

# Guidelines for Recruiting City Volunteers for the Olympic and Paralympic Games Tokyo 2020

## ■ About the Tokyo 2020 Games

To make the Olympic and Paralympic Games Tokyo 2020 (Tokyo 2020 Games) a historic event that is cherished in the hearts of the people, it is crucial that we work to build excitement for the Games through all-Japan efforts.

The Olympics and Paralympics will bring together athletes and other Games-related personnel as well as a large number of spectators to Japan from countries and areas around the world. The Games will also be a prime opportunity to convey the charms of Tokyo and Japan to the world through television broadcasts and other media.

As illustrated by one of the core concepts of the Tokyo 2020 Games, “Unity in Diversity,” we consider it essential to promote “Diversity and Inclusion” for the Games, which helps a diverse range of people understand their differences, naturally accept and recognize each other, and work together to create an environment where everyone can play an active role in a lively manner.

To achieve these objectives, it is imperative to engage a wide range of people for the success of the Games, regardless of factors such as age, gender, nationality and whether or not they have an impairment.

Against this background, the Tokyo Metropolitan Government (TMG) will recruit “City Volunteers” who will welcome the spectators to Tokyo.

Certainly, the success of the Olympic and Paralympic Games is dependent upon the activities of City Volunteers who will serve as the “face” of the host city.

We are looking forward to receiving applications from enthusiastic candidates who will unite with the many people involved to make the Tokyo 2020 Games a great success, candidates who want to play a role in delivering a Games hosted in their own country (Japan)—a once-in-a-lifetime opportunity, and candidates interested in working together to build excitement for the Games.

### ◆ Event name

The Olympic and Paralympic Games Tokyo 2020

### ◆ Event period

The Olympic Games: Friday, July 24 – Sunday, August 9, 2020

The Paralympic Games: Tuesday, August 25 – Sunday, September 6, 2020

## ■ What are City Volunteers?

As “the face” of the host city, City Volunteers recruited by the TMG will warmly welcome those affiliated with the Games, such as athletes, as well as visitors and tourists from Japan and abroad, with the spirit of *omotenashi*, or Japanese hospitality. As full-fledged participants contributing to the Games, City Volunteers are expected to take on the important role of complementing the Games and building excitement by creating a bright and friendly atmosphere as they provide assistance.

※ City Volunteers are different from “Games Volunteers,” who will be recruited by the Tokyo Organising Committee of the Olympic and Paralympic Games to carry out duties such as directing and guiding visitors, manning reception counters, and supporting event operations at Games-related facilities, including competition venues.

## ■ Total number of City Volunteers

30,000

(1) Number of new volunteers to be recruited

20,000

(2) The City Volunteers include the following people totaling about 10,000.

Tokyo Tourism Volunteers and people, who have volunteered in Tokyo for Rugby World Cup 2019™ and hope to also apply that experience at the Tokyo 2020 Games, as well as people selected among applicants recommended by universities in Tokyo and about 5,000 others recommended by Tokyo municipalities.

## ■ Volunteering period

Volunteers will designate at least five days to serve during the following periods spanning the Olympic Games and Paralympic Games.

The Olympic Games: Saturday, July 18 – Wednesday, August 12, 2020

The Paralympic Games: Friday, August 21 – Wednesday, September 9, 2020

※ The days designated to volunteer do not need to be consecutive. Volunteers can participate by designating their usual days off, such as weekends.

※ As long as the volunteering schedules do not conflict, one can apply for and participate as both a Games Volunteer and City Volunteer.

## ■ Volunteering hours

Around five hours per day

※ Volunteer shifts are expected to be 5 hours a day. However, 30-minute meetings are

also planned to be held before and after shifts.

※ Break times, including time for meal breaks, will be set as appropriate for each shift.

### ■ What to consider when applying

Applicants must meet the following three criteria to apply:

- ① Born on or before April 1, 2002
- ② Japanese national or person with permission to reside in Japan
- ③ Able to hold a simple conversation (able to communicate) in Japanese

### ■ Type of applicants we are looking for:

1. Enthusiastic about playing an active role as a City Volunteer at the Tokyo 2020 Games
2. Able to work with a team and treat team members with consideration
3. Has previous volunteering experience
4. Able to draw on their knowledge, skills, and experience related to providing Tokyo tourist and transport information, etc.
5. Able to draw on their knowledge related to disaster preparedness, crime prevention, emergency first aid, etc.
6. Has the desire to use English or another foreign language or sign language skills

### ■ Recruitment period

From 1:00 p.m., September 26 (Wednesday) to noon, December 5 (Wednesday), 2018

### ■ Methods of applying

#### • Apply online

Go to the application page on the Tokyo Metropolitan Volunteerism Navigation website (<http://www.city-volunteer.metro.tokyo.jp/en/index.html>), fill in the required information, and submit an application.

#### • Apply by fax

Fill in an application form and fax it to the Tokyo 2020 Games City Volunteer Recruitment Office.

Tokyo 2020 Games City Volunteer Recruitment Office

Fax Number: +81-(0)3-6271-9078

※ Candidates selected to undergo standardized training will need to be able to take

e-learning courses and contact the office using electronic resources such as a PC, tablet or smartphone. Therefore, it will be necessary for such candidates to prepare an environment that enables them to connect to the internet prior to undergoing standardized training.

• **Apply by mail**

Fill in an application form, be sure to affix a stamp to the envelope, and send it to the Tokyo 2020 Games City Volunteer Recruitment Office (before the deadline as indicated by the postmark on the envelope).

Tokyo 2020 Games City Volunteer Recruitment Office

**【Address】**

Celestine Shiba Mitsui Building  
3-23-1, Shiba, Minato-ku, Tokyo, Japan  
Postal code: 105-8335

※ Candidates selected to undergo standardized training will need to be able to take e-learning courses and contact the office using electronic resources such as a PC, tablet or smartphone. Therefore, it will be necessary for such candidates to prepare an environment that enables them to connect to the internet prior to undergoing standardized training.

■ **Apply as an individual or a group**

Both individuals and groups can apply.

Up to four individuals can apply together as a group. Although the decision regarding selection will be made based on the group as a whole, application screening and interviews will be carried out separately for each group member.

Volunteer tasks will be assigned as a group. The group leader will be asked to submit shift requests on behalf of the group to the Volunteer Office.

■ Location, description of duties/activities, estimated number of volunteers needed

Location	Description of duties/activities	Estimated no. of volunteers needed
Airport (inside Haneda)	• Provide tourism information	

Airport)	(sightseeing spots, restaurants, shopping places, etc.)	5,000
Major train stations in Tokyo (Tokyo Station, Shinjuku Station, etc.)	<ul style="list-style-type: none"> <li>• Provide transport information (ways to access a destination, transfer points, etc.)</li> <li>• Provide Games-related information</li> <li>• Promote the Tokyo Metropolis</li> <li>• Other responsibilities</li> </ul>	
Sightseeing areas (Asakusa, Ginza, etc.)	<ul style="list-style-type: none"> <li>• Provide tourism information (restaurants, shopping places, etc.)</li> <li>• Provide Games-related information</li> <li>• Promote the Tokyo Metropolis</li> <li>• Other responsibilities</li> </ul>	5,000
Stations nearest to Games venues or locations on the route to Games venues	<ul style="list-style-type: none"> <li>• Provide information and support to spectators</li> <li>• Provide Games-related information</li> <li>• Build an exciting atmosphere for spectators</li> <li>• Other responsibilities</li> </ul>	20,000
Live Sites in Tokyo*	<ul style="list-style-type: none"> <li>• Guide and support visitors</li> <li>• Support venue operations</li> <li>• Other responsibilities</li> </ul>	5,000

※ The estimated number of volunteers is subject to change based on the status of preparations and other factors.

※ Volunteers can request the general type of activity they wish to engage in. However, please be aware that not all requests can be met.

\* Live Sites are areas where large screens and other equipment will be set up to present live broadcasts of competitions, on-stage events, opportunities to try sports, and other activities, enabling audiences to experience the Tokyo 2020 Games at locations other than Games venues.

## ■ Schedule

Dates	Description
2018 September 26 – December 5	Registration of applications
December 6, 2018 – January 2019	Application/document screening
2019 January	Results of document screenings/interview and information session notifications sent out to candidates
February - May	Interviews, information sessions, etc. scheduled
Around September	Results of interviews sent out to candidates/candidates selected for standardized training notified
October – around February 2020	Standardized training scheduled
2020 Around March	Candidates who have successfully completed standardized training are formally notified of their selection
April -	Role-specific and leadership training scheduled
June -	Location-specific training scheduled
June -	Uniforms distributed to volunteers, etc.

■ **Interviews, information sessions, etc.**

Number of times volunteers are expected to participate	One time (scheduled to be 2-3 hours in length)
Location	Scheduled to be held in Tokyo (Candidates to be informed of the exact location at a later date.)
Date(s)	To be held every week, about five days a week, between February and May 2019. Candidates can submit a request for their preferred date to attend after receiving the interview and information session notification.

■ **Training**

(1) Standardized training (for both Games and City Volunteers)

Number of times	One time, in-person, group training session (scheduled to be 3-4 hours in length) and an e-learning course
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volunteers are expected to participate	
Overview of training	Designed to provide the basic knowledge needed by Olympic and Paralympic volunteers
Location	In-person, group training session scheduled to be held in Tokyo (Candidates to be informed of the exact location at a later date.)
Date(s)	To be held every week, about five days a week, between October 2019 and February 2020. Candidates can submit a request for their preferred date during this period.

(2) Role-specific training

Number of times volunteers are expected to participate	One time (scheduled to be 3-4 hours in length). E-learning courses also under consideration.
Overview of training	An in-person, group training session designed to provide the basic knowledge needed by City Volunteers to fulfill each role
Location	Scheduled to be held in Tokyo at the same location as the standardized training. (Selected candidates to be informed of the exact location at a later date.)
Date(s)	Candidates selected for training can submit a request for their preferred date after April 2020.

(3) Location-specific training

Number of times volunteers are expected to participate	One time (scheduled to be 3-4 hours in length). E-learning courses also under consideration.
Overview of training	An in-person, group training session designed to provide the basic knowledge needed to work at each location City Volunteers will be stationed at
Location	Scheduled to be held at locations in Tokyo where City Volunteers are to be stationed. (Selected candidates to be informed of the exact location

	at a later date.)
Date(s)	Candidates to be notified after April 2020

(4) Leadership training

Number of times volunteers are expected to participate	One time (scheduled to be 3-4 hours in length)
Overview of training	An in-person, group training session designed to provide the knowledge needed to serve as City Volunteer Leaders
Location	Scheduled to be held in Tokyo. (Leader candidates to be informed of the exact location at a later date.)
Date(s)	To be notified after April 2020

※ The time required for each type of training is subject to change.

■ **Volunteers are to be provided with the following:**

- A set of uniforms
- Meals during volunteering hours
- Insurance for volunteer activities
- Set compensation to cover a portion of transportation costs (form of compensation to be determined) between a volunteer's place of accommodation and volunteering location on his/her assigned days.

※ Volunteers will be responsible for arranging accommodations and accommodation costs, as well as the cost of transportation to and from their place of accommodation, when attending interviews and information sessions, participating in training sessions, and volunteering on their assigned days during the Games.

※ Certificates of volunteer activity, listing the dates volunteers served and other information, are planned to be issued after volunteering activities have concluded.

■ **Registration/cancellation**

Candidates who have completed standardized training will be registered as Tokyo 2020 Games City Volunteers. Registration can be cancelled at the request of the volunteer. Registration may also be cancelled by the TMG if he/she is unable to participate in training, engages in any action that harms the image of the Tokyo 2020 Games,

seriously hinders volunteer teamwork or inconveniences visitors or spectators, or it is discovered that the applicant provided false information on their application.

■ **Points to note**

- The results of both application/document screening and interviews will be notified to all applicants. Please be aware, however, that we will not be held responsible for notification of the results in cases where a candidate is unable to receive e-mail, faxes, or regular mail due to their own circumstances.
- The identity of applicants will be verified at the time of the interview. Applicants must provide a photo ID which also shows their name, address, and date of birth such as a driver's license or passport.
- Interviews, training, and volunteering at the Games may be photographed and/or filmed. The images and/or video taken may be used for related websites, television, or in other materials. We kindly ask for your understanding in advance.
- Personal information concerning applicants will be strictly managed, and will not be used by any entity other than the Tokyo 2020 Games City Volunteer Recruitment Office.