



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 National Exhibition Centre (NEC) and in the Hilton Metropole Hotel (Birmingham). The show is made up of several distinct elements that allow the attendees to try, experience, and purchase hobby games of all genres. More information about the show can be found on the UKGE website. The opportunity for people to participate is key to the ethos and understanding of the UKGE.

Why do we use Volunteers?

The organisers of 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. Without the Volunteers, UKGE would be a much poorer event.

Types of Voluntary Roles

General Volunteers - The individuals who help make the show run. They carry out a wide range of tasks including stewarding, selling tickets, providing information/help to visitors, and helping with setup and cleardown.

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

Core Volunteer Staff - These include the Volunteer Managers, Floor Manager, and some other specialist roles. Core Volunteer Staff roles are by invitation only.

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

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.

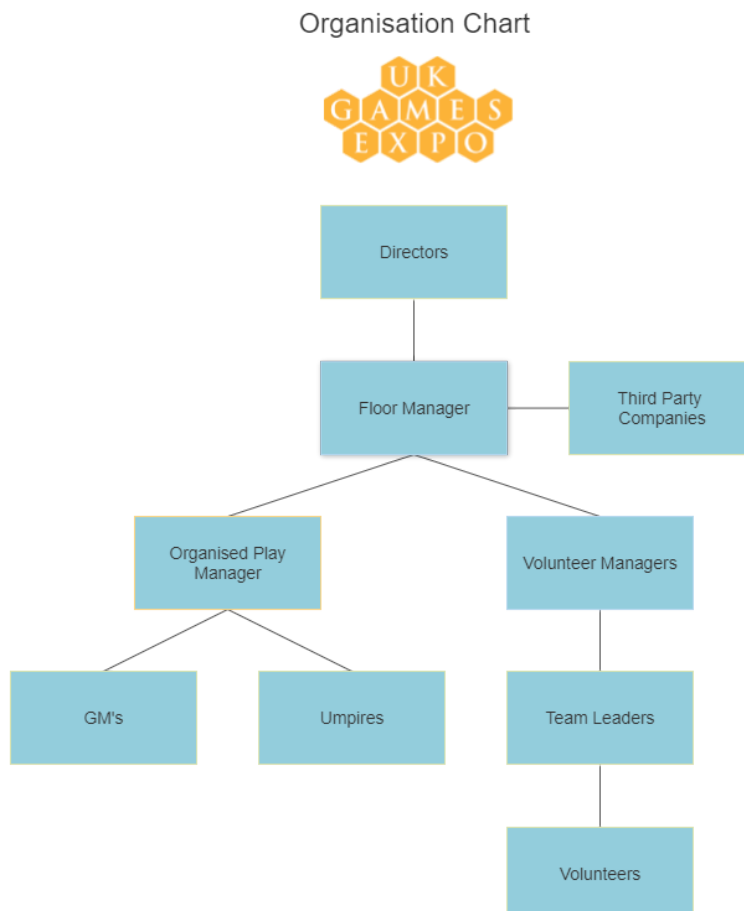
As Volunteers, we will expect you to do your best to:



- 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 been assigned, unless you have been informed otherwise by your Team Leader or the Volunteer Managers.
- Please inform your Team Leader or the Volunteer Managers as soon as possible, if you are unable to fulfil any role or shift 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 are now requiring all Volunteers to arrive on the Thursday: by 12pm for the Four Day option; or by 6pm for the Three Day option. If you are unable to arrive by these times, we may still be able to accept your application, but this will only be agreed for rare exceptions.

Four Days

Time commitment: 26+ hours between Thursday 12pm and Sunday 7pm, which may include evening shifts. Briefing and orientation will be held at an appropriate time on Thursday.

Three Days

Time commitment: 20+ hours with shifts from Friday 8am to Sunday 7pm, which may include evening shifts. Briefing and orientation will be held on Friday Morning.

We will be assessing applications on an individual basis and it may not be possible to assign all applicants to Volunteer slots. If you are unsuccessful, we will inform you in a timely manner, and put you on a reserve list. Please note, an unsuccessful application will not exclude you from applying in the future.

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

Please note: we ensure that all Volunteers have time to enjoy the show outside of their assigned shifts. However, shifts can clash with certain events you may wish to attend. Due to the number of Volunteers, it is not always possible to rearrange shifts to accommodate individual requests and our priority is to ensure the Expo has sufficient coverage across all roles.

Therefore, please do not book into tournaments or events until you have received your shift allocations. 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.

Senior Volunteers

Senior Volunteers are recruited by invitation only; if we would like you to be a Senior Volunteer, you will be notified.

Dress Code - General and Senior Volunteers

You will be given a number of UKGE t-shirts, in the size specified by you on your application, one for each day you work. You must wear these shirts for all shifts, along with appropriate clothing, which must not be torn, ripped, or dirty. You must also wear suitable close-toed footwear. It is likely that the tasks you are assigned will involve a reasonable amount of standing, walking, lifting, and carrying. Please ensure you are 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 fail to return your t-shirts, you may be charged for them.

Please note, if you are working the clear down shift, you will need to wear your own t-shirt, as you will need to hand in your UKGE t-shirts 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

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

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 a nearby hotel for the duration of the Volunteer's work at the UKGE.

This accommodation will typically be a twin room, and you will be expected to share with another Volunteer. UKGE will attempt to meet any sharing preferences expressed by the Volunteer on their application. 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. Volunteers have priority on UKGE rooms, so this option is subject to availability. If we are able to offer this to you, an invoice will be issued in advance of UKGE. Room share costs must be paid in full before arriving at the venue.

Meal Vouchers

- General Volunteers will be provided with meal vouchers that correspond to approximately one meal per day. These will be provided in 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 20 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 volunteering for 20 hours.

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

- Up to 24 player hours = a One Day Pass to UKGE
- 25- 48 player hours = a Two Day Pass to UKGE
- 49 - 119 player hours = a Three Day Pass to UKGE



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.

GMs will be issued Meal Vouchers at an appropriate level to the hours volunteered.

Senior Volunteers and Core Volunteer Staff

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 Senior Volunteer to provide a home postcode, so the administration team can calculate your mileage.

If a Senior Volunteer is bringing additional Senior Volunteers who 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 a nearby 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 Senior 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 Senior Volunteer incurring those charges. UKGE will not settle any extras for Senior 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 present a Health and Safety risk, 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. Please do not ignore a potential issue, we would rather you raise a concern than risk an incident.

While we have reduced much of the manual handling carried out by General Volunteers, several tasks at the Expo may involve lifting, moving, or carrying objects. Some of these will be heavy or bulky. We have provided space on the Volunteer Application Form for Volunteers to tell us what lifting they are comfortable doing. If the information you have provided changes before the event (e.g. due to injury) please let the Volunteer Managers know (via email to 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 that you are aware of our problem solving procedure when handling complaints.

Please note that this procedure is designed to resolve problems **during the course of your volunteering** and not outside of the show weekend. If you have any complaints you wish to **make after or before the show** then these should be directed to the show director in charge of policy : tony@ukgamesexpo.co.uk

If you are a Volunteer making a complaint

This 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.

During the show

Stage 1

Please raise any issues verbally with your Team Leader. If you are unable to locate your Team Leader, or you are not sure whose team you are in, please speak to the Floor Manager or the Volunteer Managers. (If your complaint concerns your Team Leader see Stage 2)

Stage 2

If the issue concerns your Team Leader or you are unhappy with the resolution provided by your Team Leader please speak to the Floor Manager or the Volunteer Managers.

Stage 3

If you are not satisfied with the proposed resolution then ask for the complaint to be escalated to the directors. The directors will hear the complaint and attempt to resolve the issue. If you do still not accept the resolution then you can ask for your complaint to be heard by the UKGE's Trusted Advisor.

Stage 4 - Trusted Advisor

The UKGE has appointed a Trusted Advisor whose appointment is agreed to by the UKGE directors and Core Volunteer Staff. The Trusted Advisor has relevant experience in conflict resolution.

The UKGE Directors and Core Volunteer Staff promise to abide by the Trusted Advisor's recommendations.

NOTE: At all times the aim of the complaints procedure is to resolve any conflicts that can occur in a pressurised environment. It is not a disciplinary procedure but aims to resolve problems to everyone's satisfaction.



Appendix

Further information about the show

Trade Hall

UKGE has several large trade halls hosted in the NEC. This trade area has over 300 retailers, publishers, artists, designers, and related gaming traders. 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 - Board Games, Role Playing Games, Miniatures, Collectible Card Games, LARP, and Cosplay. 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.