



VOLUNTEER PLAN

37TH AMERICA'S CUP





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1. Introduction

The organisation of the 37th America's Cup to be held in Barcelona from August to October 2024 is calling for volunteers and developing the volunteer programme with the aim of creating a team of volunteers to support the organisation of the event.

Our ambition is not just to create a volunteer team, but to build the best volunteer team ever seen in the America's Cup.

We are aware of the importance and the history that volunteering has for the competition itself and especially for the city of Barcelona so we intend to write our part of the history of the America's Cup and of Barcelona.

The Volunteer Plan presented below will be represented by 2,300 volunteers. All of them will, together, form Team B, the volunteer team of the 37th America's Cup.

Team B aims to represent through volunteering the values of the 37th America's Cup whilst adding some specific values of the volunteer team. The ideas and the storytelling behind the brand will be discovered as we get closer to the event, but here is a first approach:

- The B of Barcelona: our home and our city. We open our doors to the 37th America's Cup to host an historic event.
- The B of Blue: we care about the Blue Economy and we aim to promote it as the sustainable event that we are. We will protect the Mediterranean Sea to have a positive impact on the environment.
- The B of Bright: we are looking for volunteers who shine! Who have a passion for what they do, are positive and have an exemplary attitude. Let's show Barcelona why it's called the 'Jewel in the Sun.'
- The B of Be There: the volunteer must be there when and where they are needed. They have to take the role seriously and understand that they will be a vital part of the organisation of the event. Volunteers will fill unique positions, so they need to be highly responsible.





ACE aims to form an open and inclusive volunteer team - a local volunteer team, at the same time as having an international perspective - for a worldwide event. A team of people committed to the city and the country, who will participate to organize the best America's Cup ever held.

To do this, the ACE will open the registration process in June 2023 for all citizens who would like to apply to participate as a volunteer in AC37. All people who meet the following basic requirements may apply:

- Over 18 years of age on January 1, 2024.
- Have a minimum of 10 days available between August 23 and October 27, 2024. (This 10-day availability will need to be within one of the Groups explained below.)
- Speak at least one of the 3 official languages of the event: Catalan, Spanish and English.

We are looking for diverse volunteer profiles, perhaps with experience in the world of volunteering or willing to discover it for the first time, with knowledge and pride in their area and eager to contribute to the history of Barcelona and the America's Cup. We want to incorporate all ages and from all spectrums. All demographics from Barcelona will be considered and are required and volunteers from near and far are encouraged to join the AC37 volunteer team. People with diverse abilities, people committed to sustainability and people who are new to volunteering mixed with those who have been part of local volunteer associations for years. We are looking for people who still have the wonderful memory of the Olympic Games of Barcelona 1992 and many of those who were not even born at that time. We are looking for residents of the neighborhoods closest to the sea and people who do not know this area but want to discover it. In short, we want to form a volunteer team of diverse and unique people who contribute to success of a very unique event.

In addition to the criteria established to be part of the volunteer team, it will be necessary for these people to share and want to transmit the same values of the organisation of the 37th America's Cup: contribute to building an open, inclusive and equal volunteer team that is willing to make history in the event and for our city.

2. Distribution and Schedules

Distribution

The 37th America's Cup that will take place in Barcelona, will be an event of a maximum duration of 68 days. These 68 days are from August 23 to October 27, 2024.

The volunteers will be divided into 6 groups, and each person will be assigned to at least one group. This distribution has been carried out in this way for three reasons:

1. Ensure proper management of the 2,300 volunteers.
2. Facilitate access to be part of the volunteer team.
3. Guarantee the good physical and mental condition of all volunteers during the 68 days.

Each volunteer will be asked to have minimum availability for one of these 6 groups. Volunteer groups:

- Group 1: August 22 – August 31, 2024 (10 days)
- Group 2: 01 September – 10 September 2024 (10 days)
- Group 3: 11 September – 20 September 2024 (10 days)
- Group 4: 21 September – 30 September 2024 (10 days)
- Group 5: 01 October – 10 October 2024 (10 days)
- Group 6: 11 October – 27 October 2024 (10 - 17 days)

At the time of completing the registration form, each volunteer will be required to select between 1 and 6 availability groups. As explained, one of the access requirements will be the minimum availability of 10 days included in a single group. The days available must be for continuous days without any breaks during that period, to ensure continuity.

Availability can be mornings (9:30AM to 3:30PM) or afternoons (2:30PM to 8:30PM). Provisional schedules. The important point is to be able to guarantee 10 mornings or 10 afternoons in a row.

Timetables:

In order to correctly understand the final schedules of the volunteer team, it is necessary to first understand two concepts:

- Strategic area of participation: these are the different areas where each volunteer can be assigned. The 3 areas are: On Water, On Land and TV & Media.
- Day of non - competition: of the 68 days that the event lasts, there will be some days where there is no racing (a reserve day or poor weather not allowing racing to take place). The fact that there is



competition, or not, will determine whether a strategic area is active or inactive, and therefore the number of volunteers necessary. It is planned to open the public areas of the event during all days – racing or not.

On Water Area

This area will have a single shift and a single schedule, which will be strictly governed by the competition schedule. Volunteers who are part of this area will participate only on days of competition. However, since the day of competition will depend on the weather conditions, it is necessary that the people volunteering in this area have full availability during the 10 days of the group, and they will be advised early, each day, on the schedule and possibility of racing that day.

- Provisional On Water Area schedule: from 1:00 PM to 7:00 PM

On Land Area:

This area will have two shifts and two schedules. Depending on the exact position within this area, it will be necessary to be present on days of non-competition. However, since the day of competition will depend on the weather conditions, it is necessary that the volunteers in this area have full availability during the 10 days of the group.

- Provisional schedule Shift 1: from 9:30 AM to 3:30 PM
- Provisional schedule Shift 2: from 2:30 PM to 8:30 PM

These timetables are provisional and approximate, but in no case definitive. Each specific position in this area will have a specific timetable according to the needs of the organisation.

TV & Media Area:

This area will have two shifts and two schedules. The communication and press area will always be open, whether there is competition or not.

- Provisional schedule Shift 1: from 9:30 AM to 3:30 PM
- Provisional schedule Shift 2: from 2:30 PM to 8:30 PM

In all area positions, the degree of flexibility will be low. We will work so that internally within the same group there is flexibility in changes between mornings and afternoons, but we need certainty of attendance and volunteers to stick to a strict schedule, so we are sure of the quality of our support.

3. Strategic Areas

Below are the 3 strategic areas in which the volunteer group will be divided. The specific positions and tasks to be performed are also explained in detail.

3.1. ON WATER

STRATEGIC AREA 1 – ON WATER	
Definition	Actions directly related to the competition. This includes actions that occur on the water or that are directly related to it.
General Objective	Support the On Water operations team to ensure that the competition takes place normally and following the current protocol established by AC37.
Specific objectives	<ul style="list-style-type: none"> - Assist to define and protect the perimeter of the race area and prevent the entry of boats that do not have access to it. - Support staff in charge of the areas that delimit the competition area. - Support the Water Operations Centre and the two Ports.
Specific positions	<ol style="list-style-type: none"> 1. Stake Boats 2. Support to the Marshal 3. Support to the Marshal in charge of the area 4. Water Operations Centre (COA) Support 5. Support for Port 1 6. Support for Port 2 7. Competition Volunteering Control 8. On Water Backup Group
Volunteer profile	<ul style="list-style-type: none"> • Experience in the nautical and sailing world. • Knowledge and navigation permissions. • Ideally to come from a yacht club and actively sail.

3.2. ON LAND

STRATEGIC AREA 2 – ON LAND			
POSITION	DESCRIPTION		
Definition	Actions directly related with the fan and public experience. All actions take place out of the water.		
General Objective	Support the organisation that works out of the water and ensure that the viewer's experience is the best one.		
Specific objectives	<ul style="list-style-type: none"> - Support the organisation of AC37 in terms of tasks that take place outside the water. - Ensure a good experience of the spectator public: comfort, safety, attention to the public. - Assist the Hospitality Team ensuring a premium service and a good experience for guests. 		
Specific positions	<table border="0"> <tr> <td style="vertical-align: top;"> <ol style="list-style-type: none"> 1. Sponsors Area Support (village) 2. Main stage support (village) 3. Overall Control Village (village) 4. Technology Area Support (village) 5. Accreditation Desk Support 6. America's Cup Support 7. Beach area controllers Support 8. Catering support 9. Coordination Centre (CECOR) Support 10. Event Office Support 11. Green Angels 12. Support for the VIP Zone 13. Team guests support 14. Controllers FZ Hotel Vela Support 15. Head of Fan Zone of the Hotel Vela Support </td> <td style="vertical-align: top;"> <ol style="list-style-type: none"> 16. Official Clothing Store Support (Hotel Vela) 17. Hydrogen Zone support 18. Operations Centre Support 19. Information Points Support 20. Operations Centre Support 21. Super Yacht Areas Support 22. Port Olímpic Fan Zone Support 23. Head of the Fan Zone of the Port Olímpic Support 24. Special Events Support 25. Team Bases Support 26. Trophy Tour Support 27. Volunteer Centre Support 28. Volunteer Attention Support 29. On Land Backup Group 30. Control of On Land Volunteering </td> </tr> </table>	<ol style="list-style-type: none"> 1. Sponsors Area Support (village) 2. Main stage support (village) 3. Overall Control Village (village) 4. Technology Area Support (village) 5. Accreditation Desk Support 6. America's Cup Support 7. Beach area controllers Support 8. Catering support 9. Coordination Centre (CECOR) Support 10. Event Office Support 11. Green Angels 12. Support for the VIP Zone 13. Team guests support 14. Controllers FZ Hotel Vela Support 15. Head of Fan Zone of the Hotel Vela Support 	<ol style="list-style-type: none"> 16. Official Clothing Store Support (Hotel Vela) 17. Hydrogen Zone support 18. Operations Centre Support 19. Information Points Support 20. Operations Centre Support 21. Super Yacht Areas Support 22. Port Olímpic Fan Zone Support 23. Head of the Fan Zone of the Port Olímpic Support 24. Special Events Support 25. Team Bases Support 26. Trophy Tour Support 27. Volunteer Centre Support 28. Volunteer Attention Support 29. On Land Backup Group 30. Control of On Land Volunteering
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Volunteer profile	<ul style="list-style-type: none"> • Motivated people, with or without experience in similar events. • Friendly people, who enjoy assisting and participating with fans and spectators. 		

3.3. TV AND MEDIA

STRATEGIC AREA 3 – COMMUNICATION AND PRESS	
Definition	Actions strictly related to the Communication and Press department.
General Objective	Providing support to all the media and to ACE Barcelona's Communication and Press Department.
Specific objectives	<ul style="list-style-type: none"> - To offer the best service and the best experience to the media. - To offer maximum attention to the teams in the press room. - To give the best possible service to all the staff related to the strategic area of Communication and Press.
Specific positions	<ol style="list-style-type: none"> 1. Photo Support 2. Media Operations Support 3. Front Desk Support 4. Editorial Support 5. Web Support 6. Media Relations Support 7. TV and Media backup Group 8. Control of TV and Media Volunteering
Volunteer profile	<ul style="list-style-type: none"> • Experience in other events as a volunteer in Communications and Press Media. • High Level of English, Spanish and Catalan. Other languages are welcome. • Active person, interested in the communications world.



4. Volunteer Cycle

4.1. Registration Process

Joining the AC37 Volunteer Team will only be possible through the official website of the 37th America's Cup. To do this, applicants are required to complete two steps. First, register on the web platform and then make the application to volunteer through the form. It will not be possible to fill in the form without having previously registered on the platform.

Registering on the web platform and responding to the registration form will not guarantee being part of the Volunteer Team. The process of appointing the team is explained in the next phase.

For each volunteer, the recruitment phase will end when they finish their registration with the Volunteer Team.

4.2. Volunteer Team Building

This phase includes the entire process of creating the Volunteer Team, starting with the management of all applications, and ending with the confirmation of each position to each selected volunteer.

The start of this phase will begin as soon as the volunteer registration process is officially closed. However, depending on the number of applications, it could be that the application screening process and the interview process begins when the recruitment phase is still active.

The objective of the organisation is to set up the team of 2,300 volunteers 5 months before the start of the event and to enable a group of people on the waiting list. Therefore, we will work with the intention of closing the volunteer team at the beginning of March 2024.

Indicative calendar:

- June 2023: opening of the recruitment phase.
- November 2023: end of the recruitment phase.
- December 2023 – February 2024: application review process and interview phase.
- March 2024: final communication to volunteers.

Explanation of the candidacy election process: ACE will internally create the team.

- Availability and languages will be key criteria.
- The order of application will also be key. The earlier you apply, the better your chances to be part of Team B. Suggestion: Applications will be considered chronologically in the order of application. Don't delay if you wish to be a part of the volunteer programme for AC37 in Barcelona.
- Final interview: We are looking for people who shine, who are motivated and who want to be a part of creating history at the 37th America's Cup in Barcelona.

Given the possibility of receiving more volunteer applications than those that can be assumed by the organisation, it is expected that during the month of December the process of reviewing candidacies and the interview phase will begin. This process will allow the organisation to choose the 2,300 positions that will be well defined and that all together will form the Volunteer Team of AC37.

To do this, criteria such as languages skills or the level of availability will be considered. In addition, in the interview process we will also assess the attitude and desire of each volunteer, as well as certain skills in more specific profiles. The order of application registration could also be considered. Interviews may be individual or collective, face-to-face and/or online. An interview will be mandatory for all positions.

ACE will lead the team building process internally.



4.3. Onboarding:

Once all the people who will be part of the Volunteer Team have been confirmed, the preparation phase of the team will be carried out. The team of volunteers will be prepared through 3 types of training: training through digital capsules, generic training and specific training.

Once the volunteers have received all the training phases, they will be able to join the event according to their group and turn.

The 2,300 people will be divided in 6 groups.

Each person will be part of a minimum of one group and a maximum of 6, according to the availability indicated at the time of registration.

- Group 1: August 22 – August 31, 2024 (10 days)
- Group 2: 01 September – 10 September 2024 (10 days)
- Group 3: 11 September – 20 September 2024 (10 days)
- Group 4: 21 September – 30 September 2024 (10 days)
- Group 5: 01 October – 10 October 2024 (10 days)
- Group 6: 11 October – 27 October 2024 (10 - 17 days)

On the first day of each shift, the new team of volunteers will be welcomed. All the people who form part of a specific group will be required to have the full 10-day availability and to join on the first day of the shift.

It will be during this first day when the uniform and everything essential that the volunteer must have will be delivered.

This Volunteer Plan has been created specifically for the organisation of the 37th America's Cup Volunteer Programme. This plan is a live document, that will be updated as we get closer to the beginning of the competition.

Our goal is to have the Volunteer Plan always updated so that we are able to create the best Volunteer Team in the history of the America's Cup.

This document is the exclusive property of the ACE LEGACY ASSOCIATION.