



Description of Volunteer Service Areas

UEFA EURO 2012™ VOLUNTEERS PROGRAMME

Updated: July 2011



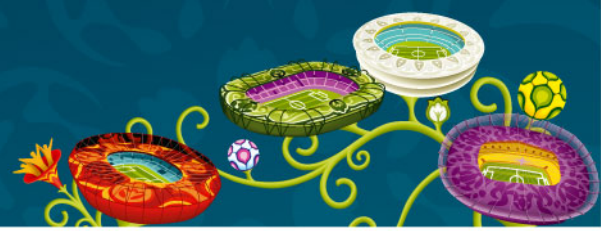


Table of Contents

AREAS WITH HIGH NUMBER OF VOLUNTEERS.....	3
SAFETY & SECURITY	3
EVENT TRANSPORT	3
VOLUNTEERS MANAGEMENT	4
ACCREDITATION.....	5
AREAS WITH MEDIUM NUMBER OF REQUIRED VOLUNTEERS	5
INFORMATION & COMMUNICATION TECHNOLOGIES (ICT)	5
MEDIA SERVICES & OPERATIONS.....	6
WELCOME & INFORMATION SERVICES.....	6
TICKETING.....	7
HOSPITALITY.....	8
EVENT LOGISTICS.....	8
CEREMONIES / FANtertainment.....	9
ACCESS CONTROL MANAGEMENT	10
VIP SERVICES	10
AREAS WITH LOW NUMBER OF REQUIRED VOLUNTEERS	11
MARKETING RIGHTS DELIVERY	11
TECHNICAL SERVICES.....	12
BROADCASTER SERVICING	12
MATCH ORGANISATION.....	13
LEGAL	13
INFORMATION MANAGEMENT	14
TEAM SERVICES – no longer available.....	15

In this document you will find basic information on the areas in which volunteers will perform their functions during the tournament.

Please note that the duration of the assignment depends on each function, the host city and the match schedule [here](#). For confirmed volunteers we will provide detailed responsibilities of each volunteer position and exact numbers of volunteers per function.

Please, note that the areas with the highest number for volunteers are described first.

AREAS WITH HIGH NUMBER OF VOLUNTEERS

SAFETY & SECURITY

If you already have or would like to get experience in customer service or translations, this is the area for you. Safety and Security volunteers will have very responsible tasks, performing various functions very the stadium, only on match days (so between 3 and 6 days depending on the match schedule). Those volunteers will enable all spectators to live safely the football emotions. They will have fantastic opportunity to welcome, help all the ticketholders to enter the stadium in smooth and efficient way and find the right place at the stadium. They will also assist organisers' team on-site by helping in translations, information services and ensuring that everything runs smoothly at the venue. Within the Safety and Security project there will also be volunteers helping at the lost and found points.. Want to be at the heart of the football emotions on match days? Then apply to this area.

Functions within the Safety & Security project:

- Stadium Tribune Volunteer
- Stadium Entrance Volunteer
- Safety & Security Team Leader Volunteer
- Safety & Security Office Support Volunteer
- Stadium Depot lost & found Volunteer

Demand for volunteers within the Safety & Security project: around 2,000 volunteers for both countries

Assignment duration: volunteer only during the tournament period in all host cities and only on match days, according to each volunteer individual assignment plans and the match schedule.

EVENT TRANSPORT

Do you like to drive? Do you drive well and safely? Well, then we have a fantastic offer for you. Event transport volunteers will be the official UEFA EURO 2012™ drivers, having the chance to drive cars provided by KIA/HYUNDAI. This is also a very responsible function as the Event Transport volunteers will convey sportsmen, referees, doping control & match officials, guests and staff for UEFA EURO 2012™ between airports, hotels and stadiums in the host countries of the tournament. Within the Event Transport project there will be also volunteers responsible for, scheduling transport services and managing transport points. They will have an opportunity to gain management and coordination



skills. So, if you are responsible, good driver, looking for a fantastic adventure or if you are interested in transport services, than join the Event Transport Team!

Functions within the Event Transport project:

- Host City Pool Driver Volunteer
- Transport Administration All-Rounder Volunteer
- Transport Operations All-Rounder Volunteer

Demand for volunteers within the Event Transport project: around 700 volunteers for both countries.

Assignment duration: Volunteer during the tournament period in all host cities, on match days and non-match days, according to each volunteer individual assignment plans and the match schedule.

VOLUNTEERS MANAGEMENT

Have you ever volunteered? Would you like to get an experience in management, organisation or animation of volunteers? If yes, join the Volunteers Management team which will service more than 5,500 volunteers during the tournament. Volunteers within the Volunteers Management project will look after other volunteers and ensure that their work in all operational areas runs smoothly. Volunteers will be based at the stadiums, in the Volunteer Centres which will serve as a point of contact, training space and relaxation zone. Within the volunteer team there will be various functions to perform i.e. assisting in organising social activities for volunteers, providing the volunteer team with photo & video coverage of volunteer performance, providing customer service to volunteers and finally helping in issues related to organisational matters within the Volunteer Centre. There will also be special super-volunteers called ACEs. If you are open for new challenges, then join this team of volunteers within Volunteers Management!

Functions within the Volunteers Management project:

- Personnel Volunteer
- Organisation Volunteer
- Animation Volunteer
- Photo & Video Volunteer
- ACE Volunteer

Demand for volunteers within the Volunteers Management project: around 500 volunteers for both countries.

Assignment duration: volunteer from mid May (partially) and during the tournament in all host cities, on match days and non-match days, according to each volunteer individual assignment plans and the match schedule.

ACCREDITATION

Are you experienced in customer service? Would like to learn how to deal with clients? Do you like office job? Then join the Accreditation Team! Nearly 50,000 accreditations were issued during UEFA EURO 2008™ - hundreds of volunteers helped in making this process as smooth and secure as possible. It is the Accreditation project which plans, organises and monitors this process during each EURO tournament. It is difficult to imagine putting in place such a process without the commitment of volunteers. Volunteers within accreditation will assist in very unique and responsible activities. They will take part in welcoming applicants in the accreditation centres, searching UEFA's database for accreditation requests, taking pictures of the applicants for the accreditation passes, printing the passes and delivering them to the applicants.

Functions within the Accreditation project:

- Accreditation Volunteer

Demand for volunteers within the Accreditation project: around 500 volunteers for both countries.

Assignment duration: volunteer from the beginning of May 2012 in all host cities, on match days and non-match days, according to each volunteer individual assignment plans and the match schedule.

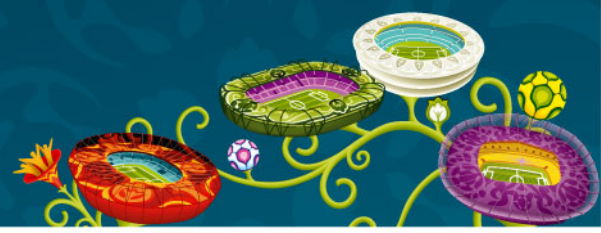
AREAS WITH MEDIUM NUMBER OF REQUIRED VOLUNTEERS

INFORMATION & COMMUNICATION TECHNOLOGIES (ICT)

Are you good in computers? Or do you simply like to help your friends when they have difficulties with their IT equipment? Do you want to get prestigious experience within ICT technologies? Then ICT Team is the one you are looking for! ICT provides, implements and manages all information, communication and telecommunication solutions. During UEFA EURO 2012™, ICT volunteers will support the IT team in providing IT support in the various locations. They will take care of various tasks that will include connecting hardware/software, resolving basic issues with hardware/software such as connectivity to the internet, printers etc.

Functions within the ICT project:

- ICT Accreditation Support Volunteer



- ICT Support Volunteer

Demand for volunteers within the ICT project: around 300 volunteers for both countries.

Assignment duration: volunteer from the end of May, during the tournament period and a few days after the final match in all host cities, on match days and non-match days according to each volunteer individual assignment plans and the match schedule.

MEDIA SERVICES & OPERATIONS

Would you like to see from the inside how the media work during the great sport events? Would you like to work with thousands of media representatives from all over the world? If yes, the Media Services & Operations Team is the area for you! The Media Team is responsible for all media related areas to ensure an optimum working environment for media coverage at UEFA EURO 2012™. The Media Services and Operations volunteers will fulfil many different tasks including: helping in the International Broadcasting Centre (IBC); in the official UEFA Stadium Media Centre delivering copies of the line ups and match statistics to the media tribune, hospitality areas, technical zones, pitches, and broadcast compounds; assisting journalists in finding their seats; assisting photographers at the pitch; helping in organising press conferences. This is your great occasion to live this exceptional experience to participate in media operations in such a big event!

Functions within the Media Services & Operations project:

- Media Accreditation IBC Office Volunteer
- Media Operations Lead Volunteer
- Media Operations Volunteer
- Media Service Volunteer

Demand for volunteers within the Media Services & Operations project: around 300 volunteers for both countries.

Assignment duration: volunteer from mid May (partially) and during the tournament period in all host cities, mainly on match days and as non-match days, according to each volunteer individual assignment plans and the match schedule.

WELCOME & INFORMATION SERVICES

Do you like to work with people, welcoming them providing with information? Are you experienced in customer service? So probably this is the best project for you! The Welcome & Information Services project looks after UEFA EURO 2012™ guests as well as tournament staff arriving at the airports and staying at the official UEFA hotels. Welcome & Information Services is the



first point of contact for most guests at the tournament. The volunteers will welcome the guests and be on hand to provide information and deal with their queries and requests. Additionally, volunteers will provide the guests with the appropriate transport solution. They serve mostly at the airport and at the hotel. Volunteers within Welcome & Information Services will also provide general directions and other information to spectators at stadiums. Joining this project is a perfect occasion to learn more and get experience in professional customer service!

Functions within the Welcome & Information Services project:

- Airport Welcome Service Volunteer
- Hotel Welcome Service Volunteer
- Spectator Services Volunteer

Demand for volunteers within the Welcome & Information Services project: around 300 volunteers for both countries.

Assignment duration: throughout the duration of the tournament, according to each volunteer individual assignment plans and the match schedule.

TICKETING

The Ticketing volunteers will be the first point of contact for ticket-holders at all eight venues. They will provide information and customer service for ticketing matters at the stadium and around ticket checkpoints. They will be responsible for checking seats to prevent seating problems on match days and assisting the ticketing team in dealing with these problems.

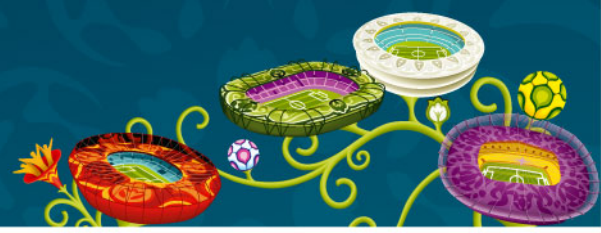
Functions within the Ticketing project:

- Ticketing Volunteer

Demand for volunteers within the Ticketing project: around 200 volunteers for both countries.

Assignment duration:

In this functional area volunteers will be needed during the tournament period in all host cities. Volunteers will be required to work on match days as well as non-match days (sometimes only on one day prior match day) according to their individual assignment plans and the match schedule.



HOSPITALITY

Please, note that the number of applications for this area highly exceeds the number of volunteers needed in Hospitality project. Therefore, we recommend you choosing another area (i.e. especially areas of high demand) as your 1st choice to increase your chances to become selected to the next stage of recruitment process.

Volunteers within the Hospitality project will be responsible for supporting the hospitality team in the on-site implementation of the various hospitality programmes as well as catering programmes for staff, volunteers, media, match officials and the youth. Volunteers will assist in the daily coordination of the global catering programme with various stakeholders, and the preparation of the hospitality areas. They will also accompany guests from their cars to the hospitality areas and assist with on-site preparations of the hospitality area.

Functions within the Hospitality project:

- Hospitality Volunteer

Demand for volunteers within the Hospitality project: around 120 volunteers for both countries.

Assignment duration:

In this functional area volunteers will be needed from the beginning of May (partially) and during the tournament period in all host cities. Volunteers will be required to work on match days as well as non-match days according to their individual assignment plans and the match schedule.

EVENT LOGISTICS

Do you like to have everything well organised, planned and smoothly implemented? Are you interested in seeing the whole logistic process of UEFA EURO 2012 from inside? Event Logistics is responsible for the set-up and smooth running of offices (including meeting rooms), installation and dismantling of venue equipment and all other necessary facilities. This project is also responsible for managing the delivery, selection, fitting and distribution of uniforms to all target groups according to their needs. Volunteers within this project will also help with all logistical aspects, such as deliveries, transport, storage, logistics compound organisation as well as the distribution processes. Volunteers will be asked to help with administrative tasks at Venue Offices such as copying, printing, laminating, binding of various documents and in assisting with mail/courier distribution.

Functions within the Event Logistics project:

- Stadium Logistics Volunteer
- Stadium Office Volunteer

- HQ Logistics Volunteer

Demand for volunteers within the Event Logistics project: around 100 volunteers for both countries.

Assignment duration:

In this functional area some volunteers will be needed from early May 2012 (volunteers assisting with the uniforms sub-project will be needed from mid April 2012) in all host cities. Volunteers will be required to work on match days as well as non-match days according to their individual assignment plans and the match schedule.

CEREMONIES / FANtertainment

Please, note that the number of applications for this area highly exceeds the number of volunteers needed in Ceremonies project. Therefore, we recommend you choosing another area (i.e. especially areas of high demand) as your 1st choice to increase your chances to become selected to the next stage of recruitment process.

The Ceremonies / FANtertainment project will be responsible for all the ceremonies that will be held during the tournament i.e. the opening, closing and cup ceremonies. Additionally, the Ceremonies project will be responsible for the spectators' warm-up before each match. This includes the coordination of music playlists, interactive spectator animation games and activities, contests and the use of DJs and presenters. Volunteers within FANtertainment will assist in various areas of spectator entertainment.

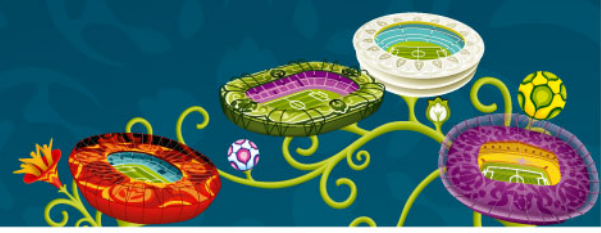
Functions within the Ceremonies / FANtertainment project:

- Animator Volunteer
- Camera Assistant Volunteer
- Pre-match Ceremony Volunteer
- Production Assistant Volunteer
- Stagehand Volunteer

Demand for volunteers within the Ceremonies / FANtertainment project: around 100 volunteers for both countries.

Assignment duration:

In this functional area volunteers will be needed during the tournament period in all host cities, depending on the match schedule. They will be required to work only on match days according to their individual assignment plans.



ACCESS CONTROL MANAGEMENT

Access Control Management will provide simple and effective access control processes to guarantee that all people carrying a valid pass or ticket will access the venue on a match day in an efficient and organised way. Access Systems Volunteers will support stewards at the gates (inner and outer perimeters) and provide assistance if hardware troubleshooting is needed. Volunteers within Access Control Management will also support disabled fans from their arrival at the parking area to their place at the stadium, to ensure smooth access to the gates and the stands.

Functions within the Access Control Management project:

- Disabled Services Volunteer
- Access System Volunteer

Demand for volunteers within the Access Control Management project: around 100 volunteers for both countries.

Assignment duration:

In this functional area volunteers will be needed during the tournament period in all host cities, depending on the match schedule. Volunteers will work only on match days according to their individual assignment plans.

VIP SERVICES

Please, note that the number of applications for this area highly exceeds the number of volunteers needed in VIP Services project. Therefore, we recommend you choosing another area (i.e. especially areas of high demand) as your 1st choice to increase your chances to become selected to the next stage of recruitment process.

The VIP Services project will look after the VIP guests of the UEFA EURO 2012™. Volunteers within the VIP Services Project will provide guidance, information and customer Services through collecting VIP guests from cars and accompanying them to the VIP entrance, organising the VIP cloakroom, controlling access to the VIP area as well as assisting the VIP Services team with seating the area.

Functions within the VIP Services project:

- VIP Services Volunteer

Demand for volunteers within the VIP Services project: around 100 volunteers for both countries.

Assignment duration:

In this functional area volunteers will be needed from the beginning of June and during the tournament period in all host cities. Volunteers will be required to work on match days as well as non-match days according to their individual assignment plans and the match schedule.

AREAS WITH LOW NUMBER OF REQUIRED VOLUNTEERS

MARKETING RIGHTS DELIVERY

UEFA EURO 2012™ will be supported by 10 global and 4 national sponsors per country. In exchange for their contribution, these partners have been granted certain marketing rights. The Marketing Rights Delivery project's mission is to deliver and protect these rights in all 8 stadiums. As a member of the on-site Marketing Venue team, volunteers will assist sponsors with on-site activation programmes such as youth programmes, sponsor fan activities, guest stadium tours and others. Volunteers will also assist the team and sponsors by ensuring the stadium remains free of any commercial branding other than those approved by UEFA. A group of volunteers will also be required to assist with administrative matters.

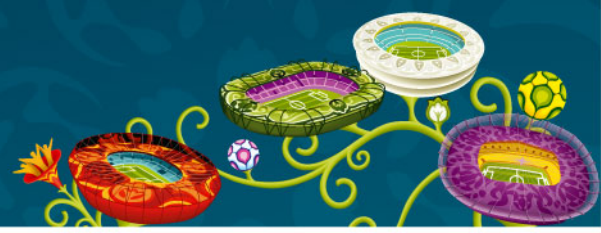
Functions within the Marketing Rights Delivery project:

- Marketing Volunteer
- Office Support Volunteer
- Tour Guide Volunteer
- Youth Programme Volunteer

Demand for volunteers within the Marketing Rights Delivery project: around 70 volunteers for both countries.

Assignment duration:

In this functional area volunteers will be needed during the tournament period in all host cities. Volunteers will be required to work mainly on match days as well as non-match days (sometimes only on one day prior to the match day) according to their individual assignment plans and the match schedule.



TECHNICAL SERVICES

Are you a handyman type of a person? Can you fix different technical faults around you? Technical Services project needs that kind of people. During the tournament the Technical Services project will be responsible for the following Services: power supply, water supply, temperature control, waste management, sound systems & giant screens as well as venue TV/venue radio/frequencies. Volunteers will assist with installing temporary infrastructure, monitoring cleanliness, distributing information, monitoring indicated areas and reporting any disruptions to ensure the proper functioning of power supplies, A/C systems, and temporary audio\video installations.

Functions within the Technical Services project:

- Technical Services Volunteer

Demand for volunteers within the Technical Services project: around 60 volunteers for both countries.

Assignment duration:

In this functional area volunteers will be needed from the beginning of May and during the tournament period in all venues. Volunteers will be required to work on match days as well as non-match days according to their individual assignment plans and the match schedule.

BROADCASTER SERVICING

The Broadcaster Servicing project will be responsible for ensuring that the match action is broadcast to spectators all over the world. This project is also responsible for coordinating and allocating the UEFA broadcast partner requests as well as supporting them in accessing and setting up their unilateral positions at the stadiums. Volunteers will be based both at the International Broadcasting Centre in Warsaw and at stadiums in different Host Cities and will assist with verifying allocations, providing administrative support and assisting with the coordination of UBP requests for interviews (or other organisation-related queries) with the designated media officer.

Functions within the Broadcaster Servicing project:

- Unilateral Broadcast Services Volunteer (venue)
- Unilateral Broadcast Services Volunteer (IBC)
- IBC Broadcaster Servicing Desk Volunteer

Demand for volunteers within the Broadcaster Servicing project: around 50 volunteers for both countries.

Assignment duration:

In this functional area volunteers will be needed from the second half of May (partially) and during the tournament period in all host cities (although some of the Services will be required only in the capitals). Volunteers will be required to work on match days as well as non-match days according to their individual assignment plans and the match schedule.

MATCH ORGANISATION

Please, note that the number of applications for this area highly exceeds the number of volunteers needed in Match Organisation project. Therefore, we recommend you choosing another area (i.e. especially areas of high demand) as your 1st choice to increase your chances to become selected to the next stage of recruitment process.

Volunteers in Match Organisation project will assist during preparations to the match (one day before a match day) and the organisational meetings (morning of the match day). They will also help with the set-up of dressing rooms, technical areas and preparation of match materials. The Match Organisation project will need volunteers to assist the doping control Officers.

Functions within the Match Organisation project:

- Match Organisation Volunteer
- Doping Control Volunteer

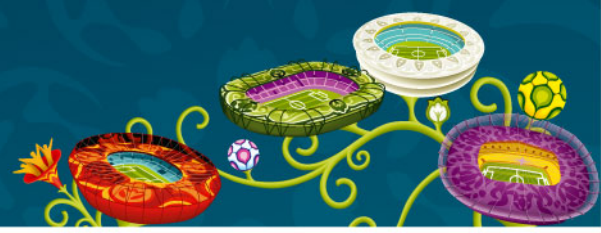
Demand for volunteers within the Match Organisation project: around 40 volunteers for both countries (i.e. only 5 volunteers per host city).

Assignment duration:

In this functional area volunteers will be needed during the tournament period in all host cities. Volunteers will be required to work mainly on match days as well as one or two days prior to match days according to their individual assignment plans and the match schedule.

LEGAL

As part of its Rights Protection Programme – which aims to protect UEFA EURO 2012™ intellectual property rights and the exclusive association rights granted to official partners with the event – UEFA Legal will appoint “on-site” rights protection teams to work with the local authorities to monitor illicit commercial activities (e.g. sales of counterfeit products, ambush marketing, unauthorised sales of tickets) in and around the UEFA EURO 2012™ stadiums as well as in key areas of the host cities on



match days. The volunteers will support the UEFA Legal “on-site” teams (e.g. patrolling around the venues, assistance in liaison with local authorities and stadium security, translations).

Functions within the Legal project:

- Rights Protection Programme (RPP) Volunteer

Demand for volunteers within the Legal project: around 20 volunteers for both countries.

Assignment duration:

In this functional area volunteers will be needed in each of the host cities, on match days during the duration of the tournament. Volunteers will be required to work on match days according to their individual assignment plans and the match schedule.

INFORMATION MANAGEMENT

Please, note that the number of applications for this area highly exceeds the number of volunteers needed in Information Management project. Therefore, we recommend you choosing another area (i.e. especially areas of high demand) as your 1st choice to increase your chances to become selected to the next stage of recruitment process.

Information Management is responsible for the overall collection, organisation and dissemination of knowledge within the EURO organisation. During the tournament, different programmes and activities will be running in Poland and Ukraine under the coordination of a centralised team.

Information Management volunteers will assist with the observers and VIP cultural programmes, Behind The Scenes photo and video documentation as well as the collection of data for the Tournament Information System. They will be the local support in the venues to the coordination team in Warsaw and Kyiv.

Functions within the Information Management project:

- Information Management Volunteer

Demand for volunteers within the Information Management project: around 10 volunteers for both countries (i.e. approx. 1-2 volunteers per host city).

Assignment duration:

In this functional area volunteers will be needed during the tournament period in all host cities. Volunteers will be required to work on match days as well as non-match days according to their individual assignment plans and the match schedule.



TEAM SERVICES – no longer available

Please, be informed that **there is no longer the possibility to apply to Team Services project**. From the beginning of the application phase we have informed that the demand for volunteers is very low and only for capitals (only 8 volunteers in capitals, i.e. Warsaw and Kiev). Unfortunately, still we have received applications to this area from all host cities. Team Services volunteers tasks are mainly administrative. Please, read carefully all the areas description – you will certainly find areas interesting for you, also connected with administrative tasks and in cooperation with football environment representatives (e.g. Accreditation).

