

The logo for 'aat volunteers' is displayed in white lowercase letters on a solid blue rectangular background. The text 'aat' is in a bold, sans-serif font, while 'volunteers' is in a regular weight of the same font. A faint, semi-transparent reflection of the text is visible directly beneath the main text.

aat volunteers

# Volunteering Policy 2019

## Contacts

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Rob Sweetman	Race Director and Operations
Hollie Light	Communications and Race Director
Main Office	01483 720459
Race day mobile	07899 676753

## Who can volunteer?

Anyone can be a volunteer from kids with parents to injured runners and anyone with any ailment.

Kids can help parents on water stations, we have seated roles in registration and some positions are super early or some are later in the day.

## RiderHQ

We use a 3rd party software RiderHQ to manage volunteers and take registration from our runners. This software allows us to manage the roles, communication with volunteers and charge our runners to enter. If you'd like to volunteer simply click the links and register to volunteer for a particular event. There's also an option to write any requests such as "I can't stand for too long" or "I have my kids in tow."

## **Planning the events**

Once you have joined the RiderHQ system and registered your interest to help, we'll plan who does what and where at the event. We always try to offer a variety of roles and one that suit your needs, but do let us know what works for you.

## **Roles**

The responsibility and suitability needs to be just right for you. Working with the public or in a busy environment can be difficult so whatever your role please don't hesitate to voice any concerns.

You can also request a role if you feel that there's a more suitable role for you.

- Car parking, registration, route management, lead cyclist, back runner/sweeper, water station, finish line management.

## **GDPR**

We'll require your details for our records. We collect this information when you sign up using our online system, RiderHQ. It helps us organise the volunteers into the best roles and allows us to keep in touch with you. You can unsubscribe from our aat volunteer group at anytime.

We'll also encourage you to join our private facebook for volunteers and you can follow us on Instagram and Twitter.

[Facebook Volunteer Group](#)

[Instagram Volunteers](#)

Your email will be added to the email software and contained in our private Volunteers database. It's the best way for us to message you and equally is very easy for your to unsubscribe at anytime.

We do not share your details and you can be removed from RiderHQ or our email software at anytime.

## **Safeguarding**

Volunteers working on their own must be over 16 years of age, but younger people can help if accompanied by a parent/guardian. We sometimes work with larger groups of scouts or

brownies (under 16years) who are accompanied by their Leaders. Even if you're older and a little anxious about being on your own, we can pair you up, especially if you're positioned in a remote place like a water station.

We always want you to feel safe and that you're enjoying being a volunteer. If you feel uncomfortable in anyway you can contact us so that we can make some changes. Office 01483 720459 or race day mobile 07899 676753.

### **CitizenAid smart phone App**

The app is a step-by-step guide on how the public can act to stay safe and save lives of the injured. We recommend you download this. It's a helpful tool to use in the case of an incident at one of our events, although some of the potential hazards do seem a bit extreme!

There is clear and simple direction on how to prioritise the injured, how to deal with life-threatening bleeding, and how to communicate with the 999 services in a structured way using the mnemonics SLIDE and MIST.



### **What do we expect**

You must register as a volunteer in our RiderHQ system. If you struggle with the website technology just call in and we'll add you to the system (01483 720459.)

To claim your 2 for 1 free race entries you must have registered on RiderHQ.

Please arrive on time and if you're running late simply text or call in with an update. The volunteer plan is usually run quite efficiently and there isn't much room to manage drop outs at the last minute, so please just let us know in good time.

We appreciate your time and effort in getting to our events and we know you're there because of your passion for sports and aat-events.

It's also important to represent aat-events in the best light. Wearing appropriate clothing, being polite and interacting with local residents is important as you'll be representing aat-events. You shouldn't have to deal with an angry resident or runner but in the first instance, it always helps to stay professional and keep calm.

Runners who enter our events with the 2 for 1 vouchers are expected to review the events and we hope that you'll also mention us on social media. A simple photo or short message with aat-events tagged in is a great way to tell everyone about what you're up to.

### **What can you expect from aat-events**

You're helping us and in return we're there to support you. We'll endeavour to answer any queries you have in a timely manner, help you through the volunteer recruitment process and ensure you have a great day volunteering.

We want you to come back and help again, so it's important to us that you have fun.

We offer 2 for 1 free race places. Volunteer once and earn two free race places, into any aat-event own events. (We sometimes arrange private corporate events which are not eligible for free entry.)

We're currently devising a rewards system of pin badges for repeat volunteering and we like to give away free head wraps, free evening entertainments (e.g. Escape rooms), and social events.

There is often a catering firm onsite that offers free food and drinks for volunteers and if you're asked to be in position for a long time then we'll provide food and drinks. Where available we'll pay for a cooked breakfast after the event.

## **2 for 1 vouchers**

Each time you volunteer we'll issue a unique voucher valid for 2 events, excluding Surrey Half. You can simply enter this into the RiderHQ system when entering and get a free entry.

There's only 15 places available per event for volunteers, so remember to get your entry in early. If you are unable to run then let us know 7 days before the event so that we can free up the space up for someone else. Any later than 7 days notice and I'm afraid you'll lose your free code.

The Surrey Half hosts its own volunteer scheme, with a 1 for 1 ratio of help and race.

**Expenses**

We don't offer expenses compensation unless there are exceptional circumstances. You'll be offered snacks and drinks on event days and we'll compensate for any vehicle expenses incurred above your regular travel to and from the venue.

*Thank for your help, to make every event a great success, Toby.*