

**TERMS AND CONDITIONS OF VOLUNTEERING FOR
REFUGEES FROM AN AREA OF ARMED CONFLICT
IN UKRAINE**

Chapter I

General provisions

§1

This Regulations for Volunteering has been created for the purpose of volunteer activities in support of refugees from the area of armed conflict in Ukraine.

§2

Definitions

The following expressions mentioned in the Regulations shall be understood as follows:

1. Volunteering - means the initiatives, activities and projects organized in the manner specified by the Regulations, with the participation of persons voluntarily applying and registering, by means of an electronic form or in person in the database kept by the Office of the City of Krakow.
2. Volunteer - a person engaged in volunteering activities who wants to voluntarily and without payment engage in activities for the benefit of refugees from the area of the armed conflict in Ukraine, in the place and time designated by the Coordinator in agreement with the Leaders. 3.
- 3) Refugee - is a person from the area of armed conflict in Ukraine for whom volunteer services are implemented.
4. Coordinator - an employee of the City of Krakow responsible for the coordination of voluntary activities.
5. Leader - a representative of ZHP/ZHR/Open Krakow Coalition responsible for cooperation with the Coordinator and being the organiser of the voluntary service.

§3

Objectives

- (1) The Regulations define the conditions and rules for participation in the activities carried out under Volunteering, including in particular the rights and obligations of Volunteers.

(2) By participating in the activities carried out under Volunteering, the Volunteer shares his/her time, skills and knowledge, while the Volunteer Leader allows him/her to participate in these activities and supports him/her organizationally.

Activities under the Voluntary Service are carried out, among others, in the field of:

- a. assisting families and individuals in difficult situations at rest points and temporary shelter points;
- b. providing information on opportunities for assistance;
- c. translation;
- d. medical support and rescue;
- e. preparation and distribution of food;
- f. support in relocation and transportation of persons and belongings.

Chapter II

Rules of participation

§4

Participation in the activities carried out under Volunteering is voluntary, and the Volunteer does not receive remuneration for his/her activity.

2. Volunteering can be performed in locations related to the activities in the area:

- a. administered by the railway station, bus station (RDA);
- b. administered by the Krakow Gallery;
- c. In temporary accommodation facilities in Krakow;
- d. in warehouses operated by the Krakow City Hall;

in hours agreed with the Leader and reported to the Coordinator.

§5

Rights of the volunteer

A volunteer has the right to:

1. to carry out voluntary activities in safe and hygienic conditions;
2. to be informed about health and safety risks associated with the work performed and the rules for protection against possible hazards
3. to engage in voluntary activities for any period of time during their time;

4. to be informed on all matters related to the scope of the activity he/she is joining;
5. enter into an agreement of cooperation with the organization or institution for which he/she is volunteering:
 - a. if volunteering on a continuous basis lasts more than 30 days, the agreement must be in writing;
 - b. if the volunteering is in the form of an action or lasts no longer than 30 days, the agreement can be verbal;
6. receive a written certification of the volunteering experience, including its scope. work.
7. request a written opinion on their voluntary work
8. receive information about health and safety risks resulting from the voluntary service and about the rules for protection against hazards.
9. appropriate personal protective equipment, depending on the type of services and hazards associated with their performance.

§6

Volunteer's Responsibilities

(1) A Volunteer who wishes to engage in Voluntary Service, before starting the first time to perform volunteer activities is absolutely obliged to familiarize themselves with the content of these Regulations.

(2) In addition, the Volunteer is obliged to:

- a. to comply with the applicable laws, including the Regulations, the internal regulations of the Leader and the rules of social coexistence;
- b. perform the tasks undertaken conscientiously, with due diligence, respecting the dignity of the Refugees for whom they provide services;
- c. cooperate with the Coordinator's staff and representatives of the Leader;
- d. report immediately to the Leader and the Coordinator situations that may violate the law, order and rules of social coexistence;
- e. take care of the property entrusted to them;
- f. undertaking volunteer activities exclusively with the use of identification marks (badge) of the Office of the City of Krakow, after registering in the Volunteer Database;
- e. observing the regulations concerning personal data protection rules, if they are authorised to process personal data;
- g. keeping confidential any information whose disclosure could expose the Leader, the Coordinator and the Beneficiary to harm. 3.

3. in the area of the railway station, the tasks of the volunteer include, in particular:

- a.
 - a. Providing information to war refugees on the aid provided at the railway station;
 - b. directing to the Reception Point;
- c. assisting in the organization of rest points - organizing rest for refugees, including making beds, distributing packed lunches, setting up beds;
- d. distributing dry victuals and drinks to people who are staying at the railway station;
- e. helping to clean up the rest areas;
- f. acting as an interpreter - in case of knowledge of Ukrainian and Russian languages;
- g. in agreement with and upon the consent of the Office of the City of Cracow (in case of a verified non-governmental organization, another entity providing shelter outside Poland), organizing a trip outside Poland by directing interested refugees to the means of transport indicated by the organizing entity;
- h. informing the volunteer coordinator and the Police (patrol at the railway station) about any disturbing behaviour of third parties towards refugees;
- i. in case of inability to fulfill the obligations, informing the volunteer coordinator about it;
- j. wearing a protective mask, disinfecting hands. 4.

(4) Volunteer responsibilities do not include:

- a. organizing or assisting in the transportation of refugees outside Poland if the organizing entity has not been verified in advance by the GCM;
- b. providing unverified and unverified information that may violate the law, order and rules of social coexistence;
- c. taking financial benefits from war refugees for the assistance provided;
- d. use the refugees' difficult situation for one's own purposes. 5.

5. a volunteer who starts volunteering at a railway station for the first time

- a. is acquainted by the Coordinator or Leader with the area of the Railway Station and the scope of services provided to Refugees,
- b. receives necessary information about the organization of work of other entities operating at the railway station area,
- c. receives a map of the railway station with marked points providing services for Refugees,
- d. has the right to support the Coordinator or Leader in any difficult situation by giving them necessary information.

§7

Responsibilities of the Leader and the Coordinator

The Leader in consultation with the Coordinator is obliged to:

1. conduct an appropriate investigation in case of a situation of violation of the rules described in §6. 2-4. in the performance of services by the Volunteer and make a protocol;
2. training the Volunteer in the principles of personal data protection, if the Volunteer is authorized to process personal data;
3. upon the request of a Volunteer, to issue a certificate or a written opinion on the work performed by the Volunteer under the Voluntary Service;
4. to supervise the implementation of the voluntary activities, to remain in constant contact with the Volunteers, to provide them with assistance and to consider possible questions, proposals and requests.

§8

Protection of Personal Data

1. Pursuant to Article 13(1) and of the EU General Data Protection Regulation (RODO), we inform that the administrator of the Volunteer's personal data is the Mayor of the City of Krakow with the registered office at Pl. Wszystkich Świętych 3-4, 31-004 Krakow.
2. The controller can be contacted by post (address mentioned above) or electronically - e-mail address: iod@um.krakow.pl
3. Personal data will be processed in order to maintain a database of volunteers helping refugees from Ukraine - data is covered by the register of processing activities under the name "Volunteers - Help for Ukraine".
4. Volunteer:
 - a. Has the right to withdraw consent to data processing at any time, while its withdrawal does not affect the legality of the processing, which was carried out on the basis of this consent before its withdrawal;
 - b. Has the right to request from the controller access to their personal data, rectification, erasure or restriction of processing, as well as the right to data portability;
 - c. Has the right to lodge a complaint to the supervisory authority, which is the President of the Office for Personal Data Protection.
5. Personal data will be stored for a period until the end of the activity of providing assistance to refugees from Ukraine.
- 6th Receiver of personal data is the Department of Social Policy and Health of the Office of the City of Krakow, based at 24 Dekerta St., 30-703 Krakow.

(7) Providing personal data is voluntary.
8. The Administrator does not provide profiling on the basis of personal data.
9. The legal basis for data processing is Article 6.1.A RODO, i.e. the data will be processed on the basis of the Volunteer's consent.

Chapter III

Final Provisions

§9

1. Approval of the Regulations, any changes in its content are made by the Coordinator in agreement with the Leader.
2. The Regulations and the application form are available at www.otwarty.krakow.pl and at the City Coordination and Volunteering Point at the railway station.
3. Third Coordinator reserves the right to change the Regulations. All information about changes in the Regulations will be published on www.otwarty.krakow.pl
4. Any disputable issues that arise during the implementation of volunteering will be resolved by the Coordinator. 5.
5. To matters not covered by the Regulations shall apply provisions of the Civil Code and other relevant provisions of Polish law.