



VOLUNTEER



**UEFA EURO 2020 Volunteer Code of
Glasgow**

Overview - Tournament Time Guidelines

As a Volunteer at UEFA EURO 2020 you are vital to the success of the tournament and we are so happy that you are part of the team!

As an integral part of the venue team and the tournament, you will help shape the experience of teams, officials, spectators, fellow volunteers, stewards amongst others - every interaction matters and every task counts.

This Volunteer Code of Conduct provides guidance on a range of topics during your time as a Volunteer at UEFA EURO 2020 and will help to safeguard the successful delivery of the Tournament. It will also help ensure you have a great time!

Our Commitment

“To provide a safe and secure environment for all Volunteers while providing equal opportunity for all.”

For this special edition of the EURO, UEFA would like to integrate the population of Europe with this programme and also create a legacy with a ‘Euro for Europe’. It is our ambition to create sustainability in regards to volunteering within sport. We want to offer volunteers an unforgettable experience so that you in turn can transport a positive image of football, UEFA and the UEFA EURO 2020 Volunteer Programme. We will provide you with the training, the kit and the tools you need in order to carry out your role and to support you in help making this the best EURO ever.

Your Commitment

We understand that the time you provide to the UEFA EURO 2020 Volunteer Programme is invaluable to the tournament. We ask that all volunteers respect the time commitment that was detailed in your role offer. Notify us as soon as possible about any changes affecting your availability.

- ✿ We ask that you turn up when scheduled, but when it is not possible, that you let us know as soon as you can so that we can give as much notice to volunteers who can assist to fill your slot for the day.
- ✿ We ask you to please plan sufficient time for your journey to your venue and allow for time to pass through the pedestrian screening areas and volunteer centra as required.
- ✿ We want to see excellent team spirit and strong interpersonal skills and have a consistent point of email and phone contact so we can keep in touch.
- ✿ We require your discretion and confidentiality where applicable and to act responsibly while carrying out your role and always be respectable of others.
- ✿ Wear uniform and accreditation at all times.
- ✿ Only come to the venue on the days you are scheduled to complete a training, a mission or with our permission.
- ✿ Attend all your training sessions to perform to the very best of your ability.
- ✿ Make your own arrangements for travel and accommodation (including any car parking you may need).

Respect, behaviour and conduct

As a Volunteer, you will play a key role in the success of UEFA EURO 2020. Please behave appropriately at all times. No one should verbally or physically abuse or mistreat any player, spectator, staff member, visitor, guest or other volunteer. Individuals have the right to be treated with consideration, dignity and respect, regardless of their status or function. Every individual is responsible for his/her own behaviour towards another and should



understand the UEFA view that harassment will not be tolerated. We respect each other and the football family overall.

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.

Discrimination & Harassment

Harassment may involve action, behaviour, comment or physical action which is found to be objectionable, or which causes offence. Harassment can take many forms and may be directed against people because of a number of factors such as age, gender, sexual orientation, race, physical or mental disability, religion, or some other characteristic.

The Volunteer Management team will investigate any allegations of discrimination, harassment or bullying and if the allegations are found to be true regarding a Volunteer, then they will be asked to leave the Volunteer Programme. In the event of any volunteer experiencing the above they should report this to the Volunteer Management team or their domain manager who will deal with their allegation sensitively. Where appropriate, the team will refer the allegation to the HR department.

Cultural awareness

UEFA EURO 2020 will bring together teams, dignitaries, visitors, officials, workforce and media with a range of cultural and language backgrounds. Members of the workforce are expected to consistently demonstrate a high standard of customer service when dealing with people, regardless of their background.

Please treat spectators, visitors, the public, teammates or any other person with respect by focusing on their needs and providing them with accurate information and timely assistance.

Inappropriate practices and behaviour which includes offensive, inappropriate jokes, obscenities etc will not be tolerated and could result in your accreditation being removed.

Stadium Facilities and Property

UEFA is responsible for ensuring the stadium and all other venues are returned in the same state prior to handover including its assets. We ask that you are efficient and economical and that you care and protect all assets while volunteering for UEFA EURO 2020. This covers all consumables, equipment including, but not confined to items such as stationery, communication devices, computers, office equipment and sports equipment. We also ask that all UEFA equipment is returned after each mission in order for it to be available for the volunteers who are next on mission. UEFA EURO 2020 property is not to be removed from a venue or to be used for personal/private use unless other authorised by a domain manager.

Uniform

All UEFA EURO 2020 Volunteers are provided with one uniform kit. Volunteers are responsible for the care and safe keeping of their uniform items. Uniform should only be worn when on mission and when travelling to and from the venue. Volunteers should not make alterations to the uniform that significantly change the design of the intended item. Once the tournament is over the volunteers can keep the uniform.

Personal Belongings and storage

There will be no supervised storage on venue. UEFA, the Scottish FA and other venue owners will not assume the responsibility for the loss, theft or damage to your personal belongings. Leave all your valuable personal belongings at home.

Confidential Information

It is possible that you might be given or will have access to personal or confidential information. It is extremely important that you do not discuss or disclose that information to anyone other than the person/s authorised to receive it, both during and after your involvement with the tournament.

Being on Venue

UEFA EURO 2020 expects you to behave professionally whilst on mission. If you travel to and from the tournament in your uniform, you will be highly visible as a representative of the tournament. Be committed and friendly and where you can show great customer service to all members of the football family. Whilst on venue do not enter or attempt to enter restricted areas without proper permission.

Accreditation

Accreditation passes are a vital security element at the venue. You will not be able to enter restricted areas without proper accreditation and authorisation.

- 🚫 Please wear your accreditation card around your neck at all times at your venue.
- 🚫 If your accreditation pass is lost or stolen, report it to the Venue Accreditation Centre immediately. Do not loan or give your pass to anyone else. If you use your accreditation privileges inappropriately, your access to the venues could be revoked.
- 🚫 Do not leave your accreditation pass lying around as this could be picked up by a passer-by and pose a security threat to the Tournament.
- 🚫 In order to receive your accreditation, you must bring to the accreditation centre the ID with which you made your volunteer application. Without this you may face a 2 hour wait.
- 🚫 You must complete the **UEFA General Safety & COVID-19 Procedures Briefing**. You will be emailed a link to the online e-learning module and must bring a printout or screen shot of your certificate to show that you have completed the module.
- 🚫 If you have not completed this module, you will not be able to collect your Accreditation.

Epidemiological Form

You must complete the online epidemiological form (EPA) every day. This is an essential requirement to being able to access all tournament sites.

<https://ticketing.hidglobal.com/healthform/?form-id=COVID-EURO2020>

COVID Protocol

Respect all COVID-19 mitigations measures whilst on venue and when you're not on venue as you would as normal. If in doubt, please ask.

Social Media

Football is a global passion and as European football's governing body; UEFA is constantly in the public eye. Representing UEFA is a privilege and something to be proud of, but we also need to remember that it comes with responsibilities.

As a volunteer we understand that you may be eager to use social media channels, including Facebook, Twitter, Instagram, Snapchat etc to share your experience of working on the tournament.

UEFA advises that you make sure you are aware of the following:

- 🌸 Make sure the information on social media platforms, is 100% accurate.
- 🌸 Be aware that you are a representative of UEFA.
- 🌸 Use common sense when posting content, including comments, likes, shares and retweets.
- 🌸 Think carefully before discussing your volunteering at UEFA or the organisation on social media.
- 🌸 Remember that whenever you are wearing your Tournament uniform you will be acting as an ambassador of the Tournament and so, please do not post any pictures of yourself in uniform which could be interpreted negatively.
- 🌸 Don't post-match footage of UEFA competition matches.
- 🌸 Do not talk to media or undertake any media interviews or appearances before speaking to your Volunteer Manager.

If you are approached to speak to the media, you must direct them to the Volunteer Manager who will then touch base with the UEFA Media and PR team.

Player and VIP approaches

Seeing world-class football players can be very exciting, but please keep in mind that players are here to compete. Photographing players or VIPs or asking them for autographs as a volunteer is not appropriate.

Brand protection

UEFA EURO 2020 will attract a large audience and as such sponsors, broadcasters and other commercial partners have bought the exclusive rights to promote and/or commercialise their goods or services in association with UEFA EURO 2020 and the brand is of great value to the tournament.

UEFA must protect the rights and exclusivity granted to the Commercial Partners and prevent people using the brand without our authorisation. It is the duty of all members of the LOS workforce to protect and support the use of the brand and to ensure that they operate within the guidelines set by UEFA.

You must not therefore, knowingly participate in, facilitate or encourage any unofficial association with the tournament (ambush marketing), or undertake any form of unauthorised commercial activity, including advertising and/or selling goods and services when you are carrying out your duties.

Confidentiality and protecting the brand are so important that any breach of these requirements during your time as an employee working on UEFA EURO 2020 may result in disciplinary action (in respect of employees) or removal from your role at the tournament.

Sustainability

Managing the carbon footprint. Recycle, Recover, Re-use and reduce. UEFA aims to apply principles of sustainable event management in order to contribute to the climate action initiative and protect the environment

Filming and Rights

Whilst undertaking your role at UEFA EURO 2020™, you may be photographed, filmed and/or recorded in the context of media coverage and behind-the-scenes footage of UEFA EURO 2020™ by any available method for recording images and sound and that the LOS and/or UEFA (and its licensees and/or assignees) have a legitimate interest to use and/or exploit such recordings and other reproductions in whole or in part by any and all means via any and all current and/or future media throughout the world in perpetuity and without restriction.

Issue Resolution

From time to time, as in any role in your working career or in life, issues may arise. You may have ideas for the better performance of your volunteering role. Please discuss this with your domain Manager or the volunteer management team. If you run into problems whilst performing your volunteering role, you should discuss any complaint or problems with them. They will discuss with you any issues that they may have with your volunteering.

Gifts and Gratuities

The Scottish FA and UEFA expects all volunteers to conduct themselves with integrity, impartiality and honesty at all times and to maintain high standards of propriety and professionalism. This includes avoiding laying themselves open to suspicion of dishonesty or putting themselves in a position of conflict between their official role and private interest. Associated Persons should be aware that gifts and hospitality, offered by contractors, suppliers, service providers and others, might place an Associated Person in a vulnerable position. Even when offered, and accepted, in innocence, others may misconstrue the intention behind such gifts. Should you be unsure then please ask a member of the volunteer management team.

No smoking or vaping

Smoking including all pipes and e-cigarettes is strictly forbidden inside the outer security perimeter and within the stadium. Any volunteer wishing to smoke will have to go off site to do so.

Gambling

Volunteers are not permitted to place or facilitate any bets related to the tournament.

Criminal or illegal activity

Any volunteer found to be engaging in criminal or illegal activity will be reported to the police.



Drugs and alcohol

All members of UEFA EURO 2020 LOS workforce which includes volunteers are prohibited from using, possessing, being under the influence of, or otherwise being involved with illegal drugs or the abusive use of chemicals or controlled substance or any other substance which may affect performance or behaviour while on duty, or in uniform, or at a tournament venue or other UEFA EURO 2020 premises. The possession, sale, distribution or use of illegal drugs is a criminal offence, and any such activities will also be reported to the relevant authorities.

You must not consume alcohol whilst on duty and are prohibited from being under the influence of alcohol whilst undertaking any activities on shift. If you are taking any medically prescribed drugs that may impact your ability to perform a task, please inform your line manager before your shift.

If UEFA or the Scottish FA believes that an individual is under the influence of drugs or alcohol in contravention of this Code of Conduct, he/she will have his/her accreditation withdrawn, will be removed from the UEFA venues and suspended pending investigation into the matter. Failure to comply with the prohibition on the use of drugs and alcohol set out in this Code of Conduct may result in disciplinary action (in respect of employees) and you may be removed from your role at the Tournament.

Euro bistro

Volunteers will be entitled to access the staff bistro where meals and drinks will be available free of charge whilst on mission. Access to the staff bistro is via accreditation passes and the staff bistro is based in Hampden Park Stadium on level 5.

Tea, coffee and water will also be available in the staff bistro.

Food and drink for personal consumption can be brought into venue, however, please note there is not a facility to store, refrigerate or heat food in the area you are volunteering in, so please only bring items which you are able to carry with you.

Please can we ask that everyone should refrain from eating their meals in view of spectators whilst carrying out their role.

Rest periods and time off

We are committed to ensuring that all volunteers have adequate breaks and recovery time between missions.

It will be a very busy tournament however we must all take personal and collective responsibility for our welfare and take appropriate rest breaks.

During your mission you will be given a meal break and additional short rest breaks as required. Ensure that you know when your rest breaks will be and if you require extra breaks, please let your team leader know.

If any reasonable adjustments are needed to help you carry out your role, please let the Volunteer Management Team or your team leader know.

Safeguarding young people and vulnerable adults

The Scottish FA and UEFA are committed to safeguarding the welfare of children and vulnerable adults who come into contact with its workforce. All workforce members including volunteers must follow the safeguarding behavioural guidelines in place to protect children and vulnerable adults from harm or abuse and are responsible for the protection of young people and vulnerable adults, regardless of age, disability, gender, racial or ethnic origin, religious belief and sexual identity.

Any children or vulnerable adults with whom you come into contact throughout the course of your duties, must be treated with care, respect and dignity and you should recognise that you are likely to be perceived as trusted representatives of the Scottish FA and UEFA. You should always keep in mind how an action or activity might be perceived, as opposed to how it is intended.

Media requests

All requests from the media for comments or information should be directed to the Volunteer Management Team who will directly liaise with UEFA. This will ensure the accuracy of all outgoing information and help us to maintain good relationships with the media.

Please do not make any public statement, speak to the media, give any interviews, agree to speak at any events, appear in any promotions, advertisements or endorsements or give any assistance to the media (including via social media) relating to the Tournament without the prior consent of the Volunteer Management Team.

Health & Safety

The Scottish FA and UEFA are committed to achieving the highest levels of health and safety at work across all areas of the business. The Health and Safety policy provides the framework for the management of health and safety within the Scottish FA and confirms the commitment of the organisation as a whole to ensure there are effective arrangements in place.

Everyone has a responsibility for the health and safety of themselves and others and as such health and safety should be the first consideration in everything that we do.

The Scottish FA and UEFA will ensure that all workforce members receive the appropriate training, information and venue familiarisation to allow you to undertake your role safely and without risk to yourself or others. It is important that you only undertake tasks for which you have been trained, following any relevant instructions or procedures. If you are asked to undertake a task or see something which you believe is unsafe you should raise your concern with your line manager, who will work with you to ensure your work environment is safe.

If you have a health condition or disability which could affect your ability to undertake your activities, or which may be aggravated by the tasks you are being asked to undertake, please discuss this with your team leader/line manager or the Volunteer management team. This will enable any reasonable adjustments to be put in place.

Incident reporting

If you are involved in or witness any incident, which has the potential to, or has already resulted in, an injury to a person or damage to property (including any near misses and hazards), it must be reported to your domain manager.



All serious incidents involving the safety of people, property or the environment must be reported to your team leader/line manager immediately.

If you have any questions regarding the Volunteer Code of Conduct, please contact the Volunteer Management at Gla.Volunteer@euro2020.com



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WE CARE ABOUT FOOTBALL