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FIFA U-17 Women's World Cup 2008 WORKFORCE HANDBOOK



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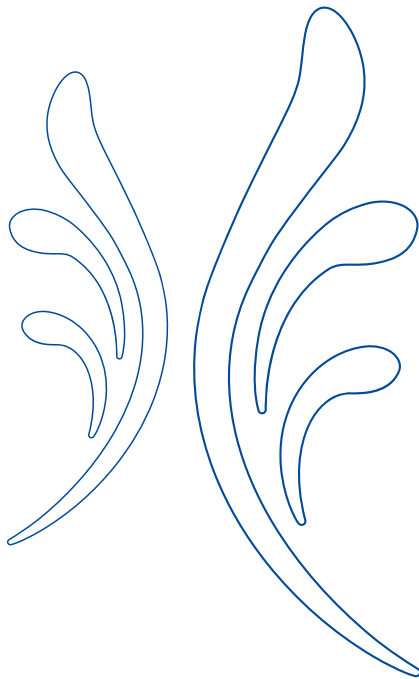
FIFA U-17 Women's World Cup New Zealand 2008

FIFA Partners



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FIFA U-17 Women's World Cup 2008
New Zealand

28 October – 16 November 2008

Auckland • Hamilton • Wellington • Christchurch





FIFA U-17 Women's World Cup 2008

WORKFORCE HANDBOOK

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INTRODUCTION

Welcome to the volunteer workforce of the inaugural FIFA U-17 Women's World Cup 2008, hosted in New Zealand from 28 October – 16 November 2008. The volunteer workforce is an essential element in the successful delivery of this world class event to be hosted in the four host cities of Auckland, Hamilton, Wellington and Christchurch.

Volunteers from all over New Zealand and the world have been selected for their skills, experience, professional work ethic and commitment. The volunteer workforce essentially becomes the face of the host city and New Zealand and will reflect the friendly and welcoming nature of Kiwis across the nation.






Volunteers will assist the LOC (Local Organising Committee) with the professional delivery of an international sports tournament and by doing so, will ultimately gain world class experiences, work experience, professional and sporting networks, inspiration, memories and new found friendships.

The LOC in return will ensure the volunteer workforce is recognised by way of an extensive support system, job training, a FIFA Assigned Uniform, daily meals while working on the tournament, complimentary match tickets and a Volunteer Thank You Function following the conclusion of the tournament.

The LOC wishes you all the best and hopes you enjoy your time working on the FIFA U-17 Women's World Cup 2008.





MY WORKFORCE HANDBOOK

Personal details

This Workforce Handbook belongs to:

Name:

Contact number:

Function Area:

Role:

Function Coordinator / Volunteer Coordinator:





Known medical conditions:

[Empty white box for entering known medical conditions]

In case of a personal emergency, please contact:

Name:

[Empty white box for entering name]

Contact number:

[Empty white box for entering contact number]

*If found, please return this Workforce Handbook to:
National Workforce Manager FIFA U-17 Women's World Cup
PO Box 301 043, Albany, Auckland*





USING THIS HANDBOOK

Your Workforce Handbook is a reference tool for you to use during the FIFA U-17 Women's World Cup 2008. It is part of your uniform and has been designed to fit in your pocket, so please bring it with you to each shift.

This guide provides essential information about the tournament and venues. It contains spaces for you to write specific information about your venue and your own important notes.

You will use this guide as you go about your role at your venue. You may also find it useful if you are asked any questions by a member of the public on your way to and from your shift. Remember that you are an ambassador for the FIFA U-17 Women's World Cup 2008 at all the times, so share your passion for the tournament.





Hannah Wall - Young Football Ferns



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MY TOURNAMENT TIME PLANNER

October 2008

Sun	Mon	Tues	Wed	Thur	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1





Use this planner to record your roster details.

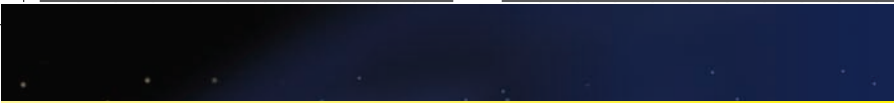
November 2008

Sun	Mon	Tues	Wed	Thur	Fri	Sat
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

ABOUT THE TOURNAMENT

Match Schedule

	Round 1			Round 2		Round 3			Thurs 6	
	October			November						
	Tues 28	Wed 29	Thurs 30	Fri 31	Sat 1	Sun 2	Mon 3	Tues 4		Wed 5
Group A Auckland	1 7:00PM NZL VS CAN	2 12:00PM DEN VS COL			9 1:00PM COL VS CAN				22 4:00PM USA VS FRA	
					10 4:00PM NZL VS DEN				24 7:00PM ENG VS KOR	
Group B Christchurch		3 12:00PM CRC VS GER		REST DAY	11 1:00PM GHA VS GER		REST DAY		21 4:00PM PAR VS JPN	
		4 3:00PM PRK VS GHA			12 4:00PM CRC VS PRK			23 7:00PM NIG VS BRA	REST DAY	
Group C Hamilton			5 12:00PM JPN VS USA		13 1:00PM PAR VS USA		17 4:00PM GER VS PRK			
			6 3:00PM FRA VS PAR		14 4:00PM JPN VS FRA		19 7:00PM CAN VS DEN			
Group D Wellington			7 12:00PM BRA VS ENG		15 1:00PM NIG VS ENG		18 4:00PM GHA VS CRC			
			8 3:00PM KOR VS NIG		16 4:00PM BRA VS KOR		20 7:00PM COL VS NZL			
	Tues 28	Wed 29	Thurs 30	Fri 31	Sat 1	Sun 2	Mon 3	Tues 4	Wed 5	Thurs 6



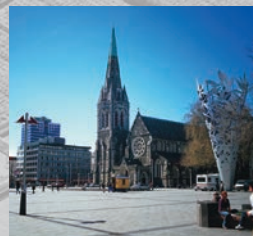
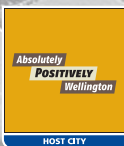
Quarter Finals			Semi Finals				3/4 Place & Final		
Fri 7	Sat 8	Sun 9	Mon 10	Tues 11	Wed 12	Thurs 13	Fri 14	Sat 15	Sun 16
									31 1:00PM L29 VS L30
									32 4:00PM W29 VS W30
REST DAY			REST DAY	REST DAY	REST DAY	29 4:00PM W25 VS W27	REST DAY	REST DAY	
		27 1:00PM 1st C VS 2nd D				30 7:00PM W26 VS W28			
		28 4:00PM 1st D VS 2nd C							
	25 1:00PM 1st A VS 2nd B		GROUP A	GROUP B	GROUP C	GROUP D			
	26 4:00PM 1st B VS 2nd A		New Zealand (NZL)	Costa Rica (CRC)	Japan (JPN)	Brazil (BRA)			
			Canada (CAN)	Germany (GER)	USA (USA)	England (ENG)			
			Denmark (DEN)	Korea DPR (PRK)	France (FRA)	Korea Republic (KOR)			
Fri 7	Sat 8	Sun 9	Colombia (COL)	Ghana (GHA)	Paraguay (PAR)	Nigeria (NIG)			





HOST CITIES







AUCKLAND

Stadium and Hotels

North Harbour Stadium (NHA)
Oteha Valley Rd
Albany, Auckland

Hyatt Regency Hotel (FIFA Headquarters)
Cnr Waterloo Quadrant & Princes St
Auckland

Spencer on Byron Hotel
9 – 17 Byron Ave
Takapuna Beach
Takapuna, Auckland

Team Training Facilities

North Harbour Stadium Oval
Oteha Valley Rd
Albany, Auckland

Taharoto Park
Taharoto Rd
Takapuna, Auckland

Takapuna Grammar
210 Lake Road/Winscombe St
Takapuna, Auckland

Rangitoto College
564 East Coast Rd
Mairangi Bay, Auckland

Auckland Airport







AUCKLAND MATCH SCHEDULE: North Harbour Stadium (NHA)

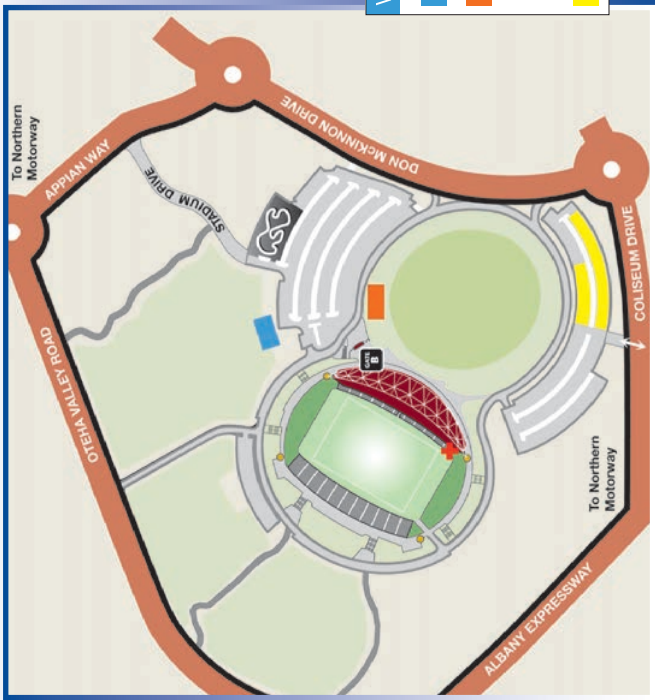
DATE	KICKOFF	GAME
Tuesday 28 October	7:00pm	New Zealand v Canada
Wednesday 29 October	12:00pm	Denmark v Colombia
Saturday 1 November	1:00pm	Colombia v Canada
	4:00pm	New Zealand v Denmark
Wednesday 5 November	4:00pm	USA v France
	7:00pm	England v Korea Republic
Sunday 16 November	1:00pm	3rd & 4th Place
	4:00pm	Final





VOLUNTEER INFO KEY

-  Volunteer
-  Coordination Centre (Harbour Sport)
-  Accreditation Centre (NZ Football)
-  First Aid
-  Volunteer Gate Entry
-  Volunteer Parking





HAMILTON

Stadium & Hotels

Waikato Stadium (WAI)
128 Seddon Rd
Whitiora, Hamilton

Novotel Tainui
7 Alma St
Hamilton

Teams Training Facilities

Gower Park
Alison St (nr Lake)
Hamilton

Outer Fields Porritt Stadium
Crosby Rd
Chartwell, Hamilton

St Pauls Collegiate
Hukanui Road
Chartwell, Hamilton

Waikato Diocesan School for Girls
660 River Road
Hamilton

Hamilton Airport

HAMILTON MATCH SCHEDULE: Waikato Stadium (WAI)

DATE	KICKOFF	GAME
Thursday 30 October	12:00pm	Japan v USA
	3:00pm	France v Paraguay
Sunday 2 November	1:00pm	Paraguay v USA
	4:00pm	Japan v France
Tuesday 4 November	4:00pm	Germany v Korea DPR
	7:00pm	Canada v Denmark
Sunday 9 November	1:00pm	Quarter Finals
	4:00pm	Quarter Finals







WELLINGTON

Stadium & Hotels

Wellington Stadium (WEL)
Waterloo Quay
Wellington

Intercontinental
2 Grey St
Wellington

Teams Training Facilities

Centennial Park
Miramar North Rd & Weka St
Miramar, Wellington

Porirua Park
Mungavin Avenue
Porirua, Wellington

Ole Academy
Kenepuru Drive
Porirua, Wellington

Bell Park
Bell Road
Lower Hutt, Wellington

Wellington Airport

WELLINGTON MATCH SCHEDULE: Wellington Stadium (WEL)

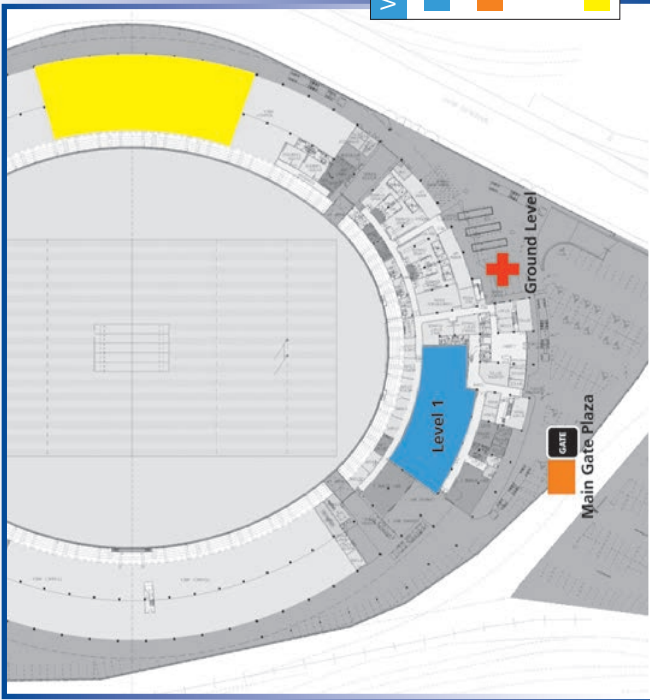
DATE	KICKOFF	GAME
Thursday 30 October	12:00pm	Brazil v England
	3:00pm	Korea Republic v Nigeria
Sunday 2 November	1:00pm	Nigeria v England
	4:00pm	Brazil v Korea Republic
Tuesday 4 November	4:00pm	Ghana v Costa Rica
	7:00pm	Colombia v New Zealand
Saturday 8 November	1:00pm	Quarter Final
	4:00pm	Quarter Final





VOLUNTEER INFO KEY

- Volunteer Coordination Centre & Catering (Level 1)
- Accreditation Centre (Main Gate Plaza)
- First Aid
- GATE Volunteer Gate Entry
- Volunteer Parking





CHRISTCHURCH

Stadiums & Hotels

QEII Park (QEP)
171 Travis Rd
New Brighton, Christchurch

Rydges Hotel
Cnr Oxford Terrace & Worcester St
Christchurch

Teams Training Facilities

QEII Park (Ascot Green No.1)
171 Travis Rd
New Brighton, Christchurch

Tulett Park
Claridges Road
Casebrook, Christchurch

English Park
127 Cranford St
Christchurch

QEII Park (Ground 2)
171 Travis Rd
New Brighton, Christchurch

Christchurch Airport






CHRISTCHURCH MATCH SCHEDULE: QEII Park (QEP)

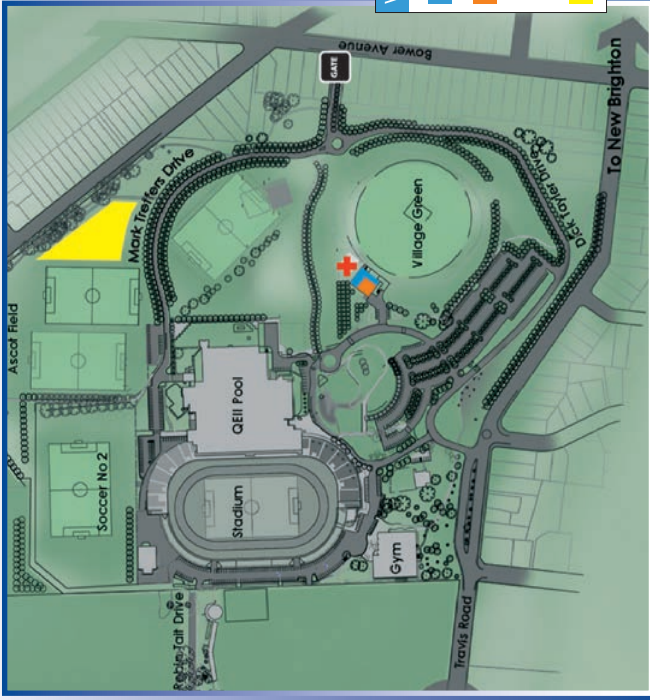
DATE	KICKOFF	GAME
Wednesday 29 October	12:00pm	Costa Rica v Germany
	3:00pm	Korea DPR v Ghana
Saturday 1 November	1:00pm	Ghana v Germany
	4:00pm	Costa Rica v Korea DPR
Wednesday 5 November	4:00pm	Paraguay v Japan
	7:00pm	Nigeria v Brazil
Thursday 13 November	4:00pm	Semi Final
	7:00pm	Semi Final





VOLUNTEER INFO KEY

-  Volunteer Coordination Centre & Catering
-  Accreditation Centre
-  First Aid
-  Volunteer Gate Entry
-  Volunteer Parking





Venue services and facilities

Expect to be approached by customers requesting a range of information about your venue's services and facilities. A customer may be a spectator, member of the media, athlete, team official, or another volunteer. Make sure you know where each of the following services and amenities are located in and around your venue:

Emergency Services (Police & Security)

Public telephones

Medical and first aid stations

Ticketing offices

Toilets (including accessible toilets)

Food and beverage outlets

Public transport options and locations

Taxi/bus pick up points

The lost and found service

Accessible routes in and around the venue





Emergency exits.

At the Volunteer Briefing day you will be given a venue map and advised of where you can locate key venue services and amenities.





ABOUT ME & MY ROLE

Key Contacts



My Volunteer Coordinator is:

Phone:

My Function Coordinator is:

Phone:

My Venue Operations Coordinator is:

Phone:





Workforce Coordination Centre

At the stadium venue there will be a Workforce Coordination Centre, this space will also include the Workforce Check In area and in some cases, the break area and workforce catering.

This is the workforce HQ and where the Volunteer Coordinator and support team will be based. The role of the Volunteer Coordinator and team is to support and oversee all volunteer needs and associated services.





Ready for Work Checklist

- Your uniform is neat, clean and tidy.
- You are wearing all items of your uniform, including your shoes.
- You have on you, your Workforce Handbook and essential personal items (for example: keys and medication).
- You are wearing your accreditation.
- You are prepared for changing weather conditions (bring your wet weather jacket).
- You have planned to arrive between 15 to 30 minutes before your shift start time.
- Your smile is firmly in place and you are ready to share your passion for football and New Zealand.

Looking after yourself

Working for the FIFA U-17 Women's World Cup can be physically demanding. Looking after yourself includes getting enough rest between shifts and making sure you take your scheduled meal and rest breaks.

Watch out for your personal safety while on shift and when travelling to and from your venue.

Keep up your energy. When you can, have regular snacks and make sure you have a good meal before you leave home and at break times.





VOLUNTEER PROCEDURES

Can't make it?

If you can't make it to a particular shift, contact your Volunteer Coordinator as soon as possible. You will be given the relevant contact number at your Volunteer Briefing Day.

Getting there

Make sure you arrive at the venue 15 to 30 minutes before your shift start time.

Check in

Volunteers working at the venue may need to proceed through a secure gate in order to enter the venue. You will be refused entry into the venue if you are not wearing your uniform and accreditation. On arrival you need to go to the Workforce Coordination Centre to check in. Here you will confirm your arrival, be advised of your meal entitlement and collect any important communications or updates.

Daily Briefing

At the beginning of each shift your Volunteer Coordinator or Function Coordinator will brief you on what's expected for the day and any changes to the tournament, your role or the venue. Now is the time to review duties, clarify issues and ask questions.





Meals and breaks

Meals will be provided to all workforce members during their shifts. You will be advised where to have your break and collect your meal.

Lost something?

If you lose something, check with your Volunteer Coordinator. Do not bring valuables or bags to your venue – we cannot guarantee secure storage space and NZ Football will not be held responsible for damaged or missing items.

Before you go

At the end of your shift always tell your Coordinator you are leaving and find out if you need to be involved in a debriefing before you go or, if your report time the next day has changed.

Change your details

If your address, telephone number/s or email address changes during the tournament, please notify the Volunteer Coordinator.





Uniforms

Your uniform identifies you as an ambassador for the FIFA U-17 Women's World Cup. The FIFA Assigned adidas Uniform remains the property of NZ Football until you have completed your final rostered shift and the tournament is over. You must wear your uniform to come and go from your venue and at all times during your shift.

Whilst in your uniform, please do not smoke in public and while in your venue use the designated smoking break area.

You must wear your uniform in its entirety and without variation.

Your FIFA Assigned adidas Uniform will consist of:

- 1 Cap (optional)
- 1 track suit pant
- 1 rain jacket
- 2 t-shirts
- 1 pair shoes
- 3 pair socks





Working with the media

The media are a key part of the FIFA U-17 Women's World Cup 2008. Journalists and photographers are often under tight deadlines and work across the entire 24 hour period, seven days a week. We need to be understanding of the pressures and assist wherever possible, while protecting the interests of the tournament.

The name of your Venue Media Officer is

Top tips for working with the media.

If a member of the media approaches you for a comment, interview or photograph, politely refer them to your Volunteer Coordinator or Venue Media Officer. Do not be persuaded to give a quote or an opinion. The volunteer workforce must always appear impartial to everybody. Don't ever take sides.

Be aware of television cameras at the competition venue; they will be broadcasting live pictures during the competition. Please don't get in their way and always act professionally.

Do not leave internal or confidential information in areas accessible to the public or to media representatives.

If you liaise with the media where English is not their first language, be mindful of cultural differences and communication barriers.



SAFETY & SECURITY

Reporting Road Map

	ISSUE	REPORT OR REFER TO
SAFETY OR SECURITY	You witness or are involved in an accident.	St John Ambulance, First Aid Officer or nearest person who can assist, then your Function Coordinator or Volunteer Coordinator.
	You witness or are involved in a near miss.	Your Function Coordinator or Volunteer Coordinator.
	You notice a safety hazard or a threat to the health and safety of another person.	Your Function Coordinator or Volunteer Coordinator.
	Someone requires first aid.	St John Ambulance, First Aid Officer or nearest person who can assist, then your Function Coordinator or Volunteer Coordinator.
	You identify a suspicious article or person.	Nearest Police or Security guard, or failing that your Function Coordinator or Volunteer Coordinator.



	ISSUE	REPORT OR REFER TO
ACCREDITATION	You need to report an emergency situation.	Nearest Police or Security guard, or failing that your Function Coordinator or Volunteer Coordinator.
	You are sick, unavoidably late or unable to make it to a shift.	Workforce Coordination Centre
	You have issues with your meal voucher	Your Function Coordinator or Volunteer Coordinator.
	You are approached by the media for an interview or comment.	Your Function Coordinator or Volunteer Coordinator or failing that, the Venue Media Officer.
	You get sick while on shift.	Your Function Coordinator or Volunteer Coordinator.
	You are not clear about what you need to do	Your Function Coordinator or Volunteer Coordinator.
	You need help to resolve a customer's query or issue.	Team mate, your Function Coordinator or Volunteer Coordinator.





	ISSUE	REPORT OR REFER TO
ROLE / SHIFT	You forget your accreditation.	Venue Accreditation Help Desk
	You lose your accreditation or it is stolen.	Venue Accreditation Help Desk
	You need access to a venue or zone that is not within your accreditation entitlements.	Your Function Coordinator or Volunteer Coordinator.
PERSONAL ISSUES	You are being harassed or bullied.	Your Function Coordinator or Volunteer Coordinator.
	A serious issue you raised with your Coordinator is not resolved to satisfaction.	Volunteer Coordinator.
	A colleague is behaving inappropriately.	Your Function Coordinator or Volunteer Coordinator.
	A medical, physical or emotional limitation is affecting your capacity to do your role.	Your Function Coordinator or Volunteer Coordinator.





Health & Safety / Venue Security

Please refer to the complete Health & Safety manual in the Workforce Coordination Centre.

Emergency procedures

In the event of an emergency in an enclosed venue you will be notified by an alarm sounding

If asked to evacuate by stadium staff or security guard:

Stay calm.

Move quickly and assist others to the nearest exit.

Identify pathways that are accessible and assist the elderly and people with disabilities.

Go to the specified evacuation assembly point.

Follow stadium staff or security guard instructions.

Do not go back until stadium staff or security guard tells you to.

You will be briefed on the specific emergency evacuation plan for your venue at Volunteer Briefing . You will be shown the location of your assembly area and this will be marked on a venue map in the Workforce Coordination Centre.





Incident reporting

Report these:

Safety hazards or anything you consider dangerous.

Any injury (even if minor) to anyone attending your venue or associated with the event.

Near misses (that is, when something happens that could have resulted in an accident, injury or damage, but in this instance didn't).

Theft of or damage to equipment, supplies or any property (including your personal property).

Suspect packages/articles or suspicious behaviour.

Any threat to your health, safety or welfare.

Any breach of security or any event that is out of the norm and has a significant impact on others.

Any need for maintenance or repair to any facilities or equipment.

First aid

If you identify someone who is injured, please assist them to your First Aid Area.





Accreditation

Your accreditation allows you to access certain venues and areas within the venues. You must wear your accreditation around your neck with your photograph facing out.

Zones

A Zone is defined as a workspace where the accreditee has the right of access.












Zone	Details
Zone 1	Field of Play / Inner Enclosure
Zone 2	Changing rooms, warm-up area, competition area and offices, doping control room / dressing rooms
Zone 3	Public area / spectators seats area
Zone 4	Operations related areas (FIFA office, IT room, announcer room, police, radio control room, screen sound room, storage, electricity generator, emergency medical facilities, etc.)
Zone 5	VIP Area / Lounge
Zone 6	Media Tribune and Mixed Zone
Zone 7	Media Centre
Zone 8	TV Areas / Broadcast Compound
Zone 9	Hospitality Area / Accommodation





Colours

Colour gives a visual representative of a persons function and allows operation staff to identify Accreditees from a distance ie: Yellow Badge in Zone 9

-  FIFA Delegation, Officials, Guests
-  Teams
-  Member Associations
-  Services
-  LOC Staff & Volunteers
-  Sponsor's & Partners
-  Press
-  Non Right Holder
-  Host Broadcaster
-  Broadcast partners
-  Security/Medical





Icons

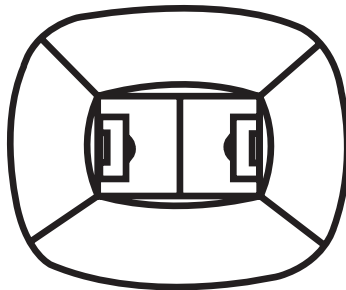
The “ball” icon on the accreditation badge grants access to all zones (1-9).



The zone system does not apply to the FIFA Headquarters or any of the other official hotels, however all persons having access to these facilities have to be accredited.

The teams are automatically granted access to Zone 1 (field of play) and Zone 2 (dressing rooms)

Accreditations for the team delegations are valid for all venues and will therefore bear the stadium icon.





Restricted Items to all stadiums

Patrons may not bring into the Stadium:

- Alcohol
- Beverages other than water
- Thermos flasks
- Glass bottles or cans
- Hot food
- Commercially produced takeaway food such as McDonalds, KFC, Subway, pizza etc
- Chilly bins, picnic baskets or large bags
- Illicit Drugs
- Sound amplifiers including loudhailers
- Recording devices for commercial purposes
- Prams, strollers, pushchairs (There are limited storage facilities for these items at the entrance. However the Stadium takes no responsibility for loss or theft).
- Dogs or other pets (guide dogs are permitted)
- Flares, fireworks, laser pointers
- Knives or other dangerous weapons
- Skateboards, roller blades, scooters or bicycles
- Chairs of any kind
- Signs or banners that are obscene, offensive or abusive
- Flag poles of more than one metre in length
- Any other item that Stadium management determine may cause injury or public nuisance or inconvenience to any other person.





Smoking

There is no smoking within the Stadium. Please check with your Volunteer Coordinator on where your smoking area is.

The Human Rights Act 1993

New Zealand Football Association's policy regarding the Human Rights Act is as follows:

New Zealand Football Association or their selected venue operators will not refuse entry to a place which the public are entitled to use by, directly or indirectly discriminating on the grounds of; race , sex, colour , ethical or religious belief , disability , age, political opinion, employment family status or sexual orientation





Young Football Ferns

