



## General Information For Volunteers 2022

**WELCOME BACK BLAIR VOLUNTEERS! Thank you for being here & we can't wait to see you!**

### **NEW EventingVolunteers (VIP) Website & Volunteer Management System**

We're excited to be using the <https://gb.eventingvolunteers.com/> website for volunteer scheduling & communications this year. It was built on the templates of other large-scale volunteer management platforms (think the London Marathon, the Olympics) and designed specifically for Horse Trials and eventing in advance of the 2018 WEG at Tryon.

Like anything it has grown and evolved since then, and we will be the first event in the UK to be using it. It will be the point of communication between us all, it will be where you find your roles/shifts (might as well bookmark/put in favourites your Volunteer Dashboard now!) and most importantly it will be how we send your tickets/passes and all confirmations of assignments. Thank you to everyone who has helped with the testing & configuration and thank you for your patience as we all work our way through it the first year. I'm told we are the largest event doing the most "things" with the most volunteers short of the 4\*/5\* at Kentucky!

Just as you would fill out a web form on our website, you'll now be creating your basic volunteer profile in "the system" (so when other events start using it, you will be able to sign up into their events too without having to create a new profile) and then sign up for shifts/roles by each individual day. When you sign up for your first shift you will be prompted to fill in a questionnaire – this is where you will let us know specifically what experience you have (if you've been on a XC crossing point for the last 3 years and want to do that again – let us know!) if you need camping, what size t-shirt you take etc.

In case you need it here is a quick tutorial on how to create your account for the first time and sign up for shifts:

[https://files.eventingvolunteers.com/EV\\_Getting\\_Started\\_for\\_Volunteers\\_GB\\_Edition.pdf](https://files.eventingvolunteers.com/EV_Getting_Started_for_Volunteers_GB_Edition.pdf)

### **Volunteer Tent**

The Volunteer Tent is the place for volunteers to collect their wristband on their first day, collect packed lunches & water, as well as any other information (maps, directions, high vis/whistles in some cases) in advance of your shifts. Once we have the confirmed location on the site plan for 2022 we will post it as a document on the volunteer system.

It is vital that **ALL volunteers check in through your volunteer dashboard on the volunteer website/system on arrival** on site/prior to your shift each day (the system will send you an email prompting you to do so) so that we know that all the needed positions for the day have been properly filled.

If you need directions or details on where you are working that you can't find on your volunteer dashboard, come to the volunteer tent before the start of your shift. Otherwise, if you know where you are going based on your volunteer dashboard, and you have already collected your wristband and signed in well in advance of starting for the day, you do not need to check in at the volunteer tent in person.

### **Volunteer Coordinators**

Lyndsay Grant will be your main point of contact both through the VIP system and at the Volunteer Tent. Lyndsay and our volunteer coordinator Michelle Dunn will be available every day in case you will need help, answers to your questions or discuss any issue. If you have any interest in taking a more consistent and active role with our volunteers over the long term, please reach out to discuss.

### **Schedules and Timetable**

The event schedule is largely determined after entries have closed for all the competitions, which is typically two weeks prior to the start of the event. At this time, a more precise schedule is developed, and the volunteer schedule is subsequently created. Please check your emails and Volunteer Dashboard through the VIP system (GB.EventingVolunteers.com) to find your most up to date with all the information regarding your shifts & assignments. You can find the full timetable on our website – please be sure to check for updates as it changes frequently in the lead-up to the event. Since the specific locations of things like XC crossing points don't get assigned until the course is finalised and roped (as late as the week of the event) expect there to be adjustments and tweaks right up to the last minute.

### **Dress Code**

As the weather in Scotland is unpredictable, please come prepared for any and all weather conditions. Bring your wellies and a waterproof jacket, but also a hat and sunscreen! Feel free to bring a folding/camping chair, a cooler with water & snacks and anything else that might help get you through the day. As we know things can happen to make the days (especially cross-country) run late and while we always hope for the best, we need to plan for the possibility of extended hours. Please also remember you are representing the event!

### **Confidentiality**

You may hear something while volunteering. Please maintain confidentiality. Do not relay the personal information of any other volunteer, spectator or athlete. Blogging, Facebook and Tweeting are acceptable forms of personal expression provided it is in good taste and confined to your personal experiences. Please do not relay any confidential information or attempt to speak on behalf of the organizations involved with the event. Remember that you may have access to areas of the event where regular spectators are prohibited. You should not be posting on social media from these areas.

### **Environment**

Please maintain a volunteer environment free of harassment and discrimination. Everyone wants to be treated fairly. Respect and good communication skills are key.

### **Feedback**

We value your feedback, both compliments and opportunities for improvement. There are two ways to provide feedback. First, when at the event, bring any items of concern to your Chief/Chair immediately. After the event you will receive a survey where feedback can be given. We can only improve with your help!

### **Site Hours**

The site opens at 8:30am daily and 7:30am on Saturday. There is no specific time that the site closes, it depends when all the different competitions finish, but these begin to wrap up from 5pm. The shopping village exhibitors and food vendors will stay open as long as shoppers are around! However, gate 4 will shut at 7pm.

## **Accidents / Incidents and Emergency numbers**

If you need to report an accident or incident, get in touch with the Event Organisers:

**Telephone: 01796 481 543**

**Or find the nearest official with a radio.** You will find these in Commentary Boxes, Convenor Tents, Volunteer Tent and all with all members of the security staff.

## What to if you think a child is missing

### **Immediately call across the radio network to the Event Office.**

Information to supply to the Event Office:

- Where you are on the site
- Who it is that is reporting the child missing and what their relationship is
- A detailed description of the child, including age, gender, hair colour, a clothing description working down from head to toe
- The circumstances of them going missing, including anything that may have triggered the disappearance, how long have they been missing, where were they last seen

### **Stay with the person where they last saw the child.**

### **We will immediately close ALL site exits, including to the Castle.**

Once the site is secure, a PA announcement will be made across the whole site, announcing that a child is missing.

### **Immediately start a search**

All officials and volunteers will be deployed across the site, searching section by section. Conveners and managers will co-ordinate the search in their area. The radio network will be used to coordinate the search.

### **Regularly report back to the Event Office.**

The Event Office will document the search. If the child is not located immediately, the site staff will call the Police using 999.

### **Continue to search until the child is found (or until advised otherwise by the Event Office).**

Once the child is found a PA announcement will be made and an all-clear call made across the radio network.

### **Re-open the event exits.**

### **Child and family/guardian to be reunited at the Event Office.**

## What to if you Find a lost child

### **Immediately call across the radio network to the Event Office.**

Information to supply to the Event Office:

- **NOT** the name of the child
- Where you are on the site
- The name of family/guardian of the child as given to you by the child
- A brief description of the child, including age and gender

### **Immediately take the child to the Information Tent.**

Do NOT pick up the child, but if they are distressed hold their hand or shoulder.

Talk to them to keep them calm

### **A PA announcement will be made across the whole site, announcing for the next of kin to go to the Information Tent.**

The Site Manager will document the incident.

### **Look out for someone looking distressed and looking like they are searching**

If they are looking for the lost child, do not give them any information about the child, but take them straight to the Information Tent, who will assist checking their identity and reuniting them.

### **Once the child is reunited with next of kin, an all-clear call will be made across the radio network.**

If the next of kin is not located, the site manager will call the necessary authorities.

## Other Volunteering documents

Volunteer Role Descriptions (included in this document)

Volunteer Health & Safety Statement (see website)

Covid-19 Information for Volunteers (see website)

Volunteer photographer briefing notes (see Press Officer Hilary Manners in the press tent)

## Site Facilities

### **ATM**

There is no ATM (cash machine) on site, the nearest one is in Blair Atholl village at the Premier shop on Ford Road. Please bear in mind most stands will accept contactless card payment.

### **Baby changing and quiet feeding space**

Sited next to the First Aid area

### **Catering and bars**

There are multiple public catering areas and mobile catering units around the site including gluten-free, vegan and vegetarian offerings.

### **Disabled facilities**

Accessible toilets are located around site. mobility scooters can be hired from *Event Mobility* located near the Country Fair Arena, subject to availability and recommended to be reserved well in advance. The disabled viewing area for the Main Arena will be in the south-east corner.

### **First Aid**

First aid is located in block 9 adjacent to the Main Arena.

### **Hand-sanitiser**

Hand-sanitiser stations are located all over the site.

### **Information Tent**

Visitor information on all facilities and the Event as well as Meeting point for lost people.

### **Official photographer**

Julia Shearwood Photography [www.equestrianphotography.co.uk](http://www.equestrianphotography.co.uk)

### **Toilets**

Blocks are located around the main site, there will be additional toilets on the cross-country course.

### **Rubbish & recycling**

Wherever possible rubbish will be recycled. There will be plenty of general waste bins located all over the site. Please dispose of your rubbish in the bins provided.

## Off-Site Facilities

### **Blair Atholl Garage**

They will assist spectators with any vehicle issues. It is up to the spectator to pay the fees. Please contact them on 01796 481 221.

### **Cash Machine**

Located at the convenience shop behind the Atholl Arms Hotel in the village.

### **Grocery shop and Post Office**

These are both located in Blair Atholl Village.

### **Parking**

You will need your e-ticket and your car park pass with you, so that you can park in the public car park. If you are camping you can park one vehicle in the campsite.

### **Programmes**

Programmes are available to buy in advance from the website box office and from the Information Tent near the Main Arena.

## **Volunteering Frequently Asked Questions**

### **Tickets**

- **Q:** When will I receive my tickets to enter the Event?
- **A:** We will send you your tickets by email the week before the Event, using the information as provided in your profile on GB.EventingVolunteers.com. You must bring them with you (printed or on your mobile device) to enter, you will then be able to collect your wristband at the Volunteer Tent prior to your first shift if you are working multiple shifts.
- **Q:** Does my child need an admission ticket?
- **A:** Accompanied children 12 years and under are admitted free of charge. Provided they are accompanied by a paying adult or adult volunteer.
- **Q:** Can I have extra tickets for my friends & family?
- **A:** Unfortunately, we cannot provide free additional tickets, but they can buy tickets in advance from our website box office. [www.blairhorsetrials.co.uk/box-office](http://www.blairhorsetrials.co.uk/box-office)

### **Dogs**

- **Q:** Are dogs allowed into the Event?
- **A:** Yes, all dogs must be kept on leads and under control at all times. If any dogs are found off-lead or not under control, the owners will be charged £20 which will be donated to our official charity, and may be asked to leave. You must be responsible and clear up after your dog. Dogs must **not** be left unattended in vehicles in the car park or campsite. As a general farm biosecurity precaution we ask you do not let your dog come into contact with other dogs on site.
- **Q:** Is my dog allowed to be with me during my volunteering shift?
- **A:** No, please do not bring your dog to your shift, unless in a permitted role.

### **Camping**

- **Q:** Can I share my camping pitch with family and friends?
- **A:** Yes. However, if anyone staying with you is not volunteering, they must buy admission tickets in advance to enter the Event.
- **Q:** When can I arrive on the campsite?
- **A:** The campsite is open from Tuesday afternoon. The campsite will be closed to new arrivals from 10pm every night.
- **Q:** Can I bring a generator?
- **A:** Yes, but it must be diesel only (no petrol) and super silent.
- **Q:** Can I book an electrical hook-up?

- **A:** Yes, these must be booked/purchased in advance from our website box office or there may be some available from the office if they are listed as sold out on the box office. As hook ups are limited priority will be given to those staying multiple nights and working multiple shifts. With the increases in the cost of fuel we anticipate generators to be more expensive than in previous years.

## Volunteering shifts

- **Q:** What time do I have to be at the Volunteer Tent?
- **A:** Please come to the Volunteer Tent when you first arrive, to receive your accreditation wristband, and check the info regarding your shifts. **Once you have your initial wristband for those working multiple days, you can check in to your shift through your volunteer dashboard on the VIP system.**
- **Q:** How many hours does a volunteer shift last?
- **A:** Shifts generally last all day, from 7-8am to 5-6pm. Shift timing may change based on entries and the timing of each ring. Please make sure you double-check what time your shift will start on any given day based on the ring, cross-country start times etc. If you are not sure, please ask in advance! As we always plan for the best, sometimes things happen and the day will run long for whatever reason. Please ensure you're ready with layered clothing, snacks (bring a cooler bag if you wish!) a chair, comfortable footwear, a hat etc.
- **Q:** Can I take a 10mins break during my shift?
- **A:** Yes, of course! Every shift and role has at least a couple of people working to allow breaks during the day. Please communicate to ensure your position is covered as opposed to just wandering off.
- **Q:** I'm coming with my friends, can I work with them?
- **A:** Please tell us their names on your application notes and we'll **do our best** to give you shifts together. With over 350 volunteer applications we do our best but can't guarantee you'll be working with your friends at all times.
- **Q:** After I have received my times to volunteer, will they change?
- **A:** They may. Volunteer shifts are always subject to change. The schedule depends on many factors such as the weather, number of entries, site plan, event schedule etc. We will inform you via email through the VIP website of any changes in your schedule or roles as soon as possible. Please check your emails and your personal dashboard on the VIP website for updated competition details. You may wish to 'whitelist' or add to your contacts [no-reply@eventingvolunteers.com](mailto:reply@eventingvolunteers.com) or check your junk mail and spam folders for anything from that domain to ensure you don't miss important updates.
- **Q:** I'm not happy with my allocated role/shift's timing, can I swap?
- **A:** Please be in touch through the volunteer system with the details and we'll see if we can find somewhere to reallocate you. Please do not swap shifts with another volunteer without talking to the Organisers; we need to know where to find everyone and to make sure all roles are filled appropriately!
- **Q:** If I am not able to make my shift, or if I am going to be late, who do I contact?
- **A:** If you know in advance that you are unable to make it to your shift, please contact us as soon as possible **via the VIP System first** or (tel. 01796 481 543 or email: [volunteers@blairhorsetrials.co.uk](mailto:volunteers@blairhorsetrials.co.uk) ). If you are going to be late or have to cancel on the day of your shift, please phone the Volunteer Coordinator using the mobile number in the email's signature **and speak to them, to ensure your shift is covered and we know you are ok.**

## Food and drinks

- **Q:** When and where can I collect my packed lunch?
- **A:** If you check in through the Volunteer Website and go directly to your assignment, please be sure to let us know that you need your packed lunch so we can have a catering manager or bun run bring it to you! If you have time in

the morning when you arrive you can also come to the volunteer tent to pick it up. Keep an eye out on your volunteer dashboard for announcements in case there are any surrounding lunches & pickup times.

- **Q:** I'm vegan/vegetarian/have allergies, can you provide a suitable packed lunch?
- **A:** While there will be some limited vegetarian options, the kitchen on site is very small and we cannot guarantee the food will be free from any specific ingredients. If you have any special dietary requirements or allergies please **bring your own food** for your own safety. We will provide bottled water in the Volunteer Tent.
- **Q:** Can I buy food on site?
- **A:** Yes! There will be multiple opportunities and offerings available on site for purchasing food.

## Children

- **Q:** Do you have an age limit for children volunteering during the event?
- **A:** No, we find young volunteers enjoy the event more with others they know. They will be given a role appropriate for their skills; accompanying their own parent/guardian or in a team with other young people and a supervisor. If they are old/mature/responsible enough to volunteer on their own please have them complete their own volunteer profile and shift sign-ups on the system.
- **Q:** Can my children stay with me during my shift?
- **A:** Yes of course! Please bear in mind, to perform your volunteer role for the duration of your shift, you will not be able to safely supervise very young children that need close attention.

If you have a question that is not answered here, please send us an email and we'll be in touch as soon as possible: [volunteers@blairhorsetrials.co.uk](mailto:volunteers@blairhorsetrials.co.uk)

## Volunteer Role Descriptions (Also See the Volunteer System for Descriptions by Role)

Role	Role description
Crossing Point Manager and Catering Assistant (separate roles)	Based at the Volunteer Tent. Ensuring that all crossing points are manned and providing relief for comfort breaks. Responsible for the briefings before every shift (may be digital/video this year.) Also helping with the delivery of packed lunches to the Volunteers & Volunteer Tent at the start and across the site during the day.
Spectator/Arena Crossing Points	Manning any designated public crossing points around the main site (not out on the cross-country course), allowing the public to cross safely where horses or vehicles may also be crossing, to minimise disruption to the sport and the running of the event. You may be provided with a hi-viz jacket and whistle, but <b>if you own your own please bring them</b> . You can bring your own chair to rest your legs during the shift. Your contact person is the Crossing Point Manager who will be in the Volunteer Tent and who will be a Team Leader in the VIP system.
XC Crossing Points	Manning designated public crossing points on the cross-country course, allowing the public to cross safely where horses or vehicles may also be crossing. You may be provided with a hi-viz jacket and a whistle, <b>but if you own your own (available on Amazon very reasonably) please bring them</b> . You can bring your own chair to rest your legs during the shift (highly

	recommended). During the cross-country phase, your contact person will be the closest Fence Judge who will have a radio to communicate with the Volunteer Tent.
Information Tent	Situated in the main Information Tent - you will be required to answer questions from the general public, sell programmes and other secretarial jobs that arise. Your main contact will be Lorna Muirhead, who will be your team leader in the volunteer system.
Office Runner	To help email, print, photocopy and deliver information and paperwork around the event site. You will also help in delivering all the starting lists and results to the Volunteer Tent. Your main contact will be Lorna Muirhead who will be your team leader in the volunteer system.
Trot Up/Horse Inspections	Set up and clear away trot up as well as help the stewards. Your main contact will be the FEI Steward in charge.
Arena Party	To assist judges and stewards with the smooth running of their specific arena - including pole picking and the moving of any fences or crowd barriers. Your main contact will be the Course Builder and the Steward in charge of the Arena where you are helping.
Collecting Ring Stewards	To assist the Chief Steward with the smooth running of their designated arena making sure riders keep to their allotted timings. Your main contact will be the Steward in charge of the Collecting Ring.
Lorry Parkers	Help direct, park and check all the competitor and owner lorries coming onto the Event site ensuring that they have the relevant passes and park in an orderly and systematic manner. Your main contact will be Graham Parton, who will be your team leader in the volunteer system.
Bun Runner	Help with the distribution of tea, coffee and refreshments for officials and volunteers around the cross-country course on Friday, Saturday and Sunday.
Photographers & Social Media	Take pictures around the whole Event and assist the official event photographers. Your main contact is Press Officer Hilary Manners who will be in the Media Tent.
Volunteer Assistants (Volunteer Tent)	Assist the Volunteer Coordinators in manning the volunteer tent, distribution of lunches, water, coffee/tea etc. in the tent and anything else that may arise. This may evolve into a more permanent coordinator role year over year for the right person(s).
Catering Assistant	Help deliver the packed lunches to volunteers around the site. You will be based in the volunteer tent.
<b>Floating Volunteer – must have previous horse trials experience</b>	Although all the shifts are currently allocated for that day, sadly some volunteers are unable or choose to not show up for their shift. This key role provides cover to ensure everything still runs smoothly. You must check in at the volunteer tent in person in the morning (not just through the volunteer system.) This role requires previous experience as you could be asked to fill in anywhere on site.
Covid-19 Steward (TBC for 2022)	To assist the Health & Safety Officer ensure all people, including visitors, volunteers, staff, contractors, officials and competitors comply with the Event's Covid-19 safety measures. Replenish hand-sanitiser, cleaning supplies etc. around the site before and during the Event.

CHECK THE VOLUNTEER WEBSITE FOR PROVISIONAL TIMETABLES BY DAY & SITE PLANS & OTHER DOCUMENTS. THANK YOU and we look forward to seeing you at Blair!