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CRITICAL WASTE VOLUNTEER AGREEMENT

For all Critical Waste volunteers

Thank you for applying to volunteer with Critical Waste.

This Volunteer Agreement describes the arrangement between Critical Waste and you as a volunteer. The relationship between Critical Waste and its volunteers is entirely voluntary. Neither of us intends any employment relationship to be created either now or at any time in the future.

If you have any queries regarding Critical Waste's Volunteer Agreement, you are advised to contact Critical Waste in writing before submitting your application and paying your security payment. You can do this by contacting volunteer@criticalwaste.co.uk.

This Volunteer Agreement applies specifically to Critical Waste volunteers and applies in conjunction with the terms of entry to any specific festival applied to by you the volunteer. This Volunteer Agreement is subject to change and in light of any changes an update will be sent to you directly.

By signing up to volunteer with Critical Waste, you acknowledge all points stipulated within this document.

By completing and submitting an application you are agreeing to abide by:

1. The Critical Waste Volunteer Agreement; and
2. [Boomtown's General Terms and Conditions](#)

You acknowledge that any photographs; video; sound recordings taken of you or by you may be used by Critical Waste for any promotional purposes.

You acknowledge that for the safety of the general public prior to arrival on any festival or event site your personal details may be passed to the police to allow for a Police National Computer (PNC) check and/or Criminal Records Bureau (CRB) check to be performed.

During your time volunteering for Critical Waste for the duration of the event we would expect you to behave in accordance with the Volunteer Agreement. Should your behaviour fall below the level of what is expected of you as a volunteer as set out in this Volunteer Agreement and [Boomtown's General Terms and Conditions](#) this may result in the termination of your volunteering duties. It may also lead to your removal from site, a requirement on you to pay any costs to Boomtown that may have been incurred and we also



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reserve the right not to offer you further voluntary or paid opportunities with Critical Waste as a result of this action.

Borders and Immigration - proving your right to work and volunteer in the UK.

To undertake unpaid voluntary work, as well as paid work in the UK, you must have the right to work either through your citizenship or a work visa. Under the Immigration, Asylum and Nationality Act 2006 Critical Waste is required to check your right to work before we can allow you to start volunteering on the festival site.

This means that before you can start volunteering with us, you will need to produce documentation to prove you have this right. If you do not produce this documentation, we cannot let you volunteer with us. The list of valid proof of right to work is produced by the UK Border Agency not by Critical Waste and these are the ONLY documents that will be accepted by Critical Waste. We need to see the original documents which means you need to bring them to the festival or event site. We also need to hold a copy of the documents.

If you are a UK Citizen or hold a non-UK passport with a valid visa showing your right to work/volunteer in the UK this is acceptable proof. If you do not have a passport, we can accept a long birth certificate AND either your National Insurance card or an official document from a previous employer with your NI number clearly shown.

A UK Driving License IS NOT valid as proof even in combination with a birth certificate or NI card.

For more information please see the documents available via the link below.

<https://www.citizensadvice.org.uk/work/right-to-work-in-the-uk/understanding-your-right-to-work/check-how-to-prove-your-right-to-work-in-the-uk/>

SECURITY PAYMENTS

Paying a security payment does not guarantee your position at an event. Applications are assessed and positions allocated after a security payment has been paid.

Your security payment will be returned to you within 3 weeks of the end of the last volunteer's shift on Wednesday 16th August 2023. Once your refund has been made, the payment may take up to ten bank working days to hit your account.

Some or all of your security payment may be withheld if you:

1. Fail to sign in and out from, or fail to complete any full shift allocated to you;



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2. Lose any uniform and/or equipment allocated to you;*
3. Turn up to shift under the influence of drugs and/or alcohol;
4. Miss your onsite briefing;
5. Do not sign in and sign out onsite to your supervisor; **
6. Breach these terms and conditions;
7. Miss your onsite training session.

*For uniform and equipment losses and/or damage Critical Waste may only withhold part of your security payment dependent on the value of the uniform/equipment lost/damaged. Amounts will be set by Critical Waste's Volunteer Manager and are non-negotiable.

** We expect that you will ensure you physically sign in and sign out of every shift. The reason being that if you fail to do this, we can only assume that you have either not turned up to your shift or not completed your shift and you may lose your security payment.

Subject to the above, security payments will be refunded back to the account holder from which the security payment was originally received provided that you have met the terms and conditions of your specified volunteering role. Critical Waste reserves the right to retain some or all of your security payment where the Volunteer Agreement has not been respected.

It is your responsibility to check the amount you receive and raise any queries or objections regarding deductions made by emailing volunteer@criticalwaste.co.uk no later than 30 September 2023. Any objections or queries raised after this date will not be considered.

If you are not awarded a volunteering position due to failing a PNC and/or DBS check your security payment will be returned post-event less a £20 admin fee.

CANCELLATION

Our cancellation deadline is 21st July 2023.

If you decide to cancel your volunteer agreement with us after this time and we are unable to fill your position we reserve the right to retain some or all of your security payment (depending on the circumstances).



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If you cancel a Critical Waste volunteer festival application before the cancellation deadline, a £20 cancellation fee will be deducted from your security payment.

All volunteer applications benefit from a 14 day cooling off period from the date you pay your security payment, during which time you may cancel your application without incurring any charges. After this period, you will be charged an admin fee of £20, whatever the reason for your cancellation.

Charges also apply for losing equipment such as Hi-Vis and Radios. Radios will be charged at £350, and Hi-Vis at £10.

To cancel your position, you **MUST** email volunteer@criticalwaste.co.uk explaining why you need to cancel your volunteer application. You must put the word 'CANCEL' in the subject field.

Staff and volunteers are responsible for their own travel and accommodation expenses.

VOLUNTEERING HOURS

For those working during the festival you will complete 3 x 6 hour volunteer shifts.

For those working after the festival you will complete 3 x 8 hour volunteer shifts.

Volunteer shifts may vary but we will not expect them to exceed 8 hours (including one 60 minute break to be arranged at your supervisor's discretion); the time it takes you to sign-in and travel to and from your position is additional to your shift.

Where you are unable to volunteer due to self-induced incapacity you may forfeit your volunteering position. Termination of your volunteer agreement for any reason may lead to a deduction or forfeit of your security payment.

Your Volunteering Agreement shall only apply for the duration of the festival and break down days.

Your Volunteer offer is temporary and may be withdrawn at any time due to any of the following reasons:

1. Critical Waste's event licence is revoked.
2. Your behaviour falls below the level of what we expect from our volunteers as set out below.



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In the event that you are unclear as to why your volunteer offer has been withdrawn you should apply in the first instance to the Critical Waste on site Volunteer Coordinator. You should make your application by speaking to the Critical Waste Volunteer Coordinator on site who will document your conversation.

If you are still dissatisfied with the decision that you have fallen below what is expected of you as a volunteer after speaking to the onsite Volunteer Coordinator, you can escalate your grievance to the Critical Waste Volunteer Manager in writing to volunteer@criticalwaste.co.uk

WORKING ON AND ACCESS TO SITES

Note that public campsites are not open for Critical Waste volunteer use upon your arrival on site. We therefore provide a dedicated volunteer campsite for all Critical Waste volunteers to camp in. The location of which shall be specified to you in the pre-festival information and on your arrival.

Volunteer meal tickets can only be redeemed at the approved caterer.

All Critical Waste staff and volunteers will be issued with an appropriate pass. This pass will enable the wearer to access those areas relevant to the position and responsibilities allocated. When off shift and where authorised by a Licence Holder this pass may be used to access and participate in the event's public activities under the Terms and Conditions of the Licence. Any pass allocated will remain the property of the Licence Holder at all times.

Any pass is a functional tool for Critical Waste staff and volunteers required to carry out their duties.

As a volunteer, we expect you:

1. to comply with this Volunteer Agreement, the [Boomtowns General Terms and Conditions](#); any Policies and Procedures and instructions from Critical Waste as notified during the volunteer briefings and whilst undertaking the voluntary role;
2. to be 18 years old or over on your first day on site at Critical Waste;
3. to represent Critical Waste in a positive and appropriate way and demonstrate commitment by fulfilling your role to the best of your ability in line with the briefing and any training provided;
4. to attend the onsite briefing/ training event;



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5. to be onsite and available to carry out your voluntary role on the days required of you; to volunteer reliably: to arrive to shifts at the agreed time and to endeavour to participate fully during the agreed time;
6. to give as much warning as possible if you cannot volunteer when expected;
7. to wear any relevant uniform or Personal Protective Equipment at all times whilst on shift and to be well presented and polite to members of the public whilst on shift and representing Critical Waste.
8. to refrain from consuming alcohol or drugs whilst (or immediately prior to) volunteering. Critical Waste reserves the right to have any volunteer found to be volunteering under the influence of drink or behaving in a manner that might bring the festival into disrepute, removed from the festival site and their security payment may be forfeited;
9. to arrive on the festival site with everything you need to support yourself until you leave the festival site. This includes clothing for all weathers, food, money and general camping equipment. You also understand that Critical Waste is not responsible for the personal possessions of any Critical Waste festival volunteer.
10. to comply with the festivals' policies at all times during your attendance at each.
11. to refrain from making or signing any false statements, of any description.
12. to refrain from destroying, altering or erasing documents, records or electronic data without permission or through negligence.
13. not to divulge in matters confidential to Critical Waste, either past or present, without permission.
14. not to solicit or receive gratuities or other consideration from any person, nor fail to account for keys, money or property received in connection with the business of Critical Waste or its partners.
15. to be civil to people that you encounter during your volunteering duties and to not misuse your authority in connection with the business of Critical Waste or its partners.
16. to not conduct yourself in a manner that is likely to bring discredit to a fellow employee, Critical Waste or its partners.
17. to refrain from misuse of the uniform provided, equipment or identification without permission from Critical Waste or its partners.



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18. to not report for duty under the influence of alcohol or restricted drugs or to use these whilst on duty.

19. to notify Critical Waste immediately of any: i. Conviction for a criminal and/or motoring offence; ii. Indictment for any offence that may affect your work with Critical Waste iii. Police caution or legal summons that may affect your work with Critical Waste

20. to not permit unauthorised access to premises; the event site and/or your; place of volunteering;

21. to not carry equipment unless it has been issued as being essential to your role or duties.

22. to maintain agreed standards of appearance; identification; and deportment whilst volunteering.

I understand that:

1. Critical Waste in association with Boomtown may pass on my data (including personal data) to the police and other checking agencies, as is deemed necessary for the safe and secure running of the festival, in line with the Boomtowns volunteer [Privacy Policy here](#).

2. The festival management reserves the right to conduct searches on entrance and exit to the festival site whether you are on or off shift.

3. Critical Waste and its clients may take photographs of me and use them on its website and other media for campaign, marketing and training purposes.

4. Critical Waste is not responsible for the personal possessions of any Critical Waste festival volunteer.

5. As a Critical Waste volunteer, I must adhere to the same terms and conditions as any public ticket holder and will be dealt with in the same way as anyone found to be breaching these terms and conditions.

6. I have read and understood that if my behaviour falls outside any of these standards, it may lead to my eviction from the site and my security payment being forfeited in line with this agreement. Critical Waste reserves the right to initiate this process without first giving a warning if a volunteer has clearly fallen below what is required by this volunteer agreement.