
Volunteer Agreement – Refugee Support Europe (1174070)

This agreement sets out what you can expect from us and also what we and our partners expect from you. You need to agree to all of this before starting with us.

The Service provided by Refugee Support Europe

Refugee Support Europe (hereafter described as RSE) will provide the services described below, subject to the terms of this agreement. RSE relies heavily on volunteers, so you are expected to demonstrate some independence and self-sufficiency. RSE or its partners will provide:

- Organisation of tasks by our Coordinators so that your time is well spent gaining experience and making a difference to people's wellbeing;
- Information on our operation, health and safety, safeguarding, who we are supporting and current tasks;
- Onsite support, which includes: answering questions, providing advice, briefings, and, where relevant, signposting to other organisations and services.

Volunteer Obligations

By securing a volunteer placement with RSE you acknowledge that you are:

- Aged 18 or over and in a generally good state of health;
- Aware that all costs attributed to the volunteer placement are at your own cost – RSE is not responsible for any costs associated with your volunteering placement unless otherwise agreed in advance;
- Happy to supply a photocopy of your photo ID;
- Responsible for providing RSE with complete and accurate information about yourself, including any physical or mental conditions that might make you unable to perform or safely complete the placement;
- If volunteering outside your country of residence, you are obliged to obtain comprehensive travel and medical insurance to protect yourself against losses caused by travel arrangement cancellation, loss or damage of baggage, and emergency medical expenses. RSE will not be liable for any losses.

While working as a volunteer you must:

- Fully accept your duty to uphold our reputation as you will be seen to be representing RSE;
- Complete the tasks set to the best of your ability and aim to complete a full shift's work;

- In the UK:
 - Work at least half a day per week for four weeks and coordinate with us about shifts you cannot work;
- Out of the UK:
 - Work at least 4 out of 5 days a week for at least two weeks.
- Wear RSE identification at all times while working; and it might be required to be worn at certain fundraising events at the request of the Coordinator;
- Comply with all relevant laws and regulations;
- Observe all RSE's aims, objectives, and health and safety guidelines, taking care to not undermine or damage the work RSE does;
- Respect the values and dignity of the people we are supporting and avoid behaviours (such as inappropriate dress or physical contact) that may be culturally unacceptable;
- Not post any comments on social media that could in any way harm RSE's work.

Physical and Intellectual Property and Data Protection

You will replace any property that is lost or damaged through any careless or otherwise negligent behaviour.

All photographs, reports or documentation relating to RSE projects, will remain the property of RSE and RSE retains the rights over the use and dissemination of such materials for its commercial and promotional purposes, including, but not limited to, the posting of any photographs containing your image while on the trip on its website, brochures, or other marketing, promotional or informational medium.

RSE sometimes shares volunteer contact information (primarily email address and WhatsApp number) with other volunteers to allow direct communication between volunteers to share information and experience. You agree that RSE may disclose your contact information (WhatsApp number and email address) to other volunteers or potential volunteers.

You agree to receive our email newsletter which you can opt out of any time by unsubscribing.

Personal Risks

You acknowledge and accept the responsibilities and risks associated with the provision of volunteer services.

Some volunteer work can be hazardous and involves a certain degree of risk, inherently dangerous activities and personal perils to the volunteer, both foreseen and unforeseen, all of which you fully accept and solely assume.

Therefore, RSE and its partners, including any and all of its employees, managers, directors, trustees or partner organisations are not liable, to the maximum extent of the law, for any loss or harm you may suffer.

Indemnity

You agree to indemnify RSE and any of our partners against any and all liability which RSE incurs arising directly or indirectly out of, or in connection (in any way) with your travel to and provision of volunteer services.

Termination and Expulsion

RSE has the right to terminate or cancel your placement immediately if you are found to be in breach of any terms of this agreement. If expelled from the project, you will not be entitled to any refund or reimbursement.

Obligations

RSE has an obligation to its volunteers, partners, staff and the communities we support we will not accept the following under any circumstances;

- Racism
- Sexual discrimination
- Bullying
- Theft
- Unwarranted sexual advances

This list is by no means exclusive, but is meant as a way of setting the parameters for all. We have a formal process in our [Safeguarding Policy](#) but please report anything, at any time, as soon as you can to the Coordinator, Chief Executive or one of the Trustees.