



VOLUNTEER HANDBOOK



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MUBARAK AL SHAMSI, DIRECTOR GENERAL - ACTVET

Dear Volunteers,

On behalf of the Abu Dhabi Centre for Technical and Vocational Education and Training (ACTVET), and the WorldSkills International community I would like to extend my warm regards and express my appreciation for your tireless efforts.

Under the patronage of H.H. Sheikh Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, WorldSkills Abu Dhabi 2017 has brought together young people and delegations from 77 countries and regions across the world.

The hosting of WorldSkills Abu Dhabi 2017 signifies a crucial moment in the UAE for skills development and vocational education. The phenomenal success of WorldSkills Abu Dhabi 2017 will be a reflection of your dedication and enthusiasm in the coming days.

It will be a privilege for me to see and meet with volunteers who are diligently working to organise and run the WorldSkills Competition. It will be a pleasure to see your commitment and involvement in a wide variety of roles to assist the thousands of Competitors and visitors from around the world.

You, our volunteers, will be essential to the success of WorldSkills Abu Dhabi 2017. Without your commitment and support, we at ACTVET would not be able to achieve our goal of successfully hosting the region's first WorldSkills Competition. We hope that the legacy of WorldSkills Abu Dhabi 2017 will live on and lead to new opportunities in both skills and events for all of the volunteers involved.

Thank you again for all your efforts and we look forward to your support in the years to come.



ALI ALMARZOUQI, CEO WORLDSKILLS ABU DHABI 2017

Welcome!

I am delighted that you have chosen to volunteer your time in order to contribute to the success of the greatest skills competition in the world. I know very well how the enthusiasm and passion of volunteers add so much and enriches an event, so it's great to have you with us.

Whether you are from our host city, Abu Dhabi, another part of the UAE or from somewhere else in the world, I welcome you as volunteer in the WorldSkills Abu Dhabi 2017 team. This is the first time a WorldSkills Competition has been held in this country and I know that you will play an incredibly important role in ensuring that all of our guests receive the warmest of welcomes.

As a volunteer you will be an ambassador not only for the event itself, but also for the UAE and for Abu Dhabi. My advice to you is to be your very best – just like all of the WorldSkills Competitors who are striving to be the best of the best in their chosen skill. By doing so, I am convinced that not only will you contribute the most for our guests, you will also find your volunteering to be more rewarding.

My whole-hearted thanks to you from all you will bring to WorldSkills Abu Dhabi 2017. Enjoy your volunteering, appreciate the opportunity to meet people for all around the world and stay safe.



SIMON BARTLEY, PRESIDENT OF WORLDSKILLS

First of all, I must start with a heartfelt thank you. Thank you to you - the volunteers of WorldSkills Abu Dhabi 2017! This event is simply not possible without the time and contribution of our national and international volunteers. Volunteers will be present throughout the venue, ADNEC – in the competition halls, at the delegate desks, in the media centre – as well as in the Ceremonies venue, and at welcome desks in hotels across Abu Dhabi.

Your support to the Competition Organizers will help to ensure that Competitors can concentrate 100% on doing their very best, and that visitors will have the best possible experience of WorldSkills. It is particularly appropriate that this event for young people, is made possible by other young people.

The most important piece of advice I can give you is – have fun! You are about to meet people who have travelled from around the world to Abu Dhabi to celebrate skills, and to learn about the Middle East. These encounters will be incredibly enriching and rewarding, and they are part of what makes WorldSkills so special for everyone who encounters it.

For many of the visitors to WorldSkills Abu Dhabi 2017 this will be the first time they have travelled to this part of the world so you will also be acting as ambassadors for the UAE, as well as WorldSkills. All our delegates are excited about experiencing the famous Emirati hospitality. You will help to ensure that they will leave with warm memories.

As well as enjoying being a volunteer I hope that you will learn valuable skills that will help to develop your personal career prospects, be they the soft skills that are integral to interacting with the public, or more specific logistical and event experience. I also hope that you will take the opportunity to watch some of our Competitors in action, and perhaps develop you own passion for a skill. Thank you all once again for your service and I look forward to meeting you during the course of WorldSkills Abu Dhabi 2017.



MEET THE TEAM

In the Year of Giving, it is our crew of almost 1,000 volunteers who will help to make this the biggest and best international skills competition, ever. Thanks to you, more than **100,000 visitors**, **1,300 Competitors**, and approximately **100 sponsors** will be able to enjoy this world-class event, hosted for the first time in the Middle East and North Africa region (MENA).

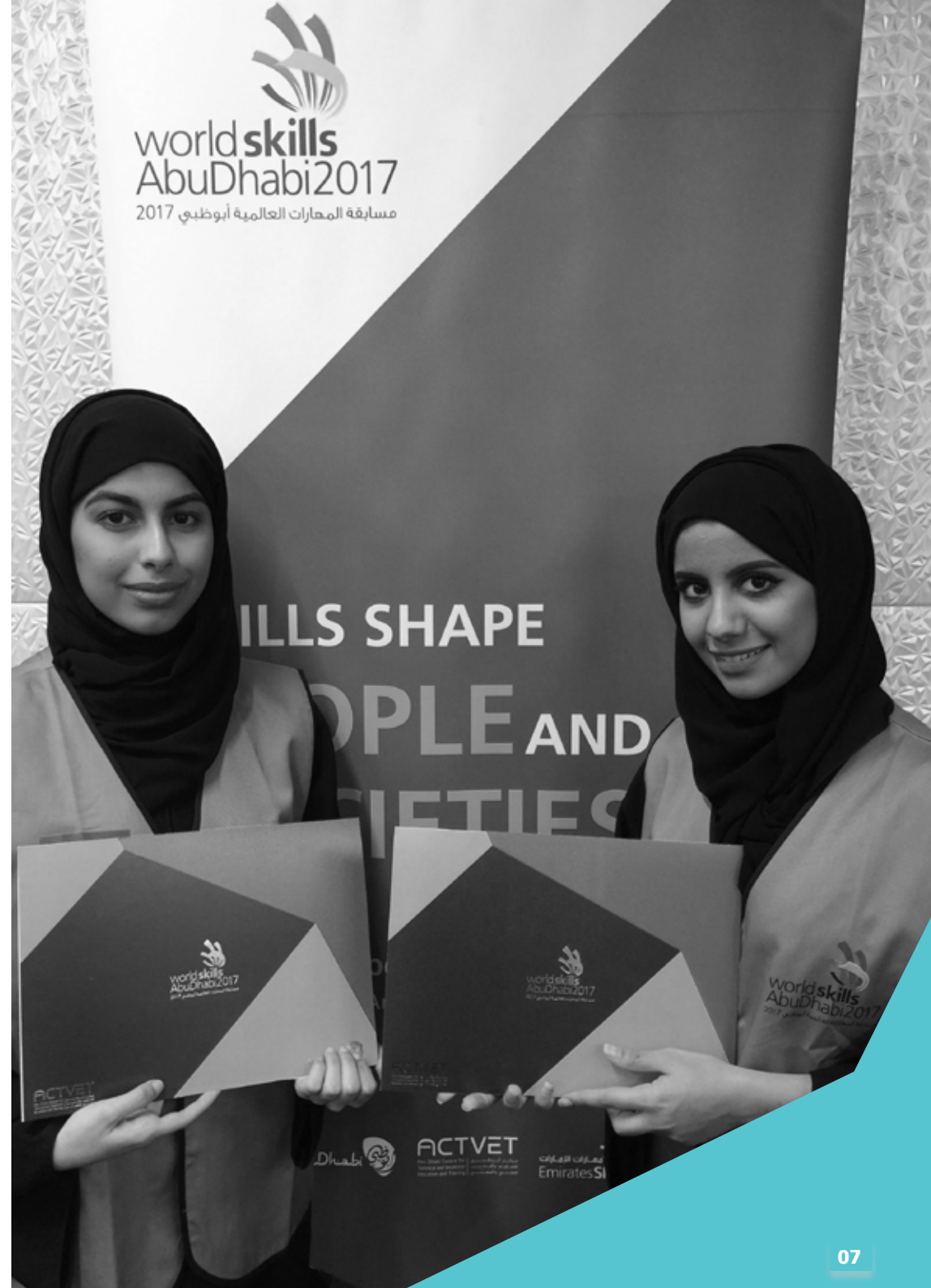
As a volunteer, you will perform your role alongside talented people from all over the world. Competitors, along with their supporters, will travel from nearly 60 countries and regions to be part of WorldSkills. Many will not speak English as a first language and for some this will be their first trip outside their home country. Making the Competitors feel at home is a key role for our volunteers.

Our Volunteer Team includes **Heather Kennedy**, **Elke Koehnke**, and **Ashwathy Surendran**. We are responsible for making sure you are well informed, happy, and comfortable in your role. We will assign your role and shifts, train you, check you in when you arrive, and respond to all requests for help. We are based in the Volunteer Operations Center and are here to help you, so make sure to say hello!

If you have any questions, we can be contacted at Volunteer@worldskillsabudhabi2017.com and will be based in the **Volunteer Operations Center at ADNEC in Capital Suites 21 A-C** from **5 October 2017**.

Team Leaders

Your main point of guidance and support during your shift will be from your Team Leader. They will brief you on your role for the day, guide you to your position, and ensure you are well looked after during your shift. Your Team Leader may change throughout the event, however, you will always have only one Team Leader that will look after you during your shift. You'll find out who your Team Leaders are at your Role Specific Training.



DISCOVER WORLDSKILLS ABU DHABI 2017

What Is WorldSkills?

WorldSkills Abu Dhabi 2017 is the world's biggest vocational skills competition. This October, young people from all over the world will compete against each other in teams from the 77 Member countries and regions of WorldSkills International.

What are Skills?

Skills make our world possible. Without them everything from smart phones, air conditioning, transport, and most of our leisure activities would not exist. At WorldSkills Abu Dhabi 2017, young people will compete over four days in 51 different skills that range from Aircraft Maintenance and Mobile Robotics, to Fashion Technology and Graphic Design Technology. The best competitors win gold, silver, and bronze medals in each skill.

Who competes at WorldSkills Abu Dhabi 2017?

Most of the young men and women taking part in WorldSkills Abu Dhabi 2017 are under the age of 23, apart from some skills where the upper age limit is 25. They have all completed many years of vocational education and training and have been selected by their Member organization as the best in their skill. The Champions at WorldSkills Abu Dhabi 2017 can truly be called "the best of the best".

EmiratesSkills

2017 will mark the 20th anniversary of the UAE joining WorldSkills International. EmiratesSkills inspires young Emiratis to embrace new skills and build a career in technical and vocational trades by spreading awareness about new educational and training opportunities and mentoring them to become the best in their discipline. EmiratesSkills activities are focused on raising the awareness of career-based technical and vocational education among young Emiratis by organizing competitions, events, training programmes and technical career activities. There will be a large number of EmiratesSkills winners competing at WorldSkills Abu Dhabi 2017.

Why Abu Dhabi?

The first WorldSkills Competition was held in Madrid in 1950. Since then it has grown to become a major international event, held every two years in a different host city. Recent WorldSkills Competitions have taken place in London, Leipzig, and São Paulo. In 2013, the 44th WorldSkills Competition was awarded to EmiratesSkills, as the WorldSkills Member organization for the UAE. Abu Dhabi Centre for Technical and Vocational Training and Education (ACTVET) is the parent organization of EmiratesSkills. This will be the first WorldSkills Competition in MENA. With an emphasis on young Emiratis, we expect more than 100,000 visitors, to visit the Competition to learn about, and try many of the skills themselves in "hands on activities". The Competition underlines the commitment of the UAE Government to vocational education and training, and to build a diversified post-oil economy in line with UAE Vision 2021 and the Abu Dhabi Economic Vision 2030.

When and where will the Competition take place?

WorldSkills Abu Dhabi 2017 is held from 14-19 October 2017, beginning with an Opening Ceremony at du Arena on 14 October. This will be followed by four days of competition at Abu Dhabi National Exhibition Centre (ADNEC) and a Closing Ceremony at du Arena on 19 October, where the medals will be awarded. The Opening and Closing Ceremony are invitation only, but members of the public are welcome to visit the Competition at ADNEC from October 15-18, free of charge.

Supporting Events

In addition to the Competition, there are multiple events that take place during the week geared towards youth and the Competitors. Below are a few of these events.

Opening Ceremony

14 October 2017 – 19:30-21:00 at du Arena

The Opening Ceremony will be held at du Arena on Yas Island, Abu Dhabi's vibrant outdoor entertainment venue. As the official start of WorldSkills Abu Dhabi 2017, the Opening Ceremony will provide an unforgettable experience for those taking part; a breathtaking show, and a warm welcome for international guests to Abu Dhabi and the UAE.

Youth Forum

14-15 October 2017 – 08:30-20:00 at ADNEC

The International TVET Youth Forum is a new event for WorldSkills designed to create a platform for the voices of young people and encourage opinions, ideas, and expectations on the future of Technical and Vocational Education and Training (TVET). 300 youth from WorldSkills communities across the globe will gather to discuss the future of skills and share their vision with decision makers. The Youth Forum is divided into several Think Tanks with topics on Innovation, Industry 4.0, Entrepreneurship, Green Economy, Global Citizenship, and Happiness and Tolerance. As an outcome of the Youth Forum, the group will draft a **Youth Declaration** with their statements, which will be presented at the Ministers TVET Summit and WorldSkills Conference to help frame conversations to follow.

One School One Country

12 October 2017 – 09:30-11:30 at 58 public and private schools across the UAE

The One School One Country is designed to promote TVET education among students in Abu Dhabi while promoting cultural understanding and intercultural exchanges. On 12 October, each team will visit an Abu Dhabi school located within a 45-minute drive of ADNEC, where they will be treated to a special welcome reception. Prior to their visit, the schools will have researched and learned as much as possible about “their” countries and teams over several months in order to learn about their skills, culture, and other aspects. The goal of One School One Country is to inspire students about other cultures and skills by participating in engaging activities.

This is the sixth time One School One Country has been part of a WorldSkills Competition.

Closing Ceremony

19 October 2017 – 19:30-22:00 at du Arena

The Closing Ceremony will be the grand finale of WorldSkills Abu Dhabi 2017, celebrating the medalists and fantastic achievements of all the Competitors.



Volunteer Recognition Event

The Volunteer Recognition Event will take place in ADNEC on 21 October 2017. Details will be given out by volunteer Team Leaders to all volunteers who complete their shifts at WorldSkills Abu Dhabi 2017.

In order to celebrate together and congratulate you for making a successful contribution to the event, we would like to invite you to a Volunteer Recognition Event where you can eat, mingle, hear some inspiring speeches, and receive a small gift as a token of our appreciation.

Overview Calendar of Special Events

C-6	9-OCT	19:00-21:00	SKILL MANAGEMENT TEAM DINNER	ALOFT SPLASH GARDENS	●
C-5	10-OCT	14:00-18:00	DELEGATE EXCURSION	DESERT CAMP	●
C-5	10-OCT	18:00-20:00	DELEGATE WELCOME RECEPTION	DESERT CAMP	●
C-3	12-OCT	08:30-11:30	ONE SCHOOL ONE COUNTRY (OSOC)	ABU DHABI SCHOOLS	●
C-3	12-OCT	14:00-18:00	COMPETITOR EXCURSION	DESERT CAMP	●
C-3	12-OCT	18:00-20:00	COMPETITOR WELCOME RECEPTION	DESERT CAMP	●
C-2	13-OCT	14:30-16:00	GENERAL ASSEMBLY	ADNEC	●
C-1	14-OCT	08:30-14:30	YOUTH FORUM	ADNEC	●
C-1	14-OCT	18:00-19:30	VIP RECEPTION	DU ARENA	●
C-1	14-OCT	19:30-21:00	OPENING CEREMONY	DU ARENA	●
C1 10:00-17:00	15-OCT	09:00-12:30	YOUTH FORUM	ADNEC	●
C1 10:00-17:00	15-OCT	11:00-12:00	VIP TOUR	ADNEC (TBC)	●
C1 10:00-17:00	15-OCT	14:00-15:00	YOUTH FORUM / PRESS CONFERENCE	ADNEC	●
C1 10:00-17:00	15-OCT	15:30-20:00	YOUTH FORUM	EXCURSION AND FAREWELL	●
C2 9:00-17:00	16-OCT	08:30-10:30	WORLDSKILLS CONFERENCE AND MINISTER TVET SUMMIT - JOINT PROGRAM	ADNEC	●
C2 9:00-17:00	16-OCT	10:30-17:30	WORLDSKILLS CONFERENCE	ADNEC	●
C-2 9:00-17:00	16-OCT	10:30-17:00	MINISTER TVET SUMMIT	ADNEC	●
C2 9:00-17:00	16-OCT	18:00	UNEVOC RECEPTION	TBC	●
C3 9:00-17:00	17-OCT	8:30-12:30	WORLDSKILLS CONFERENCE	ADNEC	●
C3 9:00-17:00	17-OCT	13:00-15:30	WORLDSKILLS CONFERENCE	ADNEC	●
C3 9:00-17:00	17-OCT	13:30-15:30	MINISTER TVET SUMMIT	ADNEC	●
C3 9:00-17:00	17-OCT	15:30-17:00	WORLDSKILLS CONFERENCE AND MINISTER TVET SUMMIT - JOINT PROGRAM	ADNEC	●
C3 9:00-17:00	17-OCT	19:00-21:00	VIP AND SPONSOR DINNER	YAS MARINA CIRCUIT	●
C+1	19-OCT	13:00-15:00	GENERAL ASSEMBLY	ADNEC	●
C+1	19-OCT	19:30-22:00	CLOSING CEREMONY	DU ARENA	●

● Competitor and Delegate Events

● Conference Events

● VIP and Sponsor Events

● Ceremonies

What Is Visitor Experience?

Visitor Experience refers to the way people interact with and experience WorldSkills Abu Dhabi 2017. Visitor Experience is one of the most important parts of the WorldSkills Abu Dhabi 2017, as it is an opportunity for young people to try out skills themselves and discover their passions and natural abilities. Please read on to discover our Visitor Experience sectors.

Skill Competitions

Watch international finalists compete to be the best of the best in their chosen skill, with 51 competitions taking place across ADNEC.



Try It Activities

Try It Activities offer a unique opportunity for visitors to roll up their sleeves and engage with different vocational skills within our six sectors: Manufacturing and Engineering Technology, Information and Communication Technology, Construction and Building Technology, Transportation and Logistics, Social and Personal Services, and Creative Arts and Fashion. These areas can be found within the Skills sector that they represent throughout the venue.



Discovery Labs

Introducing a WorldSkills first, visitors are invited to join our open-spaced learning labs for educational classes, conducted by innovative local partners. In 30-minute blocks, students will be involved in playful, interactive challenges, resulting in a memorable learning session.



Career Advice

Special Career Advisors will be available at dedicated Career Advice areas in two locations of the venue. Visitors will benefit from tailored face-to-face advice on skilled careers, apprenticeships, courses and how to create their own professional online profiles.



Future Skills

Future Skills is designed to engage and expose visitors to the skills that will be at the heart of the future economy of the UAE and globally, including interaction with drones, cyber security, and water technology.



Junior Skills

Junior Skills competitions offer a chance to watch three mini versions of the WorldSkills Abu Dhabi 2017 competition with younger participants from a select number of countries, showcasing skills such as graphic design, electrical installation, and mobile robotics.

UAE Heritage Showcase

Visit our UAE "heritage style" showcase and see traditional skills of the UAE's bygone years in action. Both local and international visitors are invited to experience these traditions, giving an interesting glimpse into the Emirates past.

WHAT TO EXPECT

Your Volunteer Roles

Functional Area	Description
Accreditation	As part of our registration process, we have to accredit every delegate that attends WorldSkills Abu Dhabi 2017. Each person submits a photo and information that will be used to produce an accreditation badge that will determine their access to the event.
Catering	Our Catering team is responsible for providing food and beverages for all delegates, Competitors, and volunteers across all venues and events.
Ceremonies	WorldSkills Abu Dhabi 2017 has two huge Ceremony events; the Opening Ceremony held on 14 October and the Closing Ceremony held on 19 October. Both will take place at du Arena and will be fantastic displays of show-stopping entertainment and celebration.
Conference	Throughout WorldSkills Abu Dhabi 2017 there are three conferences which will be attended by youth, participants, and VIPs from around the world. The Conference team is responsible for the planning, logistics, and delivery of these supporting events.
IT	An event of this size needs IT support, who oversee all technology and network systems at ADNEC, IPIC Arena, and du Arena.
Member Support	The WorldSkills Abu Dhabi 2017 Member Support team are dedicated to looking after all our delegates and ensuring they have a stress free visit to WorldSkills Abu Dhabi 2017 and Abu Dhabi by assisting with visa and travel information and planning and scheduling their events during their stay.
Press	WorldSkills Abu Dhabi 2017 is inviting both local and international press and media to the event. They will be covering every stage of the Competition, and all conferences and special events. The Press team plans and supports their movements throughout the Event.
School Visits	WorldSkills Abu Dhabi 2017 is expecting more than 80,000 student visitors to attend WorldSkills Abu Dhabi 2017 from all over the UAE. They will arrive at IPIC Arena and visit the competitions at ADNEC. The School Visits team is responsible for ensuring that all students have a seamless and educational journey.

Functional Area	Description
Special Events	As part of our delegates visit, we will be taking them on a desert excursion and a welcome reception, as well as hosting a farewell party to celebrate their achievements in the competitions. The Special Events Team is responsible for planning every step of these events.
Sponsorship	We have national and international sponsors who are supporting the delivery of WorldSkills Abu Dhabi 2017 who have provided not only equipment for the Competitions but also funding and support to put on this international event. It is very important they are well looked after at WorldSkills Abu Dhabi 2017. The Sponsorship team is responsible for securing these sponsors and ensuring that WorldSkills Abu Dhabi 2017 meet all obligations as outlined in their Sponsorship Agreements.
Technical	The Technical team manages the build of the workshops and the event, manages the venue and crowds, and ensure we have all the equipment needed to run the 51 skill competitions safely and successfully.
Transportation	Throughout the event there are many transport plans that have been set up to ensure our delegates are able to access all the activities that Abu Dhabi has to offer as well as travel to the competition venue, airport, and other commitments with ease. The Transportation team looks after all planning related to the movement of these individuals.
VIP and Protocol	The WorldSkills Abu Dhabi 2017 VIP and Protocol team ensure all local and international VIPs are catered for and supported, along with planning and running all VIP events. They also organize all VIP tours for those who visit the competition.
Visitor Experience	To ensure every visitor gets the most out of visiting the event we have a Visitor Experience team dedicated to supporting the engagement of visitors with the skill competitions and supporting them throughout their visit to WorldSkills Abu Dhabi 2017.
Volunteer	The Volunteer department is obviously the most important area in all of WorldSkills! The Volunteer team oversees the planning, recruitment, scheduling, training, and deployment of all 1,000 WorldSkills Abu Dhabi 2017 volunteers. Onsite, they are the first team that you will check in with, and will ensure you remain happy and productive throughout your volunteer journey.

YOUR TRAINING JOURNEY

By now, most of you will have attended your Volunteer Orientation and some of you will have attended your Role Specific Training. For those of you who haven't, read on!

Volunteer Orientation

Volunteer Orientation is designed to provide all volunteers with a full overview of both WorldSkills International and our event. It includes all Health and Safety information, what is expected of you as a volunteer, and various exercises designed to get you excited about joining us!

Team Leader Training

All Team Leaders and Supervisors are required to undergo Team Leader Training. This 3-hour session provides Team Leaders with the tools and resources they need to fulfil a leadership role and manage their volunteer teams.

Role Specific Training

During your Role Specific Training, you will receive the information and training you need to perform your particular role. These sessions are led by subject experts who will inform you of exactly what, where, why and how you will perform each task necessary for your role. It is here that you will also meet your Team Leaders.

Venue Tour

You will also go on a Venue Tour during your Role Specific Training to acquaint yourselves with your venue. Venue Tours are important, as you will find out what spaces you will be working in, how to get there, evacuation routes and exits, and where other important spaces such as Volunteer Check-In and Break Areas are.



UNIFORM AND ACCREDITATION

Your uniform and accreditation must be worn at all times while on shift. Any volunteer that arrives for their shift not wearing their uniform or without their accreditation will be sent home.

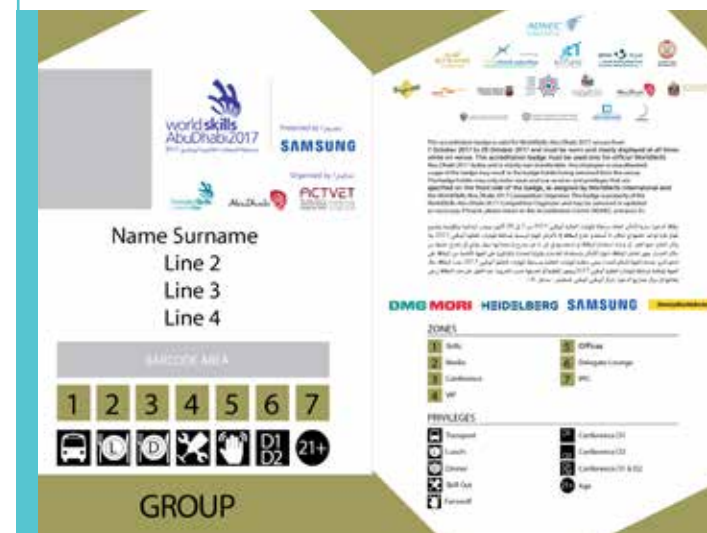
Uniform and Accreditation Distribution will take place at:

- **Where:** ADNEC - Volunteer Operations Center (Capital Suites 21 A-C)
- **When:** from 9 – 11 October
- **Time:** 09:00 – 16:00

All volunteers will need to bring either their **Emirates ID** or a **valid passport** to collect their accreditation and uniform. Some volunteers may have shifts that start before this time. In this case, your Team Leader will inform you on what to wear. All volunteers must be in uniform by Thursday, 12 October, 2017. After you collect your uniform, double check all items to ensure they are the correct size and write your name on the tag, and if you are collecting your uniform before your shift starts, please ensure you change into it before you start your shift. Any uniform exchange of items AFTER you have left the collection point, will be dealt with on a case by case basis.

Accreditation

Please see the image below for a reference of what an accreditation pass looks like.



Accreditation Do's and Don'ts'

DO:

- Wear your Accreditation at all times while on shift
- Hang your Accreditation around your neck with the front side visible
- Remember: Accreditation will not get you into a venue while not on shift!

DON'T:

- Wear Accreditation while off-duty
- Loan your Accreditation out to anyone

Uniform

All volunteers must wear a uniform, which will consist of:

- UAE Nationals – A Kandoora/Abaya + a Vest, with comfortable shoes and socks
- Internationals/Expats – A Polo shirt and black pants, with comfortable shoes and socks

Please have a look at our Volunteers below to see what is an appropriate outfit for your shift!



Uniform Do's and Don'ts'

DO:

- Wear full uniform commencing the 10 October 2017
- Wear comfortable shoes and socks whilst volunteering
- Write your name in all personal items
- Keep uniform clean and presentable
- Hide evident logos or trademarks if not part of your uniform
- Protect your uniform from damage, loss, or theft

DON'T:

- Wear your uniform outside your shift hours, other than when travelling to and from your shift
- Make any alterations or amendments to your uniform other than those agreed when it was collected
- Cover or modify any branding
- Wear open-toed shoes with your uniform as it is considered a hazard

A DAY IN THE LIFE OF A VOLUNTEER

Before Your Shift

The day has finally arrived! You have received your training, collected your uniform and accreditation and know who your Team Leader is.

Below is a checklist to help you prepare:

1. Make sure your Uniform is clean, pressed and ready to be worn
2. Don't forget your accreditation! Without it, you will not be able to access the venue
3. Be aware of any public transit schedules and/or driving times to your venue
4. Know your Team Leader's name and contact details and make sure to call if you are going to be late
5. Set out nice and early so you arrive at the venue and you are able to check in 30 minutes before your scheduled shift start time
6. Minimize the number of items that you are bringing to the venue and leave all valuables at home

Travel To Competition Venue, ADNEC

The Abu Dhabi National Exhibition Centre (ADNEC) is a highly accessible venue, conveniently located between Abu Dhabi International Airport and the heart of Abu Dhabi. For visitors arriving via Dubai, ADNEC is a 90 minutes drive away. A number of three, four and five star hotels are located within walking distance.

Address:

Abu Dhabi National Exhibition Centre (ADNEC), Khaleej Al Arabi Street
P.O Box 5546

Abu Dhabi, United Arab Emirates

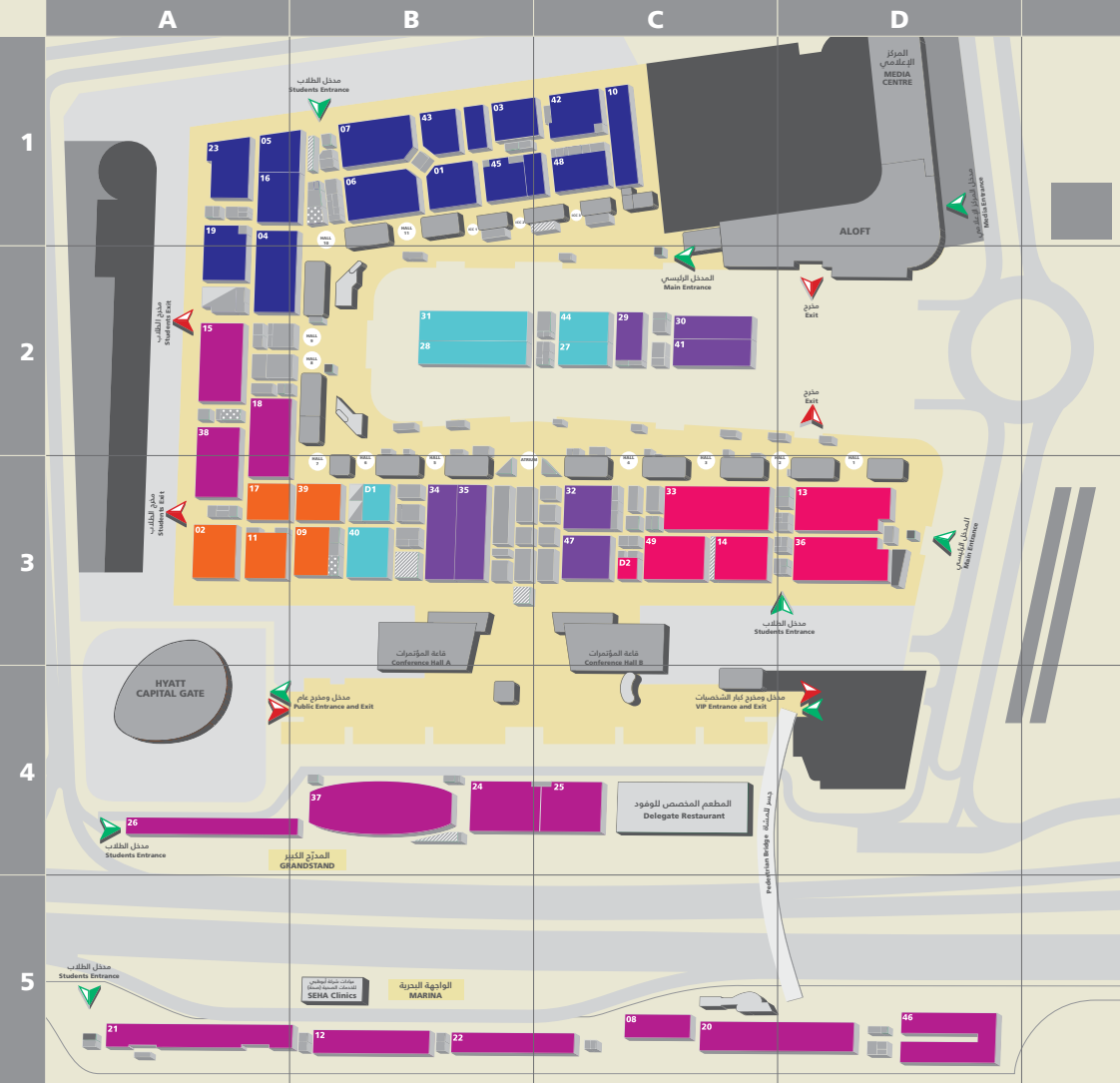
ADNEC Call Centre: 800 23632

Tel.: +971 2 444 6900

Facsimile: +971 2 444 6135

Route and access roads to ADNEC are clearly indicated by signage system.

For directions and maps, please visit <http://www.adnec.ae/visiting-us>



تقنية التصنيع والهندسة MANUFACTURING AND ENGINEERING TECHNOLOGY

- | | |
|---|--|
| B1 07 النحت بمؤازرة الحاسب الآلي
CNC Milling | A1 05 الرسم الهندسي/الآوتوكاد
Mechanical Engineering CAD |
| B1 06 الخراطة بمؤازرة الحاسب الآلي
CNC Turning | A1 04 الميكانيكا الإلكترونية (ميكاترونكس)
Mechatronics |
| C1 42 الأعمال المعدنية في مجال البناء
Construction Metal Work | A1 23 الروبوتات المتحركة
Mobile Robotics |
| A1 16 الإلكترونيات
Electronics | B1 01 البوليميكانيك/الأتمتة
Polymechanics and Automation |
| A1 19 أنظمة التحكم الصناعي
Industrial Control | B1 43 تصنيع قوالب المواد البلاستيكية
Plastic Die Engineering |
| C1 48 صيانة المعدات الصناعية
Industrial Mechanic Millwright | B1 45 تصميم النماذج الأولية
Prototype Modelling |
| B1 03 فريق التحدي/التصنيع
Manufacturing Team Challenge | C1 10 اللحام
Welding |

تقنية البناء والتشييد CONSTRUCTION AND BUILDING TECHNOLOGY

- | | |
|---|--|
| C5 08 النحت الحجري المعماري
Architectural Stonemasonry | B4 37 تصميم وتنسيق الحدائق
Landscape Gardening |
| C5 20 البناء الحجري
Bricklaying | B5 22 الدهان والديكور
Painting and Decorating |
| B4 24 صناعة الخزائن وقطع الأثاث
Cabinetmaking | A5 21 أعمال الجبس والأسقف المستعارة
Plastering and Drywall Systems |
| A4 26 النجارة
Carpentry | A2 15 السباكة والتدفئة
Plumbing and Heating |
| D5 46 أعمال الإسمنتية في مجال البناء
Concrete Construction Work | A2 38 التبريد والتكييف
Refrigeration and Air Conditioning |
| A2 18 التوصيلات الكهربائية
Electrical Installations | B5 12 أعمال رصف البلاط للأرضيات والجدران
Wall and Floor Tiling |
| C4 25 تركيب القطع الخشبية
Joinery | |

الفنون الإبداعية والأزياء CREATIVE ARTS AND FASHION

- | | |
|--|--|
| B3 D1 تصميم الألعاب الرقمية ثلاثية الأبعاد
3D Digital Game Art | B3 40 تقنية التصميم الجرافيكي
Graphic Design Technology |
| B2 31 تقنية الأزياء
Fashion Technology | C2 27 صياغة الحلبي والمجوهرات
Jewellery |
| B2 28 تنسيق الزهور
Floristry | C2 44 إعداد واجهات عرض المحلات التجارية
Visual Merchandising |

تقنية المعلومات والاتصالات INFORMATION AND COMMUNICATION TECHNOLOGY

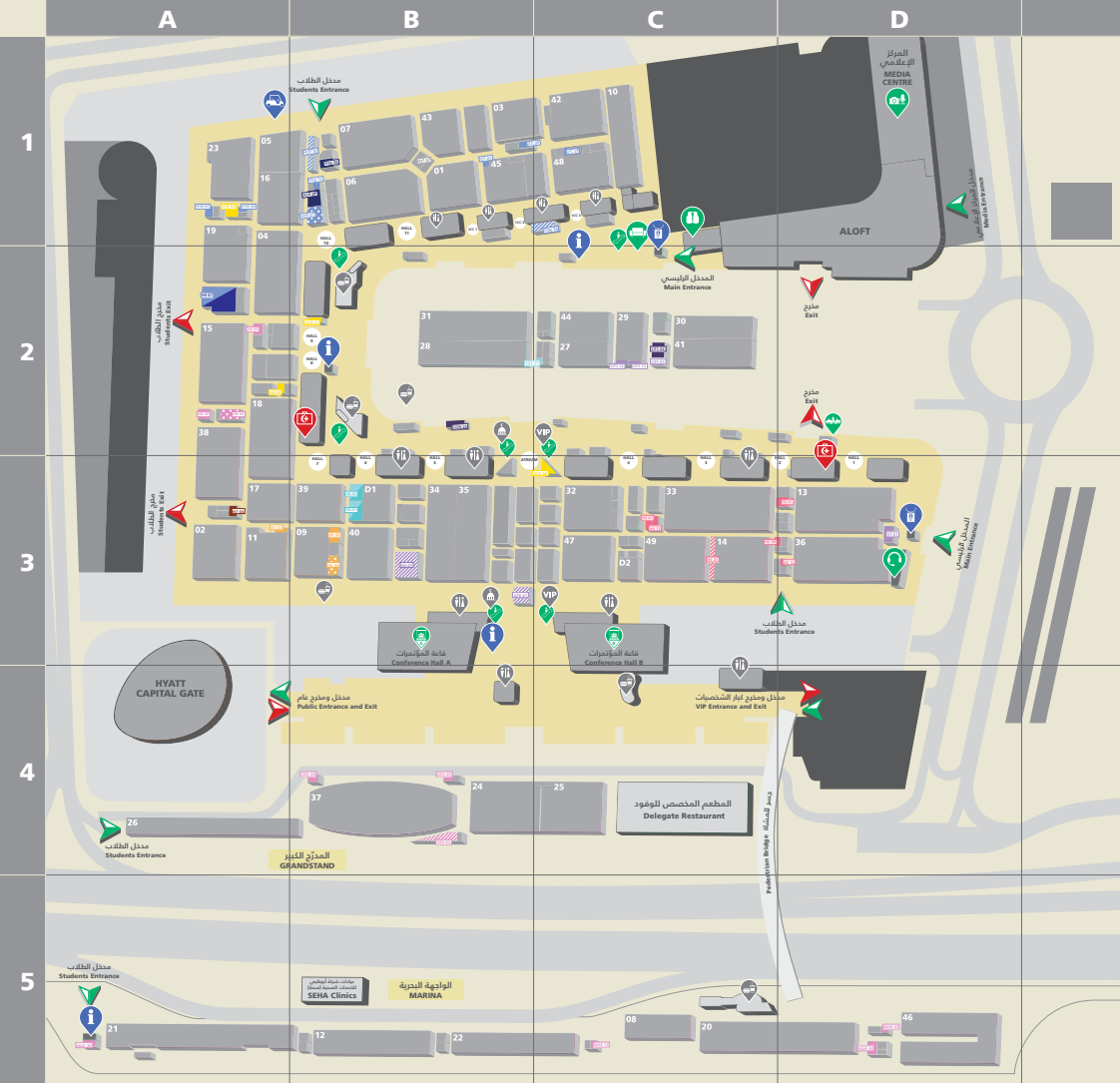
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| A3 02 توصيل كابلات شبكات المعلومات
Information Network Cabling | A3 11 تقنية الإعلام المطبوع
Print Media Technology |
| B3 39 إدارة نظم شبكات تقنية المعلومات
IT Network Systems Administration | A3 17 تصميم مواقع الإنترنت
Web Design and Development |
| B3 09 حلول برمجيات تقنية معلومات الشركات
IT Software Solutions for Business | |

الخدمات الاجتماعية والشخصية SOCIAL AND PERSONAL SERVICES

- | | |
|--|---|
| C3 47 المخبوزات
Bakery | C2 41 الرعاية الصحية والاجتماعية
Health and Social Care |
| C2 30 العلاج التجميلي
Beauty Therapy | C3 32 الحلويات والساكر
Pâtisserie and Confectionery |
| B3 34 الطهي
Cooking | B3 35 خدمة المطاعم
Restaurant Service |
| C2 29 تصفيف الشعر
Hairdressing | |

النقل واللوجستيات TRANSPORTATION AND LOGISTICS

- | | |
|--|--|
| C3 14 صيانة محركات الطائرات
Aircraft Maintenance | D3 36 صبغ السيارات
Car Painting |
| D3 13 إصلاح هياكل السيارات
Autobody Repair | C3 D2 خدمات الشحن والتخليص الجمركي
Freight Forwarding |
| C3 33 تقنية السيارات
Automobile Technology | C3 49 صيانة المركبات الثقيلة
Heavy Vehicle Maintenance |



الإرشاد المهني CAREERS ADVICE

C3 **ATR 08** الإرشاد المهني
Emirates Foundation

A1 **H10 03** الإرشاد المهني
Tawdheef

A2 **H8 03** الإرشاد المهني
LinkedIn

B2 **CON 25** الإرشاد المهني
UAE Academy

اكتشفها DISCOVER IT

C2 **CP1 02** ركن الأزياء من كلية الأزياء والتصميم في دبي
Fashion Workshop Corner by CFD

B1 **H10 20** التصميم ثلاثي الأبعاد fusion 360 للفورمولا 1
في المدارس من شركة أوتو ديسك للتصميم
Fusion 360 Design for F1 in Schools by Autodesk

B1 **H10 08** أساسيات علم الروبوتات المتحركة
مع شركة "فيكس" VEX للروبوت
Junior Mobile Robotics with VEX Robotics

A3 **H7 04** وسائل التواصل الاجتماعي واستراتيجيات
التسويق تنظمها BrandMoxie
Social media and marketing strategy by BrandMoxie

B2 **CON 20** أنتم من يصمّم وينتكر! ابتكروا أحد معارض إكسبو 2020
You are the designer! Create an exhibition for Expo 2020

عرض المهارات SHOWCASES

C1 **CON 34** تركيب السيارة بالتعلم الذاتي
Building A Car Through Self-Learning

B1 **H10 10** سباق الفورمولا 1 في المدارس
F1 in Schools Race!

C3 **H3 01** جامعة خليفة - تصميم الطائرات
بدون طيار والتحكم ببركتها
Drone Design and Fly by Khalifa University

B3 **ATR 01** تراث الإمارات
UAE Heritage

B3 **H5 01** مسرح كبار طباطبي المركز الدولي لفنون الطهي
ICCA Chefs Theatre

B4 **GRS 04** توفير المياه باستخدام أنظمة زراعية معاصرة
مستمدة من دولة الإمارات كاميليا بنت زعل
Landscape Gardening using Indigenous
Plants by Kamelia Bin Zaal

جربها TRY IT

A1 **H10 04** قلم للرسم الثلاثي الأبعاد
3DoodleBar by Ultimaker

B1 **ICC 05** جولة ضمن جناح شركة ستراتا للتصنيع
Have a tour inside Strata

C1 **ICC 14** اختبارات الأداء والقياس الصناعي
Industrial Test and Measurement by Fluke

A1 **H10 01** مباراة كرة القدم مع الروبوتات
Play Soccer with Mobile Robotics by Studica

B1 **ICC 01** تركيب الأنظمة الهندسية وصيانتها (البيولميكانيك)
Polymechanics

D5 **MAR 09** الرش الآلوماتيكي
Autospray with Graco

B4 **GRS 05** النجارة
Carpentry with Al Mazroui

D5 **MAR 03** تغطية وملء فراغات قوالب الطوب
Cladding and Pointing of Brick Slips with Brickburgers

A5 **MAR 20** الألواح الجيبية
Drylining with Gyproc Saint-Gobain

A2 **H8 08** التمديدات الكهربائية
Electrical Installations by Al Mazroui

A2 **H9 04** شبكة الأنابيب المتعددة الطبقات
Multi-layer Piping System with SuperPipe ME

C5 **MAR 12** جرب الصبغ مع جوتن
Painting with Jotun

B4 **GRS 09** التراث البحري في دولة الإمارات العربية المتحدة
UAE Sea Heritage with Al Snyar

D3 **H2 12** تجربة منتجات العناية بالسيارة من 3M
Autocare Experience with 3M

D3 **H2 01** أداء التوربو والسلامة من مرسيدس - بنز
Precision, Performance and Safety by Mercedes-Benz

C3 **H4 01** متعة التسوق مع لولو
Shopping Fun with LuLu!

C3 **H4 13** تحدي المحرك
The Engine Challenge with Dr. Bike

C3 **H2 08** جهاز محاكاة الطلاء الافتراضي
VirtualPaint Simulator by BASF

A3 **H7 01** الأمن الإعلامي في شرطة أبوظبي
Abu Dhabi Police Media Security

B3 **H6 03** تقنية أمن المعلومات والبيانات
Information and Security Technology by Global Vision

D3 **H1 01** الإسعاف الجوي في شرطة أبوظبي
Abu Dhabi Police Air Ambulance

C2 **CP1 01** تجربة إجراءات الصحة والسلامة من 3M
Experience Health and Safety with 3M

C2 **CP1 11-12** اختبر الجمال الحقيقي
Experience true beauty! - Madi Intl.

C2 **CP1 21** تنسيق الزهور
Floristry with Floral Trading

مهارات المستقبل FUTURE SKILLS

B3 **H6 02** الأمن الإلكتروني
Cyber Security with Khalifa University

B3 **H6 01** تصميم الطائرات بدون طيار والتحكم ببركتها
Drone Design and Fly by Khalifa University

A2 **H9 07** تقنية المياه
Water Technology

مهارات الصغار JUNIOR SKILLS

A2 **H8 06** التمديدات الكهربائية
Electrical Installation

B3 **H6 06** تقنيات التصميم الجرافيكي
Graphic Design and Technology

B1 **H10 07** علم الروبوتات المتحركة
Mobile Robotics - VEX

P مواقف سيارات
Car Park

Bus سيارات الأجرة والحافلات
Taxis And Buses

Shuttle الحافلات الزرقاء
Blue Shuttle

i الاستعلامات
Information Desk

Registration التسجيل والاعتماد
Registration/Accreditation

Food خدمات الطعام والمشروبات
Food and Beverage Areas

Prayer غرفة الصلاة
Prayer Room

Toilets حمامات
Toilets

VIP مجلس كبار الشخصيات
VIP Majlis

First Aid الإسعافات الأولية
First Aid

Conference قاعات المؤتمرات
Conference Rooms

Delegate صالة الوفود
Delegate Lounge

Mosque جولة في جامع
الشيخ زايد الكبير
Grand Mosque Tour

Media المركز الإعلامي
Media Centre

Member خدمات دعم الأعضاء
Member Support

Volunteer مكتب عمليات المتطوعين
Volunteer Operations Centre

Parking

Car parking for Volunteers will be available at ADNEC Car Park A:



Checking In for Your Shift

In order to ensure that you have an adequate amount of time to arrive at the venue and be deployed to your post, all volunteers must check in 30 minutes prior to scheduled shift start time.

When you arrive at your venue, please proceed to Volunteer Check-In to check in for your shift

- **ADNEC** – Volunteer Operations Center – Main Floor – Capital Suites 21A-C
- **IPIC Arena** – At Reception, immediately to the right upon entry through Workforce Entry
- **du Arena, Delegate Hotels, and Abu Dhabi International Airport** Volunteers will be told in your Role Specific Training where to meet your Team Leaders when you arrive on shift.

Here you will check in for your shift, receive a Volunteer Newsletter and any relevant information, then directed where to meet your team for your Team Briefing. You will then be taken to your post and your Team Leader will assign and brief you with any specific information required for that post/area.

Shift Changes and Non-Attendance

If you need to make changes to your schedule, please work with volunteers on your team to see if you can arrange with them to cover your shift. If they can cover your shift, you both must return to the Volunteer Operation Centre to inform the Workforce Crew and they will make the change in the system.

If they cannot, please speak to your Team Leader or Supervisor at the end of your shift if you are on venue, or contact them in advance if you know beforehand.

Please note that it is important to always show up for shifts that you are scheduled for. While we know that there may be circumstances that can't be avoided (accidents, emergencies) you are an integral part of event operations and your absence is putting your team at risk. Always contact your Team Leader or the Volunteer Operations Center if you know you will be absent for a shift.

Team Leader Phone Number: _____

Volunteer Operation Centre Email Address: volunteer@worldskillsabudhabi2017.com



During Your Shift

Team Briefings

Before each shift you will receive a briefing from your Team Leader. This will include important information that you will need for the day such as what is happening at the event that day, what you will be doing in your role, any special happenings that you should be aware of, and any updates from your last shift.

In your role, it is important that you always remain flexible. Although you may be allocated to a particular role initially, we may on occasion have to reallocate volunteers to other areas of responsibility. You will be briefed by your Team Leader if you are requested to take on a new role.

Meals and Refreshments

Your Team Leader will schedule your meal break during a time when it is operationally feasible for your area. Additionally, you will also be able to take rest and refreshment breaks during your shift, as allocated by your Team Leader.

ADNEC volunteers will be dining in the **Delegate Restaurant**, which will be set up as a marquee in the Grandstand Area. **Lunch will be served between 11:00 – 15:00 and Dinner will be served between 17:00 – 19:30.**

At IPIC Arena, volunteers will dine in the Workforce Break Area on the 1st floor in the staff break area and catering point. Lunch times will be communicated to you during your Role Specific Training. Your Team Leader or Supervisor will tell you when it is suitable for you to have a meal break.

Volunteers based at the Airports, du Arena, and Hotels will discuss with their Team Leaders during Role Specific Training where and when they will be able to take breaks and eat their lunch.

Support During your Shift

Your first point of contact should be your Team Leader, but if they are not available or unable to help, please go to the Volunteer Operations Center and speak to one of the Workforce Crew. They are trained to deal with any questions or issues. If a member of the Workforce Crew cannot resolve your query, they will escalate it to the Volunteer team to be dealt with.

End of your Shift

At the end of each shift you will receive a debrief from your Team Leader after which they will release you. Please remember to go back to the Volunteer Operations Center to collect any items you may have left there.

Late Shifts

If you have to work a late shift make sure you leave the venue with another person or a group and tell others where you are going. Avoid deserted and poorly lit places, buildings, car parks, and unknown areas.

Safety and Security Procedures

The WorldSkills Abu Dhabi 2017 Team wishes to stress the importance of general Health, Safety, and Environment awareness in the planning and implementation of the WorldSkills Abu Dhabi 2017, which will ensure a healthy and safe event and working environment is maintained for all accredited participants involved, including volunteers.

A dedicated Health and Safety Team is in place to ensure every aspect of the event meets international Health and Safety regulations. The Health and Safety team is led by Daniel Ward and based out of Organizers Office 9.

All volunteers will receive a full health and safety briefing as part of your orientation training. You will also receive any required Personal Protective Equipment to ensure you are correctly dressed during the build and breakdown phase of the event.

In the event of violations or failure to respect the Health, Safety, and Environment policies and UAE regulations, the WorldSkills Abu Dhabi 2017 Health and Safety Team will be empowered to instruct Competitors or volunteers to stop work in order to ensure that the facilities are assessed and accordingly made safe.

All accredited personnel involved in the event including volunteers must immediately report any breaches of health and safety to the Health and Safety Team.



Security

All security at ADNEC will be provided by an ADNEC appointed Security Services Provider. Security guards will be appointed at different locations throughout the halls and complete venue to secure those areas during buildup, competition days, and breakdown.

For any Police requirement whilst on the ADNEC premises please in the first instance call the security control room (+971 02 406 4444) which will coordinate directly with the Police. This will ensure Police are directed to the exact location they are needed on site. Under no circumstances should you call any emergency services whilst on shift. Always report this to security and they will make the call.

First Aid and Emergency Evacuation

First aid and medical personnel will be available at ADNEC, in order to respond as rapidly as possible in emergency situations.

To contact First Aid please call Ext: 4444 (or +971 02 406 4444 if dialing from a mobile or outside line). In an emergency - including requesting an ambulance - please telephone the Security Control Centre Ext: 4444. Their knowledge can save vital time in the event of an emergency. Please state clearly:

- The name of the skill competition
- The location and the number of the nearest skill competition or stand to the incident
- Your name
- The type of accident or emergency, e.g. heart, broken limb
- Stay with the person until help arrives

Incident Tracking Form

If any issues arise during your shift, you will resolve what you can but often you will need to:

- Be prepared and stay calm; never engage in a situation where you put yourself at risk or in danger
- Escalate issues to your Team Leader to assist with a resolution
- You may need to complete an Incident Tracking Form

An Incident Tracking Form records all details of an issue that arises, whether it is an accident, a near-miss, or a confrontation. Its purpose is to keep a record of what happened on venue for future reference if required. Please ensure to ALWAYS complete an Incident Tracking Form if a situation arises where you feel uncomfortable. These can be turned into your Team Leader, or at the Volunteer Operations Center.

EVENT GUIDELINES, AN EVENT FOR ALL

Accessibility Awareness

An important part of creating an inclusive environment is accessibility. Accessibility is about removing barriers for people in a way that is meaningful and not as an afterthought or something to work around. Delivering an event that is accessible to all is the shared responsibility of everyone at WorldSkills Abu Dhabi 2017.

We anticipate a number of our visitors will have disabilities. We are mindful of this and have planned our facilities and procedures to respond to their accessibility needs in a timely and sensitive manner. Others with mobility or additional challenges can benefit from an accessible event as well. Above all, people with disabilities are people first; treat them no differently than any other customer. When a disability is evident, most people are usually comfortable addressing it, including asking for assistance when necessary. As team members, we are prepared to respond efficiently and sensitively when providing assistance to any visitor with a disability.

When working in your role, it's important to remember to:

Put the Person First

- Recognize that everyone is a person first
- Don't let one characteristic like a disability define someone
- Everyone is capable and we all do things in different ways

Just Ask, Just Listen

- Assume people are capable and only offer help when you think it is needed
- If you want to offer help, just ask: "Can I help you?" and "How can I help?"
- Some people will accept your help and others may not
- After you just ask, just listen. Listen carefully to what is said and let the person lead you.
- Don't assume what kind of help a person needs

Wheelchair Assistance

As a volunteer, with an individual's consent, you may push, steer, or otherwise aid guests in manoeuvring their wheelchairs for short distances, up ramps or inclines, or boarding or disembarking vehicles if it is safe for you to do so.

This policy applies unless to do so would pose a safety concern for the individual or volunteer.

Helpful Tips

- Always ask an individual using a wheelchair if he or she would like assistance before you help. Your help may not be needed.
- Do not make assumptions about an individual's needs. When in doubt, you should always ask the individual about the best way to assist them.

- When pushing an individual using a wheelchair, keep in mind the footrests and other extensions beyond the wheels of the chair that may require a larger pathway.
- When pushing an individual using a wheelchair down a steep incline, it is advisable to go down backwards to prevent the individual from being tipped forward.
- Do not lean on an individual's wheelchair. It is considered an extension of his or her personal space.
- If you are talking with an individual in a wheelchair for more than a few moments, ask if they would be more comfortable if you get down to his or her eye level. It is more comfortable for both of you this way.

Do not assume that using a wheelchair is a cause for undue concern or sympathy. It is a means of freedom that allows the individual to move about independently. Wheelchairs are used for a variety of reasons, not only for those with a permanent disability. Always treat individuals using wheelchairs with the same dignity, courtesy, and respect as you would show any other guest.

If you have any comments or concerns, please refer to your Team Leader.

Guests with Visual Disabilities

- Identify yourself when speaking to an individual with a visual disability
- Provide clear and specific information (for example, say "two meters ahead on your left" instead of "Over there by that sign")
- If appropriate, offer your arm to assist
- Always tell the person when you are leaving
- Offer to read menus, signs, etc., to them

Guests with Hearing Disabilities

- Get the person's attention before you start to speak
- Stand directly in front of them and speak clearly
- Do not shout or overemphasize your words

Guests with Speech Disabilities

- Give your whole, unhurried attention when assisting an individual with a speech disability
- Ask questions that require a short or one-word answer
- Ask the individual to repeat him or herself if you do not understand what he or she has said
- Repeat back what the person has said for clarity

Service Animals

- Trained service animals are welcome guests
- Service animals are not pets; they are working animals. Please do not pet or distract them at any time.
- As a special courtesy, offer to bring water to the animal
- Be aware of service animal designated "break" areas

Customer Service Standards

Our volunteers will interact with people from all over the world, so it's important to be aware that all cultures respond differently to situations and conversations. Remember to be polite and friendly at all times. If you do have a concern regarding how you are being treated or spoken to by a visitor, staff member, or fellow volunteer, be sure to speak to your Team Leader as soon as possible. As a volunteer, it is important to remember that you must never engage in a confrontation, whether verbal or physical. The result of doing so may be dismissal from your role.

Every interaction that you have with an individual while you are performing your role will reflect on Abu Dhabi, UAE, and WorldSkills Abu Dhabi 2017. We therefore want you to perform your role in a way that will enhance the reputation of our city and country as a fantastic place to be!

Considering this, we have an expectation you will:

- Perform your role to the best of your ability
- Perform any other duties as reasonably requested by your Team Leader
- Provide assistance in a timely manner
- Act in a professional, courteous, pleasant, respectful and friendly manner
- Be customer and solution-focused
- Go the extra mile to deliver the best experience possible for all spectators
- Demonstrate a high standard of customer service when dealing with people, regardless of their age, ability, cultural background, or nationality
- Work openly, co-operatively, and collaboratively with your fellow team members



Diversity and Inclusion

The population of Abu Dhabi and the UAE is incredibly diverse. Did you know that more than 85% of the local population was born overseas? Likewise, many of the Competitors, delegates, and other visitors coming to the take part in the event will be from many different countries and represent many different cultures.

Being aware and respectful of the different backgrounds, cultures, and abilities of our visitors is an integral part of customer service excellence. The WorldSkills team all strive to create an inclusive environment — one where people feel welcomed, respected, supported and valued, regardless of their differences.

Here are some general tips for creating an inclusive environment:

- Treat everyone with the same level of respect and dignity
- Be careful not to make assumptions based on someone's appearance treat each interaction as new and each person as an individual
- Focus on the person, not the differences
- Check that people are comfortable with what you are asking them to do
- Encourage inclusive behaviour on your team



Fraud and Corruption

Fraudulent and corrupt activities are in fundamental opposition to the spirit of this event team. If you suspect fraudulent or corrupt behaviour, report it to your immediate Team Leader, Functional Area Manager or the Volunteer Team. We will treat reports of corruption and fraudulent behaviour as confidential, where possible, and will seek to protect individuals making such reports from recrimination. All reports will be investigated promptly and fairly. Anyone found to be engaging in such conduct will be removed from the venue and referred to the police if appropriate.

Gifts and Hospitality

You should register the acceptance of any gifts or entertainment, other than those of nominal value (eg. pens, pins, etc.) with your Team Leader or the Volunteer Team. Gifts or entertainment, even of nominal value should never be accepted if it could be seen as an inducement to influence a decision. Where there is any doubt you should speak to your Team Leader.

Grievance Resolution

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. WorldSkills Abu Dhabi 2017 is committed to encouraging an open environment in which all volunteer members can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect. Above all, we are committed to providing fair and honest settlement of any grievance. More information on the grievance resolution procedure can be obtained from the Volunteer Team at your venue.

Health and Safety

WorldSkills Abu Dhabi 2017 is committed to providing you with both a safe working environment and safe ways of working. Everyone has a responsibility to help achieve a safe place to work and volunteer. You are required to exercise reasonable care in the course of your work in a manner which ensures the health and safety of yourself and others. Please be aware of, and follow, all safety information, instruction and any training you have received when you are carrying out any activities or tasks and for the venues in which you are working.

The following safety responsibilities apply to everyone:

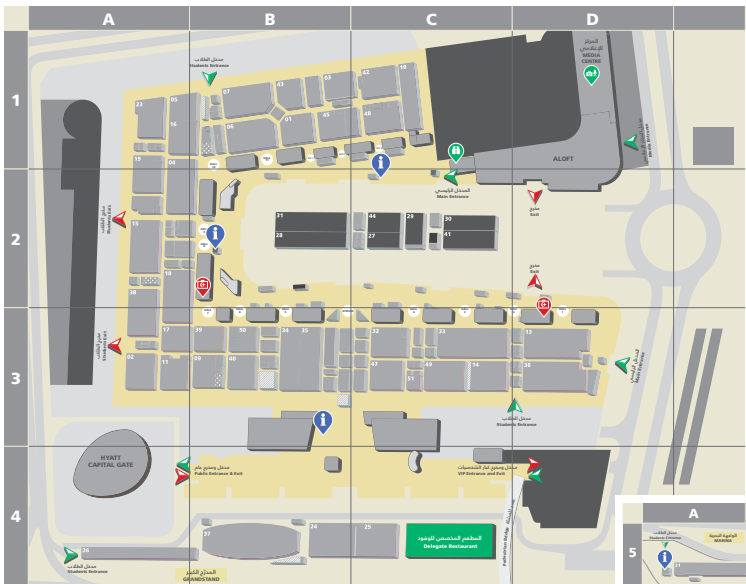
1. Pay close attention and familiarize yourself with the facilities during your Venue Tour and note the names of the different areas and access points.
2. Co-operate fully with WorldSkills and venue staff at all times.
3. Understand the emergency regulations for the venue.
4. Do not use any equipment or machinery, which you have not been trained to use.
5. Take care when lifting and carrying.
6. Report any potential hazards to a venue official.
7. In the event of fire/hazard, or any other potential risk, remove yourself and warn others of imminent danger.
8. If you feel an activity is unsafe or you feel unwell, report this to your Team Leader or if you cannot do so, to the Volunteer Team.
9. Contribute to a safe and healthy environment – do not leave things lying around, and keep areas clear and tidy.

Health and Safety Training

Volunteers will receive health and safety training during Volunteer Orientation. Following this session, if there is anything that you don't understand, please ask your Team Leader or Volunteer Team and we will immediately be able to clarify for you.

ADNEC Information Points, First Aid Points and Delegate Restaurant

Where volunteers will eat



Lost Children

In case of a missing child found, ADNEC's Security Staff will accompany the child to the Production Office (Organizers Office 8).

- Organizer Offices are located next to each Hall Entrance. The organizer will announce by Public Announcement System the details of the child asking for the parent or guardian to come forward.
- In the case of a missing child reported, all venue Security Staff will immediately be notified via radio regarding the missing child with the child's description (colour of clothes, age, nationality, name). The child's guardian who is looking for him or her will be guided to and asked to wait at the Production Office (Organizers Office 8) until the child is found.

Lost Property

If you find an item of lost property, please bring it to the Volunteer Operations Center where it will be handed over to ADNEC security and logged with all lost property items.

Media Contact

All requests from members of the media for comments or information should be politely directed to the Press Manager at your venue. If the venue does not have a Press Manager, you may direct the person to your Team Leader, Functional Area Manager, or a member of Venue Management. This will ensure the accuracy of all information given to the media and help to maintain good relationships and reputation. Similarly, you should not give any interviews, appear in any promotions, advertisements or endorsements, or give any assistance to the media in relation to any story concerning the affairs of the event, without the prior consent of the organizers.

Ask your Team Leader or Functional Area Manger if you need more information or if there is anything you are not sure about. You should also exercise discretion when commenting in your private capacity about the event where your comment may be understood to be an official comment of the organization.

Performance Issues/Inappropriate Behavior

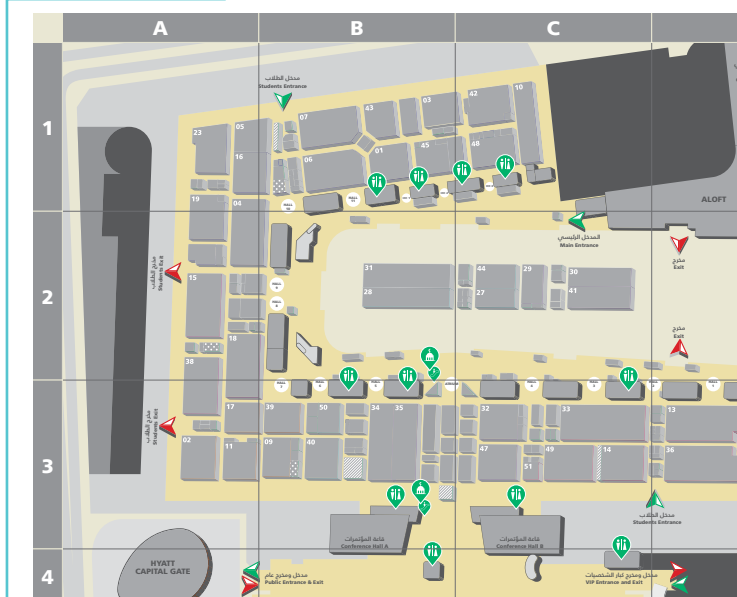
We will always attempt to resolve any performance issues or conflict fairly and equitably. In such cases, the relevant Team Leader or Functional Area Manager will discuss their concerns with you and seek to resolve the matter in a timely and professional manner.

Inappropriate practices, e.g. arriving late for your shift or without wearing your uniform will be dealt with by your relevant Team Leader or Functional Area Manager. Redeployment to other duties or removal from the venue can occur as a result of repeated unsatisfactory performance or serious misconduct e.g. theft, assault, and/or abuse of privileges. The Volunteer team will assist as required.

Personal Property

You should note that there will be no supervised storage space at your venue. You are advised, therefore, not to bring valuables to work, including personal items such as handbags, cameras, laptops, etc. WorldSkills Abu Dhabi 2017 or your venue will not assume responsibility for the loss, theft of, or damage to your personal possessions.

Toilet Facilities



Prayer Facilities

- ADNEC has designated Male and Female prayer rooms with washing facilities.
- The Prayer Rooms are located on Level 1 above hall 4 and 5, and on Level 1 by the Aloft Hotel.

PROHIBITED ACTIVITIES

You must ensure that your actions do not bring into question the professionalism of yourself or WorldSkills Abu Dhabi 2017. These notes are provided as guidance and confirmation of important event rules.

Drugs and Alcohol

We prohibit the sale, distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect your performance and behavior in the workplace.

Consumption of alcohol, illegal drugs, or other performance-impairing substances prior to and/or during a shift is not allowed and will result in immediate dismissal.

Gambling

Gambling is strictly prohibited on the event premises.

Gratuities/Tipping

Acceptance or solicitation of tips or gratuities is not allowed.

Guests

Due to Health and Safety and Insurance reasons, you are not allowed to bring family members, friends or other guests with you whilst volunteering at the event. Pets are also not allowed.

Mobile Phones

Unless you have been issued an authorized device, the use of personal mobile phones or radios inside the venue whilst on duty is not permitted. Phones and radios may be carried visibly only when they are officially issued by your Functional Area for purposes relating to your role. If you need to have your mobile phone with you, it must not be visible during your shift and must be turned off or on silent while you are volunteering. Failure to abide by this policy can lead to dismissal.

Prohibited Items List

There are some items that are prohibited in ADNEC and at WorldSkills Abu Dhabi 2017. Please ensure you never bring any of these items onsite and report them to the Volunteer Operations Center if you see them:



**Alcoholic
drinks**



Guns and Knives



Lighters



Pets



Trolleys



Scooters

Security

Security measures will be in place at the venue and you will be required to adhere to those measures whilst on duty and off duty.
You will be notified of all security measures during your training sessions.

Selling or Canvassing on Premises

You must not engage in personal business or other interests during your shifts. This includes the use of venue phones or internet to pursue personal interests, the display or distribution of posters, pamphlets and catalogues and/or approaching colleagues in relation to those activities.

Sleeping

Sleeping whilst on duty is not permitted.

Smoke Free Environment

All WorldSkills Abu Dhabi 2017 venues observe a smoke-free environment and you cannot smoke whilst on duty. Designated smoking areas will be communicated to you during your training that you may use during your breaks. If you must smoke on your breaks, please remove or cover up your volunteer uniform and also dispose of your smoking materials responsibly.

Unauthorized Access

Unless attending as a registered visitor, you may only be in attendance at the venue when scheduled for a shift. All rosters will be checked and if you are present whilst not on shift, or attending as a visitor you may be removed from the venue and have the rest of your volunteer shifts cancelled.

VIP Access, Autographs, and Photography

The soliciting of Competitor/VIP autographs and/or taking of photographs is not permitted during your scheduled shifts or whilst in uniform. These activities can be disruptive and can also pose a security risk. Please be polite and discreet when making such approaches at other times and be prepared to take "no" for an answer. You are discouraged from bringing cameras to the venue as there is no secure storage provided.

Weapons

Possession or carrying of knives, firearms, or other dangerous weapons is not permitted.

WorldSkills Abu Dhabi 2017 Policies

If you need additional information regarding any of the information above please visit the Volunteer Operations Center. As a part of the registration process, you have agreed to adhere to both the Volunteer Code of Conduct and the Volunteer General Policy and as such, you will be held accountable for breaking any of the associated policies.

VOLUNTEER BENEFITS

We value you as a volunteer and because of your time commitment, we are proud to offer all volunteers the following benefits:

Volunteer Recognition Event

To recognize your effort we would like to invite you to our Volunteer Recognition Event where we will have speakers, food, prizes, and other surprises!

All details about the Volunteer Recognition Event will be given to you by your Team Leaders or posted in the Volunteer Operations Center! Your invitation and access to the event will be your accreditation pass, which you will need to have with you to access the party.

Limited Edition Recognition Item

At the Volunteer Recognition Event, you will be given a limited edition gift as a thank you and also a memento of your WorldSkills Abu Dhabi 2017 volunteer experience.

Volunteer Certificate

Also at the Recognition Event, you will receive your Volunteer Certificate attesting to the fulfillment of your role during the event. If you are unable to attend the event, not to worry as we will also upload it to your Profile at www.volunteers.ae

Other Perks

All volunteers will be provided with an official uniform, accreditation, food and refreshments while on duty.

Training and Experience

Being part of an international event of this kind provides invaluable event organization and management experience as well as useful customer service skills and experience. You will receive many training hours to prepare yourself for your role and opportunities beyond the Competition.

Recognition and Support

You can expect to be challenged and inspired by the people you meet whilst volunteering. As recognition, for every day of the Competition we will have a **"Volunteer of the Day"** who will receive a further recognition item for all of your dedication!

The Volunteer Team will always be onsite to provide support before, during and after your shifts. If ever you have any questions or issues to discuss with us, please visit us in the Volunteer Operations Center.



QUICK REFERENCE GUIDE

Competition Schedule

Sunday, 15 October – 10:00 – 17:00
Monday, 16 October – 09:00 – 17:00
Tuesday, 17 October – 09:00 – 17:00
Wednesday, 18 October – 09:00 – 16:00

Supporting Event Schedule

One School One Country – Friday, 12 October – 09:30 – 11:30
Youth Forum – Sunday, 14 October – Monday, 15 October
Opening Ceremony – Sunday, 14 October – 19:30 – 21:00
Closing Ceremony – Thursday, 19 October – 19:30 – 22:00

Venue Addresses

Abu Dhabi National Exhibition Center - Khaleej Al Arabi Street, Abu Dhabi
du Arena – Yas Leisure Drive, Yas Island, Abu Dhabi
IPIC Arena - Arabian Gulf St, Abu Dhabi
Volunteer Operations Centre - ADNEC Main Floor – Capital Suites 21A-C

Opening Hours:

5-7 October - 06:30 – 18:00
8 October - 05:30 – 19:00
9-18 October - 05:30 – 20:00
19 October - 05:30 – 18:00
20-21 October - 07:30 – 18:00

Useful Links

WorldSkills Abu Dhabi 2017
www.worldskillsabudhabi2017.com

EmiratesSkills
www.emiratesskills.ae

WorldSkills International
www.worldskills.org

VOLUNTEER OPPORTUNITIES AFTER WORLDSKILLS

During the event there will be a legacy stand which you can visit to gain information on volunteer opportunities with other organizations after WorldSkills. This can be found in the Atrium outside of Hall 11 close to the Volunteer Operations Centre.

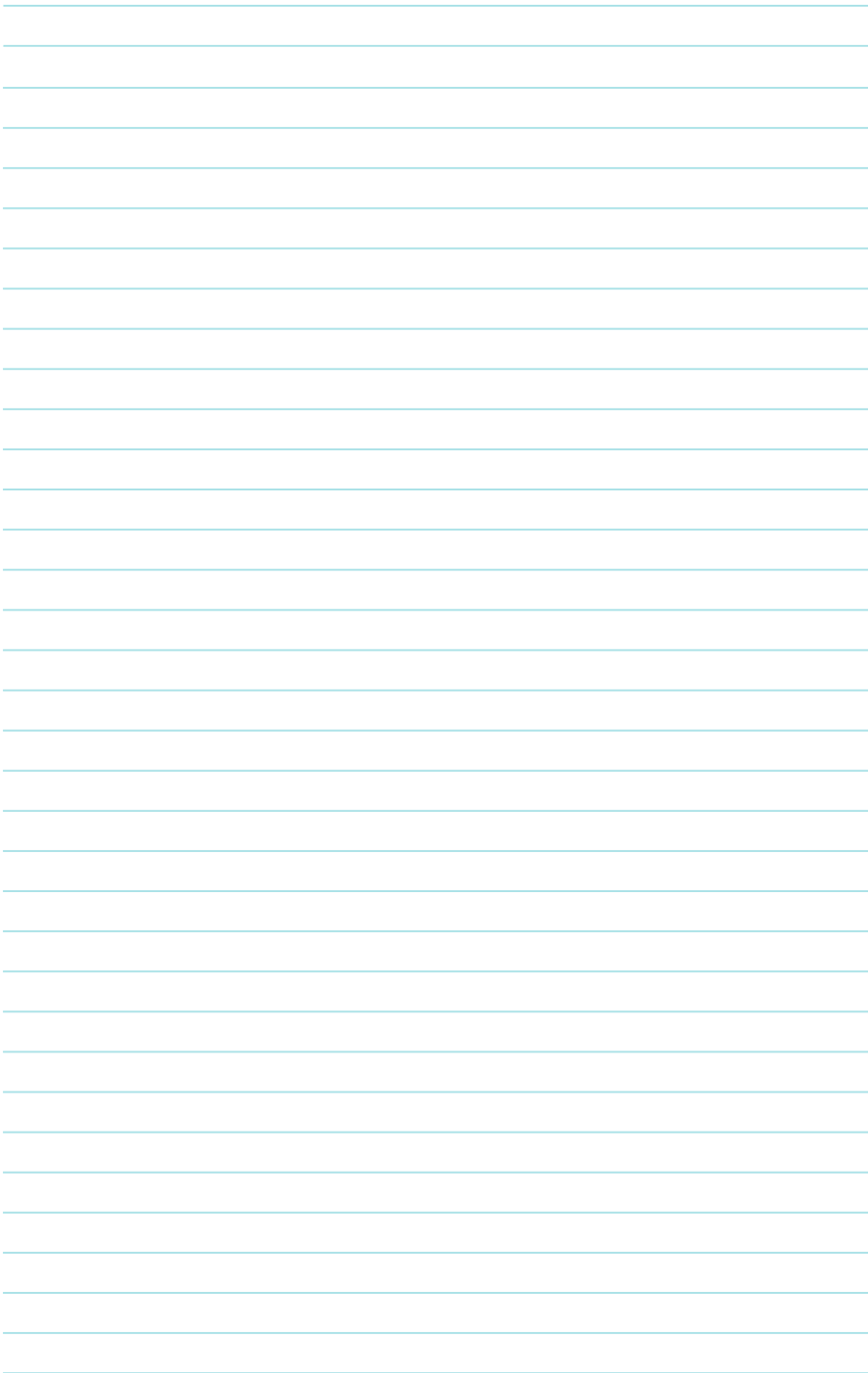
If you enjoy your time at WorldSkills Abu Dhabi 2017 and are interested in volunteering in the future, there are a number of organizations in Abu Dhabi and the UAE you can look into for more information:

Emirates Foundation

www.volunteers.ae



MY NOTES



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