



Volunteer Commitment

Congratulations and welcome to the Santa Shoebox Volunteer family. The Santa Shoebox project is completely reliant on generosity and support from you and your fellow Volunteers.

The following outlines what we will endeavour to provide you with and what we will need from you.

The Santa Shoebox Project requires the Volunteer to:

1. Commit to serve the project

- ★ **Santa Shoebox Box (SSB)** Volunteers are requested to register online at www.santashoebox.org.za detailing your areas of service and to keep your contact details up-to-date at all times.
- ★ The **SSB Coordinator** manages the year-long project within his/her area: the team, the process and the Drop Off, delivery and handing out of the boxes. As an **SSB Volunteer** you will fall under their team and be expected to serve for the project year.
- ★ The **SSB Coordinator** and **SSB Volunteer** will proactively work together, in order to ensure uniformity, adhere to "code of conduct" and timelines, and maintain the high standard of service the SSB Project is known for.
- ★ As a **SSB Volunteer** you agree to attend any training meetings, the regularity of these is determined per Coordinator.
- ★ Where necessary you may be asked to assist with training and support of new Volunteers in your Area.
- ★ It is important to have consistent support throughout the various phases of the project. You are not expected to do ALL the work, but at times may be asked to fulfil a secondary role if the need arises;
 - Reliable volunteers are needed to take on specific functions:
 - Sub-Coordinators who manage their facilities (registrations, name lists and celebrations);
 - Systems support,
 - Volunteer coordinator,
 - Drop Off coordinator,
 - Marketing and sponsorship,
 - Logistics (liaise re collection and delivery matters, as well as stock control)
 - Volunteering at Drop Off:
 - Only adults (18 and older) are allowed to scan, check and pack boxes into cartons
 - Teenagers (13 - 17) are allowed to be "runners" - carrying shoeboxes, assisting with decorating empty shoeboxes, sticking blank labels on cartons, or folding the PEP bags which are placed in every Santa Shoebox
 - Children younger than 13 years are welcome to visit, have fun, take photos – but unfortunately they are not allowed to "work" and have to be accompanied and supervised by a guardian at all times.
 - Volunteers who bring their young child(ren) to Drop Off may not leave them unattended while they complete their volunteer session.

2. Sponsorship/Donations

- ★ Liaise closely with your SSB Coordinator regarding all sponsorships and donations.
- ★ Scout for sponsors for additional fillers necessary for the boxes that arrive at Drop Off incomplete.

3. Secrecy

- ★ The Volunteer shall, throughout his/her involvement with the Project, act in its best interest and shall not divulge any sensitive information (facts, files, names, addresses, information regarding donors, volunteers, facilities or beneficiaries) of the Project nor do anything likely to damage its reputation in any way.
- ★ In line with Child Protection laws, no Santa Shoebox Box team member shall post photographs of children without the prior consent of their legal guardians, and at no time will the photo include any identifying criteria. Santa Shoebox Box approved pictures which are posted by our Media team on the SSB social media platforms may be shared.

4. Kidz2Kidz Project

- ★ Involvement in other Kidz2Kidz projects is completely optional and is in no way a condition of your commitment to Santa Shoebox.

5. Expense Claims

- ★ As a Volunteer for the Santa Shoebox Project you agree to provide your time and services in your personal capacity and at no cost to the project. We will however endeavour to keep any personal costs incurred by you to a minimum and these should be discussed upfront.

6. General / Liability

- ★ The Santa Shoebox Project commits to providing you with timely information and training to support your role; during busy periods a certain amount of flexibility will be required.
- ★ Roles and responsibilities will be agreed upfront and the agreed boundaries respected.
- ★ The Law of South Africa applies at all times.
- ★ Any equipment provided will remain the property of Santa Shoebox and you undertake to take care of the equipment. Santa Shoebox equipment and services may be provided to you to carry out your role only and you remain subject to the Santa Shoebox Code of Conduct.
- ★ A volunteers holds harmless and indemnifies The Santa Shoebox Project, The JOG Trust, its trustees, members, servants and employees in and parties involved with and/or arranging events which I am attending of my own accord, against and including (without limiting the generality of the foregoing) any loss of or damage to personal effects, financial loss, illness, injury, harm, trauma or death (howsoever caused) including any claim from my wife/husband, children or dependents, common law wife/husband or life partner for maintenance, pain and suffering as a result of injuries or otherwise may incur.

7. Termination

- ★ This agreement can be terminated by either you or Santa Shoebox for reasons relating to your conduct, your capacity or due to operational requirements, by providing written notice.

8. Terms and conditions

- ★ The Santa Shoebox Project may change the terms and conditions of involvement with the Project at its discretion.