



# UK Games Expo Volunteering Policy

## Introduction

The UK Games Expo (UKGE) is the UK's largest hobby game convention and is held annually at the Hilton Metropole Hotel (Birmingham) and Hall 1, Hall 3a and Tout Suite in the National Exhibition Centre (NEC). The show is made up of several distinct elements that allow the attendees to try, experience and purchase hobby games of all genres. The opportunity for people to participate is key to the ethos and understanding of the UKGE.

## Trade Hall

UKGE has a large trade hall hosted in Hall 1 of the NEC. This trade area has over 150 retailers, publishers, artists, designers and related gaming traders. The UKGE encourages traders to offer the opportunity to try games with no obligation to buy.

## Organised Play

UKGE hosts tournaments and organised gaming sessions spanning all genres of the hobby games market - Boardgames, Role Playing Games, Miniatures, Collectible Card Games, Live Action Role Playing and Costume Play. The organised play forms a vital part of UKGE and we offer hundreds of games and tournaments in which people can play.

## Open Play

While many people enjoy Organised Play, others like to either bring their own games or play games they have purchased at the show. We provide large Open Gaming areas to facilitate this and access to a Board Games Library from which attendees can borrow games.

## Seminars, Guests and Special Events

Each year we hold a range of seminars featuring celebrity guests and gaming luminaries. In addition, we also hold special events such as "The Dark Room" comedy show. These events are always gaming-related and offer a wider understanding and experience for our attendees.

## Why do we use volunteers?

The organisers of the UKGE have always felt that the show is something in which we all participate, rather than something that is simply consumed. It is a social, community event as well as a gaming event. We have found over the years that many people who come to the Expo want to contribute to this community and an event that they find enjoyable. Simply attending is not enough. Many of the activities we run are labour intensive and require a lot of people to run effectively. If we were to use paid staff for these roles the cost would make the show uneconomical to run.



The best solution to this is to use volunteers to fill most of the roles over the course of the show. There are only two paid members of staff who are the directors of the show and who own the UKGE. Several other major roles that require considerable pre-show work are contracted out for fixed fees. However, at the show itself almost everyone you see working for the Expo is a volunteer.

Without volunteers, the UKGE would not only be impossible, we feel it would be a much poorer event for it.

## Types of Voluntary Roles

**General Volunteers** - The individuals who help make the show run, carrying out a wide range of tasks, from stewarding, selling tickets and providing information and help to visitors, to helping with setup and clear-down.

**Senior Volunteers** - These include Volunteer Managers, Team Leaders, Organised Play Managers, Floor Managers. Senior Volunteer roles are by invitation only.

**GMs/Tournament Umpires** - Individuals running roleplaying and board/card/miniatures tournaments for visitors.

**Cosplay Volunteers** - Individuals who attend in costume at the invitation of UKGE. There may be some General Volunteering work involved in this and more details will be provided in the Cosplay section of the UKGE website.

## Expectations - General and Senior Volunteers

We, at UKGE, will do our best to:

- Ensure you are aware of the tasks that are required of you and who your Team Leaders are; where possible, this will be in advance of the start of your shift
- Meet our promises with regard to expenses and accommodation as per the sections below
- Provide you with a safe and respectful workplace
- Provide a clear hierarchy for the purposes of supervision and solving any problems that may arise

As volunteers, we will expect you to do your best to:

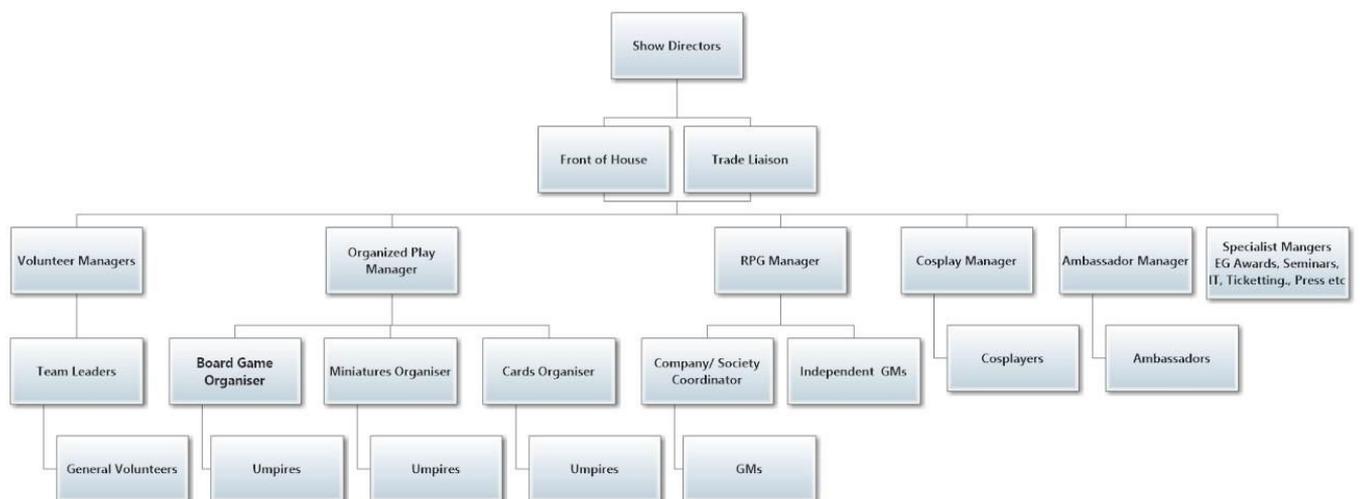
- Help UKGE provide an excellent experience for visitors, by being friendly, welcoming and helpful
- Work reliably and diligently
- Turn up for your shifts punctually and work the hours you have agreed, unless you are unable or you have been informed otherwise by your Team Leader or the Volunteer Managers
- Give as much warning as possible if you are unable to fulfil any role to which you have committed



- Be presentable, wear your UKGE shirt for all shifts, and wear sensible clothing and footwear, appropriate to the tasks you are performing
- Wear your Expo badge/lanyard at all times while you are on shift
- Act in the best interest of UKGE by respecting visitors, fellow volunteers and staff, as well as promoting a safe and healthy environment
- Report to your Team Leader any actions by anyone that you feel could be considered harassment, anti-social behaviour, or constitute a health and safety risk. This will be taken seriously by your Team Leader and all at UKGE

Neither of us intend any employment relationship to be created either now or at any time in the future.

## Organisation Chart





## Age Restriction

All volunteers must be aged 16 or over by the time they start their first volunteer shift at the Expo.

## Recruitment

### General Volunteers

General Volunteers will be recruited via an online application process, which will provide UKGE with all the necessary information to process your application. Please complete this as fully and as honestly as possible. We are keen to build a volunteer team comprising committed, hard-working and dedicated people who will help us to make UKGE an excellent experience for visitors.

We want to create a community within the volunteers, and enhance the existing community, and our expectation is that volunteers will work for at least 18 hours, over the Thursday to Sunday of Expo week. Please note that there are only a limited number of shifts available on Thursday; the majority of volunteers are needed during the show opening days. We will provide details of the various volunteer schedule types with your application.

We will be assessing applications on an individual basis and it may not be possible to assign all applicants to volunteer slots. We understand that it may be disappointing if your application is not successful and we will inform you in a timely manner.

Any information provided during this application process will be kept confidential and we will keep the personal information we request to a minimum.

Please do not book in to tournaments or events until you have received your shift allocations. If there is a specific event you wish to attend, please let the Volunteer Managers know, and they will endeavour to work round this, however no guarantee can be made to meet these requests. Due to the length of most tournaments, it is not usually possible to both volunteer and take part in tournaments.

### GMs/Umpires

These are recruited via the event submissions process as detailed on the website but are still volunteers for all other purposes.



## Cosplay

These are recruited via invitation; if you wish to be a cosplay volunteer then please contact Vijay Johnson at [cosplay@ukgamesexpo.co.uk](mailto:cosplay@ukgamesexpo.co.uk)

## Senior Volunteers

Senior Volunteers are recruited by invitation only, and are experienced Expo volunteers; if you are a senior volunteer, you will be notified.



## Dress Code - General and Senior Volunteers

You will be given a number of UKGE t-shirts corresponding to your allocated shifts, in the size specified by you on your application. You must wear these for all shifts worked, along with appropriate clothing, which is not torn, ripped or dirty, and suitable closed-toed footwear. It is likely that the tasks to which you are assigned will involve a reasonable amount of standing, walking, lifting and carrying and it is expected that you will ensure you have clothing that keeps you comfortable, presentable and safe for these tasks.

At the end of the event, all UKGE t-shirts must be handed back in to the volunteer office. If you do not return your t-shirts, you will be expected to launder them and post them back, at your own cost.

Please note, if you are working the clear down shift, you will need to provide your own t-shirt for this shift, as you will need to hand your UKGE t-shirts in prior to the start of the clear down.

## Dress Code - GMs and Umpires

GMs are not required to wear any special uniform. However, Umpires may be required to wear some form of branded clothing depending on the tournament being run and any possible sponsor requirements. You will be notified of this in good time prior to the Expo weekend.

## Expenses

The aim of the UKGE in providing expenses is to try to ensure that those who volunteer at the UKGE do not incur costs for doing so while at the show. Our reimbursement policy reflects that volunteers will commit different amounts of time to the UKGE and so will incur different amounts of expenses.

There are two basic levels of reimbursement for volunteers; Senior Volunteers and General Volunteers.

General Volunteers (Including GMs/Umpires/Cosplay)

*Please note, all volunteers are treated as General Volunteers unless informed otherwise by the UKGE Volunteer Managers.*

Travel

UKGE will not reimburse travel expenses for General Volunteers, except where stated as part of your volunteering schedule type.



## Accommodation

UKGE will provide accommodation, including breakfast, at the Hilton Metropole Hotel (or nearest equivalent hotel) for the duration of the volunteer's work at the UKGE.

This accommodation will typically be a twin room, at the discretion of UKGE, and is typically to be shared with another volunteer. UKGE will attempt to meet any sharing preferences expressed by the volunteer upon signup; however, this cannot be guaranteed.

Payment for any hotel expenses incurred (e.g. Phone calls, newspapers, room service charges) will be the sole responsibility of the volunteer incurring those charges. UKGE will not settle any extras for volunteers.

## Sharing Accommodation

If a General Volunteer wishes to share a room (double or twin) with someone who is not volunteering then the non-volunteer will be expected to meet the cost of their part of the room.

## Hotel Reimbursement (with prior approval only)

In certain cases, it may be beneficial to both volunteers and UKGE to allow some volunteers to organise their own hotel rooms and for UKGE to reimburse part or all of the cost of the room. This will be based on the following conditions:-

- Reimbursements for hotel rooms will be made via bank transfer up to two weeks after the show
- Reimbursement amounts are based on 2-person occupancy for the days worked only except Sunday, unless otherwise specified. (For example, if 2 people share a £70 per night room Thursday through Sunday but the volunteer only works Friday, Saturday and Sunday, UKGE would reimburse £35 per night for 2 of those nights.)
- Hotel room expenses will be reimbursed up to £51 per night inc VAT, no matter the actual cost of the hotel room. (For example, if 2 people share a £200 hotel room, UKGE would reimburse only £51 per night to each qualified volunteer.)
- UKGE will only reimburse 1/2 of the total cost of the room including VAT, up to the £51 maximum. Incidentals, including parking, phone calls, room service, etc., will be the responsibility of the Volunteer.
- In order to issue your hotel reimbursement, we require an original final bill from the hotel, listing the Volunteer's name as one of the occupants. Hand-written notes or cash register receipt tapes will not suffice
- When checking out, please request a second copy of the bill with your name on it and submit it to UKGE Booth Hall 1 before the close of the show, or mail it to UK Games Expo Ltd, Third Floor, Suite 12 Elgar House Green Street Business Centre, Green Street, Kidderminster DY10 1JL

An applicable night is defined as one that falls between two days on which you are scheduled to volunteer for UKGE. For example, if you are scheduled to volunteer on Friday and Saturday, we would reimburse the cost for one night as per the guidelines above.



### Meal Vouchers

- General volunteers will be provided with meal vouchers of £7 per day, these will be provided with the volunteer pack that all volunteers pick up when they report for their first shift.
- Please note that there are no replacement vouchers available on the day, it is the volunteer's responsibility to ensure that they keep track of all their paperwork.

### Show entry

All General volunteers providing 18 hours or more will be granted a Three Day Pass.

### Volunteer Crew Room

Volunteers will have access to a crew room area during the running of the show.

### GMs/Tournament Umpires

Expenses for GMs are based on the number of player hours that they provide for the games that they are running. A single player playing for a single hour will generate one hour's credit for that GM/Umpire. Our expectations are that if GMs provide 120 player hours, UKGE will provide the expense package for a general volunteer providing 18 hours of work.

If you are providing fewer than 120 player hours then expenses will be met at the following rate.

- Up to 24 player hours = One day entry to UKGE 2017
- 25- 48 player hours = One Two Day Pass to UKGE 2017
- 49 - 123 player hours = One Extended entry Pass

Ticket allocations for Umpires are handled on a case-by-case basis and you will be notified of your ticket allocation when your tournament is processed. Given the difference in hours that can be generated when running even a small tournament, umpires are not subject to the same player hour schedules as GMs.

### Senior Volunteers

#### **Travel**

UKGE will reimburse the full cost of travel to and from the Senior Volunteer's normal residence to the Hilton Metropole Hotel Birmingham. Travel can be by either rail, coach or private car.

#### *Private Car*

UKGE will pay 25p per mile for the round trip from home to the Hilton hotel. The mileage will be calculated using Google maps. It is the responsibility of the volunteer to provide a home post code so the administration team can calculate your mileage.



If a Senior Volunteer is bringing additional Senior Volunteers that qualify for mileage then UKGE will pay an additional 5p per mile for each eligible passenger.

#### *Coach*

UKGE will pay the standard coach fare (not first class) on production of a valid receipt. If an additional rail journey is required from central Birmingham to Birmingham International Train Station; this will also be reimbursed on production of a valid receipt. We will also pay standard mileage for travel to your nearest coach station; however, we will not pay for long term parking or taxi fares.

#### *Rail*

UKGE will reimburse the full cost of any standard class (not first class) return rail journey to Birmingham International Train Station, upon production of a valid receipt. We will also pay standard mileage for travel to your nearest train station; however, we will not pay for long term parking or taxi fares.

#### **Accommodation**

UKGE will provide accommodation, including breakfast, at the Hilton Metropole Hotel (or nearest equivalent hotel) for the duration of the Senior Volunteer's work at the UKGE.

This accommodation can be either single, double, or twin at the UKGE's discretion. It is the volunteer's responsibility to communicate their room preference as soon as possible to the administration team to avoid disappointment.

Payment for any hotel expenses incurred (e.g. Phone calls, newspapers, room service charges) will be the sole responsibility of the volunteer incurring those charges. UKGE will not settle any extras for volunteers.

#### Sharing Accommodation

If a Senior Volunteer wishes to share a room (double or twin) with someone who is not volunteering then the non-volunteer will be expected to meet the cost of their part of the room.



## Health and Safety

Volunteers are crucial to helping UKGE make the Expo a safe event for all participants. If you see any issues which you feel may lead to Health and Safety risks, please raise them with a Team Leader as soon as possible. If you are unable to find your team leader, please raise the issue with the area's Floor Manager - Jude Dodd for the Hilton, and John Dodd or Keith Thomasson for the NEC. Please do not ignore a potential issue; we would rather you raise a concern, than risk an incident.

Several tasks at the Expo may involve manual handling (lifting, moving or carrying objects), some of which will be heavy or bulky. We have provided space on the volunteer application form for volunteers to tell us what lifting you are comfortable doing; if the information you have provided changes before the event (e.g. due to injury) please let Heather and Simon know (via email to [volunteers@ukgamesexpo.co.uk](mailto:volunteers@ukgamesexpo.co.uk)) as far in advance of the event as possible, so that schedules can be updated accordingly. Please note this may mean a change to your shift or hourly allocations.

If a task you are undertaking involves lifting or carrying, please follow the below guidelines:

- Before lifting
  - Does the item really need to be moved? Don't move items for the sake of it.
  - Are you capable of lifting the load by yourself? If not, please ask for help from another volunteer, contact your team leader, or see if a trolley/sack truck is available.
  - Don't carry too many things at once, if the load can be split into smaller units.
  - Is the area where the item needs to be transported to clear? Ensure you have somewhere to put the item down at the other end.
  - If you need to move large or heavy items through public show areas while the Expo is open, be aware of members of the public who may not pay attention to what you are doing.
  - Think before lifting or handling: plan the lift, where are you going to hold the item?
- During the lift and handling
  - Adopt a stable position, maintaining balance throughout the lift
  - Get a good hold, hugging the load as close to your body as possible
  - Start in a good posture - a slight bending of your back, hips and knees is preferable to stooping or squatting
  - Do not flex your back any further while lifting
  - Keep the load close to your waist and the heaviest part of the load towards your body, where possible
  - Avoid twisting your back or leaning sideways



## Problem Solving Procedure

Whilst we hope that your Expo volunteering experience will be a positive one, we understand that issues may arise. Once raised, these will be addressed in a sensitive, serious and timely manner. The following information is provided so you are aware of our problem solving procedure when handling complaints.

### If you are a volunteer making a complaint

This part of the problem solving procedure gives you, the volunteer, the opportunity to complain if you feel you have been unfairly treated or if you have an issue or a cause for concern within the organisation.

#### **Stage 1 - Oral complaint**

##### Senior and General Volunteers

Should you experience any problems **during the show**, please raise them with your Team Leader. If the issue concerns your Team Leader, if you are unable to locate your Team Leader; or you are not sure whose team you are in, please get in touch with the Volunteer Manager.

**Before and after the show**, please raise any issues with Heather or Simon, preferably by email ([volunteers@ukgamesexpo.co.uk](mailto:volunteers@ukgamesexpo.co.uk)). If the issue concerns Heather or Simon, please raise it with the floor manager, John Dodd ([john@ukgamesexpo.co.uk](mailto:john@ukgamesexpo.co.uk)).

#### **Stage 2 - In Writing**

If you, the volunteer, are not satisfied with the outcome of the oral complaint, you should make a formal complaint in writing to the volunteer managers ([volunteers@ukgamesexpo.co.uk](mailto:volunteers@ukgamesexpo.co.uk))

If the complaint concerns the volunteer managers then please submit the complaint to the floor manager John Dodd ([john@ukgamesexpo.co.uk](mailto:john@ukgamesexpo.co.uk))

UKGE will respond to this complaint within 7 days.

#### **Stage 3 - Opportunity to appeal**

If you are not satisfied with the outcome, then you may make an appeal to our independent advisor as detailed in the organisational chart. This will then be resolved and the final resolution given to you when completed.

UKGE Ltd promises to abide by the independent advisor's findings.