

VOLUNTEER CODE OF CONDUCT

Introduction

Rugby New Zealand 2011 Limited (RNZ 2011) has set out to build a committed and passionate team who want to enhance the reputation of New Zealanders as great hosts and be the face of Rugby World Cup 2011. As first impressions last, it is critical that the whole team acts in a manner that promotes New Zealand and the Tournament.

Volunteers are a core component of Team 2011, the workforce tasked with delivering the Tournament.

RNZ 2011 has selected you to be part of the RWC 2011 Volunteer Programme because we believe you have what it takes to help us make Rugby World Cup 2011 (RWC 2011 or the Tournament) a success.

This Code of Conduct is your guide to RNZ 2011's expectations of you as a volunteer for RWC 2011.

If you have any queries regarding this Code of Conduct or your role, please email volunteer@rugbynz2011.com.

If you accept the offer of a role in the RWC 2011 Volunteer Programme, you will be agreeing to adhere to this Code of Conduct.

Terms and Conditions

This Code of Conduct forms part of the terms and conditions of your involvement in the RWC 2011 Volunteer Programme. The other relevant terms are those you agreed to when you first registered to be part of the RWC 2011 Volunteer Programme (available [here](#)).

If you fail to comply with this Code of Conduct (including any RWC 2011 policies and procedures), RNZ 2011 may terminate your involvement with the RWC 2011 Volunteer Programme immediately by notice to you.

Please note that this Code of Conduct may be amended by RNZ 2011 from time to time without prior notice. Amendments will be effective immediately on us providing you with an updated Code of Conduct.

Expectations and Behaviour

Every interaction that you have with a Tournament participant, fan or any other person while you are performing your role will reflect on the region you are working within, New Zealand and the Tournament. We therefore want you to perform your role in a way that will enhance the reputation both of your region and New Zealand as a fantastic place to visit and New Zealanders as great hosts, thereby contributing to the success of RWC 2011.

In light of this, we expect you to, at all times:

- Perform your role to the best of your ability;
- Perform any other duties as reasonably requested by RNZ 2011;
- Provide assistance in a timely manner;
- Act in a professional, courteous, pleasant, respectful and friendly manner;

- Be committed, enthusiastic, passionate and helpful;
- Be customer and solution focussed;
- Go the extra mile in order to deliver the best experience possible for all Tournament participants and fans;
- Demonstrate a high standard of customer service when dealing with people, regardless of their age, ability, cultural background or nationality;
- When interacting with people with a disability, focus on the person, not the disability;
- Maintain a high level of personal hygiene and be neatly groomed and presentable;
- Be committed to looking after our environment by putting rubbish and recyclables into appropriate bins.

You must, at all times while performing your role:

- Act with due care and skill;
- Hold all necessarily licences, permits and/or consents to perform the role you are performing (eg appropriate drivers' licence) and comply with the terms of those licences, permits and/or consents;
- Follow and comply with all reasonable and lawful directions of RNZ 2011, your supervisor or any person authorised by us to give such directions;
- Work openly, co-operatively and collaboratively with your fellow team members;
- Comply with RWC 2011 policies and procedures, as notified to you from time to time;
- Comply with the venue regulations applicable to any venue you work in (including by not bringing into the venue any Prohibited Item), as notified to you from time to time;
- Comply with all laws and regulations;
- Act in a manner that advances and promotes the interests, goodwill and reputation of RNZ 2011, the New Zealand Rugby Union, your region, New Zealand, and RWC 2011.

You must not, at any time while performing your role:

- Consume or take or be under the influence of, alcohol or illegal drugs, or any other substance which may impair or otherwise impact on your performance;
- Discriminate against, harass or intimidate any person;
- Make any offensive, racist or obscene comment, statement or gesture or use any offensive language (including swearing);
- Engage in any non-RWC 2011 business or matter (except in the case of emergencies) (including using any equipment provided to you for personal use);
- Engage in any gambling or sports betting;
- Accept any gift, tip or gratuity from any person;
- Seek any reward (whether financial or otherwise) for any activity or duty you undertake;
- Do anything that may bring RNZ 2011, the New Zealand Rugby Union, your region, New Zealand or RWC 2011 into disrepute.

Inappropriate or unacceptable behaviour may result in your involvement with the RWC 2011 Volunteer Programme being terminated immediately by notice to you.

Your involvement with the RWC 2011 Volunteer Programme may be terminated by notice to you if your circumstances change such that you would no longer be appropriate for the role to which you have been appointed (eg where you have a driving role but have had your licence suspended or cancelled).

Policies and Procedures

You must at all times comply with RWC 2011 policies and procedures.

RNZ 2011 will notify you of any policies and procedures that are relevant to your role.

Please note that these policies and procedures may be introduced, amended, revoked or suspended by RNZ 2011 from time to time without prior notice.

Your Role

You acknowledge the time commitments required to fulfil your role.

If at any stage in the lead up to the Tournament you no longer feel that you can fulfil the requirements of your role (including the time commitments), whether for health, employment, family or other reasons, you must notify RNZ 2011 at volunteer@rugbynz2011.com as soon as possible so that RNZ 2011 can find a replacement for your role.

You acknowledge that, as a volunteer, you do not expect to receive any reward for performing your role and acknowledge that you will not be financially rewarded for your time and effort, nor will you receive tickets to RWC 2011 matches.

In the event that the role to which you have been appointed is no longer required by RNZ 2011, we will use our reasonable endeavours to find an alternative role for you. If we are unable to find an alternative role for which you would be appropriate, your involvement with the RWC 2011 Volunteer Programme may be terminated by notice to you.

Training

You will be provided with training to perform your role. This training will include:

- RWC 2011 orientation training (online);
- Role specific training;
- Venue or city specific training;
- Any training for the safe and proper use of any equipment provided to you for use in your role.

You must participate in and complete the training required for your role before you will be allowed to perform your role.

Your involvement with the RWC 2011 Volunteer Programme may be terminated by notice to you if you fail to complete the requisite training for your role within the specified timeframe(s).

Uniform and Dress Standard

You will be provided with a uniform appropriate to your role to wear while performing your role.

You must:

- Wear the uniform at all times while performing your role;
- Ensure your uniform is appropriately laundered and is clean and tidy at all times;
- Follow and comply with any reasonable directions of RNZ 2011 in relation to when and how you must wear your uniform;
- Follow and comply with any reasonable directions of RNZ 2011 in relation to what clothing, footwear and other items you may wear with your uniform;
- Take all reasonable care with your uniform;
- Notify your supervisor if any item of your uniform is faulty, damaged or if you lose any item;
- Immediately return the uniform to your supervisor if your involvement with the RWC 2011 Volunteer Programme is terminated for any reason.

You must not, at any time while in uniform:

- Smoke in a location within view of any Tournament participant, fan or any member of the public;
- Consume or take any alcohol or illegal drugs;
- Discriminate against, harass or intimidate any person;
- Make any offensive, racist or obscene comment, statement or gesture or use any offensive language (including swearing);
- Engage in any gambling or sports betting;
- Do anything that may bring RNZ 2011, the New Zealand Rugby Union, your region, New Zealand or RWC 2011 into disrepute.

You must not:

- Loan or give your uniform to any other person;
- Modify your uniform;
- Wear your uniform at any time other than while performing your role (or travelling to and from the nominated reporting point at the start or end of your shift);
- Wear or display any branding, logo or trademark on any item of clothing, footwear or other item which you wear in addition to your uniform (where permitted);
- Wear your uniform if your involvement with the RWC 2011 Volunteer Programme has been terminated for any reason.

The uniform remains the property of RNZ 2011 until the day after the last match of the Tournament (scheduled for Sunday October 23, 2011).

If your involvement with the RWC 2011 Volunteer Programme is terminated for any reason, you will not be entitled to keep the uniform.

Being Ready to Work

You will be provided with details of the shifts you have been allocated closer to the start of the Tournament. The details will include:

- Where you need to report to;
- When you need to report to that location;
- Who you need to report to;
- What you need to bring or what you cannot bring;
- The contact details of your supervisor in the case of any incident or emergency.

You must arrive at the nominated reporting point at the scheduled time ready to perform your role, that is, in your uniform, appropriately groomed and presented and wearing your accreditation.

Please allow plenty of time to get to the nominated reporting point (taking into consideration the possibility of disruptions to your transport plans).

Please do not bring family members or children with you to work.

Your involvement with the RWC 2011 Volunteer Programme may be terminated immediately if you fail to report to a shift on any given day and have not notified your supervisor in advance or do not have a satisfactory reason for your “no show”.

Personal Belongings

You will be provided with information on what you should and should not bring to work during training.

You should keep personal belongings to a minimum as there is unlikely to be any storage available. Please do not bring valuables. If your role is based inside a match venue, you may not be able to keep any personal belongings with you while you perform your role (unless required for religious, cultural or medical reasons).

You are personally responsible for any personal belongings you bring to work.

You acknowledge that RNZ 2011 is not responsible for any loss or theft of, or damage to, any personal belongings.

If you are Unable to Work or are Delayed

You must notify your supervisor by telephone as soon as possible if you are:

- Unable to work a scheduled shift on any given day due to fatigue, illness, injury or an emergency (or for any other reason); or
- Unable to make it to the nominated reporting point at the scheduled time due to an emergency (or for any other reason).

If you are unable to continue to work (including while on shift) due to fatigue, illness, injury or an emergency (or for any other reason), you must notify your supervisor as soon as possible.

Your involvement with the RWC 2011 Volunteer Programme may be terminated by notice to you if you are unable to perform your role.

Accreditation

You will be provided with accreditation appropriate to your role and an accreditation device to wear while performing your role.

You must:

- Wear the accreditation device at all times while performing your role;
- Not loan or give your accreditation device to any other person;
- Follow and comply with any reasonable directions of RNZ 2011 in relation to use of your accreditation;
- Only use the accreditation for the purpose for which it is provided and not use it to gain access to any area where your role does not require you to be;
- Not make any changes to your accreditation device or copy it;
- Notify your supervisor if you lose your accreditation device;
- Immediately return the accreditation device to your supervisor if your accreditation is revoked, suspended or cancelled at any time or if your involvement with the RWC 2011 Volunteer Programme is terminated for any reason;
- Comply with the RWC 2011 General Accreditation Terms and Conditions, as notified to you from time to time.

Breaks and Meals/Refreshments

We are committed to ensuring that you have adequate breaks and recovery time during and between shifts.

You will be provided with details of the break and meal/refreshments arrangements for your role/location closer to the start of the Tournament.

Please ensure that you are well rested and have had an appropriate meal before you report for each shift.

Health, Safety and Security

We are committed to ensuring your health and safety while you are working.

You must be proactive in taking all practicable steps to ensure your safety and the safety of others.

If you are working outside a venue at night and/or alone, you must check in with your supervisor on a regular basis during your shift. If you are supervising someone who is working at night and/or alone, you must check in with them regularly.

If you feel unsafe or at risk of injury at any time while performing your role, please remove yourself from the situation and to a safe place, and notify your supervisor immediately.

Please report any circumstance or incident which may be hazardous, dangerous or injurious to health (whether to you or another person) to your supervisor as soon as possible. Please also report any circumstance or incident which you think is suspicious or out of character.

You must comply with RWC 2011 procedures in relation to incident reporting, as notified to you from time to time.

Please ensure you wear appropriate clothing for cold, wet and windy conditions.

If you are experiencing symptoms of fatigue or illness or suffer any injury while performing your role, please notify your supervisor as soon as possible.

Use of Equipment

If you are provided with a mobile phone, radio terminal, laptop or any other equipment as part of your role, you must:

- Only use the equipment for the purposes of performing your role (and not for any personal purpose);
- Not use the equipment to carry out any illegal activity or harassment, or for obtaining, viewing or forwarding any inappropriate material, or for engaging in any gambling or sports betting;
- Attend any training on the safe and proper use of the equipment;
- Follow and comply with RNZ 2011's reasonable directions for the use of the equipment and connecting to the RWC 2011 IT network (if applicable);
- Take all reasonable care with the equipment and ensure it is safe and secure at all times;
- Notify RNZ 2011 if the equipment is faulty, broken or damaged or if you lose the equipment;
- Pay for any repair or replacement of the equipment if it is damaged or lost by your wilful or reckless acts or omissions;
- Return the equipment to RNZ 2011 in the same condition as it was originally provided to you (save for fair wear and tear) on completion of your role (or when otherwise requested by RNZ 2011) or immediately if your involvement with the RWC 2011 Volunteer Programme is terminated for any reason.

Confidentiality

While performing your role you may be privy to confidential and/or commercially sensitive information.

Confidential information will include any information relating to teams, individual players, VIPs, officials, or any other participant in the Tournament. This may include travel and accommodation arrangements, dietary requirements, matters relating to health or behaviour, selection decisions, incidents or any other matter.

Except as strictly necessary for the performance of your role, you must not use, discuss or disclose any confidential or commercially sensitive information (or any information which might reasonably be expected to be confidential or commercially sensitive in nature).

You must not:

- Speak to the media,
- Post any photo and/or video clip on any website,
- Post any comment on any blogging or micro-blogging website, online forum, social media website, online newsgroup, or any other website,
- Publish any information or make any comment in any public forum,

in relation to any matter or issue relating directly or indirectly to RNZ 2011, any Tournament participant, including any player, official or VIP or the Tournament itself.

Your non-use and non-disclosure obligations apply before, during and after the Tournament.

Privacy

You must respect the privacy of any Tournament participant you come in contact with while performing your role.

Please do not chat with Tournament participants, except as strictly necessary to perform your role. This includes players, officials and VIPs.

You must not request autographs from or photos with Tournament participants.

You agree to your voice, image and likeness being captured and recorded while you are performing your role and publicly disseminated by any means and in any format or media and waive all rights on an irrevocable, worldwide, perpetual basis to object to such recording and dissemination.

Contact with the Media

You are not authorised to speak to the media.

Any request from the media for comment or information should be politely directed to your supervisor.

You must not give any interviews or appear in any promotions, advertisements or endorsements in relation to the Tournament.

You must not give any information to any media (including television, radio, print or internet) relating to the Tournament, except as is strictly necessary to perform your role.

Legacy

The New Zealand Government and Sport and Recreation New Zealand (SPARC), as key stakeholders in the RWC 2011 Volunteers Programme, are seeking to capture a range of lasting benefits from the programme for volunteering in New Zealand.

This may include the use of your voice, image and likeness and positive stories about you and your volunteering experience before, during or after RWC 2011 for promotional use in relation to volunteering. You agree that your voice, image and likeness and positive stories about you and your volunteering experience may be used for these purposes and that the New Zealand Government and SPARC will own the material collected, created or developed.

Managing Expectations

It is important to us that you have a positive experience as a volunteer for RWC 2011. In the unlikely event that you have any concerns or issues to raise during your involvement with the RWC 2011 Volunteer Programme, we will have in place a reporting procedure to provide a fair and open process for you to raise these concerns or issues. Information on this procedure will be provided during training.

We ask that you please follow the procedure as notified so we can look to resolve any concerns or issues as soon as possible.

Performance Issues and Inappropriate or Unacceptable Behaviour

We will attempt to resolve any performance issues or any failure to comply with this Code of Conduct (including RWC 2011 policies and procedures) fairly and equitably. In such cases, your supervisor or another appropriate person will try where possible to discuss the relevant concerns with you and seek to resolve the issues in a timely and courteous manner.