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SAVANORYSTĖ RENGINIUOSE

PRIEMONIŲ RINKINYS

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Europa
piliečiams



Savanorystė Renginiuose – Priemonių rinkinys

Note: Text translated in the context of a Translation Work Experience module by students in the School of Politics, Philosophy, Language and Communication Studies at the University of East Anglia, Norwich, NR4 7TJ UK.



The Toolkit has been translated from page 1 to page 10. You can read the full Toolkit in English clicking here: [Volunteering in Events - Tool Kit](#)

Įvadas

Kam naudingas šis priemonių rinkinys?



Valstybinėms įstaigoms, išduodančioms leidimus ir licencijas renginiams, kuriuose dalyvauja savanoriai



Renginių, kuriuose dalyvauja savanoriai, organizatoriams

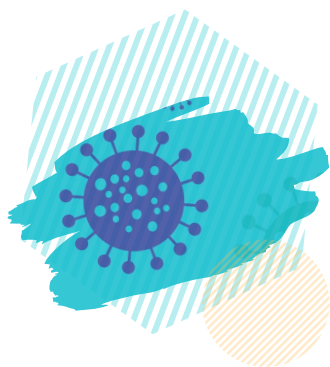


Subjektams, susijusiems su savanorių atranka, apmokymais ir koordinavimu renginiuose



Asmenims, svarstantiems savanoriauti renginyje

Kuo naudingas šis priemonių rinkinys?



COVID-19 krizė pakeitė daugybę gyvenimo aspektų, įskaitant atšauktus ir nukeltus renginius, kuriuose būtų dalyvavę savanoriai. Tačiau ateityje gyventojai vėl galės savanoriauti skirtinguose kontekstuose bei įvairia paskirtimi organizuojamų ir įgyvendinimų renginių programoje.

Priemonių rinkinio tikslai:



1 Atspindėti dabartinį atsistatymo laikotarpį Europoje po COVID-19 krizės.



2 Suteikti ilgalaikes gaires, siekiant užtikrinti kokybiškas savanorystės galimybes renginiuose.



Europoje vyrauja dideli savanoriškos veiklos teisinių sistemų, savanorystės kultūros ir tradicijų s ir galės priimti tinkamuskirtumai, todėl šiuo priemonių rinkiniu nesiekama suteikti konkrečių atsakymų ar sprendimų. Juo veikia siekiama priversti susimąstyti ir atsižvelgti į susijusias problemas. Suinteresuotos šalys bus geriau informuotos sprendimus, dėl kurių pagerės savanoriškos veiklos renginiuose kokybė. Be to, tai padės išvengti išnaudojimo atvejų ir trūkumų, susijusių su galimu poveikiu asmenims, renginiui ar bendruomenei.

Šis priemonių rinkinys:

1

Yra parengtas pagal Europos savanorių centro (CEV - Centre for European Volunteering) politikos pareiškimus „Savanorystė dideliuose sporto renginiuose“ (2016 m.) ir „Savanorystė muzikos festivaliuose ir koncertuose“ (2017 m.) (1 priedas).

2

Įtraukia rekomendacijas apie tai, kaip paskatinti ir paremti renginio savanorius bei užtikrinti, kad jie ir toliau galėtų savanoriauti kitokiuose kontekstuose. Tokiu būdu būtų suteikiamos ilgalaikės savanorystės galimybės to norintiems.

3

Iliustruoja kaip išlaikyti solidarumą esmine savanorystės renginiuose sąvoka – tai taip pat yra svarbi šio priemonių rinkinio dalis.

Po įvado, šiame priemonių rinkinyje įtraukta:

1

Solidarumas

Dėmesys solidarumui savanoriškoje veikloje bei skirtumams tarp savanorių ir darbuotojų.

2

Savanoriai

Savanorių įtraukimo į Europos renginius modelių ir savanorystės paplitimo apžvalga.

3

Klausimai

Klausimų, kuriuos vartotojai gali apmąstyti vieni ar su kitais, seka.

Šio priemonių rinkinio vartotojai **bus geriau informuoti priimdami sprendimus dėl to**, ar:



Išduoti reikiamus leidimus ir licencijas renginiui, kurio įgyvendinimas remiasi savanoriais.



Organizuoti renginį, kurio įgyvendinimas remiasi savanorių dalyvavimu.



Prisiimti atsakomybę dėl savanorių atrankos, mokymų ir koordinavimo renginiuose.



Savanoriauti renginyje.

Klausimai yra padalinti į keturias skiltis:

1

Leidimai, savanorių atranka ir koordinavimas.

2

Savanorių įtakos renginiuose supratimas.

3

Įgūdžių ir sugebėjimų, kurie buvo įgyti savanorystės renginiuose metu, patvirtinimas.

4

Būsimos savanoriškos veiklos galimybės po savanorystės renginyje.

Šis priemonių rinkinys baigiasi skiltimi, kuri yra skirta savanorystės renginiuose pavyzdžiams, ruošiniams ir planų maketams iš visos Europos.

1. Savanorystė ir solidarumas



SOLIDARUMAS:

Tai veiksmas, atliekamas **ginant kitų teises**, nesiekiant gauti jokios naudos mainais.

Tai **paramos kitiems**, ypač tiems, kuriems mažiau pasisekė nei mums, išraiška.

Tai reiškia, kad **padedame kitiems** žodžiu, raštu, kitais veiksmais ar veiklomis, kurios sukuria pridėtinę vertę bendram labui, neskatinami ir nesiekdami naudos sau ar pelno kitiems asmenims.

Kai elgiamės solidariai, mes išreiškiame vertybes, kurios atitinka mūsų pačių ir parodo pagarbą kitų teisėms. Tai darydami, visiems suteikiame pavyzdį kūrimo pavyzdį.



Savanorystė yra viena matomiausių solidarumo išraiškų

Kai kas nors savanoriauja, jis (ji) tai daro dėl kitų gerovės ir nesitiki asmeninės naudos. Solidarumo parodymas savanoriška veikla stiprina aktyvų pilietiškumą ir socialinį dalyvavimą, skatina socialinę įtrauktį, bendrą atsakomybę ir europietiškas vertybes.

S A V A N O R Y S T Ė:



1

Prisideda

prie Socialinio Europos modelio, saugumo, taikos ir klestėjimo.

2

Suteikia

alternatyvą ekstremistų ir populistų pažiūroms bei veiksams ir prisideda prie jų prevencijos.

3

Užkerta kelią

neapykantą kurstančiai kalbai, skatina įtrauktį ir toleranciją bei leidžia piliečiams tiesiogiai prisidėti prie siekiamos Europos kūrimo.

Savanoriškos veiklos organizacijos sujungia asmenines ir bendras savanoriškas pastangas, siekdamas skatinti ir ginti europietiškas teises ir vertybes Europos kontekste. Vietinės ir nacionalinės savanorystės strategijos pritaikomos prie Europos politikos struktūros.

Svarbu užtikrinti savanoriškos veiklos vientisumą, vertybes ir jos įtaką tiek visuomenei, tiek patiems savanoriams, tuo pačiu suteikiant prasmingas, patrauklias ir įvairias galimybes piliečių dalyvavimui. Organizuojant savanoriavimą renginiuose šis solidarumo aspektas kelia iššūkius visoms suinteresuotoms šalims. Labai svarbu aiškiai ir tinkamai suprasti, kuo savanoriai skiriasi nuo renginio paruošime, įgyvendinime ir tolesnėje veikloje dalyvaujančių darbuotojų.



Savanorių dalyvavimas renginiuose gali pareikalauti skirtingų apmokymo ir įsipareigojimo lygmenų, tad reikalingi įvairūs palaikymo ir tolesnės veiklos būdai bei lygmenys. Tai vertinant labai palanku atsižvelgti į **savanoriavimo trukmę**.



Ilgalaikė savanorystė: savanoriai dalyvauja ilgalaikiame renginio planavime, dažnai ištisus mėnesius ar net metus. Tai labiau būdinga vietiniams renginiams, kurie gali vykti dažnai, pavyzdžiui, kultūros, meno ar sporto renginiai, ar rečiau vykstantiems, dažnai didesniems renginiams, kuriuose dalyvauja atvykstantys lankytojai ir dalyviai.

Trumpalaikė savanorystė: savanoriai organizacijai ribotam laikui suteikia savo paslaugas, galbūt tik renginio metu. Kai kuriais atvejais veiklos trukmė gali prasitęsti iki kelių savaičių.

Vienadienė savanorystė: savanoriai organizacijai suteikia nedažną paslaugą, įprastai vienos ar kelių dienų renginiuose, bet labiau apibrėžtu „tvarkaraščio“ pagrindu.

Pateikiama keletas skirtumų tarp darbuotojų ir savanorių:

DARBUOTOJAI

- Tikisi gauti užmokestį už laiką ir paslaugas.
- Turi darbo sutartį.
- Organizacija gali nustatyti darbo dienas ir valandas.
- Turi teisę gauti nedarbingumo ir kasmetinių atostogų bei valstybinių švenčių išmokas.
- Reikalinga pasirašyta darbo sutartis.

SAVANORIAI

- Nesitiki gauti užmokesčio už laiką ir paslaugas.
- Nėra apriboti darbo sutarties.
- Savanoris (-ė) su organizacija sutaria dėl darbo dienų ir valandų.
- Neturi teisės gauti nedarbingumo, kasmetinių atostogų ar valstybinių švenčių išmokų.
- Pasirašyta darbo sutartis nėra reikalaujama.

Remiantis „Savanorių koordinavimo priemonių rinkiniu: ištekliais meno organizacijoms“ (2014 m.)
(Volunteer Management Toolkit: A resource for arts organisations)

Savanorystės renginiuose **ĮTRAUKTIES** palengvinimas

Renginio organizatoriai ir (arba) savanoriai gali imtis kelių priemonių siekiant užtikrinti, kad savanorystė renginyje būtų prieinama visiems.

1

Renginio planavimas turėtų apimti konkretų tikslą **įtraukti savanorius iš socialiai remtinų grupių**. Dėkite visas pastangas, kad siūlomos savanorystės renginyje galimybės būtų prieinamos visiems, nepaisant asmenų aplinkos ir (arba) padėties.

2

Užtikrinkite, kad **informacija apie savanorystę renginyje yra prieinama**, pavyzdžiui, apie savanorystės pareigas praneškite įvairioms organizacijoms, kurios dirba su socialiai remtinomis grupėmis. Taip pat užtikrinkite, kad informacija internete yra pateikta prieinamu formatu.

3

Būkite atviri! Pridėtinę vertę gali suteikti bet kuris asmuo, tad **venkite išankstinio nusistatymo** prieš konkrečių socialinių grupių bei asmenų galimybes.

4

Stenkitės, kad dalyvavimui nekiltų kliūčių dėl fizinės infrastruktūros ir (arba) transporto į savanorystės vietą, pradinių ir vėlesnių mokymų vietą.

5

Atsižvelgiant į skirtingus gebėjimus, žinias ir asmeninę padėtį turėtų būti numatytas tinkamas savanorių pareigų ir funkcijų spektras. Sukurkite savanoriškos veiklos pareigas ir pasiūlykite užduotis bei užsiėmimus, kurie būtų pritaikyti žmonėms iš įvairių grupių, pavyzdžiui, turintiems negalią, specialių poreikių ar gyvenantiems atokiose ir sunkiai pasiekiamose kaimo vietovėse ir t.t.

6

Savanorių koordinatoriai turėtų būti apmokomi, kaip elgtis su savanoriais iš įvairių grupių. Renginių organizatoriai turėtų kurti tokią aplinką, kurioje savanoriai iš skirtingos socialinės, kultūrinės ir religinės aplinkos galėtų bendradarbiauti.

7

Siekiant įgyvendinti savanorišką veiklą tokiu būdu, kuris užtikrintų pageidaujamą poveikį, savanorių mokymuose, koordinavime ir tolesniuose veiksmuose reikėtų atsižvelgti į tai, kad **kai kuriems savanoriams gali reikėti papildomos paramos**.

8

Prisidėkite prie palaikančių veiksmų, užtikrinančių, kad organizacijos, užsiimančios savanoryste renginiuose, turėtų pakankamai išteklių ir finansų, o savanorystė būtų atvira ir prieinama visiems, išlaikant pagarbą etikos principams ir teikiant kokybiškas gaires didelę įtaką turinčiai savanoriškai veiklai, kuri yra pagrįsta poreikiais ir kuria pridėtinę vertę.

2. Savanorystės renginiuose bruožai ir tipologija – mokslinis požiūris

Savanorių koordinavimas renginiuose tampa vis svarbesne mokslinių tyrimų sritimi. Ši specializacija pritraukė tyrimų apie savanorių koordinavimą gausą, nors yra reikšmingų skirtumų tarp savanorių koordinavimo renginiuose ir įprasto savanorių koordinavimo. Dauguma renginių bent iš dalies pasikliauja savanorių darbu (Elstad, 2003 m.), todėl renginių koordinatoriai savanorių atrankai skiria gana daug išteklių. Tai nėra naujas reiškinys – daugiau nei prieš dvidešimt metų Jungtinėje Karalystėje atliktos apklausos metu įvertinta, kad savanoriai prisidėjo prie 76 % tirtų renginių (Rolfe, 1992 m.; C. Ryan, Bates, 1995 m.).

Norint atrinkti ir išlaikyti trumpalaikių renginių savanorius, renginių koordinavimo organizacijos turi suprasti savanorių koordinavimo renginiuose principus. Tačiau, nepaisant tyrimuose augančio susidomėjimo savanoriais renginiuose, iki dabar nebuvo jokios sistemingos savanorių koordinavimo renginiuose peržiūros, kuri suteiktų išsamią situacijos Europoje apžvalgą.

Tyrimai apie renginius yra besiformuojanti mokslinė sritis (Skirstad, Hanstad, 2013 m.), kuri apima tyrimus apie plataus spektro renginius – nuo vietinių ar regioninių iki išskirtinių masinių renginių. Beveik visi iš jų yra susiję su savanoriais. Masiniai renginiai yra apibūdinti kaip „trumpalaikiai renginiai su ilgalaikėmis vertybėmis“ (Roche, 1994 m., 1 psl.). Šis apibrėžimas pabrėžia ekonomines, politines, socialines ir kultūrinės priežastis, kurios skatina miestus ir šalis konkuruoti dėl galimybės tapti aukšto rango renginių, kaip pasauliniai sporto čempionatai ir olimpinės žaidynės, šeimininkais. Roshe (2000 m.) toliau pristato tokius įvykius kaip „didelio masto renginius, kurie turi ryškų pobūdį, masišką populiarumą ir tarptautinę svarbą“, pabrėždamas renginių vaidmenį vietovių plėtrai ir įvaizdžio formavimui. Pasak Getz (2008 m.), renginiai yra svarbi daugelio vietovių plėtros ir rinkodaros planų paskata.

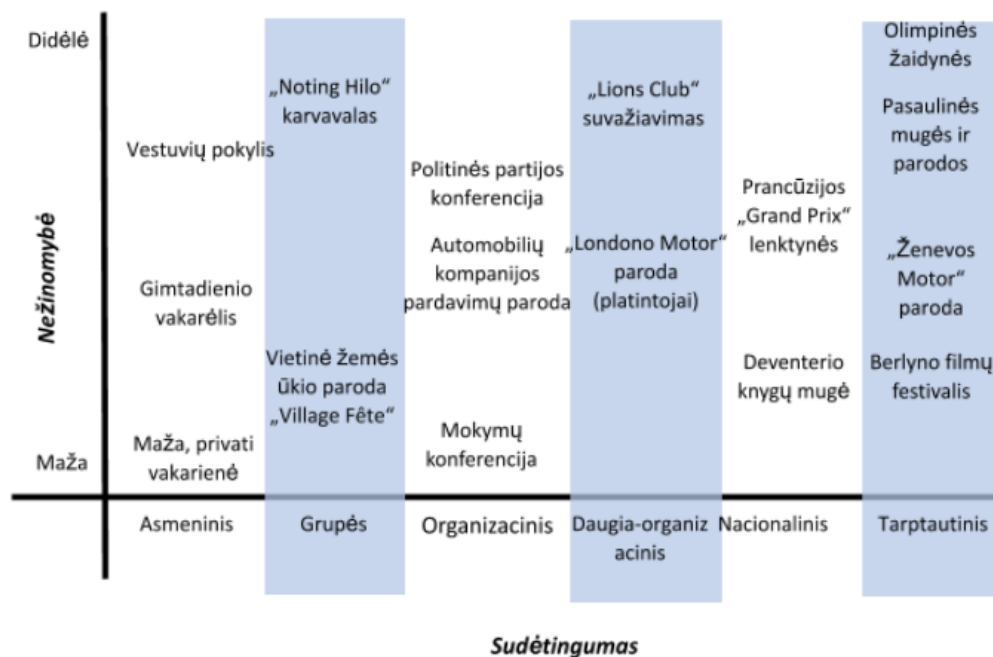
Žvelgiant į įvairaus tipo ypatingus renginius, ar jie būtų asmeniniai, laisvalaikio, kultūriniai ar organizaciniai, galima nustatyti juos vienijančius bruožus. Toliau paveikslėlyje pavaizduotos 4 skirtingos renginių rūšys, kurios skiriasi dydžiu ir sudėtingumu – nuo mažų ir paprastų, iki milžiniškų, sudėtingų ir tarptautinių, pavyzdžiui, olimpinės žaidynės (Anton Shone, Bryn Parry, 2004 m.).



Anton Shone ir Bryn Parry, (2004 m.) Sėkmingas renginių koordinavimas: praktinis vadovas (Successful Event Management: A Practical Handbook)

Siekiant suprasti sąlyginio sudėtingumo lygius, šie du autoriai pateikia tipologiją. Reikėtų atsižvelgti į renginių sudėtingumo ir nežinomybės lygį. Pavyzdžiui, olimpinė žaidynių organizavimo išlaidų, laiko ir techninių poreikių nežinomybės lygis stipriai viršija mokomosios konferencijos ar mažos, vietinės kultūrinės šventės nežinomybės lygį.

Siekiant suprasti sudėtingumą, Shone ir Parry naudoja antrą diagramą, kurioje pavaizduoti renginiai, nuo asmeninio iki daugiašalio. Naudojant šią tipologiją, įmanoma pasiūlyti įvairių renginių klasifikaciją. Tai padeda suprasti santykinius poreikius, kuriuos renginių organizatoriams ir koordinatoriams gali kelti tokie renginiai.



Shone, A. ir Parry, B. (2004 m.) Sėkmingas renginių koordinavimas: praktinis vadovas. Londonas: Thomson (5 psl.)

Net jei renginys yra paprastas, žmonių skaičius gali kelti sunkumų. Galima surengti vakarienę 8-iems ar 10-čiai žmonių, ar bufetą skirtą 40–50-čiai, bet po to susiduriame su kitokiomis problemomis – per mažai erdvės, priemonių, pagalbinių ir t.t. Renginių koordinavimo verslas – ar tai būtų kasmetinė vietos savivaldybės vakarienė, ar didžiulė jaunimo stovykla, reikalauja apmokytų darbuotojų ir savanorių, specializuotų organizacijų ir profesinės patirties.

Daugelyje didelių renginių dalyvauja savanoriai, kurie padeda juos organizuoti ir įgyvendinti. Ypatingi renginiai ir festivaliai vis labiau kliaujasi savanoriais; šie renginiai nebūtų sėkmingi be dalyvaujančių savanorių atsidavimo ir indėlio (Baum, Lockstone 2007 m.). Vietiniai ir regioniniai renginiai gali turėti naudos vietai, pavyzdžiui, miesto įvaizdžio ar tapatybės populiarinimas, gyventojų, investicijų ar prekybos pritraukimas ir lankytojų ekonomikos augimas. Dideli renginiai paprastai neša naudą vietinei bendruomenei. Galbūt tai nėra iškart akivaizdu, bet galima teigti, kad savanoriai, prisidedantys prie renginio sėkmės, taip pat prisideda prie visų gerovės. Jie solidarizuojasi su renginio dėmesio centre esančios vietovės gyventojais, kuriems pagerėjusios ekonominės aplinkybės būtų naudingos.

Gordon ir Erkt straipsnyje „Savanorių laiko planavimo tobulinimas Edmontono liaudies festivalyje“ („Improving Volunteer Scheduling for the Edmonton Folk Festival“) argumentuojama, kad savanorių laiko planavimas didelio masto renginiuose yra pats svarbiausias aspektas, siekiant užtikrinti, kad savanoriai sugrįžtų kiekvienais metais. Teigiama, kad „gera struktūra gali gausiai praturtinti savanorio (-ės) patirtį“. Jie pabrėžia, kaip svarbu, kad ypatingų renginių ir festivalių koordinatoriai suprastų savanorystę dėl jos glaudaus ryšio su renginiais.

Taip pat reikšminga atsižvelgti į tai, kad norint surengti sėkmingą renginį ar festivalį, savanoriai turi būti atrinkti bei įvertinti, o jų laikas – suplanuotas veiksmingai.

Tūkstančiai savanorių yra atrenkami, kiekvieną kartą organizuojant tokį masinį renginį kaip olimpinės žaidynės. Tai – itin geras pavyzdys, parodantis, kokį vaidmenį atlieka savanoriai užtikrinant kiekvienių olimpinių žaidynių sėkmę. Kiekvieną kartą vykstant olimpinėms žaidynėms miestas šeimininkas naudoja savanorių atrankos, įvertinimo ir motyvavimo sistemas, kad surinktų žaidynių sėkmę užtikrinančių savanorių skaičių (LOCOG, 2012 m.). Kitas didelis renginys – FIFA Pasaulio futbolo klubų taurė, panašus į olimpines žaidynes. Renginiui reikalingas didelis savanorių skaičius, o tai reikalauja aukščiausio lygio planavimo (Moragas ir kt., 2000 m.). Šių masinių renginių savanoriai yra linkę kiekvieną kartą keliauti į jų rengimo vietą, kad toliau savanoriautų. Tai – milžiniškas privalumas tiek masinį renginį organizuojančiai institucijai, tiek savanoriui (-ei): organizacijos gali naudotis patyrusių savanorių paslaugomis, o pats (-i) savanoris (-ė) turi galimybę keliauti į kitą šalį ir dalyvauti renginyje, kuriuo domisi (LOCOG, 2012 m.). Tačiau finansinės paramos stygius sudaro reikšmingas kliūtis savanoriams iš įvairios aplinkos.

Savanorystė yra naudinga renginiams, nes savanoriai gali pagerinti renginio dalyvių patirtį. Tai nereiškia, kad savanoriai pakeičia darbo užmokestį gaunančius darbuotojus. Tačiau, pavyzdžiui, renginys gali būti malonesnis lankytojams dėl savanorių užsidegimo, susidomėjimo ir atsidavimo (Holmes ir Smith, 2009 m.), o jų įgūdžių, žinių ir specifinės patirties spektras festivaliui ar renginiui gali suteikti pridėtinę vertę (Nichols, Ojala, 2009 m.). Savanorystė renginiuose gali prisidėti prie vietos socialinio ir bendruomeninio įsitraukimo. Siekiant geriau suprasti savanorių motyvacijas, lūkesčius ir pasitenkinimą, labai svarbu atskirti renginiuose dirbančių savanorių tipus (Kim, Cuskelly, 2017 m.). Tad naudinga išnagrinėti savanorių darbo trukmę. Savanorystės trukmei apibūdinti dažnai naudojamos sąvokos yra – ilgalaikė, trumpalaikė, epizodinė (Connors, 2011 m.). Ilgalaikė savanorystė – kai savanoriai organizacijai siūlo reguliarias paslaugas, ilgą laiką, be tikslios galutinės datos. Trumpalaikė savanorystė – kai savanoriai organizacijai teikia reguliarias paslaugas ribotą laiką. Siekiant pritraukti epizodinius savanorius, renginio savanorių koordinatoriams gali prireikti naudotis tokiais žmogiškųjų išteklių vadybos procesais kaip atranka, tikrinimas, priežiūra, apmokymai, atpažinimas ir įvertinimas. Šie procesai skiriasi nuo savanorių, dalyvaujančių ilgalaikėse ar tęstinėse užduotyse, koordinavimo procesų. (Macduff, 1999 m.).

Priežastys, dėl kurių žmonės savanoriauja renginiuose, gali būti įvairios. Pasak Smith (2016 m.), motyvaciją galima suskirstyti į dvi grupes:

- Iškart juntamas emocinis ir pažintinis poveikis.
- Ilgalaikis teigiamas poveikis laimei ir gerovei.

Bradburn surinko duomenis, siekdamas parodyti, kad laimė ar psichinė gerovė (pasitenkinimas gyvenimu) turi tiek teigiamų, tiek neigiamų aspektų, sukelia tiek teigiamus, tiek ir neigiamus vienas nuo kito nepriklausančius jausmus. Jo tyrimai rodo, kad „teigiamo poveikio mastai buvo susiję su socialiniu įsitraukimu ir naujomis ar įvairiomis patirtimis“. Čia kyla klausimas: „Ar savanorystė yra susijusi su gerove, laime ar gyvenimo pasitenkinimu?“ Moon Moon (2009 m.) palygino savanoriavusius ir nesavanoriavusius studentus Šiaurės Korėjoje. Rezultatai parodė, kad savanoriavusių studentų pasitikėjimas savimi ir pasitenkinimas gyvenimu buvo aukštesnio lygio, nei nesavanoriavusių. Mokslininkai Ching ir Lee (2005 m.) atskleidė, kad savanorystė ir pasitenkinimas gyvenimu yra reikšmingai susiję. Šiuo atveju svarbus buvo ne savanorystės dažnis, bet teigiamas požiūris į savanorišką veiklą (Smith, Stebbins, Grotz, 2016 m.). Dvejuose Ispanijoje atliktuose tyrimuose (Ahmed-Mohamed ir kt. 2015) ir (Hidalgo, Moreno-Jimenez, Quinonero, 2013 m.) nustatyta, kad savanorystė asociacijose gali būti susijusi su pasitenkinimu gyvenimu. Šis santykis buvo priskirtas asmeniniam pasirinkimui. Beveik visi mokslininkai sutinka, kad savanorių koordinatoriai ar apsaugos pareigūnai turėtų žinoti ir gebėti savanoriams parodyti tiek iškart juntamą, tiek ilgalaikį teigiamą kognityvinį ir emocinį poveikį, įgytą savanoriaujant.

When considering the motivations of people to volunteer in events we can divide into different aspects:

- 1 Values based** - People believe in the cause and want to engage to support the cause.
- 2 Social based** - Making friends and approaching the engagement as a volunteer as a 'leisure' activity.
- 3 Personal development based** - Volunteers aim to acquire skills that will help with their career development as well as for networking and contact making reasons.
- 4 Self-Esteem.** Volunteers appreciate the experience as an 'ego boost' and as a root to greater feelings of empowerment and self-confidence.

Understanding better the motivation of event volunteers is an important aspect of the recent study in relation to the experience of recruiting and managing volunteers for the World Expo in Milan in 2015 and other experiences such as London 2012 Olympics, Turin's Winter Olympic games, Rome Jubilee 2000, Bologna festival, Mantova European Capital of Culture and different music festivals and concerts in London. Overall, the study provides a rich source of data and information about event volunteering trends and indicators for success in Europe.¹

For the vast majority of volunteers, 85.5%, Milan Expo was the first time they volunteered for an event, while 14.5% said they had already undertaken it. Furthermore, 45% never volunteered on a continuous basis and the remaining 55% is divided between those who were volunteering in this form (25%) and those who did it in the past, but then abandoned it (30%). Based on these data, the research identified two categories: Experienced 59% (who have volunteered) and Newcomers 41% (who entered the world of volunteering through the experience of Expo).

Concerning future intentions, the gathered data highlights the widespread will to continue to engage in the world of volunteering amongst the Expo volunteers (96.5%). Experienced volunteers confirmed that they want to keep volunteering both continuously and in other forms, seeking information from associations or Volunteer Service Centers or other channels. Newcomer volunteers preferred the sporadic form by consulting the websites of associations and waiting for the right opportunity to appear. Those who replied that they did not intend to volunteer in the future, indicated as the main problematic elements the time that would need to be dedicated to the training for the volunteer roles, especially the ones requiring a longer term commitment.

Some respondents highlighted how their introduction to volunteering was only because of the extraordinary nature of the Expo event and the consequent service requested in the form of a large scale volunteer recruitment campaign. The lack of social recognition for the service performed was frequently among the factors mentioned as inhibiting future voluntary commitment. On post volunteering activities after the Expo experience the study distinguishes between: Multiform volunteers, volunteers who have started a new volunteering activity different from the previous ones and from that relating to large events, they approached Expo with one or more volunteering experiences behind them (21%); Volunteers looking around, volunteers who

¹ "VOLONTARIATO POST-MODERNO Da Expo Milano 2015 alle nuove forme di impegno sociale è stata condotta" da CSV Milano e CSV net insieme a Università di Pisa, Università di Verona, Università Cattolica Milano e coordinata dal prof. Maurizio Ambrosini (Università degli Studi di Milano) (2016).

From these results and on the basis of the overall EXPO experience, Marta Moroni drew up a decalog on how to best implement volunteering in events:

2

- 1** To accompany the volunteers in major events, it is necessary that the objective of the event has been defined taking into account the inclusion and support of volunteers, so that it is clear to future candidates how the volunteering program integrates with the organizational "machine" of the whole event.
- The management of large numbers of candidates and volunteers needs a very careful organization: planning, implementation, data collection, ongoing evaluation, continuous adaptation.
- 2** The clearer the rules of engagement & specific volunteering activities, the more coherent the expectations of the volunteers will be towards experience.
- 3** The application must provide for the collection, in one go, of all the documentation necessary for the management of the candidates.
- 4** Always remember that ten thousand candidates are made up of 10 thousand times a person, and so the candidates must be accompanied.
- 5** Human beings need to "talk" with other human beings, the presence of relationships an asset for a good voluntary experience.
- 6** Training for volunteers is essential and must be carried out both on the general meaning of the event, and on the sense of volunteering, as well as on the details of the organization: the more specific it is, the more comfortable the volunteers will be.
- 7** Volunteers of big events are numerous, heterogeneous and often at the first experience: they need referenced team leaders, individuals who are their guide, the mirror of their fears, bringing clarity in chaos.
- 8** Carefully balance the rules and freedom of voluntary activities, so that everyone feels the protagonist of their voluntary action, without generating disservices and conflicts.
- 9** Plan immediately where to convey the enthusiasm of the volunteers at the end of the activity, so as to immediately offer proposals that grasp the emotional impetus that animates the volunteers at the end of the event.
- 10**

² Project manager of the three volunteer programs during Expo Milano 2015 & Development and Communication manager at Ciessevi Milano Association

3. Permissions, recruitment & management - guiding questions for key stakeholders

3.1 Event Organisers



Public Authorities are often tasked with issuing permissions and licences for events that will engage volunteers. In order to assist you in making the appropriate decisions that will lead to good quality volunteering opportunities, that meet all the legal requirements, and provide the maximum possible benefit for the community and society we recommend that you reflect on the following questions. This will enable you to explore the factors that should be taken into account when giving permissions and licences for events that will engage volunteers in the delivery and implementation of the event.

1

Is it clear to you with what cause or issue the volunteers in the event would be showing solidarity with? (See Chapter 1 on the importance of solidarity in relation to volunteering).

Yes

No

2

Is the purpose of the event, and how volunteers will be showing solidarity, being made clear to potential volunteers?

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.....

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3

Does the volunteer programme demonstrate an inclusive approach and represents a high likelihood of engaging volunteers from diverse situations and backgrounds? (See Chapter 1 for more guidance on this issue).

Yes

No

4

Is the event a public or private event? Is it free entry or is there a ticket price charged? (If ticket prices are charged it can be important to know how these funds are used in order to assess the public benefit of the event and provide important information for understanding if volunteers are being exploited as cheap labour rather than being of added societal and community value).

Yes

No

5



What is the main aim of the event? (Understanding the aim of the event can assist with identifying the benefit of the event for the community and society and therefore help you to draw conclusions as to whether it is appropriate for volunteers to be involved).

- To make profit for the organisers to distribute to individuals.
- To raise funds for a 'good cause' e.g. a community project or an NGO.
- To promote social inclusion or another cause important to the local community.
- To facilitate competition in sport or other leisure activity.
- To enable access for local people to art, music or cultural experiences.
- To promote (advertise) the local area for touristic, cultural or business purposes.
- Other:

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6



Why does the event want to engage volunteers?

- To save money on paying employees from salary costs and therefore increase the profit-margin of the event.
- Because without volunteers the event could not be implemented due to lack of resources.
- To develop the event involving the local community and giving local people the opportunity to contribute to local development.
- To provide a more diverse environment at the event through the engagement of volunteers.
- To give opportunities to people to develop their skills and competencies and increase employability through networking and contact-making.
- Other:

.....
.....

7

Does the event proposal to engage volunteers comply with the local/national volunteering policy and other relevant policies e.g. health and safety, etc.? For information about the relevant policies, you can consult the CEV publication "Volunteering Infrastructure in Europe".

- Yes
- No

8

Are there clear differences between the recruitment and engagement of employed staff and volunteers in the event delivery that comply with all relevant legislation? (See Chapter 1 for more guidance on this issue and Chapter 7 for a volunteer agreement template).

NB: Be cautious of volunteers agreements that "look like" labour contracts.

Yes

No

9

Does the event organiser make it clear if they are recruiting for both volunteers and employees and what are the procedures and differences for each e.g. in terms of tasks and responsibilities?

Yes

No

10

Do you know if the entity tasked with recruiting, training and managing the volunteers has the necessary skills and knowledge in this field and whether sufficient budget for this has been allocated from the project organisers?

Yes

No

Are they willing to acquire it, are there resources budgeted for this and are there possibilities in place in the local area, for example from a Volunteer Centre, to enable this?

Yes

No

11

Have the event organisers thought about the future possibilities available to their event volunteers to volunteer for other causes after the event is over and included information sessions about this in the volunteering programme? (See Chapter 2 for more details on this)

Yes

No

I am not interested in this

12

How do you propose to measure the long term impact of this event on the local community?

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3.2 Event Organisers



If you are an **organiser of an event** that plans to engage volunteers, whether a public body, a private non-profit NGO or a private for-profit entity, reflecting on these questions will assist you in making suitable choices and decisions concerning the engagement of volunteers for the planning, implementation and follow up of your event.



1 How will the volunteers in our event demonstrate solidarity and with what/who? (See Chapter 1 on the importance of solidarity in relation to volunteering).

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2 Is our event adapted to involve volunteers with specific needs, and/or young and older volunteers? Is it inclusive? (See Chapter 1 for more guidance on this issue).

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3 Why do we need/want volunteers? (Understanding this can assist with identifying the benefit of the event for the community and society and therefore help you to draw conclusions as to whether it is appropriate for volunteers to be involved in your event).

- To save money on paying employees from salary costs and therefore increase the profit-margin of the event.
- Because without volunteers the event could not be implemented due to lack of resources.
- To develop the event involving the local community and giving local people the opportunity to contribute to local development.
- To provide a more diverse environment at the event through the use of volunteers.
- To give opportunities to people to develop their skills and competencies and increase employability through networking and contact-making.
- Other:

.....
.....

4

Do we have the financial and logistical capacity and capability to recruit, train and manage volunteers directly?

- Yes
- No



Do we know how and have the time to acquire this, or will we outsource the responsibility such as to a Volunteer Centre, and if yes, to which entity/ies? Do we have a budget for this?

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5



How will we ensure that volunteers are safe in their role(s) and all relevant legislation is adhered to? (Volunteer Centres in your area can help you to answer this question).

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6

Is there a clear distinction between volunteers and employed staff? (See Chapter 1 for more guidance on this issue).

- Yes
- No

7



How will we support volunteers concerning their expenses e.g. travelling to and from the place of volunteering, accommodation and food, as well as others expenses? Are these costs included in the event budget?

- Our organisation will completely fund all volunteers' expenses.
- We will have the help of the local authorities to fund volunteers' expenses.
- We will ask volunteer organisations to help me find investors that fund all or part of volunteers expenses.
- We won't fund any expenses, all will be borne by volunteers themselves.
- Other:

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8



Who will plan and carry out the training and management of the volunteers?

- We will plan and carry out the training and the management of the training by ourselves including an induction on the first day and any role-specific training where volunteers will acquire the knowledge and skills needed to perform their roles.
- We will plan and carry out the induction and training of volunteers together with a specialist volunteer organisation.
- A specialist volunteer recruiting and managing organisation will plan and carry out the induction and training of volunteers.
- There is no induction or training needed for this event since there isn't knowledge or skill a new person needs to be familiar with, to perform the tasks in our event.
- Other:
.....
.....

9



Which type of training will we plan?

- The training will consist of conferences, workshops, lectures, seminars, etc. (they could be in-person, by telephone, online, etc.)
- Role plays and simulations or problem-solving exercises, group discussions, brainstorming, etc.
- Distance learning
- Safety/ Safety related training
- Other:
.....
.....



Event organisers should keep in mind that in the current situation of COVID-19 pandemic, volunteers may not be able to go to face-to-face training and in these cases online training can be a suitable alternative, or these types of training should be fulfilled with necessary security measures (e.g. keeping the social distance). Online training is also a good option for volunteers who don't live close to where the event will take place as this will reduce the travel burden and cost to the volunteers.

3.3 Organisations recruiting and managing volunteers



Whether you are from an entity engaged by the event organiser for this role or the event organiser directly involved in **recruiting, training and managing volunteers** for an event, whether a public body, a private non-profit NGO or a private for-profit entity, then the questions in this section are for you. Working through these questions will help you to improve your practise and provide better quality volunteering opportunities with a wider community impact, deeper solidarity dimensions and provide bigger potential for your event volunteers to continue to volunteer in the future.

1

Is it clear to us with what cause or issue the volunteers in the event would be showing solidarity with? (See Chapter 1 on the importance of solidarity in relation to volunteering).

- Yes
- No

2

How will we ensure that we can recruit volunteers from varying backgrounds, including varying age groups? (See Chapter 1 for more guidance on this issue).

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.....

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3

Why does the event want to engage volunteers?



- To save money on paying employees from salary costs and therefore increase the profit-margin of the event.
- Because without volunteers the event could not be implemented due to lack of resources.
- To develop the event involving the local community and giving local people the opportunity to contribute to local development.
- To provide a more diverse environment at the event through the use of volunteers.
- To give opportunities to people to develop their skills and competencies and increase employability through networking and contact-making.
- Other:

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.....

4

How many volunteers would the organisers need? Do we have the capacity for that?

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5

Does the entity responsible for the event organisation have a volunteer policy that respects the local/regional/national legislation (and good practice) about volunteers?

- They don't have any volunteer policy (The event organisation needs to write a volunteer policy before starting engaging with volunteers, and my organisation can help them with writing it).
- They do have a volunteer policy, but it doesn't fulfil the local/regional/national legislation or their policy doesn't cover important points about volunteers: volunteers' rights and responsibilities, training and support, recognition and rewards of volunteers, etc.).
- They already have a volunteer policy that respects the legislation about volunteers and covers important points about volunteering in that organisation.
- The event organiser doesn't need a volunteer policy because they delegate all responsibility for volunteers to us.
- Other:

.....
.....

6

Does the event organiser demonstrate an understanding of the relevant volunteering legal framework and adherence to it?

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7

Who is responsible for the development of the volunteer programme?

- Only ourselves.
- Ourselves together with the event organiser.
- Ourselves together with other organisations expert in volunteer recruitment and management.
- Other:

.....



8  **How will we ensure that volunteers are safe in their role(s) and all relevant legislation is adhered to?**

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9 **Does the event organiser also engage paid staff in the event preparation, implementation and follow up?**

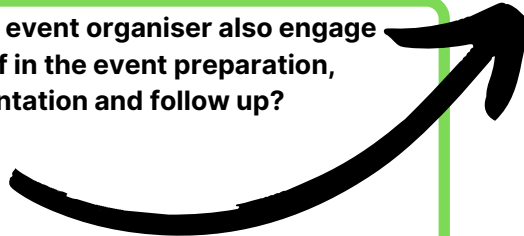
Yes


No

Is it clear what are the differences between volunteers and paid staff? (See Chapter 1 for more guidance on this issue)

Yes

No




10  **How will we train paid staff to work well with, recognise the importance of volunteers and manage volunteers during the event?**

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11  **Is there a clear distinction between the agreements and contracts of the volunteers and employed staff and do they address the relationship between the two roles?**

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12  **Which of the Volunteers' expenses would be covered?**

All expenses would be covered (organisations should ask to present a receipt of all the expenses, then the volunteer should keep all the receipts of the out-of-pocket expenses).

The event organiser would only pay for part of the expenses (the volunteer should ask or search which expenses are covered by the organisation and which aren't).

Volunteers will cover all their own costs for the event.

Other:

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.....

13



In case that event organisers decide to reimburse volunteers' expenses, how will they fund these expenses?

- Event organisations will completely fund all volunteers' expenses.
- Volunteers' expenses will be funded by event organisations and local authorities.
- We would help event organisers with the search for investors that fund all or part of volunteers' expenses.
- Other:
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14



Will the volunteers which we will recruit be required to have specific skills/qualities? If so, what are they?

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15



Who will plan and carry out the training and management of the volunteers?

- Event organisers will plan and carry out the training and the management of the training by themselves including an induction on the first day and any role-specific training where volunteers will acquire the knowledge and skills needed to perform their roles.
- We, as the volunteer recruiting and managing organisation will plan and carry out the induction and training of volunteers.
- We will plan and carry out the induction and training of volunteers together with the event organiser.
- There is no induction or training needed for this event since there isn't knowledge or skill a new person needs to be familiar with, to perform the tasks in our event.
- Other:
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16



Taking into account the necessary steps for a quality volunteering experience such a training, management and follow up, what is our role in this process?

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17

How will we communicate and supervise volunteers after they have been selected? Will we provide them with a role description?

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18

Will the volunteers be supervised? How will we ensure that this takes place safely?

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19

Have we taken into good account the health and safety situation in the recruitment, training and management cycle of the volunteers, especially in light of COVID-19?

- Yes
- No

20

How will we ensure commitment (that volunteers really will show up), and communicate this?



- Charge a registration fee for the volunteers that it will be returned after completing their volunteer duties. (In this case, this should be approached with caution and the impact on the inclusiveness of the volunteering opportunities carefully assessed).
- The pre-event training will focus on the solidarity aspect of the event and the volunteering roles and highlight the important impact that volunteers will have for the common good.
- We will implement a rigorous assessment process for potential volunteers to ensure that they understand well their added value at the event and the consequences of their unexpected absence.
- We will maintain communication with them before the event and we will positively reinforce them during the event.
- Other:
.....
.....

21



How will we motivate volunteers?

- Give positive feedback on completed tasks or on a 'job' well done.
- Vary duties where possible and appropriate to keep the engagement interesting.
- Show how their role has demonstrated solidarity and impacted on the common good.
- Provide opportunities to learn more about further volunteering opportunities.
- Provide opportunities for validation of skills and competences acquired whilst volunteering.
- All of the above.
- Other:

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22



How will we thank the volunteers?

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23



How will we measure the outcomes of the event?

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24



How can we collect volunteer experience at the end of the event?

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3.4 Potential Volunteers



If you are considering the possibility to **volunteer in an event** either in a long term, short term or single episodic opportunity, then reflecting on and answering the questions in this section will help you to make suitable decisions for appropriate, good quality volunteering opportunities.

1

When volunteering in this event, how would I be showing solidarity and with who? (See Chapter 1 for further explanations on solidarity)

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2

I am a volunteer with specific needs and I want to get involved as a volunteer in an event. Can the event adapt itself to receive me?

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Tip

As a volunteer you can check if the event counts with different mechanisms such as matching younger/first-time volunteers with experienced volunteers, offering a buddy to volunteers with additional support needs, encouraging and supporting family volunteering, making the event more accessible to volunteers from various backgrounds and with varied skills and abilities, etc. (See Chapter 1 for more guidance on this issue)

3

Why do I want to volunteer for this event?

- To support the cause e.g. local music traditions.
- To make friends.
- To get a free access ticket.
- To "Give Back" to the community.
- To develop skills and competencies and increase my employability through networking and contact-making.

4

Does the event organiser/ volunteer recruiter have a volunteer policy?

- Yes
- No
- I don't know

5

Have I read their volunteer policy?

- Yes
- No

6



Is their volunteer policy suitable for the event?

- Yes, it includes the main points about volunteers and volunteering in events and fulfills the local/regional/national legislation.
- I read the volunteer policy, but I don't know whether it is suitable or not.
- No, I know that there should be a volunteer policy, but I didn't read it.
- It is my first time volunteering and I didn't know organisations engaging volunteers should have a volunteer policy.

7

Is there a clear distinction between employed staff and volunteers at the event?

- Yes
- No



What are the main differences and is it foreseen that we cooperate? (See Chapter 1 for more guidance on this issue).

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.....

8



Who will pay for all expenses I will have while volunteering at the event, including travelling to and from the place where I will volunteer?

- All expenses would be covered (organisations should ask to present a receipt of all the expenses, then the volunteer should keep all the receipts of the out-of-pocket expenses).
- The event organiser would only pay for part of the expenses (the volunteer should ask or search which expenses are covered by the organisation and which aren't).
- All expenses will be completely borne by me.
- Other:

.....

.....

9



In the event that the volunteer would receive a reimbursement of the expenses, which expenses would be covered?

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10

Do my interests and/or skills match with the available volunteering tasks/roles?

- Yes
- No



11



Which type of training will I receive?

- The training will consist of conferences, workshops, lectures, seminars, etc. (they could be in-person, by telephone, online, etc.)
- Interactive workshops and simulations or problem-solving exercises, group discussions, brainstorming, etc.
- Distance learning.
- Other:
.....
.....

12



What will the content of my training include?

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Due to the current situation of COVID-19 pandemic, volunteers should keep in mind that face-to-face training is not recommended, and if they decide to personally attend training a minimum security measures must be taken (e.g. keeping the social distance).

13

Will I receive support and supervision when I am volunteering?

- Yes
- No

14



Will I know who to turn to for support when I need support/assistance? Or who to turn to if I wish to change my volunteering schedule?

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15

Will I be insured whilst volunteering?

Yes

No

16

What if I have an accident or need health care whilst I am volunteering? Is there insurance provided by the event organiser or volunteer recruiting organisation to cover this or do I need to provide my own?

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17

Is there 3rd party liability insurance in case I cause damage to someone or something else in the course of my duties? (Please ask the event organiser for further detail if you require further clarification on the question)

Yes

No

Other:

.....
.....

18

Will I receive regular feedback and review?

Yes

No

19

Will I receive a certificate/accreditation? (See Chapter 5 for more guidance on this issue).

Yes

No

4. Communication & Feedback (how do volunteers understand their impact?)

1
✓

Does the event implementation strategy include mechanisms for gathering data and evidence about the impact of volunteers?

- Not at all Somehow Yes Absolutely

2
✓

Does the volunteer management strategy include providing volunteers with clear and dependable information about their impact?

- Not at all
 Somehow
 Yes
 Absolutely

3

Do the event organisers and volunteer recruiters take into good account the contribution to solidarity and the common good in their communication to volunteers about their impact?

- Not at all
 Somehow
 Yes
 Absolutely

4
✓

How do the event organisers and volunteer managers provide feedback and recognition to the volunteers? (Choose all the options that apply).

- Public or private recognition.
 Individual recognition.
 Saying 'Thank you!' - in person and with cards or notes.
 Recommending the volunteer for promotion to a more responsible role.
 Volunteer 'branding' is used in the volunteers' clothing/uniform distinct from that of paid employees.
 Personalised referral letters.
 Other:

.....
.....

5



Does the volunteer management strategy have systems in place for volunteers to evaluate their experience and provide feedback?

- Yes, each volunteer is asked to complete an online survey after the experience.
- Yes, the volunteers are able to attend detailed debriefing sessions at different times throughout their volunteer engagement.
- There are processes for volunteers to give feedback other than through their volunteer manager in case sensitive or compromising issues need to be shared.
- Opportunities for evaluation and feedback using a range of procedures and methodologies are available to all volunteers throughout the experience.
- No

6



How are volunteers thanked and shown that they are appreciated after the event is over?

- Sending an email to everyone.
- Special occasions surprises or gifts.
- Offering letters of reference.
- Other:

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5. Validation of skills and competencies gained

1

Does the volunteer recruitment process take into account the needs and wishes of the volunteers with regards to skills and competencies acquisition, development and validation?

Yes

No



How?

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Does it include both hard and soft skills?

Yes

No

2

Does the volunteer management process enable volunteers to identify their targeted learning outcomes through volunteering in the event if they so wish?

Yes

No

3

Does the volunteer management process involve opportunities for volunteers to identify their skills and competencies acquired whilst volunteering in the event?

Yes

No



How?

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4

Does the volunteer management process involve opportunities for volunteers to document their skills and competencies acquired whilst volunteering in the event?

- Yes
- No



How?

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5

Does the volunteer management process involve opportunities for volunteers to assess their skills and competencies acquired whilst volunteering in the event?

- Yes
- No



How?

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6

Does the volunteer management process involve opportunities for volunteers to certify their skills and competencies acquired whilst volunteering in the event?

- Yes
- No



How?

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Find here more resources and information of methods for Validation of non-formal and informal learning <https://www.improval.eu/>

6. Opportunities for future volunteering

1

Is trying to ensure that the event volunteers continue to volunteer in the future either for event implementation or other causes part of the volunteering and/or event legacy strategy?

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2

Are volunteers asked if they are interested to learn more about other volunteering opportunities? If yes, are they informed about any action they need to take to ensure that this happens e.g. sign up for mailings or book an appointment with a volunteer centre?

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3

Is there a strategy to continue the communication with the event volunteers that will also include information about opportunities for further volunteering in events or for other causes that may require a longer term and more sustained commitment?

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4

Does the event organiser or volunteer recruiting organisation gather data about the future volunteer engagement of their event volunteers and use this data to adapt their future event volunteering programmes to maximise this legacy?

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7. Case studies / examples / tools / templates

A webinar was held in June 2020 as part of the process to develop this tool kit. During the webinar a research report concerning volunteer engagement in **the EXPO 2015 in Milan** was presented. This event volunteering case study provides a rich source of information and inspiration for other good quality event volunteering in Europe. Some insights are included here and the materials and o are available in full, together with other resources, at this link:

<https://drive.google.com/drive/u/1/folders/1OiWig4vBQMavmg2euA6WrMEFzNHxToxv>



Clear Role & Task descriptions:

Role (and role number)	Location	Description	Competence/ Skill Set
Role nr. 1 Volunteers' Team Leader	EU Pavilion Ground Floor	<ul style="list-style-type: none"> - Coordination of the group, team coaching and reference point for the other volunteers. - Participate in the daily briefing by the Duty Operations Manager to organize the teams and know about the day's activities. - Act as ambassador by sharing the main storyline messages with the visitors. 	Patient, polite, collected in stressful situations. Confident with technology. Excellent communication skills. Good organization skills. Excellent knowledge of English and basic knowledge of Italian.
Role nr. 2 Ambassador for the external queue	EU Pavilion Ground Floor	<ul style="list-style-type: none"> - Welcome visitors while they wait to visit the pavilion and enter the simulator/ laboratory. - Support to the queue management - Answer to visitors' questions and direct them into the Pavilion. - Report to the team leader in case of trouble. - Share the main storyline messages with the visitors - Implement specific instructions for VIP visits. 	Patient, polite, collected in stressful situations. Good communication skills. Excellent knowledge of English and basic knowledge of Italian.
Role nr. 3 Ambassador for the internal queue	EU Pavilion Ground Floor	<ul style="list-style-type: none"> - Serve as the second contact of the visitors. - Welcome them and support the queue management. - Answer visitor's questions. - Report any problems to the team leader. - They convey the main storyline messages to the visitors. 	Patient, polite, collected in stressful situations. Good communications skills. Excellent knowledge of English and basic knowledge of Italian.



This table has been created based on the table on page 4 of the document "Volunteers Form".

2 Information on expenses refunds and other support:



Volunteers' benefit

FOR ALL VOLUNTEERS:

- Possibility to visit the exhibition site before/after their shift during their period of service
- Refund of urban transport
- Daily meal during service
- Insurance cover



FOR VOLUNTEERS COMING FROM OUTSIDE MILANO:

- Refund of extra-urban transport (different ranges according to residence)

FOR VOLUNTEERS COMING FROM OUTSIDE LOMBARDY:

- Free accommodation provided by Expo



You can find this information on page 21 of the document: "Volunteer for Expo_Programme presentation".

3 Comprehensive Guide to the event including health and safety guidance:

The first part "**What is Expo and what will I find at Expo**" contains the main **information and curiosities concerning Expo 2015** such as, for example: what you will find on Site, information concerning the Cluster, the Refreshment Areas and much more. This information is important not only for your personal curiosity and knowledge, but especially so as to be able to provide Visitors with correct indications.

You can also refer to Expo 2015's website <http://www.expo2015.org/it> and its official app which can be downloaded free from Android and Apple stores.

The section "**I am a Volunteer at Expo 2015**" contains useful information for your experience **as a Volunteer**, that is:

- "The Volunteer's tools": what is at your disposal for carrying out the activities you have been appointed in the best way possible and your Volunteer Kit
- "The Volunteer's activities": indications concerning what you can and cannot do
- Lastly, a section on how to face emergencies and "exceptional" situations that could involve your person (for example: late arrival, personal items, etc.)



The last section of the guide "**Useful information**" contains the main operational indications concerning both the Site (size, points of

This text is just a part of the text that you can find on page 4 of the document "Manuale Operativo Volontari_EN".

4 Volunteers' Regulation document detailing rights and responsibilities:



The Volunteers Regulation EU Pavilion @Expo 2015 is shown in the document "Volunteers Regulation".

5 Volunteers' tasks description clearly indicating the avoidance of job substitution:



Volunteers' task

Volunteers will be positioned on the «Cardo and Decumano», the two main roads of the exhibition site.



Volunteers' task

According with Trade Unions Agreement, Volunteers can only have **facilitation of the visit and welcoming tasks** and **can serve for a maximum of 2 periods not consecutive**, in order to avoid job substitution.

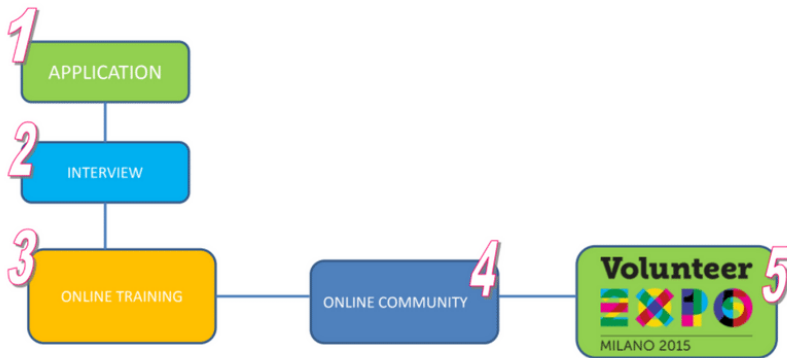


You can find this information on pages 6 and 8 of the document: "Volunteer for Expo_Programme presentation".

6 Clear support and training process available:



Candidate journey



Information about Candidate Journey is shown on pages 13-19 of the document: "Volunteer for Expo_Programme presentation".

7 Thank you letter encouraging future volunteering engagement:



This image has been created based on the document "Thank you letter".

8 Open Badges issues for recognition:



You can find information about Open Badges issues for recognition on the following website: <https://best.it/project/show/25?ln=en>.
Find more details about Open Badges here" <https://openbadges.org/>

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Resources

- [Toolkits: Conferences and Events](#)
- [The Complete Event Guide for Volunteer Hosts](#)
- [Volunteer management, NCVO](#)
- [FEANTSA Participation Working Group and GRUNDTVIG Participation Project \(2013\), Participation Toolkit](#)
- [Time to change, Community Event toolkit](#)
- [WHAT ARE THE BENEFITS OF BEING AN EVENT VOLUNTEER?](#)
- [Why Volunteer? Music Festivals Think They Have The Answer](#)
- [Volunteer Management Toolkit: A resource for arts organisations](#)
- [Events & Volunteering: A Practical Toolkit for Event Organisers Seeking to Involve Volunteers](#)
- [Volunteer Management Toolkit](#)

Annex

CEV Policy Statement on “Volunteering in Big Sports Events”

(October 2016)

CEV notes that:

- 1 Volunteers are a critical resource for the hosts of big sports events eg Olympics and Football World Cup.
- 2 On repeated occasions in the preparation, implementation and follow up to these events questions are raised about this use of volunteers as part of the delivery mechanism of these ventures.
- 3 Recent reports from the Olympics in Rio de Janeiro stated that many volunteers quit 'due to long hours and no food'.
- 4 There is a disparity between volunteer International Olympic Committee members receiving a stipend of \$900 a day and regular volunteers receiving not even meals in some cases.
- 5 The 2012 London Olympics managed to get 70,000 volunteers selected from a field of 240,000 applicants.
- 6 Tokyo will need about 80,000 volunteers to keep their Olympic Games running smoothly.
- 7 Volunteering in a big sports event is often a person's first introduction to volunteering and can lead to them seeking longer-term opportunities for volunteer engagement. This opportunity can be lost if the experience is not a positive one.

CEV believes that:

- 1 All volunteering in sport whether grassroots or in big sports events should be based on the values and principles that will contribute to culture of nonviolence, anti discrimination, tolerance and social inclusion.
- 2 Volunteers should be treated fairly and with due concern to the applicable volunteering legal framework and quality standards. The motivation for their engagement should be to bring added value to the event rather than as a cost-cutting measure.
- 3 Volunteering quality standards should be maintained in big sports events and hosting countries and sport governing bodies should work with the appropriate volunteering infrastructure organisations to ensure that this happens.
- 4 Organisers should put in place mechanisms so that people with less financial capacity to pay their own travel, accommodation and/ or food whilst volunteering also have the possibility to volunteer.
- 5 The European Commission should ensure that any barriers to the free mobility of EU volunteers wishing to volunteer in a big Sports Event in another EU country are investigated and, where appropriate, eradicated.

- 6 Organisers should ensure that volunteering recruitment drives for big sports events are conducted with reference to, and due consideration of, the wider volunteering context in the host community.
- 7 Unsuccessful volunteer applicants should be signposted and referred to other sources of volunteering opportunities.
- 8 Ex-volunteers from big sports events should be encouraged, and given all the means possible, to identify further volunteering opportunities where suitable and desired in order that their volunteering engagement can be continued.


CEV Policy Statement on “Volunteering at Music Festivals and Concerts” (2017)

CEV notes that:

- 1 Very often, in order to ensure that they are financially viable, many music festivals across Europe rely massively on the assistance of volunteers, with some almost entirely volunteer driven.
- 2 Individual concerts, both for-profit and also concerts held in order to raise money for charities, or with a traditional cultural focus, also rely heavily on the support of volunteers.
- 3 Considering the high prices of Festival tickets in a vast number of these events, to volunteer, in exchange for free pass, benefits and other types of discounts, is increasingly becoming an appealing prospect for many young people.
- 4 Both for-Profit and not-for-profit music festivals often develop partnerships with not-for-profit organizations, which act as brokers in the recruitment of volunteers for key roles. The activities undertaken by the volunteers (generally 8 hours shifts) range from stewarding, door staff/security, campsite info personnel, supervising and dismantling the festival’s infrastructure, cleaning and rubbish collection.
- 5 Volunteering in major events can be an important experience for young people that allow them to gain key experience and exposure in the music/entertainment industry, strengthening and improving their organizational and social skills, and an opportunity for personal development, while undertaking key responsibilities for the success of the event.

CEV believes that:

- 1 It is crucial to underline and emphasize that volunteering should happen in the framework of non-profit activities for the public good/interest.
- 2 It is crucial that event organisers remember that the involvement of volunteers should be organized in such a way that it will serve the public good. If the organization of a concert or festival is recognized as being of benefit for the wider community the volunteer program should be organized in collaboration with a non profit organization (CSO, governmental or other public institution).

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- 3** A not for profit organisation engaging volunteers should ensure that the ethics of volunteering are protected, the quality of the volunteering experience is ensured, adherence to relevant legal frameworks, and the added community value protecting the essential values on which volunteering is based is taken into account.
 - 4** The volunteering opportunities fostered in this area should avoid, at all costs, situations of job substitution, namely by respecting the general principle of adequate balance between professionals and volunteers and bring added value to the event rather than being limited to a cost cutting exercise.
 - 5** It is crucial that event organisers remember that, following the guidelines defined in the Policy Agenda for Volunteering in Europe (PAVE) glossary, volunteers are “people from diverse groups [...] undertaking a wide range of tasks [...] without seeking any financial gain being neither the objective nor the way to recognize the contribution or the achievement” .
 - 6** It is crucial that volunteers shall receive adequate preparation for their responsibilities and enjoy an environment where their contribution is valued and appreciated, while receiving a respectful treatment.
 - 7** Organisers should implement a set of measures that could allow people with less financial capacity to effectively enjoy this experience, by providing transportations, food and accommodation (since in many cases the volunteer is expected to cover these costs themselves).
 - 8** Recruiters of volunteers for music festivals and concerts should ensure complete transparency about the profit or not-for-profit nature of events. They should also require organisers to engage volunteers or so-called volunteers on the basis of a clearly written agreement stating their rights and responsibilities that respect the relevant legislation and the ethos and principles of volunteering.

³ PAVE Glossary, 2011, p. 44.



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