



1st Day as a Volunteer

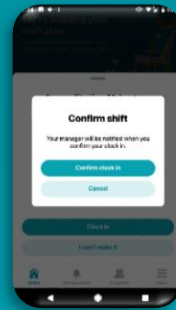




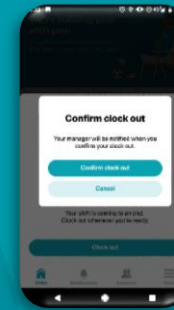
Pick up your accreditation



Go to the Volunteer Centre



Clock in in the V-app



Clock out in the V-app



Accreditation Centre

Volunteer Centre

Go to the Accreditation Centre



Follow the mandatory COVID briefing



Receive your
• Volunteer Uniform
• Box of Masks



Attend your Role specific Training



Return Home





Accreditation



General Rules



- ⚡ All Volunteers must be accredited
- ⚡ Wear your accreditation at all times during all your shifts and keep it visible
- ⚡ Without your accreditation, you won't be able to enter the venue and carry your role
- ⚡ Zones have been attributed to each role and shall be strictly respected
- ⚡ Your accreditation is a personal device and must not be transferred to anyone else
- ⚡ Lost and stolen accreditations must be immediately reported to the Accreditation Centre to prevent misuse
- ⚡ A service fee of 150 EUR (or local equivalent) will be charged for a reprint
- ⚡ UEFA will donate such replacement fee amount to the UEFA Foundation for Children



Pick up your Accreditation



This is the very 1st thing you need to do on your very 1st day!

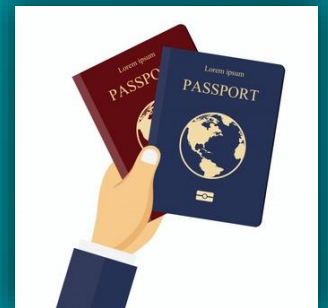
Plan your journey to be on time for your training afterwards
On some days, the Accreditation Centre might be very busy

Your accreditation must be picked up in person!



Bring the following 2 items:

- 👉 ID document used for your application
- 👉 The confirmation email/SMS received from UEFA EURO 2020 Accreditation





Catering



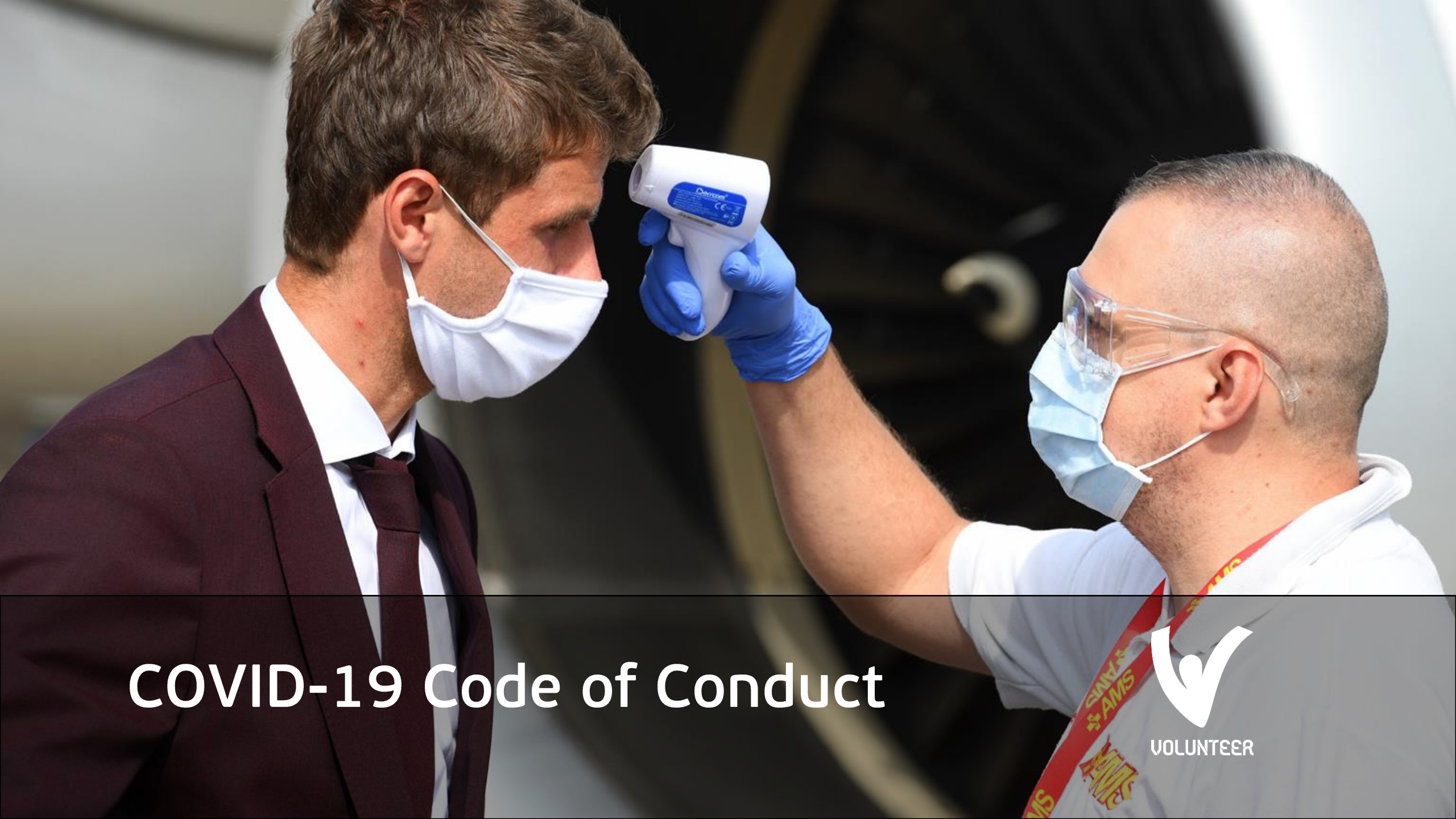
VOLUNTEER

General Rules



- ⚡ Volunteers will be provided with a meal and soft drinks on every shift
- ⚡ Catering solution depends on the location of your mission
- ⚡ Wherever your mission is, and whenever it finishes, there will be a solution
- ⚡ Snacking will be organised for short trainings
- ⚡ You will be informed by your Functional Manager when to take your break
- ⚡ Due to COVID-19, time-slots will be assigned and shall be respected
- ⚡ COVID-19 rules, including physical distancing, shall be respected whilst eating
- ⚡ Any specific dietary requirements, illness, allergies, health related issues
 - ➔ Please inform your Volunteer Management team as soon as possible
- ⚡ Make sure you relax, eat and drink during breaks and stay well hydrated
- ⚡ Beverages will also be provided at the Volunteer Centre





COVID-19 Code of Conduct



VOLUNTEER

Before your mission



⚡ If you have typical COVID 19 infection symptoms please inform your Volunteer Manager

⚡ Main symptoms are:

- ⚡ Fever
- ⚡ Dry Cough
- ⚡ Loss of Taste or Smell
- ⚡ Shortness of Breath
- ⚡ Headache
- ⚡ Aching Limbs
- ⚡ Nausea or Vomiting
- ⚡ Congested or Runny Nose
- ⚡ Diarrhoea
- ⚡ Muscle or Body Aches

⚡ Remember that COVID-19 affects different people in different ways

Before your mission



- ⚡ Respect the local COVID hygiene regulations during your entire stay in the host city
- ⚡ Especially when using public transport on the way to/from your missions' location
- ⚡ Approach the stadium only if you have a shift or with our proper permission
- ⚡ Ensure to have sufficient personal masks available for yourself
- ⚡ Make sure to know in advance where your entry point at the stadium is
- ⚡ Make yourself familiar with the stadium rules, sanitary measures and policies in place



During your mission



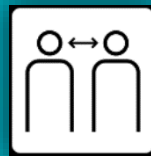
- ⚡ Always wear a mask, covering your nose and mouth whilst at your mission's location
- ⚡ Bring additional masks with you to ensure that you are able to wear one at all times
- ⚡ Even when wearing a mask, cough and sneeze into a tissue or into the crook of your arm
- ⚡ Only throw used masks in clinical waste bins that will be provided
- ⚡ Always maintain physical distancing of at least 1.5 m
- ⚡ Wash and disinfect hands whenever possible, using sanitizer stations available on site
- ⚡ Avoid physical contact
- ⚡ The shaking hands with others, hugs, high-fives and any other close contact with others is not permitted



During & After your mission



- ⚡ Avoid areas with cumulation of persons and gatherings as much as possible
- ⚡ Follow directional signage and queuing systems in place at the stadium
- ⚡ Follow all instructions from stewards in relation to sanitary and hygiene measures
- ⚡ Protect your and others health by following these guidelines strictly
- ⚡ We will remove your accreditation in case of contravention
- ⚡ The risk of an infection during off time can be a high danger for the event success as well
- ⚡ It is your responsibility to strictly keep to the hygienic and social distancing measures when you are not on shift





The Hygiene Protocol



General Information



- ⚡ The health and safety of all staff and volunteers is our highest priority
- ⚡ UEFA is continuing to closely monitor the COVID-19 pandemic
- ⚡ As the situation continues to change rapidly around the world, we recommend that you stay aware of the latest information from international, national and local public health authorities, including the World Health Organization
- ⚡ Minimising risks relies on the cooperation, behaviour and understanding of everyone
- ⚡ All volunteers must have a clear understanding of the COVID-19 symptoms
- ⚡ Quick actions are needed to protect the individuals and the delivery of the match(es)
- ⚡ Each volunteer remains responsible towards their own health and safety
- ⚡ Mitigation measures will protect your own health and those around you



On-site presence



- ⚡ Efficient shift plans shall allow to minimise the time spent by everyone on-site
- ⚡ A personalised accreditation will be needed to gain access to the venue
- ⚡ It is also required that each volunteer completes an online health and safety briefing before collecting their accreditation
- ⚡ Upon completion of the online briefing, a printable confirmation is available which should be brought to the accreditation centre alongside the accreditation confirmation email
- ⚡ All volunteers should have a type IIR surgical mask available in order to access the accreditation centre at their first visit



EPA



- ⚡ In addition to the personalised accreditation, each day a valid electronic Epidemiological Acknowledgement Form (“EPA”) must be completed
- ⚡ Accreditation devices will be activated either based on being part of the UEFA tested pool or by having submitted a valid EPA for any given day
- ⚡ The EPA needs to be completed each day, 15 minutes before entering the stadium
- ⚡ Upon receipt of the correctly filled and submitted online form, UEFA will activate the respective accreditation



Offices and working space



- ⚡ Number of workstations has been reduced to ensure maximum safe room capacity and only identified staff and volunteers will be allowed to access
- ⚡ Shared desks will be allocated to a specific person or position on an hourly, daily, or weekly basis, as required
- ⚡ Spacing of 2m nose-to-nose distancing between people must be respected at all times
- ⚡ One person per desk only, no chairs to be added in between, even for a very brief discussion
- ⚡ Each shared desk will be equipped with hand sanitiser and wipes and must be cleaned after each use



Physical distancing



- ⚡ In general, social distancing is considered the most effective way to minimise the risk of transmitting COVID-19 together with hygiene best practices such as regular handwashing
- ⚡ A 2m physical distance, measured nose-to-nose must be respected at all times
- ⚡ If this cannot be respected whilst on mission due to the task that is being undertaken, volunteers shall report it to their Functional Manager or Volunteer Manager



Masks



- ⚡ After your 1st arrival onsite, you will receive your allocated boxes of masks from your Volunteer Management Team
- ⚡ All volunteers will be allocated Type IIR surgical masks for their on- and off-duty use
- ⚡ You should change your masks at least every four hours, or as necessary
- ⚡ Remember, surgical masks are in place to protect those around you
- ⚡ If everyone wears a mask, it will be a much safer environment for everyone



Training & Meetings



- ⌘ Trainings & meetings should be held with all the COVID-19 restrictions in place
- ⌘ With 2m physical distancing, mandatory wearing of masks and sanitisation of hands
- ⌘ All rooms will have a restriction of the number of attendees
- ⌘ All rooms will have the necessary cleaning rotation in place



Food and beverage



- ⚡ UEFA will organise the catering services based on a centralised pick up of food at the Staff bistro, comprising pre-packed meals that will be handed over to volunteers
- ⚡ It is important that there are no gatherings whilst eating food as masks will need to be removed for food consumption
- ⚡ Volunteers may eat at the seating area (complying with minimum physical distance) or an assigned area in outdoor or unenclosed spaces, such as the seats in the stands
- ⚡ Depending on the number of volunteers, time slots will be assigned
- ⚡ Beverages will also be provided to volunteers at the Volunteer Centre



Sickness



- ⚡ Volunteers not feeling well and not having entered the venue yet, have to inform their Volunteer Manager and stay at home
- ⚡ It is important to isolate as quick as possible upon first sight of any COVID-19 symptoms
- ⚡ Volunteers already on mission and not feeling well have to inform their Functional Manager who will liaise with the Volunteer Manager and the local Hygiene Officer
- ⚡ Temporary isolation rooms will be available at the stadium until further arrangements can be made
- ⚡ Volunteers feeling unwell will receive a Illness Record form from their Volunteer Manager to be filled out



UEFA Medical Expert(s)



- ⚡ UEFA will have representatives onsite to support with any decisions that need to be made around the implementation of COVID-19 measures
- ⚡ In case volunteers need the support of trained medical staff for advice or clarification, these persons will be available through your Volunteer Management team





Safety & Security



VOLUNTEER

Your personal safety is paramount



- ⚠ Do not become isolated and always request assistance
- ⚠ Do not intervene in a conflict, you are not security
- ⚠ Do not try to administer first aid
- ⚠ Do not move unattended bags
- ⚠ Always stay calm and follow instructions of professionals



In case of an emergency

Accident, conflict, evacuation, suspect bag, suspect behaviour...

Alert the nearest security guard, fireman or first aider



Prohibited Items



- ⚡ Some items are prohibited within the stadium security perimeter
- ⚡ The list has been communicated to ticket holders
- ⚡ Posters will also be disseminated around the stadium



Bags larger than A4



Umbrellas and helmets



Bottles*, jugs, cans, glass, etc.



Alcoholic drinks and drugs*



Flagpoles more than 1m in length and 1cm in diameter



Professional cameras or video cameras



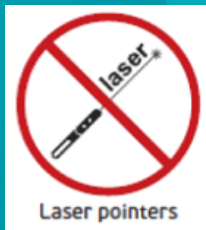
Promotional or commercial objects or materials



Face covering



No Smoking



Laser pointers



Pyrotechnics



Racist, xenophobic, political and religious propaganda materials



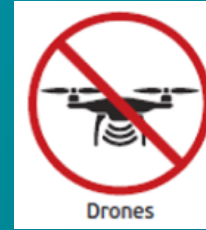
Flags larger than 2.0m x 1.5m (6.5' x 5.0')



Weapons, explosives, knives, or anything that could be adapted for use as a weapon



Aerosol sprays



Drones



Mechanical or electronic sound-emitting devices, such as megaphones

Suspect Package



What is a suspect package?

Any package, suitcase, bag or other object that does not seem to belong to anyone and, as a result of its location, shape and nature, appears suspect

What to do if you discover a suspect package?

- ⚡ Do not touch the object, do not move it, open it, wet it or cover it up
- ⚡ Try to find out whether its owner is somewhere nearby
- ⚡ Do not use devices that emit waves (mobile phones, tablets...) or are connected to the internet (Wi-Fi, Bluetooth...) near to the suspect package
- ⚡ Keep your distances
- ⚡ Stay calm and do not panic
- ⚡ Alert, or get someone to alert, the nearest security guard
- ⚡ Follow the instructions given by security personnel and facilitate their work
- ⚡ Remain on hand to provide any additional information that may be required



Suspect Behaviour



What constitutes suspect behaviour?

Unusual or inappropriate Actions or behaviour that cause suspicion, like people

- ⚡ Abnormally sweaty given the weather conditions
- ⚡ Repeatedly touching their face and upper body
- ⚡ Shaking or appear to have sweaty palms
- ⚡ Constantly looking at other people, at their watch or at their mobile
- ⚡ Monitoring what security personnel are doing
- ⚡ Trying to hide their communication with another person
- ⚡ Keeping an excessively tight hold of their bags or keeping one hand in a bag

What to do if you spot someone behaving suspiciously?

- ⚡ Stay calm, remain discreet and gather as much information as you can
- ⚡ Alert the nearest security guard and provide as precise description as you can
- ⚡ Facilitate the security guards' work and follow their instructions
- ⚡ Remain on hand to provide any additional information that may be required



Stadium Evacuation



What to do if the stadium needs to be evacuated?

As soon as you hear the evacuation signal or any official evacuation instruction:

- ☞ Calmly move to the designated assembly point, using the closest available exits
- ☞ Do not use the lifts
- ☞ Do exactly what the security guards tell you to do
- ☞ Listen carefully to all announcements made
- ☞ Never go back into the stadium
- ☞ Calmly help people with reduced mobility to leave the stadium
- ☞ In the presence of heat and smoke, get close to the ground where air is cleaner and hold some fabric over your mouth to protect your airways
- ☞ Do not block emergency exits
- ☞ When you reach the assembly point, calmly wait for an official to issue instructions





Calendar

An overview of the mission plan



Timeline

A chronological view of missions



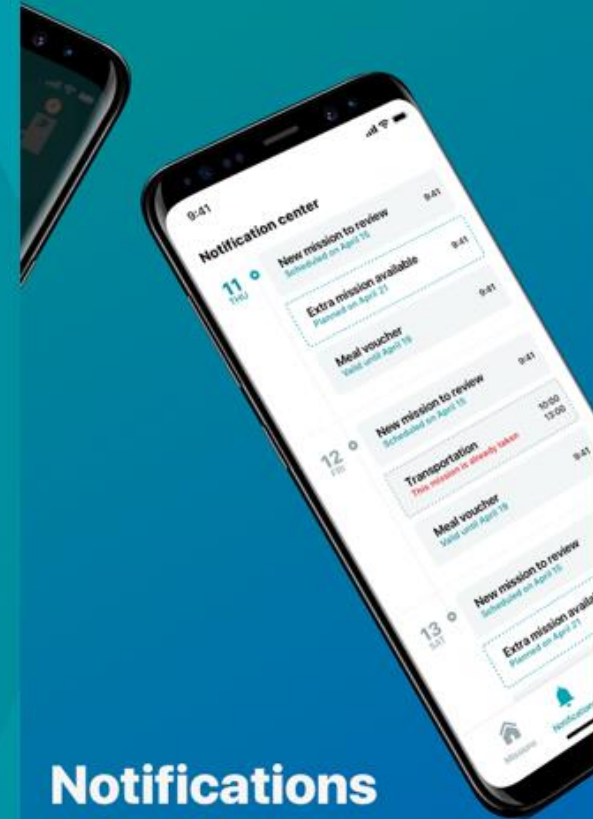
Mission detail

Important information about each mission



Notifications

A record of relevant mission updates

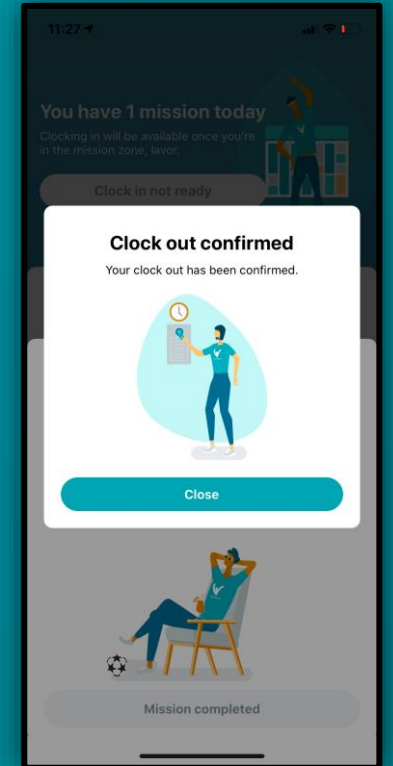
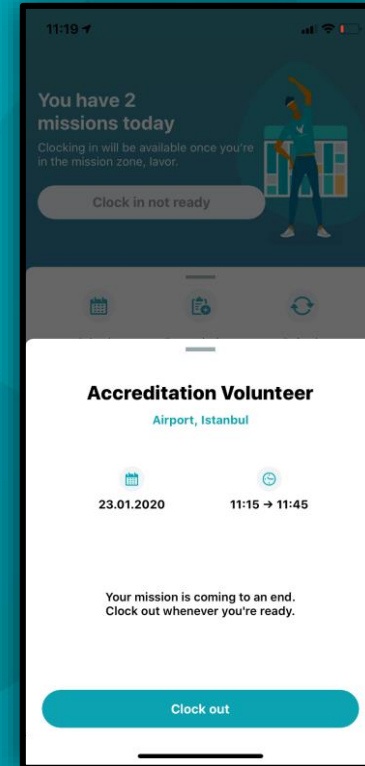
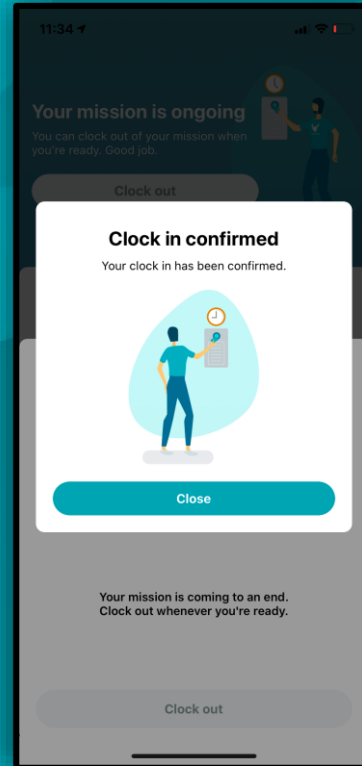
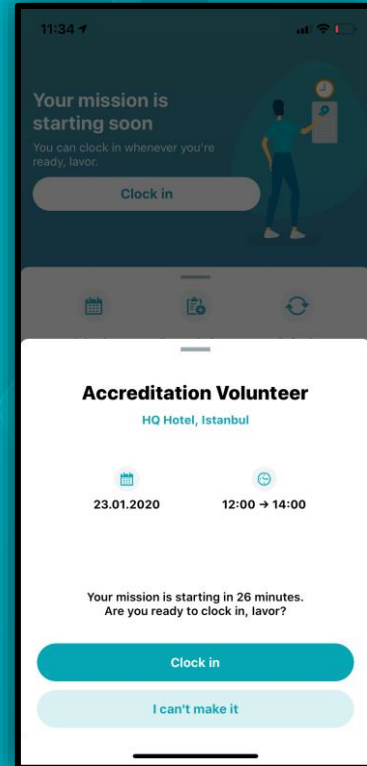


The Volunteer App



VOLUNTEER

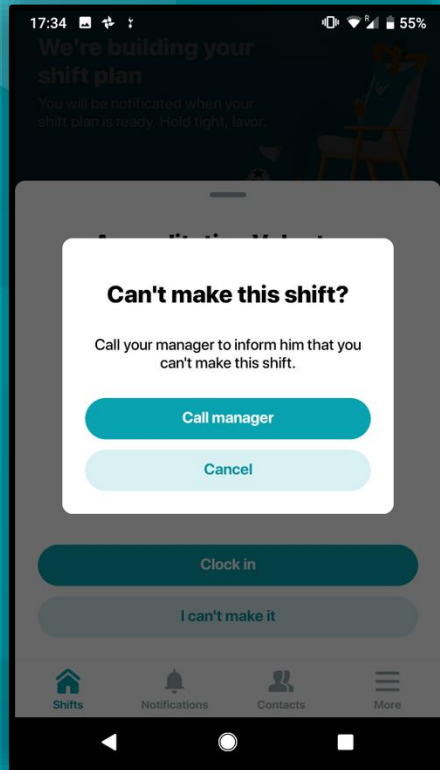
Main functionalities



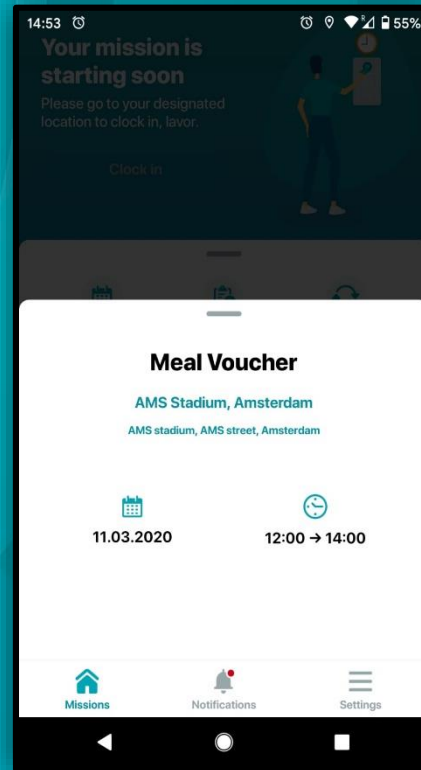
Consult your mission plan

Clock in and Clock out
Mandatory every time you are on mission!

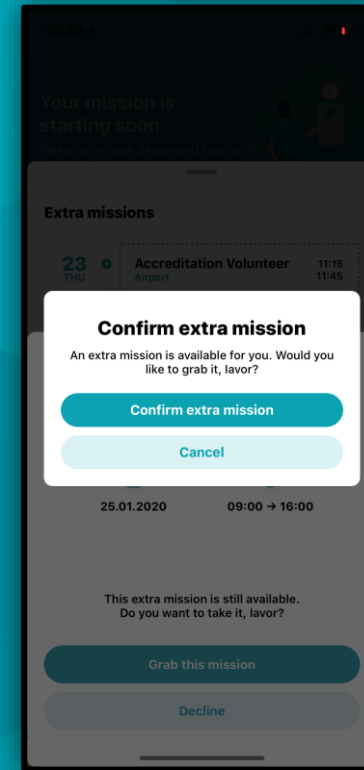
Other functionalities



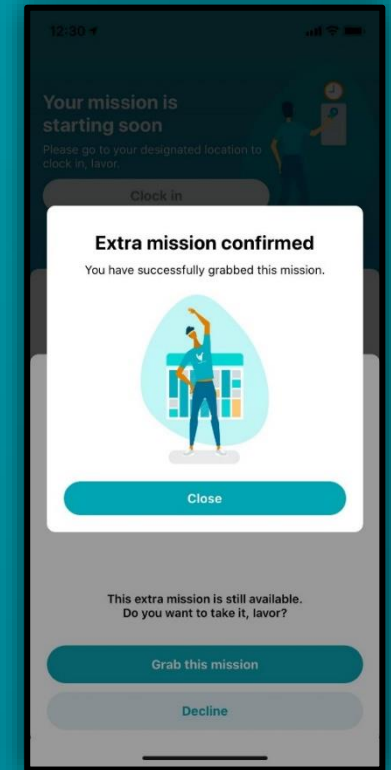
Call the
Volunteer Centre

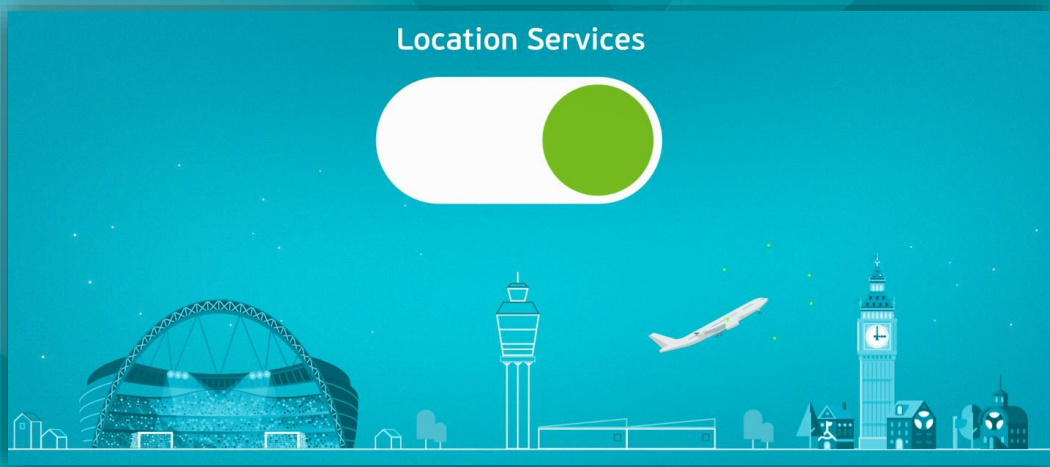


Check your
Meal Voucher

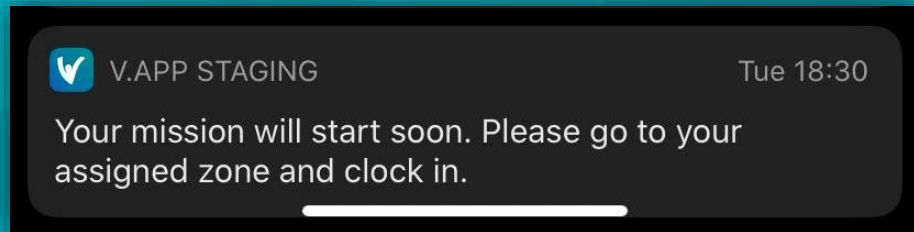


Accept Extra
Missions

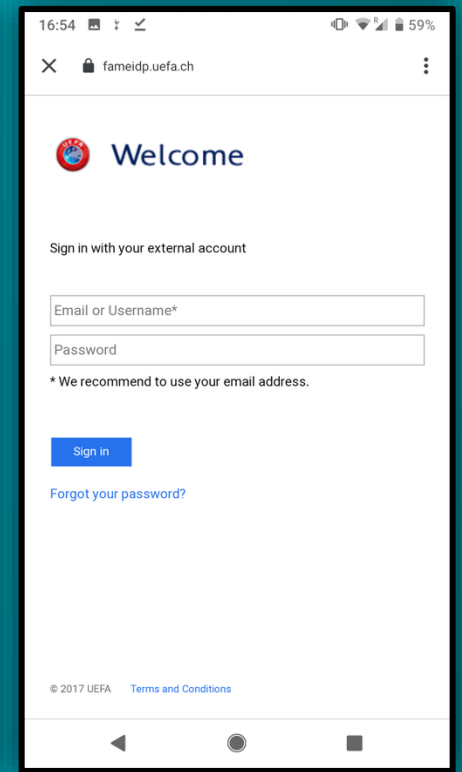




**Clock in from every mission's sites
Activate your location services!**



**Push reminders and notifications
can be deactivated**



**Any issue when logging in?
Please contact us!**

Download it now!



UEFA V.app 4+
UEFA
Free

Screenshots [iPhone](#) [iPad](#)

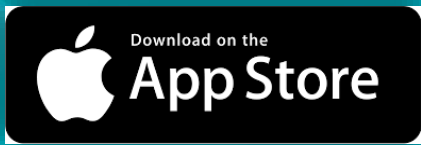
Timeline
A chronological view of missions

Calendar
An overview of the mission plan

Mission detail
Important information about each mission

Notifications
A record of relevant mission updates

The app listing includes a blue app icon with the white 'V' logo. Below the title, there are four screenshots of the app's interface on an iPhone. The first screenshot shows a 'Timeline' view with a list of missions including 'First volunteer', 'Lunchtime', 'Extra internet available', and 'Accreditation volunteer'. The second screenshot shows a 'Calendar' view with a monthly grid and mission icons. The third screenshot shows a 'Mission detail' view for a 'Transportation' mission, including a 'Check in' button and a 'FAVRY make it' button. The fourth screenshot shows a 'Notifications' view with a list of mission updates.



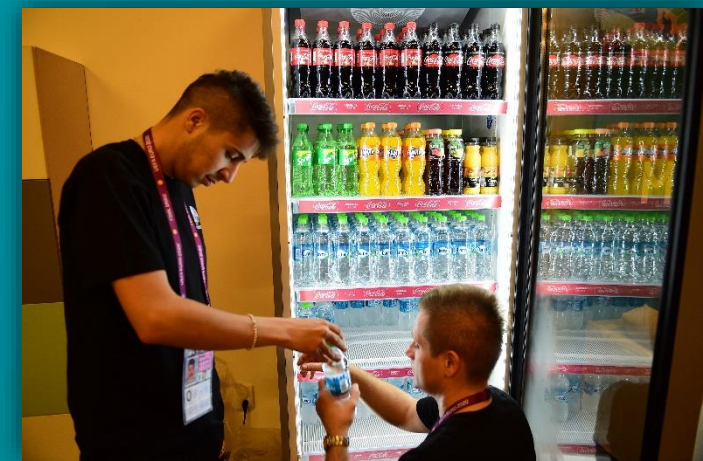


The Volunteer Centre



Main functionalities

- ☞ Meet the Volunteer Management team
- ☞ Receive support from the help desk
- ☞ Attend a training
- ☞ Receive your uniform
- ☞ Pick up a beverage
- ☞ Use a locker (limited number)



A Safe Environment

- ⚡ Limited capacity
- ⚡ Separate entrances & exits
- ⚡ Hand sanitizing stations
- ⚡ Social distancing of 2m
- ⚡ Mask's mandatory
- ⚡ Protection screens
- ⚡ Regular cleaning breaks





The Volunteer Uniform





Equipped by Adidas

Please do not wear branded items from other sport brands whilst on mission



Wash it carefully between your missions



We cannot replace lost or stolen items

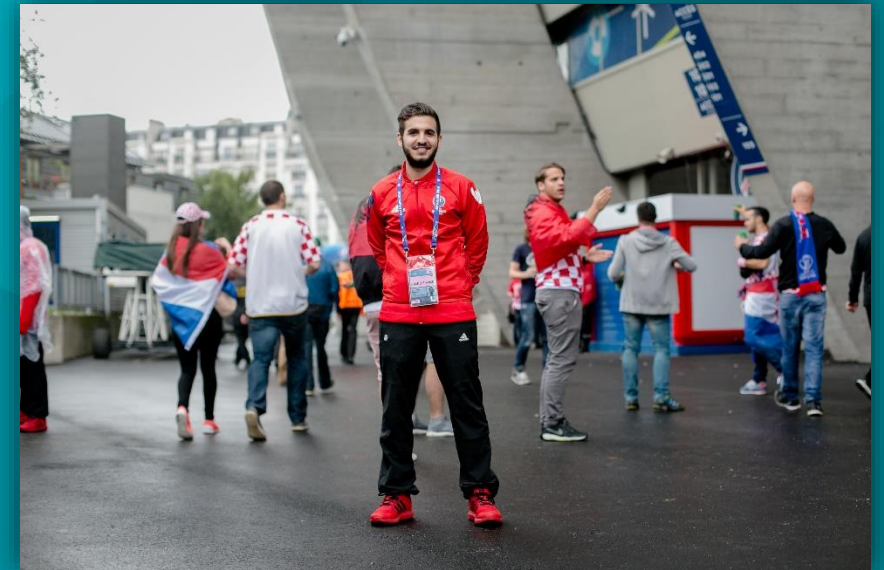


Keep it after the tournament as recognition!

Do not attempt to sell any items



Receive it at your first training
(Respect our slot system)



Wear it at all times on every
mission!

Come to your next mission already dressed
(Limited changing capacity on-site)



Volunteer Code of Conduct



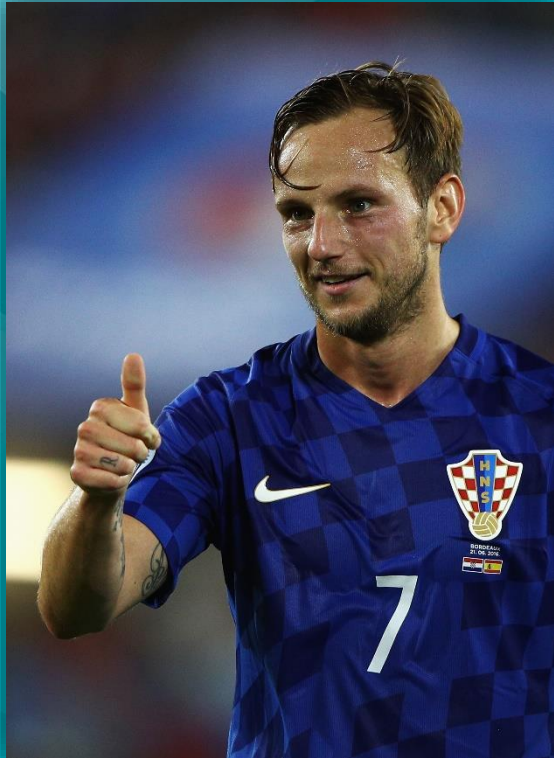
Do



- ⚡ Be approachable, respectful and friendly to spectators, staff members, guests and other volunteers
- ⚡ Wear your uniform and accreditation at all times during all your shifts
- ⚡ Leave all your valuable personal belongings at home
- ⚡ Only come to the venue on the days you are scheduled to complete a training, a shift or with our proper permission
- ⚡ Respect all COVID-19 mitigations measures

As a representative of UEFA EURO 2020, of our National Football Association and our City, we expect you to provide a memorable experience to all our guests

Do



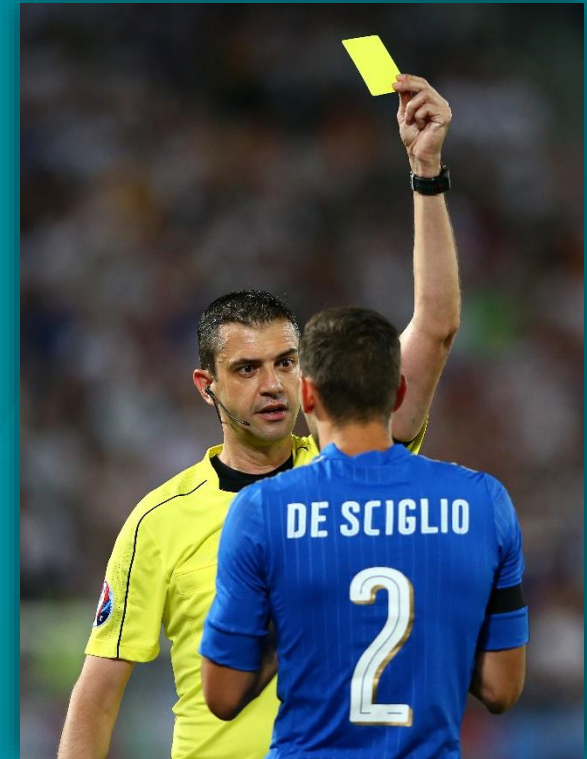
- ⚡ Attend all your trainings to perform to the very best of your ability
- ⚡ Attend all your shifts to ensure a smooth running of the event
- ⚡ Be punctual to all your trainings and shifts
- ⚡ Make your own arrangements for travel and accommodation (including any car parking you may need)
- ⚡ Notify us as soon as possible about any changes affecting your availability

Due to the scale and complexity of the tournament we do even more appreciate your co-operation and flexibility

Don't



- ⚡ Steal or attempt to steal any property
- ⚡ Be under the influence of alcohol or drugs during a shift
- ⚡ Verbally or physically abuse or mistreat any player, spectator, staff member, visitor, guest or other volunteer
- ⚡ Allow or attempt to allow another person to use your accreditation
- ⚡ Enter or attempt to enter restricted areas without proper permission
- ⚡ Ask or attempt to ask for any pictures or autographs of players or guests

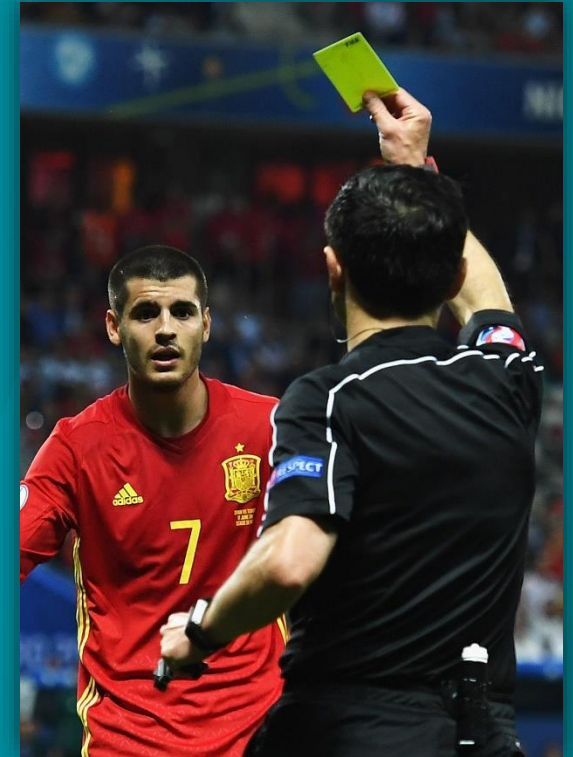


As volunteer you will play a key role in the success of UEFA EURO 2020
Please do behave appropriately

Don't



- ⚡ Sell or attempt to sell any of your uniform or recognition items
- ⚡ Use our intellectual property rights without our permission
- ⚡ Share any confidential information with third parties, including on social media
- ⚡ Engage in any activity which operates against the interests of UEFA EURO 2020
- ⚡ Talk to media or undertake any media interviews or appearances before speaking to your Volunteer Manager
- ⚡ Place or facilitate any bets related to the tournament



Unacceptable behaviour or language will be dealt with your Volunteer Manager and may result in us cancelling your accreditation and removing you from your role