



UK
GAMES
EXPO

Volunteer 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.

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 to an event that they find enjoyable.

Simply attending is not enough.



Without the volunteers, UKGE would be a much poorer event.

Types of Roles



General Volunteers

Individuals who help make the show run.

They carry out a wide range of tasks including stewarding, selling tickets, checking tickets, keeping the the bring and buy running, providing information to help visitors, and helping with setup and cleardown.

There are a variety of essential roles for Volunteers with experience in more specialist areas, such as AV, Admin, IT etc.

When applying, if you have any potentially useful experience, please shout about it.



Team Leaders

Team Leaders keeping the individuals on track

Team leaders are recruited by invitation only; if we would like you to be a Team Leader, we will get in contact. If you think you have what it takes you can tell us.

This role includes Hall Team Leaders, RPG Managers, Hilton Team Leaders, Ticketing Team Leaders, Bring & Buy Managers and Volunteer Managers.

An deeper understanding of the show and ability to manage people is essential



Umpire and GMs

World builders and rules gurus

Volunteer Umpires and GM's run the vast organised play schedule that visitors to the show love. It includes card games, miniatures, board games and Role Playing Games that take place throughout the three days of the show

While they are running and playing games they are still volunteers for UKGE and part of the team that makes the show special

Expectations for General Volunteers and Team Leaders

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.

Recruitment

All Volunteers must be aged 16 or over by the time they start their first Volunteer shift at the UK Games Expo.

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.

In line with this ethos and to give you and the UKGE team enough time to be briefed, trained and get to know your team **we are preferring applications that can commit to Four Days**. We know this is an extra time commitment but as the show has grown, having sufficient time to train everyone has become vital.

Four Days **Arrival: 12:00 Thursday**

Time commitment: 26+ hours between Thursday 12:00 and Sunday 19:00, which may include evening shifts. Briefing and orientation will be held at 13:00 on Thursday.

Three Days **Arrival: 08:00 Friday**

Time commitment: 20+ hours with shifts from Friday 08:00 to Sunday 19:00, 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.

Umpires & GMs

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

Team Leaders

Team Leaders are recruited by invitation only; if we would like you to be a Team Leader, you will be notified

Dress Code

General Volunteers and Team Leaders

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.



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 - General Volunteers and Team Leader.

General Volunteers (Including GMs/Umpires)

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.

Team Leader Expenses

Travel

UKGE will reimburse the full cost of travel to and from the Team Leader'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 Team Leader to provide a home postcode, so the administration team can calculate your mileage.

If a Team Leader is bringing additional Team Leaders 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 Team Leader's work at the UKGE.

This accommodation can be either single, double, or twin at the UKGE's discretion. It is the Team Leaders'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 Team Leader incurring those charges. UKGE will not settle any extras for Team Leaders.

Sharing Accommodation

If a Team Leader 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 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.

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 trusted advisor is an individual who has knowledge of the show and experience in conflict resolution and the directors of the show have agreed to abide by their 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.