A guide for volunteers and volunteer organizations in the involvement for organizing and holding events in the Republic of Kazakhstan

In recent years, volunteers have been increasingly involved in organizing and holding significant events such as forums, congresses, and other national events. This reminder will help you understand what to expect when cooperating with government agencies or other organizations.

[The document was developed in accordance with the Law of the Republic of Kazakhstan "On volunteer activities" (dated December 30, 2016, No. 42-VI ZRK) and the Methodological recommendations for the support of volunteer activities and the procedure for involving volunteer organizations and volunteers to participate in the implementation of the volunteer programs (projects) and conducting volunteer events (Order No. 157-НК dated April 23, 2024), Chapter 6 "Algorithm for involving the volunteer community in organizing and conducting events."]

**What kind of events can you be involved in as a volunteer?**

• International forums and summits

• Sports competitions at world and regional level

• International cultural events

• Major exhibitions and conferences

• Significant events at the national level

EXAMPLES: EXPO-2017 (4,500 volunteers), Asian Winter Games (3,000 volunteers), World Nomad Games (1,600 volunteers), international summits (500-1000 volunteers).

**What kind of job can you be offered?**

Based on your experience and by preliminary arrangement: as a volunteer, supervisor, team leader or volunteer coordinator

• Meeting and accompanying guests (navigation)

• Assistance in the accreditation of participants

• Information support at the event

• Technical assistance

• Working with the audience

• Help with translation

• Logistics support

• Assistance in catering

• Work in the press center

**EXCEPT:**

• Paid accreditation for VIPs

• Assisting VIPs, guests and other participants in the hotel and outside of the event.

This is a contract-based job that involves increased risks and financial responsibility.

**IMPORTANT!**

**You may also NOT be involved as a volunteer in:**

• Commercial and entertainment events

• As a participating athlete

• As a spectator or extras

This is not a volunteer activity.

**WHAT DOES THE ORGANIZATION DO FOR VOLUNTEERS?**

1. **AT THE RECRUITMENT STAGE**

• Talks in detail about the project and tasks

• Clearly explains the scope of work

• Indicates the working hours

• Provides requirements (required skills and experience)

1. **BEFORE THE EVENT STARTS**

• Identifies and represents the coordinator from the organization

• Coordinates the work schedule

• Discusses conditions (shift duration, uniform, meals)

• Provides comprehensive training:

1. Basic communication training (if necessary)

2. Training in special skills for the job (if necessary)

3. Safety briefing

• Signs an agreement with a volunteer

1. **EXECUTION OF THE AGREEMENT**

The Agreement specifies:

• Specific tasks and responsibilities of the volunteer

• Time and place of work

• Working conditions (food, uniforms, equipment)

• The procedure for reimbursement of agreed expenses (if provided by the Agreement)

• The procedure for resolving disputes

• Contacts of the coordinator from the organization

1. **ORGANIZATION OF WORK DURING EVENTS**

The coordinator is the link between the organization and the volunteers, organizes the work of the volunteers.:

• Distributes tasks among volunteers

• Gives clear instructions on how to work

• Monitors the completion of tasks

• Answers questions from volunteers

• Provides necessary materials and equipment

• Ensures safe working conditions

**VOLUNTEER RIGHTS DURING THE EVENT**

• Receive clear instructions on how to work

• Have set breaks

• Receive free meals when working at an event for more than 4 hours in a row

• Use the provided equipment

• Contact the coordinator for work issues

• Receive a sufficient minimum of necessary equipment and image attributes to perform volunteer work and reimburse expenses (if specified in the Agreement)

• Carry out volunteer activities in a safe working environment

• Require compliance with the terms of the Agreement

1. **AT THE END OF THE EVENT**

The Organizer provides (if provided by Agreement):

• A certificate indicating the hours worked

• A letter of thanks or a certificate

• Letter of recommendation

• Reimburses agreed expenses

Link to the Law of the Republic of Kazakhstan "On Volunteering":

**https://adilet.zan.kz/rus/docs/Z1600000042/history**

A link to methodological recommendations on supporting volunteer activities and the procedure for attracting volunteer organizations and volunteers to participate in the implementation of volunteer programs (projects) and conducting volunteer actions: **https://www.gov.kz/memleket/entities/mam/document/details/787412?lang=ru**