



日本

2019

Rugby World Cup 2019™
Official Volunteer Programme

NO-SIDE

Application Guidelines

THIS EXPERIENCE IS
SPECIAL



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Rugby World Cup, rugby's biggest global showcase event, will finally be coming to Japan.

Rugby World Cup 2019™ Official Volunteer Programme “NO-SIDE” is the name of the volunteer programme which provides an unique opportunity to get involved in this international sporting event. Volunteers will be the face of the host cities, welcoming fans from across Japan and around the world. Come and join our team and become part of something special!

Role of the Tournament Volunteers

Volunteers – The Face of the Tournament

Tournament volunteers are hugely valued at every Rugby World Cup. As the face of each tournament, their primary focus is to welcome local and international visitors with warm hospitality.



Rugby World Cup 2019™ Volunteer Programme

As with previous Rugby World Cup tournaments, volunteers will play a major role in ensuring the success of the Tournament, providing a friendly welcome to all local and international fans and to showcase the best of Japan and the values of rugby. This is a one of a kind experience unique to Rugby World Cup!



Volunteer programme for Rugby World Cup 2015™ (Hosting country: England)



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ONCE IN A LIFETIME.

Four billion people will be tuning in to watch the matches on television, two million will be attending the matches at the match venues and four hundred thousand people will be visiting Japan to show their support for Rugby World Cup 2019™. Rugby World Cup is one of the three biggest sporting events in the world.

*These numbers reflect those from ER2015.





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Rugby World Cup 2019™ Official Volunteer Programme

"NO-SIDE"

ノーサイド



What is NO-SIDE?

The phrase, "NO-SIDE" is originally a rugby term from England that signals the end of the match. No matter how fiercely the battle had been fought on the field, once the whistle is blown and the no-side call is made to signal the end, both teams show gratitude to one another and congratulate each other on a great match. This extends to the referees and the fans as well and no sides will be taken following a match. For the rugby community in Japan, the phrase "NO-SIDE" is not just used to signal the end of a match but to them it also embodies the spirit/values of rugby such as mutual understanding and mutual respect.

Programme Concept



「NO-SIDE」

We will all work together to provide a unique experience for everyone involved in the Tournament. Volunteers will be part of a team that will be the

“promoters of the Japanese rugby community’s no-side spirit”.

Benefits of participating

We hope the biggest benefit you get out of volunteering for RWC2019 will be a memorable, meaningful and satisfying experience. Other benefits included being part of the first Rugby World Cup in Asia, developing new skills, meeting new people and being acknowledged for your contribution to the delivery of RWC2019.

“We are all **one team!**”



Volunteer highlights from previous Rugby World Cup tournaments.

1. *Being able to do something for my country/host city!*
2. *Being able to welcome the spectators!*
3. *Having a special once in a lifetime experience!*
4. *Having the honour to don the team uniform!*
5. *Being able to meet many new people!*



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Key Volunteer Activities

The following is a sample of the type of roles available.

Key Volunteer Activities



Spectator Services

Welcoming guests around the venue.



Fanzone operations

Supporting fanzone operations.



Wayfinding

Providing guidance at major transportation hubs and airports.



Accreditation

Supporting the distribution of passes to stakeholders.



Transport Operations

Guiding spectators at the shuttle bus stops.



Workforce

Supporting the workforce break area operations.

Volunteers will be filling a variety of roles from providing guidance in and around the venues to operational support for transport and at fanzones and many other locations. Furthermore, there will be roles that require English such as providing guidance to tournament stakeholders.

Recruitment Overview

About recruitment period and selection

Recruitment entity	<p>Recruitment for the Rugby World Cup 2019™ volunteers will be conducted by the Rugby World Cup 2019 Organising Committee.</p>
Management entity	<p>The Rugby World Cup 2019™ volunteer programme will be managed by both the Rugby World Cup 2019 Organising Committee and the 12 host cities *hereinafter referred to as “Tournament Operators”.</p>
Recruitment period	<p>12:00 p.m. on 23 April 2018 to 11:59 a.m. on 18 July 2018 *Japan Standard Time</p>
No. of volunteers	<p>Approximately 10,000 volunteers across 12 host cities. *Please note that depending on the number of applications received, a ballot may be used to select the candidates prior to interviews.</p>
How to apply	<ul style="list-style-type: none"> ■ Individual applications will be accepted online ■ Please apply via the Rugby World Cup 2019™ official website from your computer or smartphone. Simply click the link below and follow the on-screen instructions URL: https://www.rugbyworldcup.com/volunteers ■ Please note that we require volunteers to be able to communicate in Japanese and that the application form is in Japanese. Should you need assistance, please contact our call-centre.
Activity location selection	<p>Please select which host city you would prefer to volunteer in during the application process. If you are able to volunteer in more than one host city, you can choose up to three locations. *Please note that you may not necessarily be able to volunteer at all of the locations that you have requested.</p>
Selection process	<p>An interview roadshow will be conducted for applicants who have applied during the application period. *Depending on the number of applications received, a ballot may be used to select the candidates prior to the interview roadshow.</p>
Activity length/time	<p>The minimum number of shifts will vary between each host city and each role, depending on the number of matches in each location. The maximum length of a rostered shift will be eight hours.</p>
Activity assignment	<p>The Tournament Operators will assign the roles, taking into account individual preferences where possible. Please note that due to varying numbers required for each role, it may not be possible to allocate everyone’s preferred role.</p>

Recruitment Overview

Eligibility Criteria

Cultural Fit	Aligned to the spirit of NO-SIDE, wanting to deliver, and receive, a once in a lifetime experience.
Minimum Age	18 or over as at 31 March 2019. *A written consent of the parent/guardian will be required for any minor under the age of 20.
Japanese Language Proficiency	Able to communicate in Japanese.
Interview/ Training	Able to attend the interview roadshow and training sessions as specifically requested by the Tournament Operators. *For further details on Interview and Training, please refer to p. 13 onwards.
# of Activity Dates	Able to engage in volunteer activities for the minimum number of activity dates planned for each Host City.
Activity Hours	Able to help out for the maximum rostered shift of 8 hours per day.
Compliance	Agree to comply with all the relevant laws and regulations of Japan.
Consent to the Relevant Rules & Regulations	Provide your consent to our “Terms and Conditions for Participating Volunteers,” “Privacy Policy” and “System Terms of Use” as well as complete the “Volunteer Code of Conduct”. A written consent of the parent/guardian will also be required for any minor under the age of 20. *You will be requested to submit the above-mentioned “Volunteer Code of Conduct” and written consent of the parent/guardian at the time of your interview.
Identification	Agree to provide proof of identity when deemed necessary by the Tournament Operators. *Examples include: current driver licence; student ID; passport; My Number Card; Foreign Resident Registration Card.

Items Supplied to Volunteers

Uniform	The Tournament Operators will supply each volunteer with the official uniform. You will be required to wear this uniform at all times during each and every volunteer activity.
Insurance	The Tournament Operators will take out the necessary insurance policy to cover all applicable volunteer activities while volunteering in an official capacity for Rugby World Cup 2019™. *No volunteer staff member will be asked to pay for his/her own insurance.
Breaks and Meals	Volunteers will be provided with regular breaks over the course of each shift and, depending on the length of the shift, will also be provided with a meal (or pre-paid meal card in some instances).
Travelling Expenses / Accommodation	Volunteers are responsible for their own travelling expenses and/or accommodation for all volunteer activities including the interview roadshow and training sessions. As a volunteer, no activities will receive any form of remuneration payment.

Recruitment Overview

PLEASE NOTE IN ADVANCE:

Match Viewing	You will NOT be able to watch any of the matches while taking part in the volunteer activities nor will you be provided with free match tickets.
Re-sale of Supplied Items	You will be strictly forbidden to resell any of the supplied items (e.g., uniform), including via Internet auction sites.
Returning of Supplied Items	In the event that you decided not to take part in the volunteer activities, you will be requested to return all of the supplied items at your own expense.
Travel to Activity Site	As a general rule, parking is not available at the activity sites so please make alternative arrangement when travelling to/from all volunteer activity sites.
Early- Morning/ Late-Night Activities	Please note in advance that some of the volunteer shifts offered may have early-morning starts/late-night finishes.
Additional Dates	Additional dates may be added for volunteer activities. In such cases, announcements will be made via our official website to recruit volunteers who are able to participate *i.e., among those who have already been selected as volunteers for this Tournament.
Pre-Tournament Activities	A small pre-Tournament Volunteer Programme may be established to help with final preparations. Any announcements will be made via our official website to recruit volunteers who are able to participate *i.e., among those who have already been selected as volunteers for this Tournament.
Language Skills	If applicable, you will be asked for your level of proficiency in English/ French/ Spanish at the time of application. *noting that such language skills are NOT mandatory requirements
Volunteer Team Leaders	We will be selecting volunteer team leaders from among those recruited into the Volunteer Programme. We will provide further information on these roles via our website shortly.
Withdrawal from Volunteer Activities	Please contact us ASAP if you have to excuse yourself from taking part in the Volunteer Programme for any reason. Please note in advance that anyone who is unable to attend our mandatory interview roadshow and/or role and venue training sessions will be regarded as having made the decision to withdraw from this Volunteer Programme altogether.
Cancellation	Your participation in this Volunteer Programme may be cancelled if you engage in any inappropriate or unacceptable behaviour *e.g., false claims at the time of application, conduct that may tarnish the image of the Tournament, lack of teamwork/spirit of NO-SIDE.
Information Control	You will be strictly forbidden to disclose any information that has been made available through your participation in our volunteer activities (including but not limited to posting on social media platforms including SNS et al.); you will also be prohibited from taking any photos or videos without obtaining prior permission from the Tournament Operators. Your non-use and non-disclosure obligations apply before, during and after the Tournament.
Domain Settings	Any and all official announcements coming from our Tournament Operators will be made available either via our Official website or by e-mail. Please make the necessary arrangements for your personal e-mail domain settings to enable the receipt of all e-mails sent from “@japanrugby2019.or.jp.”

Recruitment Overview

About host city

At the time of application, you will be requested to select the specific Host City in which you wish to volunteer. If you are able to help out in multiple Host Cities, you may enter up to three Host Cities as potential locations.

*Please note that we are not able to guarantee activities across multiple cities in every case.

The majority of shifts will be on Match days, either side of Match days and/or on days fan zones are operating.

*Further information about Fan zones, including locations and dates, will be made available in due course.

Host city list

	Host City	Activity Area	Recruitment Numbers(people)	Minimum Activity Days
1	Sapporo City	Sapporo Dome Fukuzumi Stn. Fanzone etc.	about 400~800	2Days
2	Iwate Prefecture, Kamaishi City	Kamaishi Recovery Memorial Stadium Kamaishi Stn. Fanzone etc.	about 400~800	2Days
3	Saitama Prefecture, Kumagaya City	Kumagaya Rugby Stadium Kumagaya Stn. Fanzone etc.	about 800~1200	3Days
4	Tokyo Metropolitan	Tokyo Stadium Tobitakyu Stn. Fanzone etc.	about 2000~3000	5Days
5	Kanagawa Prefecture, Yokohama City	International Stadium Yokohama Shin-Yokohama Stn. Fanzone etc.	about 1500~2000	5Days
6	Shizuoka Prefecture	Shizuoka Stadium Ecopa Aino Stn. Fanzone etc.	about 700~1000	4Days
7	Aichi Prefecture, Toyota City	City of Toyota Stadium Toyotashi Stn. Fanzone etc.	about 700~1000	4Days
8	Osaka Prefecture, Higashi-Osaka City	Hanazono Rugby Stadium Higashi-Hanazono Stn. Fanzone etc.	about 700~1000	4Days
9	Kobe City	Kobe Misaki Stadium Misakikoen Stn. Fanzone etc.	about 700~1000	4Days
10	Fukuoka Prefecture, Fukuoka City	Fukuoka Hakatanomori Stadium Fukuokakuko Stn. Fanzone etc.	about 500~900	3Days
11	Kumamoto Prefecture, Kumamoto City	Kumamoto Stadium Etc. Kumamoto Stn. Fanzone etc.	about 400~800	3Days
12	Oita Prefecture	Oita Stadium Etc. Oita Stn. Fanzone etc.	about 1000~2000	4Days

* Please note that there may be additional dates for volunteer activities due to operational reasons.

* Please note that the number of volunteers recruited may be subject to change due to operational reasons.

Timeline: from Application to RWC2019™

Recruitment Period	<p>From noon on Mon. 23 April to 11:59AM on Wed. 18 July 2018 (Japan Standard Time)</p>
<p>*Depending on the number of initial applicants, candidates may be selected by ballot to attend the interviews.</p>	
Notice of Interview date/location End of July 2018 onwards	<p>you will receive an email requesting you to schedule an interview through our official website. Please register your preferred date/time and location for the interview via our official website.</p> <p>*All requests will be handled on a first-come-first-served basis.</p> <ul style="list-style-type: none"> ■ You are recommended to attend the interview in the particular Host City in which you wish to volunteer; but you may also apply for an interview in any other location of your choice. ■ The final interview schedule will be notified via our official website some time during early to mid-August 2018, following the decisions made by the Tournament Operators.
Interview Roadshows From late August to late December 2018	<p>Interview Roadshows will be held across 12 Host Cities.</p> <ul style="list-style-type: none"> ■ Attendance will be mandatory. ■ Interview Roadshows will be held in all 12 match venues in Host Cities. <p>*Please refer to p. 15 for the schedule.</p> <ul style="list-style-type: none"> ■ The interview roadshow will also be an opportunity for you to find out more about the volunteer programme, talk to the team about your interest and participate in fun activities.
Results Circa January 2019	<p>You will be notified about the interview results via our official web site.</p> <p>*Please note in advance that we are unable to answer any enquiries pertaining to the interview results and/or our selection criteria.</p>
Training Arrangements From January 2019 onwards	<ul style="list-style-type: none"> ■ You will be requested to attend the relevant training sessions via registration through our official website. *Details to be announced at a later date. ■ All training sessions must be attended by individual applicants themselves.
Preferred Activity Dates Circa April 2019	<p>The scheduled list of volunteer dates for each Host City will be provided to all volunteers via our official website, and you will be asked to confirm your availability.</p>
Scheduling Circa June 2019	<p>Schedules confirming dates, location and specific duties will be distributed.</p> <p>*Tournament Operators will allocate the relevant activity details on the basis of information received through the application/ interview procedures.</p>
Training (by Activity) From June to September 2019	<ul style="list-style-type: none"> ■ Your attendance will be mandatory. ■ The training session will be separately held on the basis of activity details and activity areas. ■ Specific details (e.g., location, schedule) will be announced following the decision of relevant activity details. <p>*You will be asked to select from multiple dates planned via our Official Web Site.</p> <p>Provision of Uniforms:</p> <ul style="list-style-type: none"> ■ You will receive your own uniform as a workforce member of RWC2019 upon completion of all training sessions required. ■ If you are unable to engage in or fail to turn up at any of the assigned volunteer activities for whatever reason, you will be requested to return your uniform at your own expense.

Schedule

Application Procedure



Starting from 12pm Monday, 23 April 2018, please apply on the designated page of our official Tournament website www.rugbyworldcup.com/volunteers

▼Official Tournament Web Site



▼Profile Registration



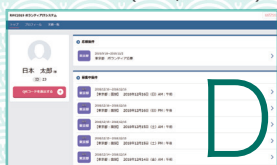
▼Log-on screen



▼Preferred Host Cities



▼Interview (date/location)



To Apply

- Please go to our official web site to apply.
- You may use your PC or Smartphone to apply.
- Each applicant must have an e-mail address to be eligible.

Profile Registration

A: You will be asked to register your profile, which must include the following:

- | | |
|------------------|---------------------------------|
| ① name | ⑥ password |
| ② date of birth | ⑦ phone # (home/mobile) |
| ③ gender | ⑧ phone # (for emergency) |
| ④ home address | ⑨ contact person(for emergency) |
| ⑤ e-mail address | |

*No need to register a profile image or enter information in the Comments section.

log-on

B: Please log on from the log-on screen

Selection of Preferred Host City

C: You will be asked to select ONE Host City in which you wish to volunteer; if you are capable of helping out in multiple Host Cities, please name up to TWO more Host Cities in addition to the one you have already selected *even though this is not mandatory.

*Please note that we are unable to guarantee shifts will be available across multiple Host Cities in all cases. A reminder that, regardless of the number of locations, volunteers are responsible for their own travelling expenses.

* Depending on the # of applicants.

Interview (selection of time & place)

D: Please log on from the log-on screen and select the date/time (AM/PM) and location to attend the interview. The interview schedule will be decided on a first-come-first-served basis. *Please note that the venues/dates that have already become full will not be displayed on the screen.

*Please note that the screen images may be subject to change.

Schedule

Interview



Details about the interview roadshows will be provided to applicants from late July onwards. *Depending on the number of applicants, candidates for interviews may be selected by ballot.

You will be requested to make arrangements for the scheduled interview via our official website (i.e., time/place). *Please remember that each interview session will be filled on a first-come-first-served basis. Attendance at the interview will be mandatory. Please note in advance that anyone who does not attend the mandatory interview will be regarded as having made the decision to withdraw from this Volunteer Programme altogether.

The interview schedule is set as follows:

Interview Details

■ Selection Method

Group session (5 to 10 applicants)

■ Running time

approx. 90 min (tentative)

■ Please bring the following items

-Personal identification (with photo)
e.g., driver licence; student ID; passport; My Number Card; Foreign Resident Registration Card.

-Signed Volunteer Code of Conduct

-Written consent of parent/guardian

*if you are under 20 years of age

*You may be requested to bring other items in addition to the above. For details, please be sure to refer to the latest guidance (to be provided in late July 2018 or later).

Interview Schedule

Schedule	Host City	Interview site
2018/8/31 FRI 2018/9/1 SAT 2018/9/2 SUN	Osaka Prefecture, Higashi-Osaka City	Higashiosaka Arena
2018/9/7 FRI 2018/9/8 SAT 2018/9/9 SUN	Iwate Prefecture, Kamaishi City	TETTO Kamaishi
2018/9/14 FRI 2018/9/15 SAT 2018/9/16 SUN	Aichi Prefecture, Toyota City	Sky Hall Toyota
2018/9/22 SAT 2018/9/23 SUN 2018/9/24 MON	Fukuoka Prefecture, Fukuoka City	Fukuoka City Gymnasium
2018/9/28 FRI 2018/9/29 SAT 2018/9/30 SUN	Oita Prefecture	Compal Fall
2018/10/12 FRI 2018/10/13 SAT 2018/10/14 SUN	Kumamoto Prefecture, Kumamoto City	Kumamoto City General Gymnasium
2018/10/19 FRI 2018/10/20 SAT 2018/10/21 SUN	Sapporo City	Sapporo International Sports Hall
2018/11/9 FRI 2018/11/10 SAT 2018/11/11 SUN	Kobe City	Design and Creative Center Kobe
2018/11/16 FRI 2018/11/17 SAT 2018/11/18 SUN	Shizuoka Prefecture	Ecopa Sub Arena
2018/11/23 FRI 2018/11/24 SAT 2018/11/25 SUN	Saitama Prefecture, Kumagaya City	Kumagaya Sports & Culture Park
2018/11/30 FRI 2018/12/1 SAT 2018/12/2 SUN	Kanagawa Prefecture, Yokohama City	Yokohama Cultural Gymnasium
2018/12/14 FRI 2018/12/15 SAT 2018/12/16 SUN 2018/12/17 MON 2018/12/18 FRI	Tokyo Metropolitan	TBD

Please note that there may be additional venues and dates for these interviews, depending on the number of applicants. You are recommended to attend the interview in the particular Host City in which you wish to volunteer; but you may also apply for an interview in any other location of your choice.

Schedule

Training



For those of you who have been officially recruited as Tournament Volunteers, training information will be provided on our official web site after January 2019.

As a general rule, all training sessions are mandatory *although there may be some exceptions. Details will be announced at a later date.

Please note in advance that anyone who does not attend the mandatory training sessions (as specified by the Tournament Operators) will be regarded as having made the decision to withdraw from this Volunteer Programme.

3 Types of Training



Joint Training

From January 2019 onwards
Planned Topics:

- What is Rugby World Cup?
- The roles of Tournament Volunteers
- Information about each Host City
- Teambuilding



E-learning [mandatory]

As part of Joint Training, you will be asked to review the topics covered via E-Learning.



Training by Activity [mandatory]

Following the assignment of roles, time/place and activity details, you will be asked to take part in further training based on specific activities according to your assignment.

Enquiries

FAQ



For Enquiries, please contact our
RWC2019™ Volunteer Programme Call Centre

By PHONE

Phone

81-3-4405-6225

Calls accepted between 10:00AM and 18:00PM

*on weekdays (closed Saturdays, Sundays and national holidays)

By E-MAIL

E-mail address

info_vot@japanrugby2019.or.jp

Accepted

24-7-365.

* Please note that we will endeavor to respond to your query as soon as possible.



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