



Volunteers

Q&A's



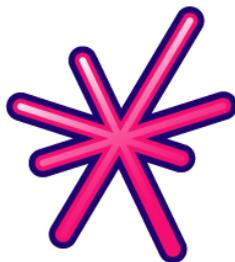
GLOBAL PARTNERS





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When will I hear whether I am involved?

All applicants will receive feedback by March 01, 2022 at the latest.



Job areas

What areas of application are there?

You can find an overview of the areas of application by "clicking" through the application process. After registering, you will also find a brief description of the respective area under the menu item "Functional areas", as well as a PDF with detailed descriptions.

How long does a shift last?

Shifts vary depending on the activity and can sometimes be longer or shorter. On average, a shift lasts about 8 hours. A break is of course included in the 8 hours. You will receive the shift schedule before the event.





When will I receive my shift schedule?

After the selection phase of the volunteers, we will assign each volunteer to the appropriate shifts in the background. Since we know that you have to plan ahead, we will give you feedback as soon as possible.

Your personal schedule will be available in your profile on Eventvolunteers.

For the volunteers in Cologne: <https://eventvolunteers.de/de/EB22koeln/Account>

For the volunteers in Berlin: <https://eventvolunteers.de/de/EB22berlin/Account>

Is previous experience required?

No. It is certainly helpful for certain tasks and it is part of the idea of the Volunteers program that everyone contributes their skills and experience, but it is not a requirement.

What should I carry with me when I go on my job?

Of course, this depends on your field of work. But you should definitely always remember your volunteer clothing, your accreditation and especially your cell phone. It is better to do without unnecessary valuables, as you may not always be able to keep an eye on everything during your work. If something special is needed for your area of operation, you will find this out by a contact person from the department or via the shift plan.

When will the trainings take place?

The trainings are scheduled from May on and will be held mostly online. We try to compress them as much as possible and offer different dates.





General information

In which period will the EuroBasket take place in Cologne and Berlin?

The EuroBasket will take place with the group phase in Cologne from 01 - 07.09.2022. The final round starts in Berlin on 10.09.2022 and ends with the final games on 18.09.2022. If you are already available in the forefield, both in Cologne and Berlin, so we would be happy about any active support. You can specify the days accordingly in the online registration form on eventvolunteers.de.

Is there insurance coverage?

Yes, all volunteers are covered by liability and accident insurance during their work and on the way to and from the assignment site.

Is accommodation provided?

No. Experience shows that most volunteers stay with friends or relatives in the vicinity.

Do I have to be available for the entire period?

In principle, all volunteers should be available for all match days. This makes it easier for us to plan and communicate with you. However, if you can only be available for a certain time, this is not a direct exclusion criterion.

What languages should I speak?

Since this is an international event, you should be able to speak and understand German or English. Other languages are of course an advantage.

Can I watch the EuroBasket games?

When planning the shift times, we aim that all volunteers also get the opportunity to watch one or the other game of the EuroBasket. You will work in rotating shifts depending on the area, so we will make every effort to ensure you get to watch some games.

Where can I find an overview of the volunteer clothing including a size chart?

Currently we do not have a size chart yet. As soon as we have one, we will share it with you.





How can I take time off for the activity?

For all volunteers employed in Germany, there is a letter from the DBB President that employees can use to request special leave or to present to their employer. This form is also suitable for students of full age to be exempted from classes if necessary. Other certificates can be issued by the organizing committee upon request.

Where can I get short-term information and answers to spontaneous questions?

We will keep you informed all the time via e-mails and eventvolunteers. There will also be an app that will provide you with all the necessary information and inform you about spontaneous changes. You can also reach the volunteer management and your shift leader at any time via the app.

Will there be a reliability check on volunteers?

Each volunteer may be subject to a background check by the relevant authorities.

Unfortunately, I cannot work on one of the days I am scheduled to work at short notice (e.g. due to illness).

What can I do?

That's no problem, please inform the Volunteer Management Team as soon as possible so that we can schedule other volunteers.

Can I unsubscribe if I can't help after all?

Yes, we understand that circumstances can change. Please let us know as soon as possible if you can't be there after all, so we can offer your spot on the volunteer team to someone else. The correct email address for this is our mailbox: volunteers.koeln@basketball-bund.de or volunteers.berlin@basketball-bund.de.





Benefits

Is the job paid?

No, volunteers are honorary helpers. Therefore, there is no monetary compensation for the work. Nevertheless, you will benefit from many advantages. In addition to insurance coverage for the time of your assignment, you will receive:

- an accreditation for the entire European Championship (without seat entitlement)
- a volunteer uniform
- a ticket for the public transport in Cologne/Berlin
- meals in the volunteers room
- a certificate
- a souvenir

Other advantages you will have are that you will be right in the middle of the action at EuroBasket and in daily contact with officials and spectators who are looking forward to the European Championships. You will make many new friends and you can keep the volunteer equipment after the event.

When do I get my volunteer clothing?

You will receive your volunteer clothing on site, shortly before the event. We will inform you about an appropriate time window when you can receive your equipment.

Will there be a ticket for public transport in Cologne and Berlin?

In order to get you from A to B quickly and without additional costs, we will provide each volunteer with a free ticket for the duration of the event.

Is catering provided?

We offer free crew catering for all volunteers. This includes a full breakfast, lunch as well as dinner and a snack for volunteers whose shift may extend into the night. The crew catering will most likely take place in the arenas and volunteers who are deployed outside the arenas will be catered for elsewhere by us. We make sure to offer varied and healthy options and provide sufficient food and drink. Special diets will of course be taken into account and can be specified during registration.





Is there a certificate of participation?

Yes, a certificate will be issued to the volunteers attesting to their volunteer work, the period of time and - upon request - the kind of work they did.

Can I keep the volunteer clothes?

Yes, as long as you complete all your assigned shifts, you may of course keep the volunteer clothing after the EuroBasket.





Contact details

Christoph Beermann

Volunteer Manager

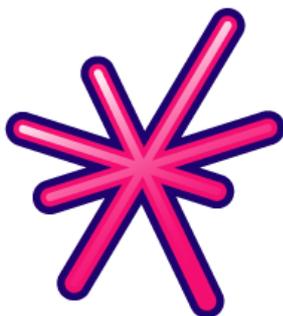
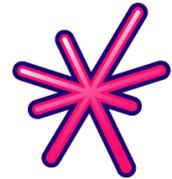
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