

AWOGA UK TFL Fundraising Initiative – Volunteer Fundraising Policy – DRAFT June 2025

1. Introduction

Thank you for volunteering to support AWOGA UK's TFL fundraising initiative. Your role is vital in helping us raise funds to support our mission. This policy outlines your responsibilities and key information to ensure a safe, professional, and successful experience.

2. Purpose of the Policy

This policy is designed to:

- Provide clear guidelines to volunteers representing AWOGA UK at TFL stations.
- Ensure compliance with Transport for London (TFL) regulations and fundraising best practices.
- Maintain the integrity and reputation of AWOGA UK.
- To summarise, but not replace the TFL terms and conditions

3. Volunteer Responsibilities

As a volunteer, you agree to:

- Act professionally, courteously, and respectfully at all times.
- Wear any AWOGA UK identification (badges, t-shirts) provided.
- Only collect donations using the official contactless payment app or any materials issued by AWOGA UK.
- Not directly solicit cash donations unless previously authorised.
- Follow all safety instructions and TFL station regulations.
- Attend the mandatory volunteer training session prior to your shift.

4. Training and Support

Volunteers must participate in the online training (likely via a YouTube broadcast) before their assigned shift.

The training will cover station procedures, use of the payment app, handling public interactions, and safeguarding guidelines.

5. Allocation of Stations

Volunteers will be assigned a specific TFL station, date, and time slot.

These details will be sent via email alongside login information for the contactless payment app.

6. Safety and Conduct

Volunteers should remain within the designated area assigned at the station.

Any incidents, concerns, or emergencies must be reported immediately to the AWOGA UK Volunteer Coordinator.

Volunteers must not engage in confrontations or place themselves at risk.

7. Financial Handling

- Donations will be collected exclusively via the approved contactless app and sealed buckets.
- Volunteers are not permitted to handle cash unless specifically instructed.

8. Data Protection

Personal information obtained through the fundraising event (if any) must be handled confidentially and in line with AWOGA UK's Data Protection Policy.

9. Insurance

Volunteers are covered under AWOGA UK's public liability insurance for activities conducted as part of this initiative.

10. Acknowledgement

By volunteering, you agree to adhere to this policy and represent AWOGA UK in a positive and professional manner.

Thank you again for being part of this initiative — together, we are making a real difference!