2010 FIFA World Cup Organising Committee Volunteer Programme

The volunteer philosophy of the 2010 FIFA World Cup Organising Committee (OC) is based on the generous contribution of an individual's time and services to the resounding success of the first FIFA World Cup™ on African soil.

It is the recognition of the call to serve humanity by volunteering to serve where required, without the expectation of remuneration, favour or recognition, but the thrill of becoming a part of history.

The 2010 FIFA World Cup™ Volunteer application process was opened on Monday 20 July 2009 when the OC began the process of recruiting the 15 000 volunteers required for the tournament and the Football for Hope Festival 2010 in Alexandria Johannesburg from June 27 to July 12.

Simultaneously the volunteer process also sought to enlist the help of 392 people to work the Final Draw in Cape Town on 4 December 2009. Applications closed on August 31. A total of 67 999 people applied to volunteer at these three events.

<table>
<thead>
<tr>
<th>2010 FIFA WORLD CUP EVENTS - VOLUNTEER APPLICATIONS</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010 FIFA World Cup (Organising Committee &amp; Host Cities)</td>
<td>64500</td>
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<tr>
<td>Final Draw for the 2010 FIFA World Cup</td>
<td>1965</td>
</tr>
<tr>
<td>Football for Hope Festival</td>
<td>1534</td>
</tr>
<tr>
<td>TOTAL</td>
<td>67999</td>
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<table>
<thead>
<tr>
<th>2010 FIFA WORLD CUP EVENTS - BY GENDER</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td>Female</td>
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<tr>
<td>Male</td>
<td>32441</td>
</tr>
<tr>
<td>TOTAL</td>
<td>67999</td>
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<table>
<thead>
<tr>
<th>2010 FIFA WORLD CUP EVENTS - BY AGE</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 25</td>
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<tr>
<td>25 – 34</td>
<td>23495</td>
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<td>35 – 44</td>
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<td>45 – 54</td>
<td>2891</td>
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<tr>
<td>Above 54</td>
<td>885</td>
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<tr>
<td>TOTAL</td>
<td>67999</td>
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</table>
The Volunteer Programme for the FIFA World Cup is a global initiative, looking for volunteers from around the world. Anyone 18 years or older on 1 March 2010, and with a good command of the English language, was allowed to apply to be a volunteer with the application form available on FIFA.com at www.FIFA.com/volunteers2010. For those without internet access a number of venues across all nine Host Cities where members of the public will be assisted with application process were made available.

Computers with internet access were also made available at these venues with trained staff on-hand to take members of the public wishing to apply through the application process. There were also mobile units with internet enabled computers travelling throughout the country to assist people in applying to become volunteers. Volunteer applications have now been processed and a number of applicants have been pre-selected.

Applications for FIFA World Cup and Final Draw:

Of the 1965 applicants for the Final Draw 392 have been selected. Thirty of them will be stationed at OR Tambo International Airport while the rest will be deployed in Cape Town to work in various functional areas at the Cape Town International Convention Centre, hotels in the city and the Cape Town International Airport.

Interviews for the final draw were held from October 12 to 17 at the Athlone Stadium in Cape Town. And volunteers underwent training from the November 6 to 8 at the Good Hope Centre also in Cape Town. Volunteers will be deployed to the various functional areas.

The Final Draw functional areas are:

- Accreditation
- Administration
- Language Support
- IT and T
- Logistics
- Marketing
- Media
- Protocol
- Transport
- Volunteer Management
- Welcome and Information Services

Applications for World Cup and Football for Hope Festival

Of the 64 500 applicants for the World Cup 37 080 have been pre-selected. Of the 1534 applicants for the Football for Hope Festival 798 have been pre-selected.

The OC Volunteer department will conduct interviews with the pre-selected applicants in January and February 2010. For foreign pre-selected applicants, interviews will be conducted at the country of origin and in some instances through video conferencing.

The successful volunteers chosen from this interview process will then be taken through extensive training in March and April 2010 in all nine of the host cities of the 2010 FIFA World Cup. International volunteers will access their training from the website and they will be advised in time and provided with access login.
As is the nature of volunteer programmes around the world, the volunteers for the 2010 FIFA World Cup will not be paid a salary for their work. The volunteers will however be given a stipend at the end of the tournament in appreciation of their effort.

Functional Areas:

Volunteers were asked during the application process to select the functional area that they feel best suits their skills set. There are 16 areas that volunteers will support during the events:

ACCREDITATION
Accreditation is a crucial element of the event and is the backbone of security that controls access to any area that the Organising Committee is responsible for. The accreditation department will provide personalised identifications cards (better known as Accreditation Cards) for all officials, teams, media representatives, volunteers, service providers and local co-workers. Accreditation is important as this is an optimal method to control access to specific venues. A volunteer in this department will meet and greet persons who have applied for accreditation at the accreditation centre, and will be responsible for the production and issuing of the identity document. They will also assist in distributing daily passes and handle any issues arising from persons seeking accreditation. With very few exceptions, accreditation volunteers work in specific, fixed locations near the stadium. The ability to communicate in at least one language of a participating nation would be advantageous and they need to be computer literate.

ADMINISTRATION
Volunteers will assist with administrative support and should ideally have a strong interest in (or be engaged in) general administration or be studying in and towards such a field. Their focus may well also be in that of becoming (or be engaged in or as) a Personal Assistant and or Administration Manager or an Executive Secretary.
A further advantage could also be an interest in Sports Administration and or related background. Key tasks will include supporting the Venue Coordinators and Functional Area Managers. They will assist different departments such as broadcasting, finance, procurement and insurance with general administrative related duties, which include, but are not limited to preparing documents for meetings, writing minutes of meetings, distribution of stationary, photocopying, faxing, filing and collating of documents. Computer literacy would be advantageous.

ENVIRONMENTAL SERVICES
In raising environmental awareness amongst football tournament spectators, environmental volunteers will be expected to be at key points in the stadia to direct and assist spectators in disposing their waste products into demarcated containers. They are expected to have an interest in environmental management and waste management and should be able to inform spectators of the environmental management initiatives in the stadia precinct. Communication skills and conflict management will be essential for all volunteers.

WELCOME AND INFORMATION SERVICES
Welcome and Information Services volunteer will play a key role in receiving guests at different ports of entry into South Africa. They will man the Welcome and Information Desk at various venues such as the airports, official hotels, and stadia. Information regarding the transport routes, event schedules and general information will be shared at these venues. The ability to communicate in at least one language of a participating nation would be advantageous as would knowledge of South Africa and the host city. Computer literacy would be beneficial as a computarised system of guest management is utilised in this area.
INFORMATION TECHNOLOGY AND TELECOMMUNICATION (IT & T)
The IT&T Solution provides all of the IT, Telephony and Broadcast elements that are required in
the lead up, build out, supporting events and the event itself. IT&T Volunteers will be required to
service the OC IT&T as well as MATCH IT. An Information Technology and Telecommunications
volunteer, will need to possess competency in computer literacy, and to have knowledge of both
computer hardware and software applications (for example Microsoft Office, Internet Explorer, etc).
Their duties will include, but are not limited to, the unpacking of computer equipment, the
installation and support of IT hardware (desktop computers, laptops, copiers, printers, etc.), and
the installation of software applications. They should also possess some knowledge of the
workings of telecommunications networks and/or equipment, for instance, cellular telephones,
mobile networks and subscriber interface module (sim) cards.

LANGUAGE SUPPORT
Language Support volunteers need to have a good command of the English language. They will be
required to assist with language interpretation from English to any of the foreign language(s) of
your competency, and vice versa. They are expected to be courteous, friendly, and approachable;
and be customer-oriented. They will have the unique opportunity of working with and meeting
people from all walks of life and will assist various functional areas where there is a language
requirement. Their tasks will include, but are not limited to, assisting with language interpretation
as and when required by spectators, guests and service providers.

RIGHTS PROTECTION PROGRAMME
A volunteer in the Rights Protection Programme (RPP) is expected to be courteous, customer-
friendly, and approachable, and be a good listener. A basic appreciation of marketing is required
and hence a preference will be given to law and marketing students studying in this field. The 2010
FIFA World Cup presents a unique opportunity to earn income, yet people may not be aware of the
importance of respecting the legal framework and the legal rights of the organisers of the
tournament, including the rights of the commercial affiliates, broadcasters and other media groups.
Rights protection volunteers will assist with providing insight and education to a number of visitors
and local communities who will form part of this great tournament on the importance of respecting
the by-laws, the rights of others and co-operating with the law enforcement agencies. One of their
main tasks would be to form part of the RPP team who would look after the rights of the
tournament's commercial affiliates, broadcasters and organisers of the tournament but not the
enforcement of law.

LOGISTIC SERVICES
Logistic Services provides a complete freight- and venue logistics service to FIFA™ Rights Holders
at official event venues during official FIFA™ events in accordance with FIFA™ requirements and
OC operations. They will assist with the planning, executing and controlling logistical processes
required in managing the logistical elements of all functional areas. Volunteers will be involved in
all logistics processes. Key tasks include but are not limited to constant radio contact with
colleagues to monitor goods being delivered / removed, checking delivery notes at the Log Point
and ensuring recipient signature upon exit, directing delivery vehicles to the Parking Area / Drop-off
point and check cargo against delivery note, escorting persons from drop-off, storage- or
installation / usage point, management of the entry and egress of delivery vehicles throughout
entire logistics process (timing / scheduling). Additional areas of operation will include the project
management office as well as hospitality. Local knowledge, previous experience in the logistic /
supply chain environment (at an operational level) as well as computer literacy would be beneficial.
MARKETING
The scope of work as a marketing volunteer includes supporting the 2010 FIFA World Cup™ and other associated events in a variety of activities related to signage, branding, merchandise and commercial display areas, food and beverage kiosks/concessions, gift handling, official mascot and youth programme. They are expected to have a related background or to be studying a related course. This will help to fully appreciate the high standard of display, big brand activation, and communication, and the desired official event look and feel that must be achieved and maintained at all times. The nature of work will at times be quite operational and physically demanding, therefore successful volunteers will need to be energetic, mobile and have initiative. Monitoring and reporting of any branding, signage or advertising elements that don’t comply with the event specification are also essential. Good communication skills, attention to detail and computer literacy are all desirable attributes.

MEDIA
Media volunteers will assist journalists working in the Stadium Media Centres. Their tasks include, but are not limited to being the main contact for the media for all their queries, guiding and directing the media to the different media areas including the media tribune and the pitch, assisting in the press conference room and mixed zone, assisting the photographers on the pitch, assist with manning the internet corner, and supporting the FIFA Media Officers and the OC Venue Media Operations Officers. Volunteers will advise media on how to use our telephony services, advise media regarding the mobile services available to them and proactively ensure all media are free of technical problems. Media volunteers are expected to have an interest in journalism, to be service-minded and attentive and be able to stand stress.

PROTOCOL SERVICES
Protocol services represent a critical aspect of the OC/FIFA delegate’s first impression of South Africa; and as such the service must be delivered with professionalism and efficiency to leave a lasting positive impression of South Africa. The ability to speak English as well as the ability to communicate in at least one other language of a participating nation would be advantageous. An insight into hospitality and protocol will be an added advantage to making guests feel welcome. Protocol Services volunteers will be expected to assist with welcoming, ushering and making guests feel welcome in South Africa from their arrival until they depart. Their tasks will include, but are not limited to, assisting the OC Protocol department with the distribution of invitations and following up on RSVPs, ushering and seating of VVIPs and VIPs at the stadium tribunes, be runners as required as well as assisting at other venues and events such as hotels and official OC banquets.

SPECTATOR SERVICES
Spectator Services Volunteer perform a function in support of the overall security plan for the competition. Spectator volunteers will be very friendly and kind thus leaving a good impression with all spectators and participants. They must be a highly motivated, self driven and very enthusiastic person who has a general love and enthusiasm for public safety. They must be conversant in English for ease of communication, but an added advantage would be to speak one of the four official FIFA™ languages. They should be a team player and be prepared to work hard for the entire duration of the event, ensuring that all spectators to the event have a convenient, safe, seamless, and enjoyable experience. They will have an opportunity to meet and interact with vast range people, locally and internationally. As a Spectator Services Volunteer it is very crucial that they understand the importance of time and professionalism, because they will be the first line of safety management to any entrance of each stadium and therefore any delays can lead to serious tournament disruptions that can compromise the image of the event, FIFA™ and South Africa. They should be able to work under pressure, manage stress well, and work early hours or late
nights. Their tasks will include, but are not limited to, assisting the spectator with information while waiting to enter the venue or the Magnetometer (search area), queue busting, and assisting spectators at search areas by informing them about the procedure to follow when going through the search area but not the enforcement of law, assisting stewards in guiding the spectators into the correct area and assisting with all stadium information and tournament schedules.

TICKETING
The ticketing department co-ordinates all relevant processes related to match tickets. Ticketing volunteers are expected to be warm, friendly, approachable, customer oriented, service minded and attentive. They will have the opportunity to shape the travelling supporters’ experience for the event. An ability to communicate in any of the four FIFA official languages namely English, French, German and Spanish – as well as other local South African languages would be advantageous as would computer literacy. They will be expected to assist in the ticketing operations at Venue Ticketing Centres, the printing and distribution of tickets for both domestic and international football fans and assisting in match day operations at the Stadium Ticket Centres and ticketing clearing turnstiles at the stadium.

TRANSPORTATION
Volunteers will be assigned to a wide range of interesting tasks throughout the transportation network. Those volunteers with relevant experience will help maintain the vehicle fleet, or act as assistants to our professional transport manager and service provider. They will assist with directional services during match days in the dedicated parking areas within the stadium perimeter as determined by the OC and FIFA. A handful of selected volunteers will provide a link between the professional drivers and the volunteer team as a whole. A transport volunteer will be the first point of contact with delegates and spectators and are thus expected to be very friendly and professional thus leaving a good impression with our visitors. They are also expected to understand the importance of time and professionalism, as transport delays can lead to serious tournament disruptions that can compromise the image of the event. Driving experience and a valid driving licence, the reading of maps and clear understanding of the respective city routes as well as computer literacy will be required.

HOSPITALITY SERVICES
Hospitality services volunteers will assist with guiding guests, spectators, or delegates to their suites, seating or would assist the organisers with any other support they would require. Hospitality services volunteers will also help with informing guests, spectators, or delegates with relevant information that would make the person’s experience more enjoyable. Their tasks will include, but are not limited to, administration and event logistics. Experience in the field of hospitality and the ability to work for extended hours under pressure would be beneficial.

VOLUNTEER MANAGEMENT
They will be working closely with the OC Volunteer Co-ordinator and volunteer support staff and they will need to have some experience in working with/or the management of volunteers. They will be assisting during the implementation and close down phase of the programme. With their support the volunteer programme would be ready to welcome all the volunteers during their working day. Their tasks will include assisting with the set-up of the volunteer centre and ensuring a smooth and efficient operation thereof.
FIFA Confederations Cup volunteer statistics:
Close to 40,000 South Africans applied for the 4,000 volunteer positions.

Age:
- Below 25: 34.3%
- 25-34: 39.0%
- 35-44: 19.6%
- 45-54: 5.8%
- 55 and above: 1.4%

The youngest volunteer was 18 while the oldest was 78 years old.

Gender:
- Female: 44.6%
- Male: 55.4%

Economic distribution:
- Employed: 40.1%
- Student: 31.2%
- Unemployed: 28.3%
- Retired: 0.4%

Anyone requiring further information about the volunteer programme can contact the volunteer hotline on 0800 52 52 52 (toll free in South Africa) or email volunteerprogramme@2010oc.com.