

## Volunteer

### **INTRODUCTION**

Volunteering is when someone spends unpaid time doing something to benefit others. It is always a free choice made by the person giving up their time.

Volunteers aren't employees and aren't covered by employment law.

As such, it is important to note that volunteering is the volunteer's choice. Volunteer roles are not the same as employee roles, and volunteers are not a replacement for paid staff.

VoidStar Games values its volunteers' contributions. This policy outlines how we recruit, treat and support our volunteers to ensure a fair, inclusive and positive experience for everyone involved. VoidStar Games takes responsibility for ensuring that volunteers are appropriately involved, valued for their contribution and respected.

VoidStar Games aims to strictly follow its internal volunteering recruitment procedure to ensure full adherence to the volunteer policy in all cases.

This policy is reviewed once a year to ensure it remains useful and up to date.

### **RECRUITMENT AND SELECTION**

- Eligibility: Volunteers for VoidStar Games must be at least 18 years old.
- Application: Volunteers will be recruited for the skills they can provide. However, we will always strive to do this in a fair and equal way.
- Selection: Selection is based on suitability and/or written criteria for each role, e.g. availability and opportunities for volunteers to create impact using their unique skills and experience.

Any information that is gathered shall be stored securely, in line with VoidStar Games's data protection procedures.

### **FAIRNESS AND EQUALITY**

Non-Discrimination: VoidStar Games is committed to providing equal opportunities and welcomes volunteers from all backgrounds. We do not discriminate based on race, gender, sexual orientation, disability, religion or age.

### **VOLUNTEER POLICY**

Accessibility: We will make reasonable adjustments to roles where possible to accommodate the needs of all volunteers, ensuring everyone has the opportunity to contribute effectively.

### **SUPPORT**

Regular check-ins, team meetings and constructive feedback sessions will be held to address any concerns and ensure volunteers feel supported in their roles. Volunteers should feel appropriately supported in their role and feel able to discuss all aspects of their volunteering. In this, volunteers should feel they have the opportunity to express their views and ideas and to be involved in relevant decision-making. VoidStar Games acknowledges that it is essential to give volunteers the opportunity to give and receive feedback, and one-to-one meetings to see how things are going, and to get to know volunteers, may include informal talks about:

- What volunteers are enjoying about their role;
- What their motivations are and what they would like to achieve;
- Successes they've had;
- Difficulties they've had;
- What support can VoidStar Games provide going forward

VoidStar Games aims to give volunteers the resources and guidance they need so that they can be as independent as possible. An example of this is debriefs at the end of events, in which volunteers talk through their tasks and any concerns that they have had.

### **RECORDS, CONFIDENTIALITY AND DATA PROTECTION**

Records of volunteer involvement are maintained in line with data protection.

Volunteers are expected to respect the confidentiality of VoidStar Games operations and participant information.

Volunteers will be bound by the same confidentiality conditions as VoidStar Games's paid staff.

### **PROBLEM SOLVING, FEEDBACK AND COMPLAINTS**

VoidStar Games recognises that problems do arise, and we aim to identify and resolve these problems at the earliest stage. Any concerns should be reported to a designated volunteer coordinator if they are not resolved through open and honest communication with the individual(s) involved. We aim to resolve conflicts and concerns amicably and fairly. Formal complaints will be addressed through our established Volunteer Grievance Policy and Procedure, ensuring a fair and transparent process for all volunteers.

### **RELATIONS WITH PAID STAFF**

VoidStar Games is committed to ensuring that volunteers' work complements the work of paid staff.

Steps will be taken to ensure that staff at all levels are clear about the roles of volunteers and to foster good working relationships between staff and volunteers.

### **COSTS, EXPENSES AND INSURANCE**

VoidStar Games will ensure that there is a clear and accessible system to enable volunteers to claim out-of-pocket expenses.

### **EXPECTATIONS**

VoidStar Games reasonably expects volunteers to:

- Participate in induction sessions, online or in person, where needed.
- Comply with existing policies and procedures
- Undertake volunteering tasks at agreed times
- Inform relevant staff if unable to attend
- Give some form of notice if unable to continue volunteering (where possible);
- Raise any issues of concern relating to volunteering with the appropriate contact person

- Agree with the aims and ethos of VoidStar Games
- Do not discuss plot or backstage information with players
- Volunteers should not criticise VoidStar Games in public forums
- Volunteers should follow escalation procedures or direct issues to the correct place to resolve them where possible. They are not required to resolve or respond to complaints unless confirmed as part of their role

● When playing during R&R or as part of crewing responsibilities, volunteers should aim to engage with the game but not be disruptive or make decisions for players.

VoidStar Games reserves the right to ask volunteers to leave their volunteering role, and while volunteers may request the reasons in writing, VoidStar Games has the right to deny this. There are systems in place for volunteers to have a positive and managed exit.