



A Long Week Of Short Films, Shanghai

Volunteer Policy

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1. Introduction

1.1. Welcome to LWSF

We would like to thank you for choosing to work with us on “A LONG WEEK OF SHORT FILMS” festival Shanghai 2016. It would not be possible to hold the festival without the help of our volunteers who work with us. The aim of this volunteer policy is to give you a general idea of the major issues surrounding working as a volunteer for LWSF.

The purpose of this document is to inform you of the way of working, rights and obligations involved. LWSF has to be able to count on its volunteers to do the same in relation to the second undertaking (i.e. keep to their agreements). Should you have any questions about this, please do not hesitate to contact your supervisor or volunteer coordinator.

2. Basic starting points for working with volunteers

2.1. Aims

The reason LWSF works with volunteers is that this enables us to achieve our organizational aims. Volunteers transmit enthusiasm and attract visitors. 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 organizational aims, LWSF 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 by listening to master-classes or lectures and seeing the best short films made during the past year.

2.2. Definition of volunteer work

Working for LWSF as a volunteer is not obligatory, but does involve a certain level of commitment. We appreciate the work of volunteers and lean on our volunteers. Volunteering to work for LWSF can be for a number of reasons, such as:

- Enjoying the type of work
- Wanting to get to know the organization
- Wanting to have a responsible job
- Gaining work experience
- Wanting to express support for LWSF
- Wanting to contribute to the cultural life of the city of Shanghai

2.3. Our vision of the volunteers

When performing their work, LWSF volunteers are a part of the organization, and are treated as such. The volunteers represent LWSF during the festival. LWSF is responsible for supervising and supporting its volunteers in the event of uncertainty or problems.

Each volunteer has his or her own particular competences and way of working. LWSF makes every effort to bear this in mind when selecting volunteers and allocating tasks.

Although the volunteers do not receive any financial payment, we do reward their efforts in other ways.

LWSF 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 coordinator.

3. The position of the volunteer within the organization

3.1. Responsibility for volunteer policy

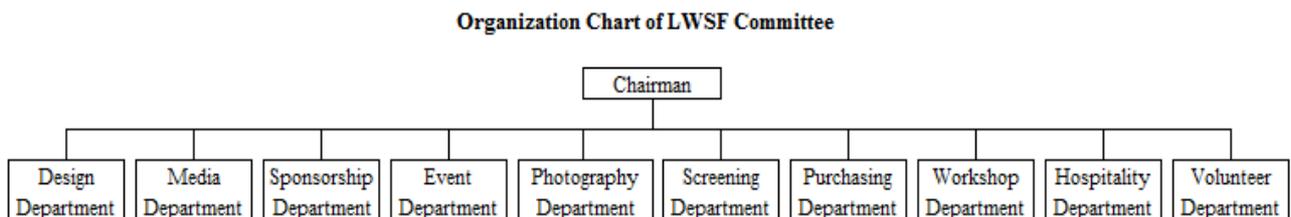
The volunteer coordinator is responsible for monitoring and implementing LWSF's volunteer policy. This policy was drawn up in cooperation with all of the staff, on the basis of a desire to create a single vision for the organization.

3.2. Coordination

During recruiting and selection, the volunteer coordinator carries out the front-line coordination of the volunteers. A separate coordinator is responsible for each job group. In the case of escalating conflicts, assistance will be sought from the volunteer coordinator.

3.3. Organization chart

This organization chart shows how LWSF is organized. It shows all departments that work with volunteers and states the coordinators responsible for the various volunteer jobs.



3.4. Rights

Every volunteer that sticks to the obligations stated in 3.5, are offered the following benefits:

- Attendance to the opening ceremony, closing ceremony and networking events (please note volunteers playing roles in these events should stick to their responsibilities at site)
- A LWSF T-shirt and special souvenir from the festival
- Food and beverage will be provided according to the schedule of the volunteer
- An official certification of volunteering issued by LWSF

3.5. Obligations

To become a volunteer at LWSF, you need to work **at least 3 shifts of 5 hours each** during the festival period.

Every volunteer has to download the volunteers application form online (www.kankanmedia.org/volunteers), please fill it and send it to the volunteer coordinator (bella_au00@hotmail.com) with a recent picture with a good quality jpg.

For LWSF it's very important that (international) visitors have a good time at the festival. Volunteers play an important part in their experience. We expect volunteers to be friendly to our guest and audiences.

We need to be good guests and expect the volunteers to behave as such (e.g.: do not leave without asking before, keep your place clean, be patient, ask for work and do not wait until your coordinator asks you). A volunteer that sticks to these obligations is offered the benefits as described in 3.4. 5. Registration and getting to know LWSF.

3.6. Recruitment and selection

The knowledge and skills of new volunteers are assessed on the basis of an introductory meeting with the volunteer coordinator and festival director.

3.7. Job instruction

A job instruction meeting for every task will be organized 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 job instruction meeting is compulsory.

Each volunteer is given the opportunity to ask questions during the meetings and by wechat.

4. Information and consultation

4.1. 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.

4.2. Disputes

In the event of disputes between a volunteer and his coordinator, please inform the main coordinator. He can speak to both parties and find a solution. When you find it hard to come to a solution with either your coordinator or the volunteer coordinator, you can contact the Ruben Miranda, ruben@kankanmedia.org.

4.3 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 coordinator. Sometimes it's impossible to process feedback on the spot.