



AFMX VOLUNTEER PACKAGE

Get ready to discover the most exciting film and arts experience in the Southwest at the Albuquerque Film & Music Experience! As a volunteer for our weeklong event each September and during year-round events, your knowledge and time directly impact the cultural growth and benefits to our city, residents, and future generations.

With over 6,600 attendees, AFMX hosts and presents domestic and international movies, engaging industry panels and workshops, exciting networking events, concerts, poetry and art exhibitions, and an extraordinary platform to build strong personal and professional relationships.

AFMX's mission is to advance the creative economy with our unique programs and events that bring together A-list talent, local talent, students, filmmakers, musicians and artists from many genres for overall growth, exposure and economic impact for the City of Albuquerque, the State of New Mexico and all of our supporters. We invite you to join our team of volunteers to make a social and economic impact.

Please review our volunteer package and let us know how you would like to be involved in this community-driven event. Below, please find:

- AFMX's Volunteer Agreement and Confidentiality Agreement
- Production Release and Waiver of Liability
- Volunteer Job Descriptions
- Frequently Asked Questions

The "Benefits" and "Perks" of being a volunteer for AFMX:

- Attend screenings, industry panels, and events for free after ticket and pass holders enter the theater during live events
- Meet amazing industry leaders, filmmakers, musicians, and actors from around the world.
- Learn different aspects of the film, music, and arts industries.
- Receive meals from sponsor restaurants throughout the week.
- Receive AFMX merchandise
- Attend after parties during the festival and the Volunteer Appreciation Celebration after AFMX.
- Network! Network! Network!

Our Volunteer Coordination team will be in touch to confirm the details of your volunteer experience. If you have questions before we reach you, please email us at volunteers@afmxnm.com or 505-265-7866.

On behalf of the AFME Foundation, THANK YOU FOR BEING PART OF THE EXPERIENCE!

Sincerely,

A handwritten signature in black ink, appearing to read "Ivan Wiener".

Ivan Wiener
Executive Director

AFMX VOLUNTEER AGREEMENT

Volunteers are the major force behind the Albuquerque Film & Music Experience. They make it all happen! We have many different volunteer opportunities year-round, which include working at theaters, special events, lounges, panels, in the office, at the airport, or on the VIP Hospitality teams, and much more. We are looking for talented, enthusiastic, and dedicated volunteers and we will do our best to place you in an area that matches your strengths and schedule.

If you are a college student looking for an internship, we are happy to work with your school and arrange unpaid internships for class credits. Please speak to your school administration about the proper paperwork to bring with you.

As a volunteer, you are an essential member of our staff and act as a representative of this event and our community. For a better understanding of what you can expect as a volunteer and what is expected of you we ask that you read and **sign** the following Volunteer Agreement.

The organization asks that you:

- Attend departmental meetings that will be scheduled in the months leading up to AFMX.
- Attend the Service Standard training (mandatory for all volunteers) on how to offer the highest levels of service and address any issues that may arise during the festival.
- Be present at assigned AFMX venues.
- Attend volunteer meetings.
- Notify our volunteer team at volunteers@abqfilmx.com beforehand if you will be absent or late to training or any other activity at least 48 hours in advance.
- Conduct yourself professionally and ethically at all times when working with participants, guests, and staff.
- Have fun and ask questions if needed. **Remember, we are here for you!**

By my signature I declare that I have read, understand and agree with all parts of the Volunteer Contract and will strive to fulfill all parts therein.

Volunteer Signature

Date

Printed Name

CONFIDENTIALITY AGREEMENT

Thank you very much for your time and consideration in volunteering with our organization. You have been granted permission by AFME FOUNDATION to work on the ALBUQUERQUE FILM & MUSIC EXPERIENCE.

In connection with AFMX, you may learn certain information regarding the operation of our organization. All information learned by you shall be deemed confidential.

All information provided to you shall be kept confidential by you except as required by law or judicial process. Any unpermitted disclosure by said confidential information shall be deemed a breach of this Agreement.

AFMX information may be verbal or written and may include documents, operational manuals, financial information, box office reports, partnership agreements, vendor and supplier agreements, and volunteer and staff information such as phone numbers, email addresses, and mailing addresses. Information may also include travel, transportation, and accommodation details; VIP, filmmaker, and attendee information, filmmaker submissions, screening schedules, and other operational and technical information that is intended solely for use by staff and volunteers of the Albuquerque Film & Music Experience.

Any controversy or claim arising out of or relating to this Agreement, its enforcement, or interpretation shall be submitted to final and binding arbitration, to be held in Bernalillo County, New Mexico, before a single arbitrator. The arbitrator shall be selected by the parties' mutual agreement or, if the parties cannot agree, then from a list of arbitrators supplied. The arbitration shall be a confidential proceeding, closed to the general public. The arbitrator shall issue a written opinion stating the essential findings and conclusions upon which the arbitrator's award is based.

The parties will share equally in payment of the arbitrator's fees and arbitration expenses and any other costs unique to the arbitration hearing (recognizing that each side bears its own deposition, witness, expert and attorneys' fees and other expenses to the same extent as if the matter were being heard in court). Nothing in this paragraph shall affect either party's ability to seek from a court injunctive or equitable relief at any time to the extent the same is not precluded by another provision of this Agreement.

It is further understood and agreed that no failure or delay by either party hereto in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other exercise of any other right, power or privilege hereunder.

All notices and other communications made pursuant to this letter of Agreement shall be deemed to have been duly given if given in writing and hand-delivered, sent by telecopy with copy by mail or sent by recognized overnight courier service to the address of the applicable party set forth on the first page hereof, or to any other address that such party may designate by written notice to the other party. Notices delivered in person shall be effective when so delivered. Notices delivered by overnight courier shall be effective two business days after delivery by the sender to an air courier who guarantees delivery within such two business day period. Telecopy notices shall be effective upon receipt of confirmation of transmission, provided that a copy is subsequently received by mail.

This letter of agreement may be executed in one or more counterparts, each of which shall be deemed to be an original, but all of which shall constitute the same agreement.

If you are in agreement with the foregoing, please sign the enclosed copy of this letter and return it to the representative of the Albuquerque Film & Music Experience that issued this agreement.

ACCEPTED AND AGREED:

By: _____

Print: _____

Date: _____

**PRODUCTION RELEASE AND WAIVER OF LIABILITY
AGREEMENT**

I understand this is an important legal document relating to my participation in the production entitled ALBUQUERQUE FILM AND MUSIC EXPERIENCE and by signing this document, I am waiving any/all legal rights I may have against the organization of the above production.

I have voluntarily agreed to participate in the production entitled ALBUQUERQUE FILM AND MUSIC EXPERIENCE and I hereby unconditionally release and forever discharge any persons, entities and their respective directors, officers, employees, agents, contractors, partners, shareholders, successors, assignees, parent or subsidiary entities, representatives, members or affiliates related in any way to the producers of the above production from any and all actions, liabilities, damages, losses, costs, expenses, claims or demands (including without limitation those based on negligence, gross negligence and/or product liability, breach of contract, or breach of any statutory or other duty of care owed under applicable laws) that I, my heirs, next of kin, spouse, distributes, guardians, legal representatives, executors, administrators, successors and assigns now have or may hereafter have for any injury to me or my property, resulting directly or indirectly from my participation on the production entitled ALBUQUERQUE FILM AND MUSIC EXPERIENCE.

I hereby affirm I am 18 years of age or older. I have carefully read this document, and I understand its contents. I am aware this document is a release of all liability and a contract enforceable against me (and my heirs, next of kin, distributes, guardians, legal representatives, executors, administrators, successors and assigns) in a court of law. I have signed this document of my own free will.

Participant Signature: _____

Print Name: _____

Guardian Signature (if under 16 years of age): _____

Date: _____

AFMX Representative: _____

Print Name: _____

AFME FOUNDATION HARASSMENT/SEXUAL HARASSMENT POLICY

AFMX is committed to providing a work environment free from all forms of harassment. Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, national origin, ancestry, age, disability, medical condition, or sexual orientation; and that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; and has the purpose or effect of unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities or ability to obtain public services. Harassment based on any of the foregoing statuses is a form of discrimination which is unlawful under local, state and federal civil rights laws. This policy applies to all forms of harassment, including sexual harassment.

AFMX WILL NOT TOLERATE OR CONDONE HARASSMENT IN ANY FORM from any employee or volunteer regardless of his/her employment status, nor from a provider of services who is under contract with AFMX. All employees, supervisors, managers, and volunteers are responsible for maintaining a work environment free of any form of harassment and will be held fully accountable in complying with this policy and taking appropriate measures to insure that such conduct does not occur. Applicants for employment and volunteer applicants are entitled to employment/volunteer consideration without being subjected to sexual or other forms of harassment. **Any employee or volunteer found to have engaged in prohibited harassment will be subject to disciplinary action, up to and including termination.**

Examples of Sexual Harassment

The following are examples of conduct which is considered sexual harassment.

- A. Physical Assaults of a Sexual Nature, such as:
 - 1. Rape, sexual battery, molestation, or attempts to commit these assaults;
 - 2. Intentional physical conduct, such as touching, pinching, patting, grabbing, brushing against another employee's body, or poking another employee's body that is sexual in nature.

- B. Unwanted Sexual Advances, Propositions, or Other Unwanted Sexual Comments, such as:
 - 1. Threatening adverse actions in order to have a sexual favor performed;
 - 2. Suggesting a desire for sexual relations or physical contact;
 - 3. Propositions of sexual nature;
 - 4. Continued requests for dates AFTER being informed that such requests are unwelcome;
 - 5. Use of any offensive or demeaning terms which have a sexual connotation such as:
 - a. Verbal abuses of a sexual nature;

- b. Graphic commentaries about a person's body;
 - c. Use of sexually degrading words to describe a person;
 - d. Telling jokes or making remarks of a sexual nature to, or in the presence of, persons who find such jokes or remarks offensive.
- 6. Whistling or calling another in such a manner as to attract unwelcome attention to another person, i.e. "wolf whistling" "cat calls";
 - 7. Initiating unwanted discussion of one's personal sex life.
 - 8. Non-verbal gestures such as:
 - a. Looking or staring at a person up and down;
 - b. Winking, throwing kisses, or licking lips;
 - c. Making sexual gestures with hands or through body movements.
- C. Sexual Displays or Publications Anywhere in Workplace by Employees, such as:
- 1. Displaying pictures, posters, calendars, graffiti, cartoons, objects, promotional materials, reading materials, or other materials that are sexually suggestive, sexually demeaning or pornographic, or bringing into the work environment or possessing any such material to read, display, or view at work.
 - 2. Reading or otherwise publicizing in the work environment materials that are in any way sexually revealing, sexually suggestive, sexually demeaning, or pornographic.

Examples of Other Harassment (related to race, sex, religion, national origin, ancestry, age, disability, medical condition or sexual orientation)

- 1. Epithets
- 2. Slurs
- 3. Negative stereotyping
- 4. Threats
- 5. Hostile acts
- 6. Denigrating or hostile written or graphic material posted or circulated in the workplace
- 7. Tolerance by supervisors of above harassment

Retaliation for Harassment/Sexual Harassment Complaints is prohibited, such as:

1. Disciplining, changing work assignments of, providing inaccurate work information to, or refusing to cooperate or discuss work-related matters with any employee or volunteer because that employee or volunteer has complained about or resisted harassment, discrimination, or retaliation; and
2. Intentionally pressuring, falsely denying, lying about or otherwise covering up or attempting to cover up conduct, such as that described in any item above.

The above is not to be construed as an all-inclusive list of prohibited acts under this Policy. Harassment/Sexual Harassment is prohibited and hurts other employees and volunteers, and contributes to a general atmosphere in which all employees and volunteers suffer the consequences. Any of the prohibited conduct described here has no legitimate business purpose; accordingly, the employee or volunteer who engages in such conduct should be and will be made to bear the full responsibility of the conduct.

REPORTING HARASSMENT

Employees, volunteers, and applicants for employment and volunteer positions who believe they have been subjected to sexual or other harassment are encouraged to tell the person responsible for the behavior that his or her actions are offensive and unwelcome. Employees, volunteers, and applicants for employment and volunteer positions have an obligation to report the matter promptly to a supervisor OR the executive director OR a member of the Board of Directors within 15 days of the incident. An employee or volunteer may also exercise his/her right to pursue an action through any local (city of Albuquerque, Human Rights Office), state (Human Rights Commission of New Mexico), or federal (Equal Employment Opportunity Commission) regulatory agency responsible for enforcement of anti-discrimination laws. This policy does not extend to the time limits to file any discrimination action.

VOLUNTEER POSITIONS

Sponsorship and Fundraising Representatives – sales positions where sponsorships and donations are raised for AFMX and AFME Foundation.

Sponsor Ambassador – ambassadors will work directly with up to five sponsors to assure they receive all benefits contractually agreed upon leading up to and during AFMX. Ambassadors will be the sponsor's contact throughout.

Sponsor Packet Coordinators – will work with the sponsorship team in organizing sponsor packets with credentials and information to be delivered to AFMX sponsor businesses or to hotels for out of town sponsors.

Signage Coordinators – will work with the Marketing, PR and Venue Managers to manage signage and proper placement at all AFMX venues.

Marketing and Public Relations Interns and Assistants – Works closely with the PR and Marketing Manager. Must be familiar with press releases, distribution and follow up phone calls to assure press release information is covered in print, on radio, television and the web. Will also help with marketing materials distribution.

Ticketing and Box Office Manager – will monitor online ticket sales through Hold My Ticket, do HMT updating of events and communicate daily with the AFMX executive team and venue managers leading up to and during the festival. The goal is to strategize, as needed, on selling out each event.

Venue Managers – will be responsible for all operations on-site at theaters, the host hotel and assigned events. Will communicate with the venue staff to assure proper procedures and protocol are being followed in accordance with AFMX contract. Assure venue operations and communications with venues are proactive and on spot. In charge of ushers and ticket scanners, information and merchandise kiosks at theaters, projectionist at venue, assuring smooth flow between movie blocks, concessions, volunteers handling microphones for Q&A's and volunteers who are introducing movies and thanking sponsors.

Marketing Materials Distribution Team – Responsible for delivery and grassroots distribution of marketing materials such as posters and postcards to specific organizations, retail outlets, community bulletin boards, and sponsors who will promote AFMX events.

Panels, Centerstage Conversations and Workshops Manager – will manage all panels, Intimate Conversations and Workshops during AFMX. This individual will be in communication with panelists leading up to and during AFMX, oversee Audio Visual requirements necessary for each program, coordinate green room, water stations and refreshments for panelists. Majority of panels, IC's and workshops are held at the host hotel.

Screening Team member – If you love watching movies, this position is for you. Be part of the selection team for the lineup of movies at AFMX.

Film Programming Coordinator – works directly with the Executive Director and staff to discuss and select movies and events for AFMX.

Ushers and Ticket Scanners – responsible for being at AFMX venues to work the doors and assure proper credentials or tickets are presented upon entry to each event.

Movie Ambassadors – important that we have individuals who are good at promoting and target marketing specific films and events in our program. The goal is to fill venues at every opportunity.

Airport Meet and Greet - will work closely with Travel Coordinator to assure guests who are flying in are met at the airport and escorted to baggage claim and vehicle. Excellent communication, time management and organization skills a must.

Drivers (must show proof of insurance) – We will need up to 10 drivers working different shifts throughout the week, taking VIPs from hotels and venues to their next destination. Will communicate with transportation and travel manager throughout AFMX. Great communication, time management and organization skills a must.

Merchandise Coordinator – will coordinate the sales of t-shirts, hats, water bottles and any other merchandise to be sold at venues. Will work closely with venue managers.

VIP Liaison – oversees all VIP services during AFMX including travel, transportation, hotel accommodations, VIP packets and credentials, itineraries for the week, welcome amenities to be placed in hotel rooms prior to arrival and any special requests.

Transportation Coordinator – responsible for transportation needs for all VIPs during the week. This includes coordination with airport meet and greets, transportation between hotels and venues and any additional VIP requests. The transportation coordinators must be available all week to dispatch drivers and be able to manage scheduling of drivers/meet and greet team.

Photography team – Photographers to shoot highlights of ALL of the events at AFMX.

VOLUNTEER FREQUENTLY ASKED QUESTIONS

What is the time commitment required of volunteers?

Our volunteer organization is structured in teams. Managers of various teams are essentially volunteering full-time leading up to and throughout the festival. Most volunteer shifts last 4 – 8 hours daily. Volunteers serving on major events may work up to 10 hours from setup to breakdown of the event.

I live outside of New Mexico. Is lodging provided for volunteers who travel to work with the festival?

We are always on the lookout for outstanding and experienced festival volunteers. While most of our volunteer corps will come from New Mexico, seasoned volunteers from other festivals are always welcome. The host hotel offers a discounted rate for out-of-town volunteers, or there may be an opportunity for several volunteers to rent a house or an apartment during AFMX. There may be opportunities to stay at other volunteer's homes as well.

May I volunteer for more than one team and/or function?

Yes. There are opportunities to work events during the day and other events in the evening. Please discuss with our Volunteer Coordination team.

Are there any required meetings or training sessions involved?

Yes. There will be several volunteer meetings leading up to and during AFMX. All volunteers will attend at least one thorough training session with venue managers, and it is mandatory to participate in one of the Service Standard training sessions. Meetings for department heads and general volunteers will begin in February and be held each month after that until the festival. Volunteers are scheduled for meetings with department heads separate from total group meetings. Department meetings are mandatory as the festival approaches. There will be a MANDATORY final volunteer meeting just prior to the start of the festival to receive credentials and t-shirts. **We strongly encourage all volunteers and department heads to attend all scheduled meetings.**

Do I get to see any of the movies?

Yes. Working at one of the theater venues is the best way to catch films during AFMX. Once ticket holders are seated, and there is coverage in the work area, volunteers may fill empty seats in the theater whether they are working at the venue or not.

Are there any age restrictions on volunteering?

We do encourage college students to volunteer, and many of the positions are appropriate for anyone 16 years or older. Having your own driver's license and access to transportation is a big plus. *If alcohol is present at an event, volunteers must be 21 years of age.* If under the age of 16, we ask that a parent or guardian accompany their child during their volunteer hours.

May I volunteer prior to the start of AFMX in September?

We love all the help our local volunteers can provide pre-AFMX. Some of the needs leading up to AFMX include street teams, office support, drivers and runners, and sponsor ambassadors.

Will I be able to change my shift times?

Yes. There is flexibility, but we ask that you give us 48-hour notice if you need to change your shift.

Any changes will need to be coordinated through team leaders/department heads.

How do I get in to parties?

Volunteers are welcome to attend any after party during AFMX (age restrictions may apply) and are encouraged to attend the Volunteer Appreciation Celebration after AFMX concludes. Select volunteers will be assigned to specific events or parties during AFMX. There will be private parties that are specifically for VIPs during the festival where volunteers will not have access.

What about food?

During volunteer shifts, there will be sponsors providing food, snacks and light fare. Food is delivered to the venues during volunteer shifts. Breaks are to be taken at 30 minute intervals for every 8 hours worked.

What about parking?

Free parking may be available at select venues. AFMX does not reimburse for parking during the week.

What do I need to wear and bring?

It all depends on which venue and event you are assigned to. As long as you have a smile, the Volunteer Coordinator and Venue Managers will communicate what to wear. Each Volunteer will receive an AFMX t-shirt and a volunteer credential. If you decide not to wear the t-shirt on a certain shift, a professional, but comfortable shirt, jeans, slacks or shorts are welcome. As it is warm during the day, we want everyone to have an enjoyable time during the week. Hats, chap stick, water bottles and sunblock are encouraged.

What about friends, family and significant others?

Everyone is welcome to participate in AFMX as a volunteer or purchase tickets or passes to events. A special discount code for tickets and passes will be provided for volunteer family and friends upon request and at least 24 hour notice.

What time should I arrive on my scheduled volunteer days?

Please be at your venue 15 minutes prior to your shift and check-in with team leader/department head.

How do I get in touch with the Volunteer Department?

We invite you to contact us if you have questions that are not addressed here. Email is preferred at volunteers@afmxnm.com. The Volunteer team will respond and keep consistent communication as needs arise and the event approaches. The AFMX office number is 505-265-7866. During events, it is important to have the cell phone number of the Volunteer Coordinator and your department head.