

# **Volunteers Policy**

## **IDFA 2023**



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# Introduction

## 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 600 volunteers who work with us each year. Unlike 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 must 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 coordinators.

IDFA 2022 may be different than you're used to. IDFA must take the current regulations regarding the cinemas into account. At the moment, these regulations are opportune for us, this is of course subject to change. Because of these regulations, your work as a volunteer may be different. We will communicate those changes with you about IDFA 2022.

## 1. Basic starting points for working with volunteers

### 1.1 Aims

The reason IDFA works with volunteers is that this line of work enables us to achieve our organisational aims. 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 watching the best documentaries made during the past year.

### 1.2 Definition of volunteer work

Working for IDFA as a volunteer is not obligatory but does involve a certain level of commitment. We appreciate and respect the work of volunteers and rely on them. Volunteering to work for IDFA is a great choice for a number of reasons, such as:

- Enjoying the type of work
- Wanting to get to know the organisation
- Wanting to take on responsibilities
- Gaining work experience
- Expressing support for IDFA
- Contributing to the cultural life of the city of Amsterdam

### 1.3 Our vision for 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 uncertainties or problems. Each volunteer has their own unique competences and way of working. IDFA works hard to take this into account 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.

#### **1.4 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, sexual 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.

## **2. The position of the volunteer within the organisation**

### **2.1 Responsibility for volunteer policy**

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

### **2.2 Coordination**

During recruiting and selection, the volunteer's coordinators carry out the coordination of the volunteers. Once a volunteer is selected for a team, a separate coordinator is responsible for each team. In the case of escalating conflicts, assistance will be sought from the volunteer coordinators.

### **2.3 Rights**

Every volunteer that sticks to the obligations stated in 2.4, are entitled to the following benefits:

- A crew pass that entitles you to special volunteer activities. The crew pass also serves to make yourself recognisable at the festival. The crew pass will give you access to all regular shows of IDFA (unless it is sold out).
- Lunch when working a morning/afternoon shift, dinner when working an afternoon/evening shift. Shifts that start at 7 pm or later do not carry this entitlement.
- Coffee and tea during your shift.
- An IDFA T-shirt.
- Travelling expenses within the Netherlands if applicable (see expenses).

### **2.4 Obligations**

To make a claim to the rights stated in 2.3, volunteers are held to the following commitments:

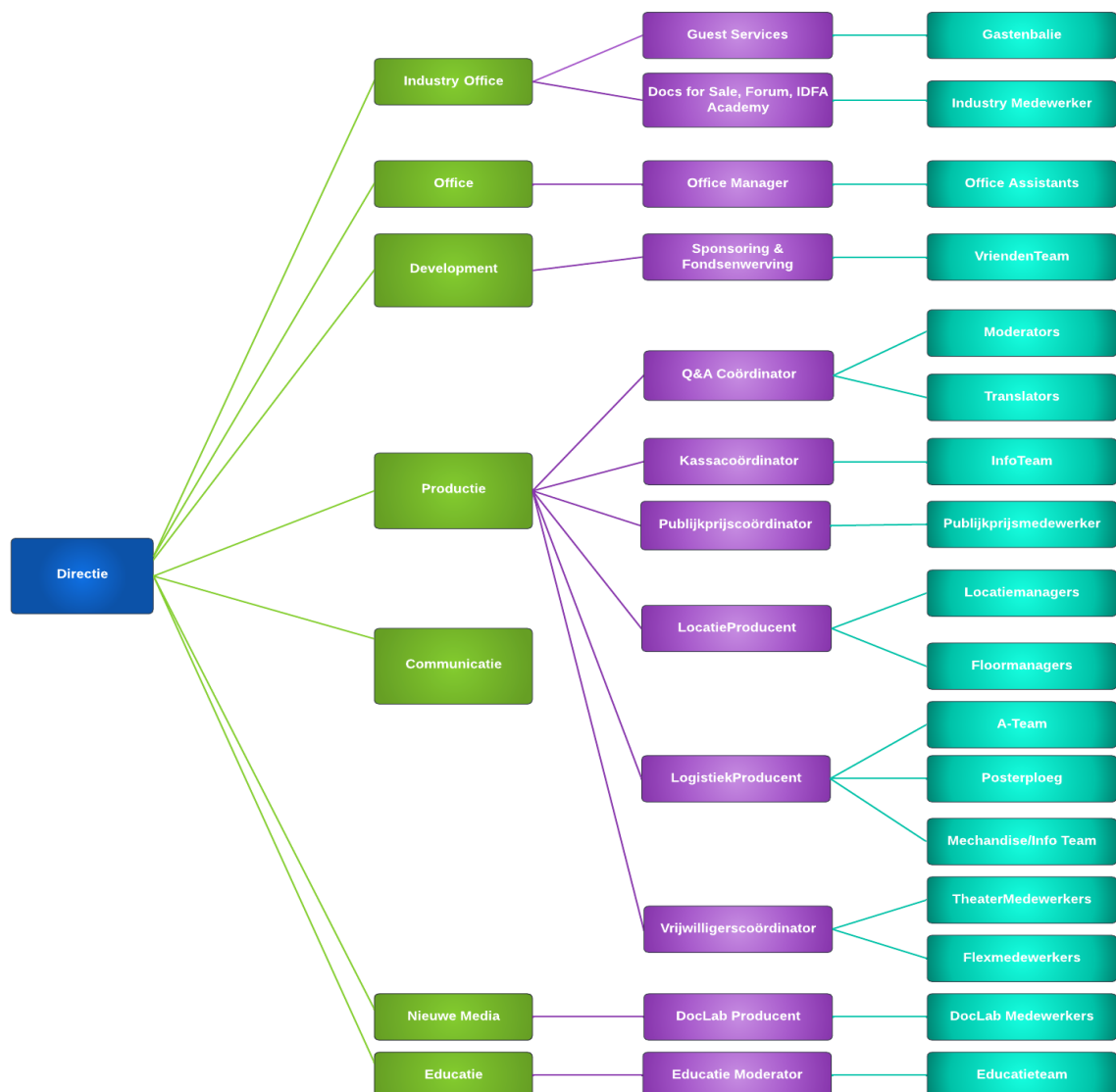
- You are available for *at least* seven shifts during the festival period, with a minimum of two shifts during the weekend.
- You've filled out the volunteer's entry form online ([www.idfa.nl/volunteers](http://www.idfa.nl/volunteers)) and sent us photo. **Before your first shift, we must have seen your passport or ID, and**

**you are obligated to have your ID on you during your shifts.** Volunteers from outside the European Union, need to upload a copy of their work permit for the Netherlands as well. Unfortunately, it is not possible to work as a volunteer on a student visa.

- You stick to the agreements made concerning 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 respectful guests and we expect the volunteers to behave as such.

## 2.5 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.



## 3. Job descriptions

### **3.1 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**

The A-team is especially busy in the days before the start of the festival with building up our locations. Their tasks include moving furniture, putting up signing and decorations, delivering things to different locations, and much more. During the festival they mostly help with setting up events at various festival locations, and after the festival they take everything down. The A-team is a very close group of enthusiastic volunteers who love working hard.

*Shifts:* The A-team is active from Friday the 3<sup>rd</sup> of November until Monday November 20<sup>th</sup>. The A-team does not work in shifts, but full days. It is best if you are available the whole day, the A-team coordinator will tell you when they need you throughout the day. During the festival 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), good physical condition and not afraid of hard work.

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

#### **Distribution team**

As part of the Distribution team, your responsibilities include ensuring that all our festival locations are stocked up with our festival publications. With your team you are responsible for stocking up, refilling, and checking that there is always a sufficient supply of our publications at all festival venues.

*Shifts:* The distribution team is active throughout the festival from the 8<sup>th</sup> till the 19<sup>th</sup> of November, mostly in the morning. On the first day of the festival the whole team works from 10:00 till 16:00, on the other days you will work in shifts.

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

*Competences:* This job allows you to develop teamwork and organizational skills.

#### **DocLab crew**

As a DocLab volunteer, you will spend most of your time at the exhibition. Your responsibilities will include welcoming our visitors and telling visitors about the different interactive and digital documentary projects in the exhibition. You will receive special training before your first shift. It is important you attend this training.

*Shifts:* A DocLab volunteer is needed on every day of the festival, from the 10<sup>th</sup> till the 19<sup>th</sup> of November. DocLab has morning, afternoon and evening shifts.

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

*Competences:* At DocLab, you can expand your knowledge of emerging media and virtual reality, as well as pioneering documentary storytelling formats and improve your presentation skills.

#### Doclab VR crew

As part of the DocLab VR crew, you will spend most of your time at the VR experiences. Your responsibilities will include welcoming our visitors, guiding them through the VR experience or telling visitors about the different interactive and digital projects. You will receive special training before your first shift. It is important you attend this training.

*Shifts:* The DocLab VR crew is needed on every day of the festival, from the 10<sup>th</sup> till the 19<sup>th</sup> of November. DocLab has morning, afternoon, and evening shifts.

*Requirements:* You should be social and friendly, speak English well and have no fear of technology. Affinity with virtual reality is a definite plus. Please note that special technical knowledge is not required. You will receive all the required information during the training.

*Competences:* At DocLab, you can expand your knowledge of virtual reality, as well as pioneering documentary storytelling formats and improve your presentation skills.

#### Flex team

Flex team members are assigned to various positions. During the festival you will fill in for sick volunteers, perform courier tasks and get assigned to rush jobs such as event usher and manning the volunteer desk. Flex team members also handle the distribution of catering to the various venues.

*Shifts:* The Flex team is active throughout the festival (8<sup>th</sup> – 20<sup>th</sup> November). There are morning, afternoon, and evening shifts.

*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.

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

#### Guest desk

The Guest Desk is the first place our international guests go to when they arrive at the festival. In preparation for the festival, you help with preparing the goodie bags. It is your job to help them get started. You will be handing out guest passes and giving directions, arranging car service and generally making sure the guest feels right at home.

*Shifts:* The Guest Desk is open from Tuesday November 7<sup>th</sup> till Sunday November 20<sup>th</sup> and has multiple shifts per day between 09:00 and 21:00. Two shifts are mandatory;

- on **Saturday 4<sup>th</sup> November** (in a morning or afternoon shift) for the instruction day and,
- on **Monday 6<sup>th</sup> November** for the preparation of festival goodie-bags.

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

*Competences:* As a member of the Guest Desk, you will have a chance to interact with people as well as helping to improve your teamwork, organizational, and planning skills.

### **Industry Crew**

Are you interested in getting insight into the industry and business side of documentaries? As Industry Crew, you will be helping our team at [Docs for Sale](#), [IDFA Forum](#) or [IDFAcademy](#) – IDFA's professional development and networking events. You will help prepare for the events (setting up the venue, filling goodie bags for registered guests), welcoming international guests and guiding them at the venue, sourcing questions, offering production assistance and keeping the venue neat and clean. This is an exciting moment to join as Industry Crew, as IDFA has moved all industry activities to new venues this year.

*Dates:*

Docs for Sale – 10-15 November

IDFA Forum – 12-15 November

*Shifts:* The shifts will depend on the event you're working on.

Docs for sale have morning/afternoon and afternoon/evening shifts. It is best if you are available for all the days of the event.

At IDFAcademy and Forum you will ideally work the full days of the events, and a shift in preparation of the event.

For the Forum, information packets are filled out by volunteers on Monday the 15<sup>th</sup>, which means that you won't be able to attend the volunteer screening.

*Requirements:* You are an effective communicator, service minded, able to improvise and have an excellent command of English (most of our guests attending these events are international). Good computer skills are also needed for some roles.

*Competences:* In this position, you can develop skills in terms of teamwork, people coordination, and hospitality. As a volunteer you are part of a bigger team of volunteers. You will gain insight into the importance of IDFA for documentary professionals and will see first-hand how industry events at IDFA function. It's great if you have an interest in or understanding of the broader media field, as this will help you guide our guests. These roles are service oriented and are an invaluable part of the production of the event. Therefore, there is no room for personal networking with our professional guests within these volunteer roles.

*To determine if you are suitable for the team, you'll be invited for an interview with the volunteer coordinators.*

### **Poster crew**

The poster crew is responsible for decorating the festival locations with film posters, updating public bulletin boards and distributing flyers. Because there is limited space for film posters, these need to be changed daily.



*Shifts:* The Poster team is active throughout the festival (8<sup>th</sup> till 19<sup>th</sup> of November). There are morning and afternoon shifts, but you will mostly work in the morning. On the first day (November 8<sup>th</sup>) everyone works from 10:00 – 16:00.

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

*Competences:* This job allows you to develop insight into the resources needed to promote the festival and inform our visitors.

### **Theatre crew**

As a theater crew member, you are part of the largest group of volunteers. You'll be helping at our festival venues making sure that all screenings run smoothly. During your shift, the location or floor manager will assign you to one of the following tasks:

- scanning tickets;
- problem solving related to ticket scanning;
- upkeeping of the screening rooms in between screenings;
- making sure the audience finds their way around the venue;
- and other small production-related jobs in the theater.

If you are lucky you might get to watch a film during your shift.

*Shifts:* The theatre crew is active throughout the festival (8<sup>th</sup> till the 19<sup>th</sup> of November) and has morning, afternoon and evening shifts

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

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

## **4. Registration and getting to know IDFA**

### **4.1 Recruitment and selection**

The knowledge and skills of new volunteers are assessed based on an introductory interview with the volunteer's coordinator. The criteria for the various jobs are stated under 3.1. The volunteer is then assigned a team on basis of this information and their 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 team.

### **4.2 Job instruction**

A team instruction meeting for every team will be organized in 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 team instruction meeting is *mandatory*.

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.

### **4.3 Emergency training**

Shortly before the festival – on the Saturday prior to the opening – an emergency training session is held. As the theatre crew, floor 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 *obligatory* for volunteers who will work in the cinema. At the festival locations, there is always sufficient staff on hand to act in the event of emergencies.

## **5. Information and consultation**

### **5.1 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.

### **5.2 Disputes**

In the event of disputes between a volunteer and his coordinator, please inform the volunteer's coordinators. They can speak to both parties and find a solution. If there's a dispute between the volunteer and the volunteer's coordinators, 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, Laura Springer at [lauraspringer@idfa.nl](mailto:lauraspringer@idfa.nl).

### **5.3 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. It is good to know that sometimes it is impossible to process feedback on the spot; we cannot change job instructions for large groups of volunteers during the festival.

## **6. Expenses**

### **6.1 Travel expenses**

Volunteers can claim their travel expenses to and from their home within the Netherlands based on the cheapest second-class rate charged by NS (Dutch Railways). 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 their shift. To be able to make a declaration of travel expenses, you must hand in an expense form obtained from the volunteer's coordinator, accompanied by the original tickets (train tickets, print-out from the OV-chip card). Please note that printouts from the OV chip card cannot be made if you have an anonymous chip card. Expense forms and tickets must be submitted before December 3rd of the year in which the festival took place.

Travel costs by car will not be reimbursed.

Travelling expenses and other reimbursements cannot exceed €190 per month or €1.800 per year. Otherwise, you need to inform the Dutch tax agency.

## **6.2 Other reimbursements**

Some volunteer jobs, like location or floor manager, require a lot of responsibility and availability. They are rewarded with a modest volunteer fee. A volunteer's fee is free from taxes, when it doesn't exceed €190 per month or €1.900 per year, including travel expenses.

Reimbursement of other than travel 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 December 3rd).

# **7. Insurance**

## **7.1 Types of insurance**

IDFA has liability insurance to cover its volunteers. This insurance can be called upon if IDFA is held liable for something caused by a volunteer while they were working for IDFA. Liability for damages will be assessed on a case-by-case basis; in some cases, a volunteer may have recourse to their own third-party liability insurance. In the latter case, if they are insufficiently insured, the volunteer may also have recourse to the Amsterdamse vrijwilligersverzekering<sup>1</sup>.

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.

What to do if you must 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.

## **7.2 What to do if you must 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.