwards as proof of expense.

At the present time we do not offer expenses for meals, but we will instead provide sandwiches and snacks to you on convention days at lunch times.

YOUR CONCERNS

If you have any concerns during your time as a volunteer, we implore you to tell an organiser immediately so the situation can be properly investigated.

If you do not feel your concern has been adequately addressed, TFNation Ltd has a formal complaints policy which is available to you.

If you would like a copy of any of the policies or documentation referred to herein, please send a request to a convention organiser who will be happy to assist.

CONTACT US

If you have any specific questions regarding volunteering with TFNation Ltd, please email us on volunteer@tfnation.com

For more general queries or to find out more about our events you can find us on social media or at tfnation.com

THANK YOU

TFNation Ltd could not run its conventions without your help – we are truly grateful for the time and support of all our volunteers.

We look forward to welcoming you to our next event.

The TFNation Crew