

## Chapter 4

# Organization and Administration of Olympic Volunteering





## Section I Recruitment of Olympic Volunteers

The goal of recruiting volunteers for the Beijing Olympic Games is: Recruit and select numerous outstanding volunteers for Beijing Olympic and Paralympic Games, so as to provide abundant human resources for realization of “High Quality & Distinction”; establish a volunteer human resource database and volunteer administration system, so as to lay a solid foundation for establishing a large professional and international volunteer team.

### I. Recruiting Principles

#### 1. Focus on Development of Volunteering

- Set up requirements based upon actual needs, trying to attract people as much as possible to participate;
- Set up selection and enrollment standards, encouraging applicants to actively participate in various kinds of voluntary services;
- During the whole process of recruitment, be sure to keep up active morale and guide the applicants to dedicate themselves to the development of volunteering.

#### 2. Wide-scope, Representative and Professional

- Volunteers for the Olympic and Paralympic Games will be mainly recruited in the Beijing area with college students as the main resource;
- Beijing citizens, Chinese citizens of various provinces, municipalities and autonomous regions, compatriots of Hong Kong, Macao and Taiwan, overseas Chinese and foreigners are also welcome to apply;
- Preferred volunteers are those who are well-educated, of high spirit and with excellent professional skills;

- The recruitment of volunteers in co-host cities outside Beijing shall be done by organizing committees in these cities under the guidance of BOCOG.

### 3. Open, Competitive and Superior

- Publicize recruitment methods, standards, selecting procedures of the public;
- Application will follow the same standards and procedures, applying fair competition and selecting those most qualified.



Numerous Applicants · Active Involvement

### 4. People-oriented

- Advocate voluntary application from the public;
- Respect the choice of the applicant regarding areas and places.

### 5. Ensure Security

- Verify identity information of recruited volunteers for security purposes;
- Take safeguarding measures on volunteer recruitment technology systems;
- Verify and examine essential information provided by applicants.

## II. Guidelines of Recruitment of Olympic Volunteers

### 1. Recruit with Focus and Priority

- Identify key target groups, sections, geographic areas and positions according to actual needs for volunteers during the Games;
- Take effective measures to guarantee recruitment of sufficient qualified volunteers in key sections and particular positions.

### 2. Fast, Effective and Comprehensive

- Apply public recruitment with well-organized system;
- Apply application through website and through forms;

- Establish a fast and effective recruitment and administration system;

### 3. Select According to Actual Needs; Consider Comprehensively

- Respect the choice of applicants and encourage the use of their specialties;
- According to actual needs, set up scientific selection standards;
- Consider the comprehensive ability and skill of applicant; track and record information related to applicant's involvement in operation of public-interest driven activities and training activities, which will be important basis for selection;
  - Based on composition of volunteers in respective areas and sections, give an overall consideration to applicants' identity (such as nationality, geographic area and ethnic group).

## III. Recruitment Policy

### 1. Basic Requirements

- 1) Voluntary basis for serving at the Beijing Olympic and Paralympic games;
- 2) Born prior to (but including) June 30, 1990, and in good health;
- 3) Willing to abide by China's laws and regulations;
- 4) Able and willing to participate in the pre-Games trainings and related activities;
- 5) Able to serve for more than seven days running during the Olympic and Paralympic Games;
- 6) Native Chinese speakers should be able to communicate in foreign language(s), and applicants whose first language is not Chinese should be able to engage in conversation in Chinese;



Professional Volunteers

- 7) Possessing professional knowledge and skills necessary for positions

## 2. Rights and Obligations

### A. Rights

- 1) To be aware of the Games-time volunteer policies;
- 2) To express position preference before they are assigned to a job;
- 3) To necessary working conditions;
- 4) To safeguard lawful rights;
- 5) To participate in evaluation and honoring of the Games-time volunteers;
- 6) To put forward suggestions and advice for the volunteers work;
- 7) To apply to withdraw from volunteers' services.

### B. Obligations

- 1) Abide by the Olympic Charter, Paralympic Charter, and promote Olympic spirit;
- 2) Comply with BOCOG's policies and regulations;
- 3) Observe volunteers' commitment;
- 4) Complete related trainings;
- 5) Work at the time and places designated by BOCOG;
- 6) Accept BOCOG's management and sincerely perform the tasks;
- 7) Comply with the directions of the volunteers' team during the service.

## 3. Application Period

The applicants for Games-time volunteer positions can submit their application from August 2006 to March 2008.

## 4. How to Apply

(1) Applicants within Beijing area can apply from August 28, 2006. Details see below:

Teachers and students in regular universities in Beijing (including students from Hong Kong, Macao, Taiwan and overseas Chinese or foreign countries studying in these colleges) shall apply to the recruitment offices in their schools. Other applicants in Beijing may apply through the online registration system appointed by the local Youth League according to the resident address of the applicants. They can also mail a hard-

copy application form obtained from the local Youth League in the applicant's sub-district office.

(2) Applicants from other provinces, autonomous regions or municipalities can apply for Beijing Games-time volunteers through [www.zgzyz.org.cn](http://www.zgzyz.org.cn) or the application channels appointed by the local Youth Leagues from January 19, 2007. All applications should be submitted before the end of March, 2008.

(3) Compatriots from Hong Kong, Macao and Taiwan, overseas Chinese, students studying abroad and foreigners can apply beginning in March, 2007.

(4) The volunteers for the Olympic and Paralympic Games in the co-host cities, Qingdao, Tianjin, Shanghai, Shenyang, Qinhuangdao and Hong Kong, shall be recruited by the organizing committees in these cities under the guidance of BOCOG.

### 5. Recruitment Procedure

(1) The procedure includes: applying, the review of application materials, interview, position assignment, background check and the sending offer.

(2) BOCOG shall decide upon the recruited volunteers in groups according to this procedure. In August 2007, the notices for the first batch shall be sent. The recruitment shall be completed by May 2008.



### 6. Service Area and Work Schedule

#### A. Service area

- Games-time volunteers mainly provide their voluntary services at venues (including competition venues, training venues and non-competition venues). According to the specific needs of Olympics and Paralympic Olympics operations, part of the Games-time volunteers will not serve at a fixed venue as their positions are mobile.

- The major service areas of Games-time volunteers services include guest reception, language translation, transportation, security, medical service, spectator

guiding, communication organization support, venue operation support, media operation support, cultural activity support and other areas designated by BOCOG.

#### B. Work schedule

In principle, volunteers should work one shift (no more than 8 hours) each day. Reasonable work times and shifts for special posts will be set according to specific situations.

## Section II Training

A quality team of volunteers is one of the essential factors to guarantee the smooth opening of the 2008 Beijing Olympic Games. To ensure a successful adaptation of volunteers in their work and environment as well as flexible solutions to all kinds of problems occurring during their services, volunteers need to receive comprehensive and systematic training.

### I. Meaning of Training

#### 1. To Be Familiar with Work Environment

Before officially starting their services, Olympic volunteers have to become



familiar with their work environment and position requirements. Thus, training has to be conducted to guarantee the smooth operation of the Olympic Games. Training should start from basic knowledge, concentrating on different positions. Each position has different requirements and conditions. Training will focus on the characteristics of respective positions

so as to equip each volunteer to be qualified for his/her position to serve during the Olympic Games.

## 2. To Improve Abilities

The Olympic Games is a large-scale sporting event with many competitions and numerous positions. It sets up strict requirements for volunteers. Olympic volunteers not only need to possess high moral standards, but also have solid knowledge and flexible troubleshooting skills. Training will provide basic Olympic information to volunteers, as well as consolidate professional skills and improve performance. Effective training will greatly improve volunteer skills.



Volunteers Receiving Protocol Training

## 3. To Guarantee Efficiency in the Games

Volunteers are an important part of the Olympic Games. After receiving training, volunteers will be assigned to different sections to provide services with their professional skills in order to improve the efficiency of the Games. Olympic volunteers' goal is to provide quality services. Training will provide needed services and establish an excellent volunteer team, both of which are prerequisite to organizing an outstanding Olympic Games of "High Quality & Distinction".

## II. Training Content

Olympic Volunteer training includes 4 parts: General training, professional training, venue training and job training.

1. General training: basic Olympic knowledge, brief introduction to the Beijing Olympic and Paralympic Games, Chinese history and traditional culture, history and



Urgent Aids Training

cultural life in Beijing, knowledge and skills necessary to serve the disabled, etiquette norm, medical knowledge and first-aid skills.

2. Professional training: professional knowledge and skills required in voluntary services.

3. Venue training: venue functions, knowledge concerning the sports held in the venue, internal facilities, organizational structure, rules and regulations.

4. Job training: job responsibilities, specific work, business procedures, and operating norms.



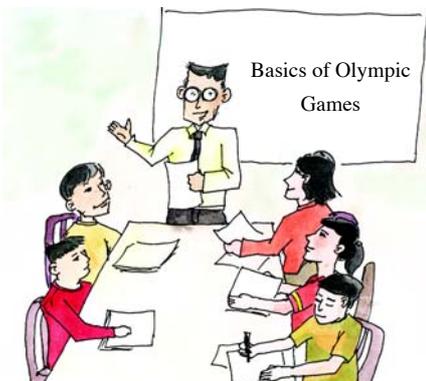
### III. The Method of Training

Training of Beijing Olympic volunteers is a comprehensive and systematic project, thus multiple ways of training should be applied.

1. Long-distance training: online training, media (including TV, broadcasting) training and correspondence training.

2. Face-to-face training: To satisfy the goal of training and start from the actual situation, all the training contents will be divided into several key courses. Top experienced teaching resources will be gathered to conduct oriented training, based on colleges and professional training institutions.

3. Practical training: participating in charitable activities, special events and test matches.



## Section III Incentives and Solicitude

Beijing Olympic volunteers will be “people-oriented” and highly trained in the process of quality and skills improvement, a process of development of human resources. Volunteer resources should be treasured and protected; volunteers’ labor should be respected; their spirits, creativity and initiatives should be encouraged; their sense of honor and achievement should be activated by commendations and incentive in many ways; their legitimate rights and interests should be protected; their rights and wishes should be respected.

### I. Incentives to Olympic Volunteers

According to traditions of past Olympic Games, incentives to volunteers are mainly verbal encouragement, with appropriate material security and reward as a supplement. In this way volunteers will keep a high spirit during their work and obtain valuable and pleasant work experience.

#### 1. Work Security

- (1) Accreditation card;
- (2) Uniform and necessary equipment;
- (3) Meals during service hours;
- (4) Free public transport services in designated areas within the city;
- (5) Personal accident insurance during their period of work.



Spiritual Incentive Goes beyond Everything

## 2. Awards and Incentives

- (1) Volunteer service certificates and badges will be provided to the Beijing Olympic and Paralympic Games-time volunteers;
- (2) Excellent volunteers, teams and organizations will be granted honorary titles;
- (3) Games-time volunteers will obtain Olympic and Paralympic souvenirs based on their service hours and service effect;
- (4) Commemorative facilities will be set up for volunteers after Olympic and Paralympic Games.

## II. Solicitude and Protection of Olympic Volunteers

### 1. Reasonably Set Up Positions

The Beijing Olympic Organizing Committee will follow the traditions and standards of previous Olympic Games, based on the actual situation in Beijing, set up volunteer positions and provide valuable work experiences for volunteers, so their missions and duties will conform to their identities and backgrounds.

### 2. Strengthen Training and Supervision on Management

Beijing Olympic Organizing Committee will strengthen training and supervision of managers and supervisors so the latter will fully respect and encourage volunteers.

## A Volunteer's Story

### The “Top Guide in Beijing” —XIE Liang

XIE Liang is a veteran and retired official from the Beijing Dongcheng District Industrial and Commercial Administration. He was awarded one of the 2005 Top Ten Volunteer in Beijing and people affectionately call him the “Top Guide in Beijing.”

In September of 2001, Mr. XIE started his voluntary service as a city guide at Dongzhimenwai. Under the burning sun in summer and on cold ice in winter, he is very dedicated to his position, going out of his way to assist people who need directions.

Talking about the reason why he decided to be a guide, he gave us a story. Once

in 2001, retired but still energetic, XIE went to visit a friend in Xizhimen. When he returned, he could not locate the bus station of line 44. There was a small grocery store near the subway station, so XIE went up to ask for directions. He asked 3 times but the owner of the shop did not respond. XIE was hurt and he thought to himself, “If somebody asked me for directions, I would never act like that.” After several months, he put up a notice reading “Voluntary Guide” at the north-west corner of the first cross on the west side of Dongzhimenwai Avenue and started to give directions to people who needed assistance.

To accurately calculate distances between his small guide station and different bus stations, he walked to measure each one, recording more than 500 stations of 30 more bus lines nearby Dongzhimen. And sometimes it’s under a dim street lights that XIE squeezes in time to memorize them. In the day he guides people; at night he spends time editing the guide manual. He spent more than 2 years on 3 thick guidance manuals, which include more than 5,000 stations categorized into 3 sections (agencies of Communist Party, government and army; medical facilities and schools; foreign embassies) and 72 branch sections. Sometimes, if he meets someone who is visiting Beijing for the first time and going to a far place, he writes down the directions in detail to help the travelers successfully arrive at their destination.

Often foreigners come to Mr. XIE with destinations of the Great Wall, Ming Tombs, or other scenic spots. It is tough to use even simple English words to give directions to them, and Mr. XIE is not satisfied with his English skills. He said that if he could enroll as an Olympic volunteer, learning English would be a priority. He truly wishes that he could freely communicate with foreigners.

Mr. XIE’s voluntary services helped many people and touched many people. Currently, more than 10 elder citizens have joined his team and will continue to help every busy person to rapidly arrive at his destination.

Information resource: *The Top Guide in Beijing—XIE Liang*, by GAO Ge, published by the First News Press, 2006-04-16.



**Questions:**



1. What rights and obligations do the Olympic volunteers have?
2. What is the Application Procedure for Olympic volunteers?
3. What is the meaning of Olympic volunteer training?
4. What are the ways of training?
5. During their services, what basic work security will Olympic volunteers have?