

Outline of “Volunteering Strategy for the Olympic and Paralympic Games Tokyo 2020”

1. Volunteers for the Olympic and Paralympic Games Tokyo 2020

(1) Integrated volunteer management

- This Strategy is integrally formulated and announced in cooperation with the Tokyo Organising Committee of the Olympic and Paralympic Games (the Organising Committee).
- After the Strategy is formulated, the Tokyo Metropolitan Government (TMG) and the Organising Committee will work to collaborate to the extent possible with respect to the implementation of the Strategy and volunteer recruitment, including volunteer training and operations, and post-Games initiatives.

(2) More than 90,000 volunteers in action

- Games Volunteers are expected to play an important role in the operation of the Games, including providing directions and information at Games-related venues such as competition venues and the Olympic Village. (the Organising Committee)
- City Volunteers will provide services to visitors from across Japan and abroad, such as tourism and transport information, as well as guidance to spectators at stations nearest to competition venues at airports, major train stations, sightseeing spots, and others. (TMG)

2. Main Points of the Strategy

(1) Collaboration with related local governments and others

a. Collaboration with related local governments and organisations

- Local governments of prefectures and municipalities outside of Tokyo where competition venues are located :
The adoption of a unified design for City Volunteer uniforms and offering the same training.
- Local governments nationwide including areas that have been affected by natural disasters :
Help the benefits of holding the Games being felt nationwide by such measures as distributing sightseeing information on every region of Japan.
- Tokyo municipalities:
Collaborate with organisations that conduct local activities on a daily basis, transportation providers and others.

b. Initiatives to enable many residents of Tokyo to play active roles as volunteers

- Consider ways to enable many motivated residents of Tokyo to volunteer during the Games so that each and every individual can feel that they have contributed to the Games.

c. Cooperation with Rugby World Cup 2019

- A portion of the City Volunteers for the Tokyo 2020 Games will be recruited ahead of schedule (around the end of FY2017) enabling them to also serve at Rugby World Cup 2019 (RWC2019) and then carry on that experience to the Tokyo 2020 Games the following year.

(2) Securing diverse participants

a. People with impairment

- We will improve the environment at each stage of the process, including recruitment, training, and placement (e.g., barrier-free environment, toilets for people with impairment and others).

b. Children and students

- Provide volunteer experience to elementary school children, junior high and high school students in Tokyo.
- Consider opportunities for junior high and high school students, including those in areas that have been affected by natural disasters to experience Games operations.

c. Working-age adults/child-rearing adults

- Promote the establishment of systems to allow employees to take time off to volunteer and the use of such systems at companies or other employers.
- Consider measures to enable child-rearing adults to volunteer, such as measures to facilitate use of childcare facilities.

(3) Recruitment

Application requirements under consideration

	Games Volunteers	City Volunteers
Age	18 years or older as of April 1, 2020	
Service days/others	More than 10 days. Japanese national or foreign national with permission to stay in Japan	More than 5 days. Japanese national or foreign national with permission to reside in Japan

(4) Training and others

- The TMG and the Organising Committee will work together to provide training in areas that overlap between Games Volunteers and City Volunteers, such as service and manners, and an overview of the Games.
- Consider ways to accommodate multiple languages (e.g., printed materials and the utilization of Information and Communication Technology (ICT)).

(5) Cultivating enthusiasm for volunteering and expanding the base of volunteers

- Introduce information related to volunteering at the Games and the appeal of volunteering through symposiums and websites.
- Consider initiatives, such as the creation of attractive uniforms and naming, to lure people into volunteering.

(6) Post-Games legacy

- Collaborate with related organisations and others to establish a system that enables the volunteers involved with the Tokyo 2020 Games to also play an active role after the Games.

3. Schedule

Recruitment of both Games Volunteers and City Volunteers is scheduled to start around the summer of 2018.

*A portion of the City Volunteers for the Tokyo 2020 Games will be recruited ahead of schedule (around the end of FY2017) enabling them to also serve at RWC2019 .