



Frequently Asked Questions

UEFA EURO 2012™ VOLUNTEERS PROGRAMME
version June 2011





This document was prepared by the UEFA EURO 2012™ Volunteers Team to provide you with answers on the potential questions that may arise with regard to the UEFA EURO 2012™ Volunteers Programme. It will be revised on regular basis, so please consult the website for updates. If you have any new questions, please contact the Volunteer Team on volunteers@euro2012.com.

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What is volunteering all about? / Who is a volunteer?

Volunteer is someone who out of own's free will, choice and motivation undertakes without payment a voluntary activity to the benefit of other people or an organization, going beyond family or friendly ties. Volunteering is beneficial not only for an organization or institution which engages volunteers but also for volunteers themselves, local community and eventually, the whole society. Volunteers are diverse group of people of different age, gender, interests and origins. They are active in almost every area of life including sport, art, health, education, politics, nature, social services and others. In fact anybody can volunteer!

Who is a Volunteer Recruiter?

Volunteer Recruiter Programme is the long-term volunteers programme running from May until November 2011. Around 160 Volunteer Recruiters were selected to support Poland and Ukraine in volunteers recruiting. Jointly with the UEFA EURO 2012™ Volunteers Teams, Volunteer Recruiters will process applications, run the recruitment weekends in Host Cities and interview applicants.

Why does UEFA need volunteers?

The Union of European Football Associations (UEFA) from many years involves volunteers in different sport activities. In this way UEFA creates an opportunity for the general public of direct involvement in prestigious sports events and experiencing them from the backstage. At the same time volunteers become the unsung heroes of the Tournament – without their help it would be impossible to successfully organize one of the biggest sporting events worldwide. They act also as 'ambassadors' of EURO towards visitors and guests coming to the hosting countries from all over the world. Through their service volunteers put in practice the values of solidarity, fair play and respect which links sport with volunteering.



"You – volunteers - are a key element in the organisation of the European Championship. You are the colourful public face of the event and of the host countries. Without you, the event would simply not take place."

Martin Kallen, Operations Director, UEFA Events S. A.

What is UEFA EURO 2012™ Volunteers Programme?

The mission of the Programme is to create a historic, high-value and common for Poland and Ukraine Volunteers Programme for UEFA EURO 2012™. The UEFA EURO 2012™ Volunteers Programme is managed locally by two organizing committees: EURO 2012 Poland and EURO 2012 Ukraine. It aims at creating committed and motivated team of more than 5,500 UEFA EURO 2012™ volunteers, well equipped to carry the myriad of functions needed during the Tournament and to offer them an unforgettable and valuable experience, and thus, as a legacy, to trigger in Poland and Ukraine sport volunteering culture, in accordance with UEFA values for the future of European football.



What is the difference between UEFA EURO 2012™ Volunteers Programme and volunteers programmes run by Host Cities?

During UEFA EURO 2012™ in Poland and Ukraine there will be two different volunteers programmes. Each of them is organized by different institution. First of them is the Official UEFA EURO 2012™ Volunteers Programme which is managed locally by two organizing committees: EURO 2012 Poland and EURO 2012 Ukraine. It covers sport volunteering in official UEFA sites, i.e. stadiums, hotels, airports and base camps. The website UEFA.com, which serves the Programme, is the official UEFA and UEFA EURO 2012™ website.

The second project is conducted by the Host Cities and governmental agencies. The Host Cities project covers volunteering in public spaces, i.e. space in the 8 Host Cities outside stadiums and official UEFA sites.

In Poland the programme of volunteering in public areas of the Host Cities is conducted in the partnership of the Host Cities and PL.2012 that on behalf of Polish government coordinates preparation process in Poland. The project entails volunteering outside official UEFA sites, i.e. in all public areas where fans and tourists will celebrate the Championships. Please refer to the websites of the Host Cities and PL.2012 for more details www.2012.org.pl.

Can a volunteer participate in the Official UEFA EURO 2012™ Volunteers Program and Host Cities volunteers program at the same time?

In principle it is not restricted, however, in reality it will not be possible to participate in both at one time due to intensive time and work-schedule. We strongly advise you to choose one Programme depending on your interest – official UEFA EURO 2012™ Volunteers Programme covering stadiums, hotels being UEFA headquarters, airports and other official UEFA sites or the Host Cities Programme covering host cities transport spots and fan zones. We are sure that both will give you unforgettable experience.

How many volunteers will be needed for UEFA EURO 2012™ Volunteers project in Poland and Ukraine?

More than 5,500 official UEFA EURO 2012™ Volunteers will be needed in Poland and in Ukraine to make sure that the Tournament will run smoothly and successfully.

Approximate number of official UEFA EURO 2012™ Volunteers per host cities:

| Poland | | Ukraine | |
|---------|-----|---------|-----|
| Gdansk | 600 | Donetsk | 800 |
| Poznan | 650 | Kharkiv | 600 |
| Warsaw | 900 | Kyiv | 900 |
| Wroclaw | 600 | Lviv | 650 |



What will UEFA EURO 2012™ volunteers do?

Volunteers will carry out a range of essential tasks at stadiums and different official UEFA sites. This will involve the following areas:

1. ACCESS CONTROL MANAGEMENT (Disabled Services Volunteer, Access System Volunteer);
2. ACCREDITATION (Accreditation Volunteer);
3. CEREMONIES / FANtertainment (Animator Volunteer, Camera Assistant Volunteer, Pre-match Ceremony Volunteer, Production Assistant Volunteer, Stagehand Volunteer);
4. EVENT LOGISTICS (Stadium Logistics Volunteer, Stadium Office Volunteer, HQ Logistics Volunteer);
5. EVENT TRANSPORT (Host City Pool Driver Volunteer, Transport Administration All-rounder Volunteer, Transport Operations All-rounder Volunteer);
6. HOSPITALITY (Hospitality Volunteer);
7. BROADCASTER SERVICING (Unilateral Broadcast Services Volunteer (Venue), Unilateral Broadcast Services Volunteer (IBC), IBC Broadcaster Servicing Desk Volunteer);
8. INFORMATION & COMMUNICATION TECHNOLOGIES (ICT) (ICT Accreditation Support Volunteer, ICT Support Volunteers);
9. INFORMATION MANAGEMENT (Information Management Volunteer);
10. MATCH ORGANISATION (Match Organisation Volunteer, Doping Control Volunteer);
11. MEDIA SERVICES & OPERATIONS (Media Operations Lead Volunteer, Media Service Volunteer, Media Operations Volunteer);
12. MARKETING RIGHTS DELIVERY (Marketing Volunteer, Office Support Volunteer, Tour Guide Volunteer, Youth Programme Volunteer);
13. LEGAL (RPP (Rights Protection Program) Volunteer);
14. SAFETY & SECURITY (Safety & Security Team Leader Volunteer, Safety & Security Assistant Volunteer, Safety & Security Office Support Volunteer, Depot, Lost & Found Volunteer, Entrance Volunteer, Stand Volunteer);
15. TEAM SERVICES (Team Service Volunteer);
16. TICKETING (Ticketing Volunteer);
17. TECHNICAL SERVICES (Technical Services Volunteer);
18. VIP SERVICES (VIP Services Volunteer);
19. VOLUNTEERS MANAGEMENT (Personnel Volunteer, Organisation Volunteer, Animation Volunteer, Photo & Video Volunteer, ACE Volunteer);
20. WELCOME & INFORMATION SERVICES (Airport Welcome Service Volunteer, Hotel Welcome Service Volunteer, Spectator Services Volunteer).

The detailed description of volunteers' functions will be available early summer on the volunteers' website on UEFA.com. All volunteers will be expected to attend training events that will give them the necessary knowledge they need to carry out their roles. Working language of volunteers will be English.



What are UEFA EURO 2012™ volunteers benefits?

The essence of volunteering is that it is undertaken without concern about financial gain and without payment. However, UEFA EURO 2012™ volunteers will enjoy certain benefits. Those include: professional training, adidas uniforms, insurance, official UEFA EURO 2012™ Volunteer Certificate, meals and beverages on duty as well as UEFA EURO 2012™ souvenirs. Also, a special programme of social and integrating events designed exclusively for UEFA EURO 2012™ volunteers will accompany the UEFA Volunteer Programme during the Tournament.

Participation in UEFA EURO 2012™ Volunteers Programme will give you much more than above mentioned benefits! Volunteers will have a chance to live unforgettable and valuable experience – they will become a part of the UEFA organising team of the third greatest sport event in the world. While working for the success of UEFA EURO 2012™, they will acquire new professional experience, will meet people from all around the world and feel personal satisfaction because of helping Poland and Ukraine to proudly host first such event organized ever in this part of Europe.

Will volunteers have medical care secured?

No. Each of the volunteers will be insured against accident, but UEFA does not cover the volunteers' medical care.

Who can apply for UEFA EURO 2012™ Volunteers' Programme?

The Volunteers' Programme is open for everyone who will meet the basic and who will bring passion, enthusiasm and energy to the Tournament.

Preliminary selection criteria are:

- Be 18 years old (as of 1st March 2012) – no upper limit is foreseen;
- Speak at least conversational English;
- Be friendly, motivated team-player committed to values of fair-play, respect and solidarity;
- Be available for interviews and trainings;
- Commit to a reasonable number of days and shifts (the assigned function will also depend on the level of volunteer's availability);
- For certain functions specific skills and competences will be required (e.g. IT, driving license).
- Previous volunteering experience is not obligatory but constitutes an asset.

We encourage people of different age, gender, experiences and origins to apply. Most of the volunteers will come from the host countries, but the recruitment will be open also for other nationalities. We will ensure that the recruitment process is transparent, open and fair.

Can seniors apply?

Our Program is open for everybody who fulfils basic criteria listed above. Nevertheless, we encourage seniors to apply due to their wide professional and life experience, which can be especially helpful during the Tournament.

When will the recruitment process start?

Recruitment process starts on 14th June 2011.



How the recruitment process will look like?

The recruitment process will start with an on-line application on UEFA.com. Please, refer to 'How to apply' document available on UEFA.com from early June to read about the details of the application process. Then, if you are selected, you will be invited for an interview that will take place in the host city of candidates' first preference (i.e. if somebody applied to perform his duty in Kiev, the interview will be in Kiev) on one of the week-ends in the period from 03rd of September to 15th of November 2011. Interviews will take no longer than 30 minutes and will be conducted in English. All applicants will receive either confirmation or rejection no earlier than 15 November 2011 and no later than 30 December 2011. All the recruitment – application, interviews and communication with candidates will be conducted in English.

Skype interviewing will be available only for foreign applicants during the interviewing period in the preferred host cities. In these cases the candidates should have the required equipment for skype interviewing.

1. **Application** at uefa.com: from 14th of June to 30th of September 2011.
2. **Interviews** in Host Cities: from 03rd of September to 15th of November 2011.
3. **Confirmation** of volunteers: from 15th of November to 30th of December 2011.

What will be the best time to submit the on-line application form (at the beginning or at the end of application phase)?

All applications submitted from 14th June until 30th of September 2011 will be processed without time submission privilege. However, we strongly advise you not to wait until the last few days before deadline, since heavy traffic or a problem with the Internet connection could lead to your on-line session being interrupted before you complete your application, thereby obliging you to repeat the whole process.

Where and when UEFA EURO 2012™ Volunteers will serve?

Volunteers will serve in official UEFA sites (stadiums, hotels and airports). Days of volunteering as well as working hours will vary depending on function. In principle, volunteers must be available as of 8th of June until 1st of July. Each volunteer will be informed about working schedule in May 2012 to arrange the agenda beforehand. There are functions in which a volunteer will serve only during MD and MD +/-1.

Can a volunteer serve within two or more function areas at the same time?

In principle, a volunteer is not eligible to be involved in more than one area unless asked to do so. Nevertheless, there is one specific function i.e. ACE volunteer within Volunteers Project who might be involved in several function areas in case of drop-outs or when auxiliary assistance will be necessary in any of the areas. ACE volunteers will be on a stand-by position within Volunteers Centre, nevertheless the volunteer must be prepared to fulfil her/his duties in any kind of localisation that will be needed.



Will a volunteer who is the resident of one of the Host Countries have to serve in the Host City and Host Country of his/her residence?

There are no restrictions for volunteers to serve in the Host City and Host Country of residence, but the volunteer should consider that accommodation and intercountry transportation expenses will not be reimbursed by UEFA.

Will volunteers be able to watch UEFA EURO 2012™ matches?

Volunteers will not be allowed to watch matches as spectators. But of course being a part of organising team, you will be at the very heart of Tournament's operations feeling the atmosphere of this great sport celebration. Together with material benefits the main reward for the volunteers will be positive experiences and new friendships, as well as the recognition that they have personally contributed to the successful organisation of the third largest sports event in the world. This is something that money cannot buy. Volunteers will also have possibility to watch together matches on the special screens in volunteer centres.

If a volunteer will have a ticket for a match and will like to watch the game, what s/he should do?

If a volunteer has a ticket for a given match s/he should not confirm the proposed shifts conflicting with a match.

Will there be a possibility to apply also for people living outside Poland or Ukraine?

Yes. The Tournament is open for volunteers from any country. There were volunteers from more than 70 countries in 2008! You can apply from any country, but UEFA will not cover your transport and accommodation expenses – please, make sure that you secure these things beforehand.

What is the Volunteers Centre?

The Volunteers Centre is the "heart" of volunteers project in all eight Host Cities. This is a place in which Volunteers will take part in many additional activities and social events. The Volunteer Centre is the meeting place and relaxing area for all the volunteers with big screens to jointly watch the matches while not on duty, play games and enjoy the Tournament in a way accessible only for the UEFA EURO 2012™ Volunteers. The Volunteers Centre is located inside the stadium or within walking distance, it serves as office, entertainment and training centre for volunteers.



Will volunteers have a chance to spend time in the Volunteers Centre after their shift is over?

Yes. Volunteers can enjoy facilities in Volunteers Centre when they are not on shift. This is a place dedicated especially to all UEFA EURO 2012™ Volunteers.

What kind of training will be provided to UEFA EURO 2012™ Volunteers?

All selected volunteers will be trained in spring 2012. There will be no training provided to volunteer candidates. There will be several types of training:

- General training will take a form of e-learning and will cover knowledge of UEFA, EURO 2012, Host Countries, teams, role of volunteers in the Tournament.
- Functional training will acquaint every volunteer with indispensable know-how, do's and don'ts, specific procedures related to her/ his function. UEFA managers will share their experience with volunteers.
- Special training for certain groups of volunteers – this can include venue orientation or customer service skills. They will support volunteers in delivering their service.

How much time will a volunteer have to spend on recruitment and training before the Tournament starts?

Recruitment process will require filling an on-line application form at uefa.com, visiting interview and signing volunteer agreement:

- The application form will take you no less than 30 minutes to fill in.
- The interviews will be held on weekends (Saturdays and Sundays) in host city in which you prefer to serve, so you will not have to leave your studies or work. You will schedule interview by yourself online within time slots available. The interview will last for about 30 minutes and will take place in the host city which you will select to volunteer in.
- You will have to sign a volunteer agreement.

Once you are chosen as a UEFA EURO 2012™ volunteer, you will be obliged to:

- Complete general training module will take form of e-learning available to you 7/7 and 24/24.
- Attend a kick-off meeting at a host city in which you will serve. It will be organised in April or May 2012, during weekend.
- Attend functional and special training. Type and length of functional and special trainings will depend of function, however, in principle they will take place just before the Tournament and they should not take more than 1 full day. You will also be able to access documents related to your function through e-learning and at the UEFA EURO 2012™ Volunteer Portal.

How much time will a volunteer have to spend on serving during the Tournament?

In principle, volunteers must be available as of 8th of June until 1st of July. Some of volunteers will start their functions already few days before the Tournament. Each function has its own specific working schedule which will be communicated to volunteer in May 2012 so that agenda is planned beforehand. Volunteer work will be organized in shifts, on average 7-8 hours per working day. Number of days worked will be indicated in the certificate signed by UEFA President.

