



FIJI
2019

52nd ADB ANNUAL MEETING
1-5 MAY



Conference Volunteers Engagement Plan

ADB Annual Meeting 2019

Table of Contents

Introduction	3
Community capacity building	4
Case study	5
Engagement strategy	8
Risk mitigation strategy	9
Volunteers Experience level	10
Staffing Level & Allowance	11
Staffing Schedule	12
Engagement Strategy	14
Community Outreach	15
Volunteer Locations	16
Protocol	29
Presentation & Grooming	30
Uniform – Male & Female	31
Incentives	32
Training	33
Timeline	34

Introduction

This presentation is a brief introduction to the Conference Volunteer Engagement Plan for the ADB Annual Meeting 2019.

We anticipate we will need to source approximately 350-400 Conference Volunteers. Specifically, we are engaging university/tertiary students and youths from the local communities. However, opportunities are also open to retirees and anyone over the age of 18 years that is able to perform the required tasks.

This opportunity is multi-faceted for the communities within Fiji. Through volunteering schemes, ADB will be upskilling local individuals to strengthen their skills and competencies as potential future employees.

Specifically, the Conference Volunteers will be earning an income whilst being exposed to an international standard of work/event - this will in turn create skills and opportunities for them to continue their careers in one of Fiji's main industry - tourism and hospitality!



Community Capacity Building

Community Capacity Building is the process by which individuals or volunteers obtain, improve and retain the skills and knowledge needed to do their jobs competently or to a greater capacity.

It often refers to the strengthening of skills, competencies and abilities of people and communities so that they can achieve their goals and potentially overcome the causes of their potential exclusion and suffering.

The [United Nations Development Programme](#) (UNDP) was one of the forerunners in developing an understanding of community capacity building or development. Since the early 70s the UNDP offered guidance for its staff and governments on what was considered "institution building".

The [UNISDR](#) defines capacity development in the DRR domain as "*the process by which people, organizations and society systematically stimulate and develop their capability over time to achieve social and economic goals, including through improvement of knowledge, skills, systems, and institutions – within a wider social and cultural enabling environment.*"



*Empowered lives.
Resilient nations.*



Engagement Strategy

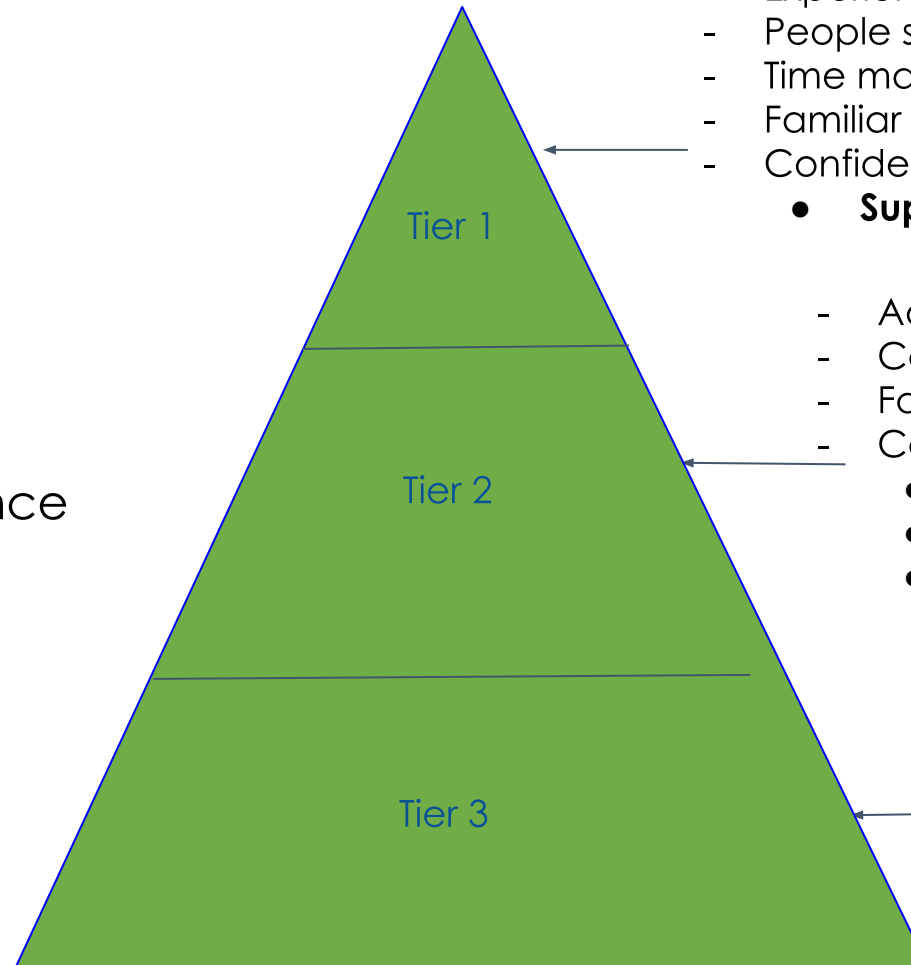
1. **Provide Initiatives** - A reward system is a great way to recognize dedicated volunteers and keep them engaged in non-profit mission for the long run. Capacity building is a long-term process, keeping volunteers engaged in the long run will be beneficial for both parties.
2. **Create Leadership opportunities** - When you are told what to do, when to do it and how to do it all the time, any task or project starts to feel like a job. Rather than just assigning mediocre tasks to volunteers, put them in charge of the task.
3. **Communicate effectively** - one way to fuel the passion is to constantly remind volunteers of what they are participating in. A structured and consistent communication is one of the most important things to foster engaged volunteers. Effective and honest communication can bind teams together and a step towards building great teams.
4. **Focus on Interest and Skills** – By identifying a volunteer's personal skills and interests, volunteer coordinators can easily assign tasks depending on what suits them both. As a result, volunteers are more likely to fulfil their job requirements and return in the future. Tailoring the experience to the individual not only shows appreciation for volunteer's time but also motivates the volunteer to provide a greater work effort.
5. **Get Social** - Keeping volunteers engaged by sharing the results of their efforts on social media, posting updates, keeps nonprofit on their minds in an unobtrusive way. Social media is also a great way to recognize volunteers and share their photos from the event or project.

Risk/Mitigation Strategy

Risk	Mitigation Strategy
Volunteers might show up late or not at all for an unforeseen reason	Back-up staff - youths from nearby villages on call to cover for any shortage of volunteers
Volunteers inappropriately speaking for/misrepresenting the organisation	Adequate training, familiarization, briefing to be provided for all volunteers
Volunteers might not having clean and appropriate professional dressing	2 polo shirts to be provided as uniform During training, volunteers will be instructed on keeping uniforms clean and the importance of professional dressing and grooming
Volunteers level of experience might be inadequate for level of work	Volunteers will be assessed on their skills and experience level during speed interviews and allocated an appropriate position. However, the challenge is that majority are university students and unemployed youths. A higher rate to be paid for the experienced/current employees to fill in the roles of Supervisor, Registration and Admin team which require skills and experience.
Volunteers may arrive without the personal cleanliness standards required for a professional setting	At training, Volunteers will be instructed on personal grooming standards
Misleading or wrong advice and information given to clients or the public	At training, Volunteers will be given information, clear instructions and provided with extensive training on the event. Briefing the entire team of volunteers prior to event on Protocol, conduct, dos and donts, etc. Also team briefings by their Group Supervisors prior to and end of each shift
Loss or damage to property	Volunteers will be briefed accordingly which makes them aware of the consequences for loss or damage to any property during this event. A Volunteer Supervisor will always be present on all shifts.
Theft	Instant dismissal for stealing. Volunteers will be briefed accordingly. A Volunteer Supervisor will always be present on all shifts. Bags will be checked by security on entering and leaving the premises.

Volunteers Experience Level

Prior
volunteer experience
an asset



- Experience in events or hospitality
- People skills
- Time management skills
- Familiar with the venues
- Confident, has excellent communication skills

- **Supervisor**

- Admin/clerical experience
- Computer skills
- Familiar with the venues
- Confident, has great communication skills

- **Registration**
- **Room Monitors**
- **Admin (Media, Host Country & ADB Secretariat, ADB Offices)**

- Good communication skills
- Informative
- Physically fit

- **Directional**
- **Informational**
- **Transport**

Volunteers Allowance

Payment of Volunteers Allowance will be made directly to the volunteers nominated bank accounts on completion of the event.

- Allowance - \$25.00 per day for 8 hour shift x 5 days

Payment of Meal Allowance for volunteers will be on a daily basis.:

- Meal Allowance - \$20.00 per meal
- Breakfast Allowance - \$20.00 for any shift commencing before 7.00am

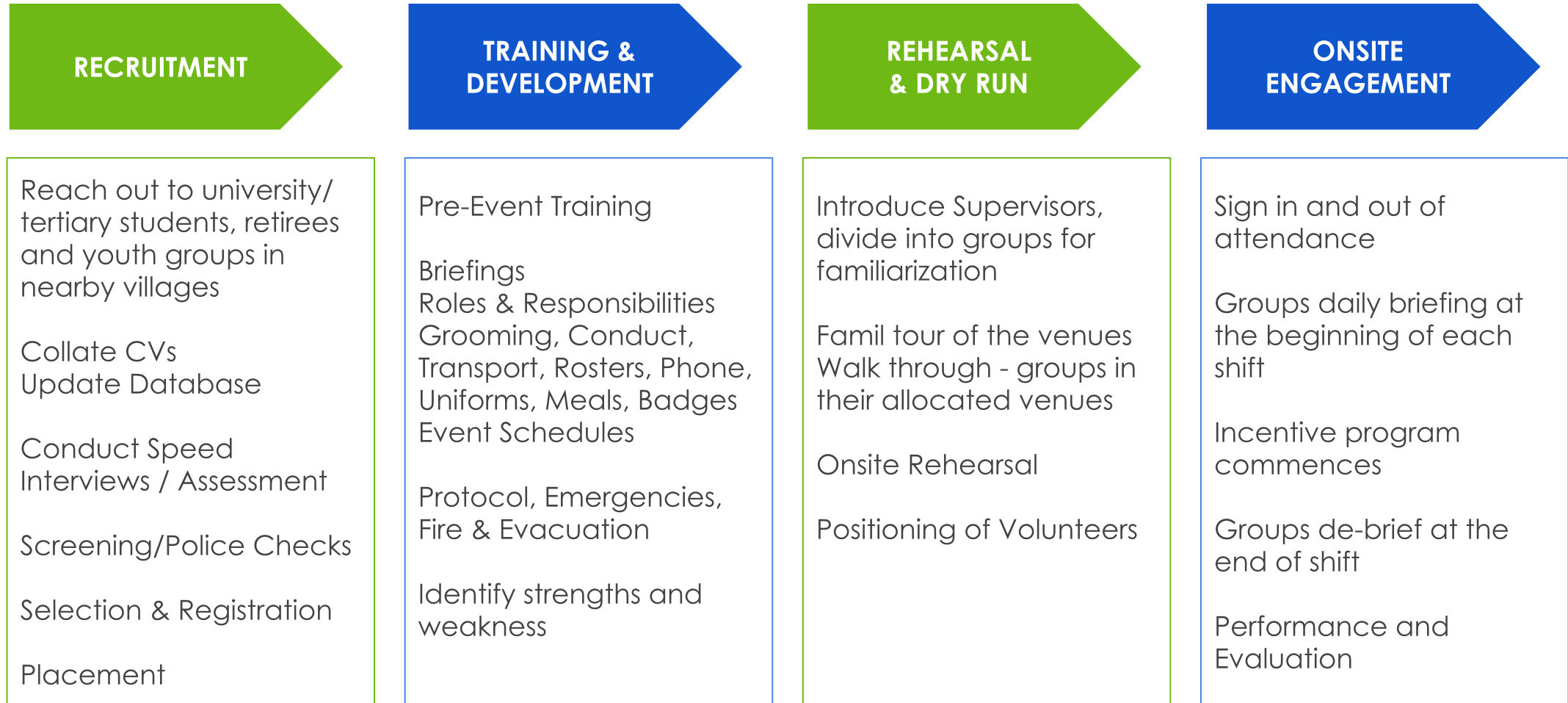
Staffing Schedule

Conference Volunteers	Role	Location	Required no. of pax
Supervisors	<p>Each group will have its own supervisor and be in charge of the following:</p> <ul style="list-style-type: none"> - oversee all conference volunteers - manage their groups on site - conduct meal breaks and monitor volunteers movement - conduct daily briefings & debriefs 	<ul style="list-style-type: none"> - Allocated main check in/out - All allocated venues 	<ul style="list-style-type: none"> - 1 supervisor per group. - Group 3 will require more supervisors due to the volume of people and event
Group 1			
Registration	<ul style="list-style-type: none"> - Registration check In of delegates - Issue delegates badges and bags - Registration Centre Directional 	<ul style="list-style-type: none"> - Registration Marquee - Registration walkway and drop off point 	35 pax
Media	<ul style="list-style-type: none"> - Media Centre Directional - Admin - Translator 	<ul style="list-style-type: none"> - Media Centre 	10 pax
Group 2			
Airport Arrival & Departure Transport Centre Hotel Entrances	<ul style="list-style-type: none"> - Directional - Airport Information desk - Coach transfers - Hotel meet & greet 	<ul style="list-style-type: none"> - Airport - Coach Pick-up & Drop-off - Hotels providing accommodation - Car Parks - Transport Command Centre 	145 pax
Group 3			
Meeting and Event Venues	<ul style="list-style-type: none"> - Directional & Informational - Venue control - Seminar Room Monitors - Exhibition (ADB Corporate booth assistance, Office assistance for CSO) 	<ul style="list-style-type: none"> - Sheraton Meeting Rooms - Westin Meeting Rooms - Sofitel Meeting Rooms 	<p>155 pax</p> <p>(*refer to conference volunteer locations in the upcoming slides)</p>

Staffing Schedule cont..

Volunteer	Role	Location	Required no. of staff
Lunch Areas	<ul style="list-style-type: none"> - Checking of ID delegates - Directional & Informational 	<ul style="list-style-type: none"> - All lunch venues: Westin Kitchen Grill Sheraton Feast Restaurant Sheraton Vai Restaurant 	These are the same volunteers that are stationed per venue however their supervisors will manage their movements
Reception Areas	<ul style="list-style-type: none"> - Directional - Information assistance 	<ul style="list-style-type: none"> - Foyers - Denarau Golf & Racquet Club - Westin Meke Lounge - Sheraton Resort 	Approx 4-5pax per venue included in the total pax above
Group 4			
Governors Plenary Cocktail & Host Country Reception	<ul style="list-style-type: none"> - Directional - Information assistance - Room Monitors - Transport 	<ul style="list-style-type: none"> - Natadola Ballroom - Water-court area - Meke Lawn/Kama Lounge & Beachfront - Navo Restaurant & Lawn - Lobby & walkways 	60 pax
Group 5			
Host Country & ADB Secretariat & Offices	<ul style="list-style-type: none"> - Admin team 	<ul style="list-style-type: none"> - ADB Offices in all venues 	45 pax
Back-up staff	<ul style="list-style-type: none"> - On call 	<ul style="list-style-type: none"> - Youths available from the nearby villages in Nadi 	60 pax
TOTAL			Approx 450 Volunteers

Resourcing and Engagement Plan



Community Outreach

Fiji National University (Nadi Campus) - Tourism & Hospitality students

Pacific TAFE - University of the South Pacific (Tourism & Hospitality students)

School of Tourism - University of the South Pacific (Suva/Lautoka campus)

University of Fiji, Saweni Campus - current volunteers

Service Pro Institute - Tourism & Hospitality students

Technical College of Fiji, Nadi - Hospitality students

Nadi Village/Church Youth Groups nearby

Retirees

Volunteer Locations

TRANSPORT Arrival/ Departure

Located on coaches
and hotels:

Sheraton
Sheraton Villas
Westin
Sofitel
Nalagi
Hilton
The Palms
Golf Terraces
Tanoa
Novotel
Mercure
Pullman

AIRPORT

Tabua Lounge

ADB Information Desk

Coach pick up & drop
off area

Rosie Tour desk

MEETING VENUES

Positioned at venue
foyers and entrance to
meeting/event spaces:

Sheraton
Westin
Sofitel
Intercontinental (3rd
May only)

OTHERS

Registration centre

Registration walkway
and drop off point

Media centre

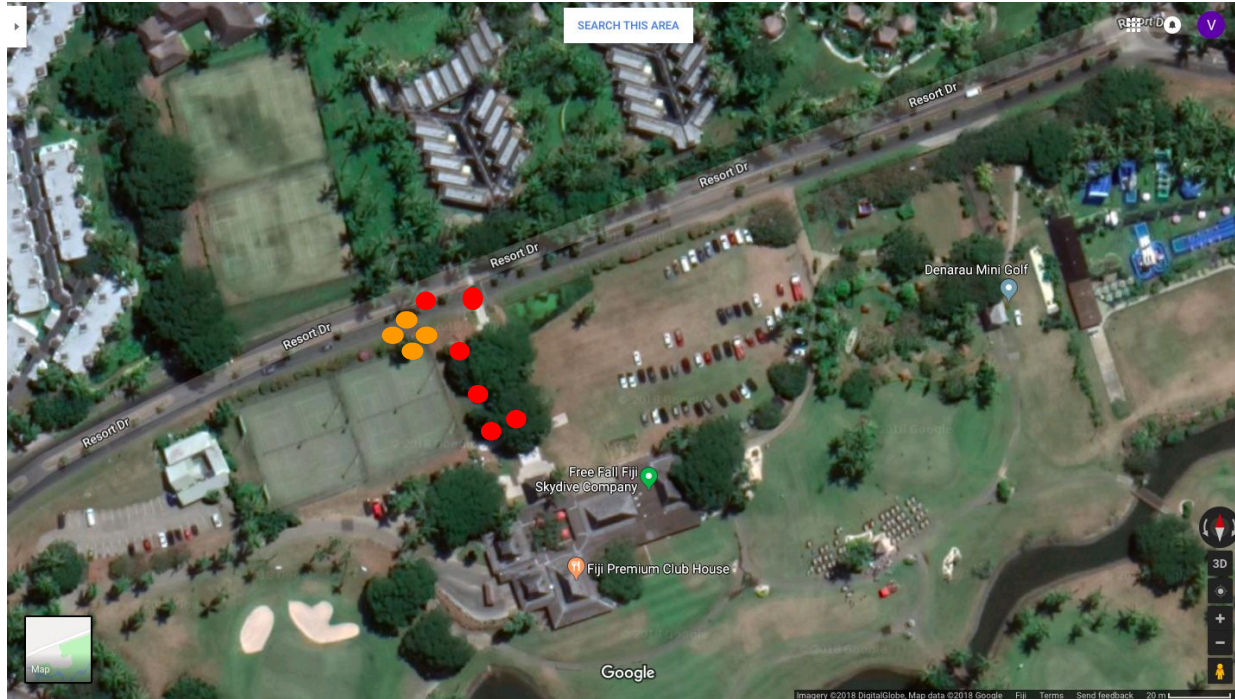
All Lunch areas

Car Parks

Host Country Secretariat,
ADB Secretariat &
ADB Offices

VOLUNTEER LOCATIONS

Registration Centre - Volunteer Location

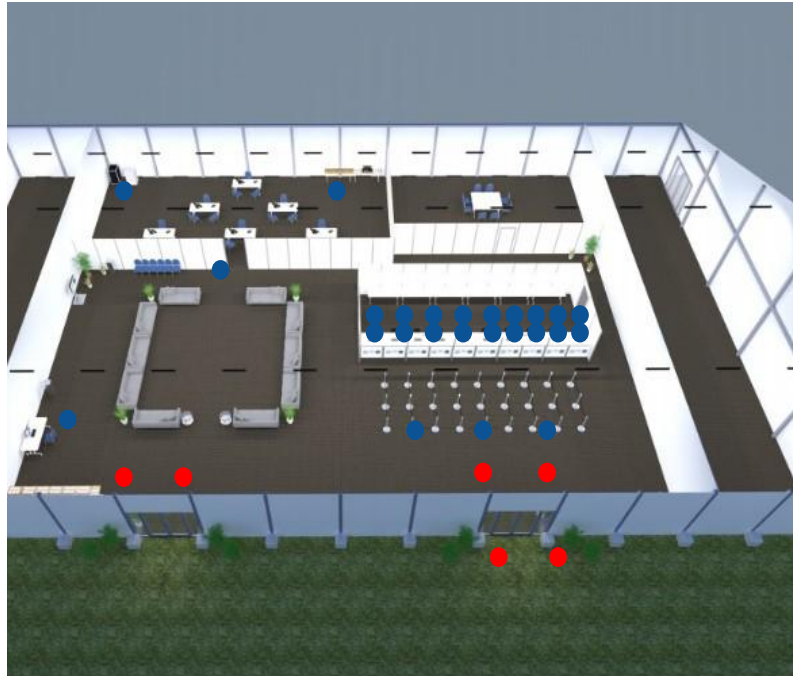


- Desired number of conference volunteers- 10 pax
- **Directional volunteers will be stationed at the drop off area at DGRC and along the walkway to the Registration marquee**
- **Transport volunteers to assist with buggy transfers and bula bus transfers**

**Volunteers will be rotated throughout the venue*

**Volunteers Supervisor will be present to manage the movements.*

Registration Centre - Volunteer Location



- Desired number of volunteers - 25 pax
- **Directional volunteers will be located near the entrance of the registration centre and the exit area**
- **Registration volunteers will be located at the registration booths**

**Volunteers will be rotated throughout the venue*

**Volunteers Supervisor will be present to manage the movements.*



Media Centre - Volunteer Location

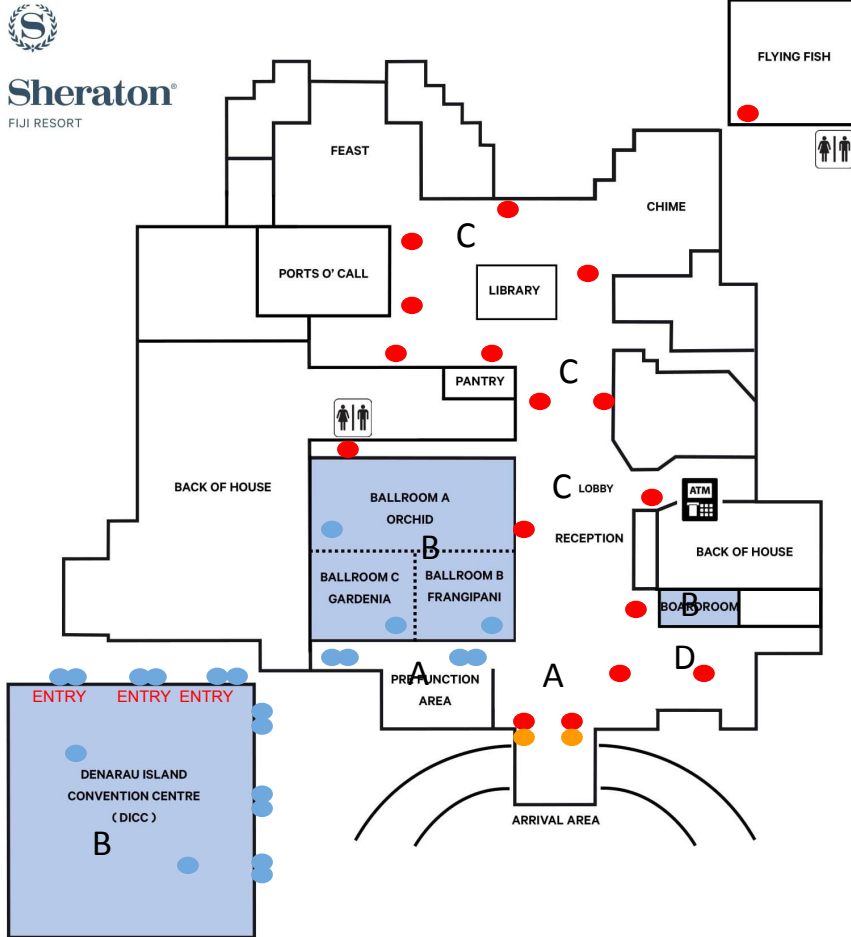


- Desired number of volunteers - 10pax
- **Directional volunteers will be located at the entrance of the media centre, refreshment station and in-front of the press briefing room.**
- Room monitors will be stationed inside the press briefing room.

**Volunteers Supervisor will be present to manage the movements and ensure everything is in order*



Sheraton - Volunteer Location



- Directional / Information
- Room Monitors
- Transport

- Desired number of volunteers for Sheraton rooms/foyer - 80pax
- Room Monitors will be stationed inside the the meeting rooms
- Directional & Informational volunteers will be located outside meeting rooms and scattered around the venue
- Transport volunteers will be located near the lobby & reception area.

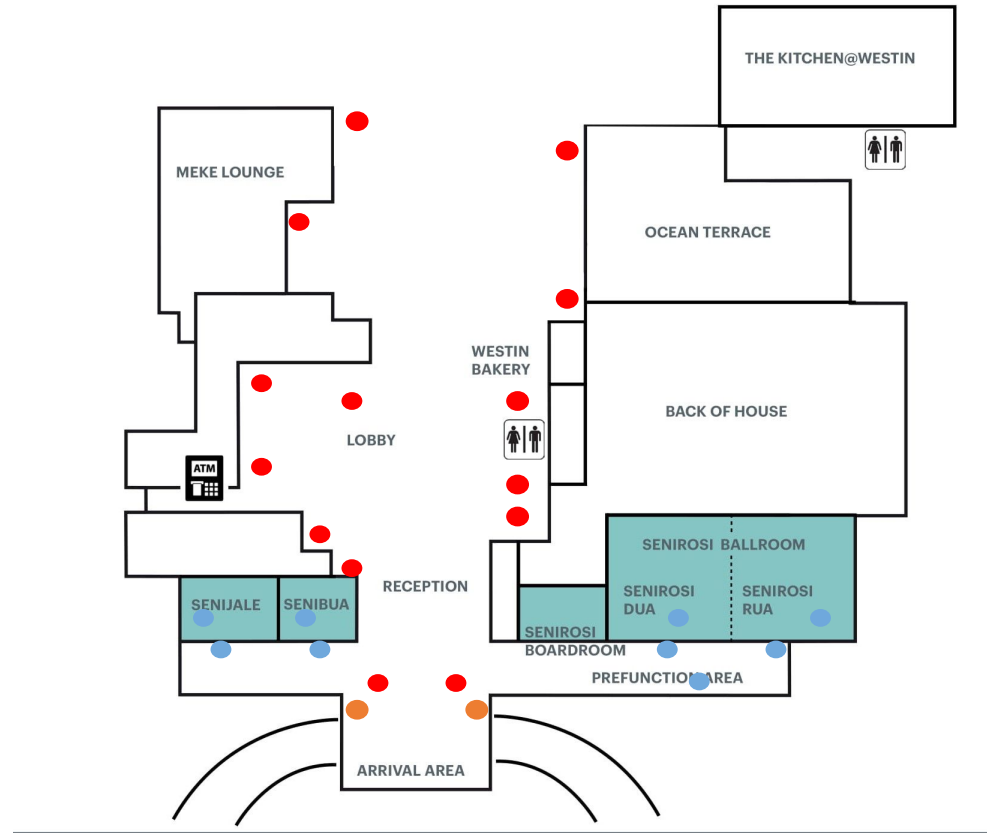
*Volunteers will be rotated throughout the venue and will be allocated wherever they are required the most.

*Volunteers Supervisor will be present to manage the movements.

*Venue will also be providing front of house staff to assist around the reception areas and restaurants. PCO will be working closely with the venues to finalise the numbers.

Job Function	Group	Shirt
Directional signage/ Session Trackers	A	Red
Room monitors/ Event Assistance	B	Sky blue
Foyer/ Sheraton common areas	C	Red
Information	D	Red

Westin - Volunteer Location

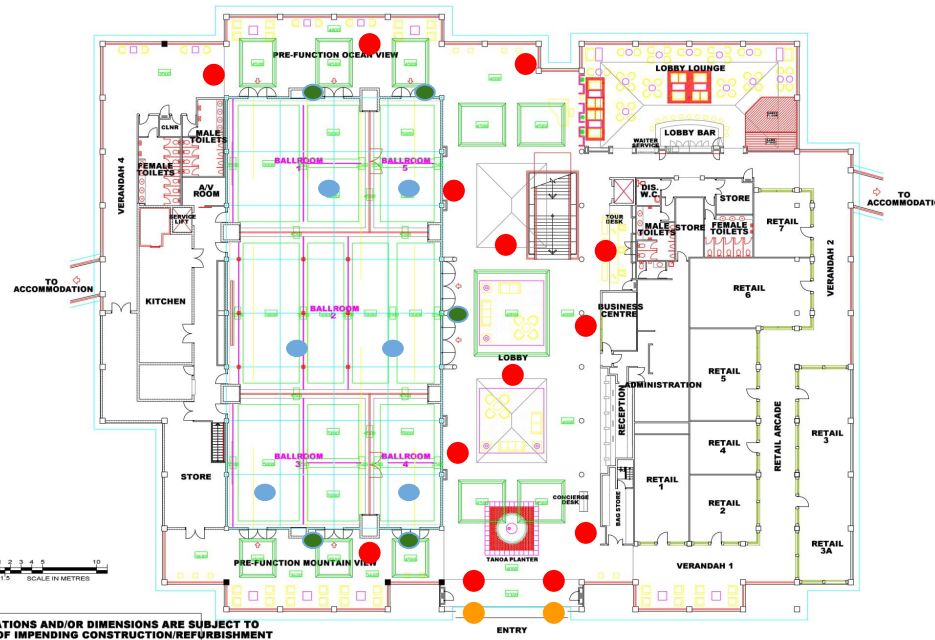


- Desired number of volunteers - 45pax
- **Directional & Informational volunteers will be scattered around the venue and at the lobby to meet & greet**
- **Room Monitors to be in the rooms at all times**
- **Transport volunteers will be located near the lobby & reception area.**

**Volunteers will be rotated throughout the venue and will be allocated wherever they are required the most.*

**Volunteers Supervisor will be present to manage the movements.*

Sofitel - Volunteer Location



- Desired number of volunteers - 30pax
- **Directional & Informational volunteers will be scattered around the venue and at the lobby to meet & greet.**
- **Session Trackers**
- **Room Monitors to be in the meeting rooms at all times and to be located outside the meeting rooms**
- **Transport volunteers will be located near the lobby & reception area.**

**Volunteers will be rotated throughout the venue and will be allocated wherever they are required the most.*

**Volunteers Supervisor will be present to manage the movements.*

InterContinental - Volunteer Location



- **Desired number of volunteers - 24-30pax**
- **9pax - Directional & Informational volunteers will be stationed from the lobby area, Meke lawn, walkway to Kama lounge & Navo lawn.**
- **5pax - Registration Staff will be stationed at the promenade walkway to register delegates who don't have a badge**
- **6pax - Room Monitors to be in the meeting rooms at all times and to be located outside the meeting rooms and also at Navo Restaurant**
- **5pax - Transport volunteers will be located near the lobby & reception area.**

**Volunteers will be rotated throughout the venue and will be allocated wherever they are required the most.*

**Volunteers Supervisor will be present to manage the movements.*

Transport Management Centre Volunteer Location



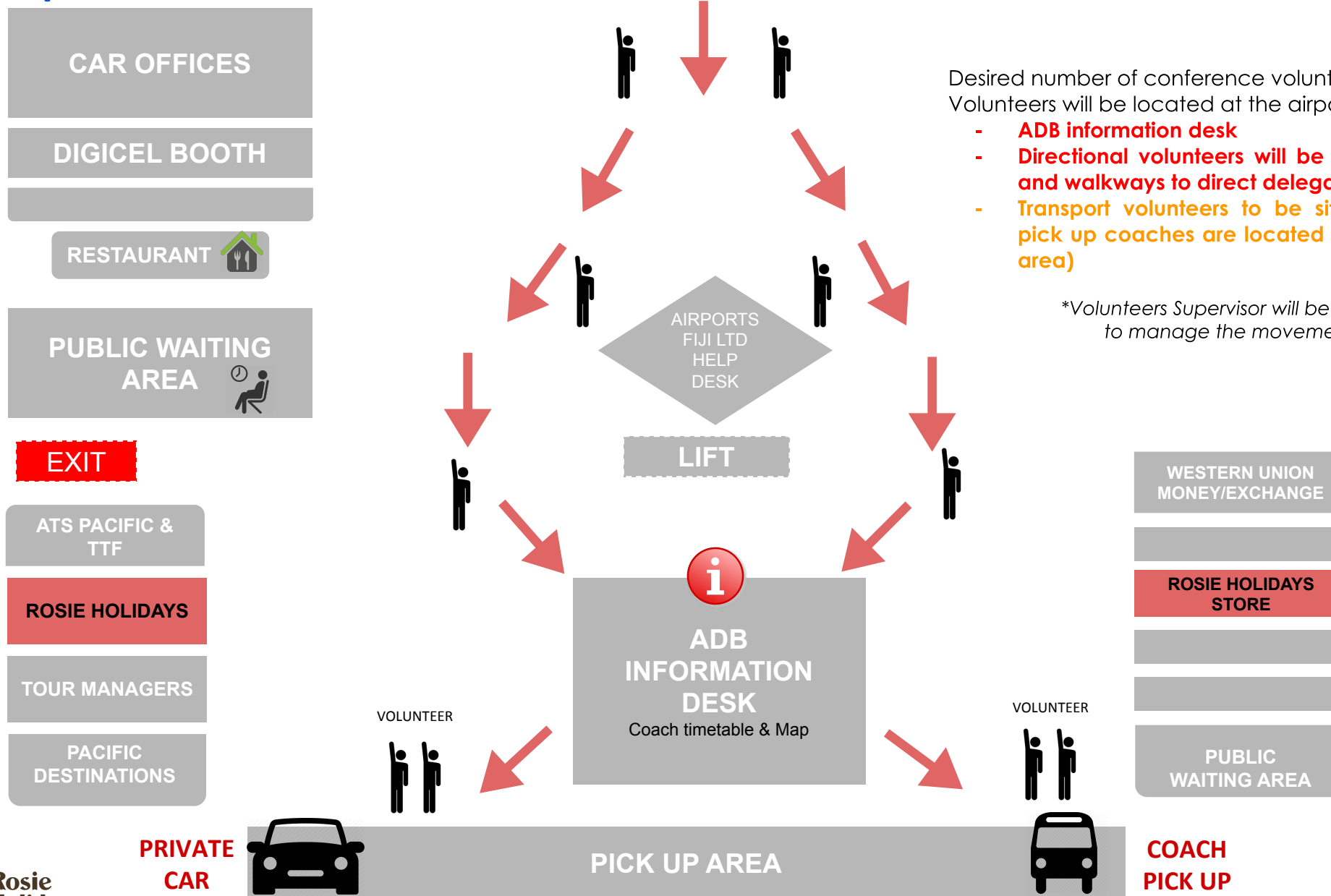
- Desired number of volunteers - 10pax
- **Directional & Informational volunteers will be on site**
- **Transport volunteers will be located near the lobby & reception area.**

**Volunteers will be rotated throughout the venue and will be allocated wherever they are required the most.*

**Volunteers Supervisor will be present to manage the movements.*

- Directional / Information
- Transport

Airport - Volunteer Location



Desired number of conference volunteers- 130 pax
Volunteers will be located at the airport arrival:

- **ADB information desk**
- **Directional volunteers will be located at arrival and walkways to direct delegates**
- **Transport volunteers to be situated where the pick up coaches are located (end of the arrival area)**

**Volunteers Supervisor will be present to manage the movements*

Other Volunteer Locations

- Admin Volunteers will be in the allocated Host Country & ADB Secretariat and ADB Offices
- All ADB Event Car park areas
- Dispatch Centre
- Volunteers Tent
- Other Accommodation Venues:
 - Nalagi
 - Hilton
 - The Palms
 - Golf Terraces
 - Tanoa
 - Novotel
 - Mercure
 - Pullman

Volunteer Check In/ Out Area

Space will be utilised for:

- Briefings and de-briefs
- Sign in and out
- Meal breaks
- Store volunteers bags whilst they are on shift

**Volunteers Supervisor will be present
to manage the movements*

Space will require simple furniture:

- Water & Tea coffee facilities
- Trestle tables
- Chairs
- Bins
- Shelf or lockable cabinet to store bags

Protocol

1. A Supervisor will be allocated to each group as the first point of contact for volunteers and will manage the movement of volunteers in their groups including breaks.
2. **Working hours** for volunteers will consist of 2 shifts of 8 hours each
Morning shift from 7.00am to 3.30pm, Afternoon shift from 3pm to 11.30pm
Half an hour break for lunch/dinner and 15 mins tea break
3. **Uniform** - 2 polo shirts will be provided as uniform which must be worn at all times.
However, volunteers need to wear their own black skirt/pants and black closed shoe.
4. **Name badge** will be issued as part of the uniform.
5. **Meals** will be provided for all shifts at the Volunteers tent/space.
6. **Transport** will be provided from Nadi bus stand to the venues and return for each shift. This includes runs to Nadi Airport, Denarau, InterContinental Resort and other venues where volunteers will be based.
Volunteers must be at the departure/pick up venue 15 mins prior to departure for name check.
7. **Allowances** will be deposited directly into volunteers nominated bank accounts to be provided on signing up. This will be paid at the end of the event. Volunteers who fail to show up for their shift will not be paid.
8. **Incentive Prizes** to be drawn daily but in order to qualify for the major draw at the end of the event, volunteers must attend all shifts as rostered. Names will be removed from the draws if they fail to show up.
9. Volunteers are required to sign in/out at the tent/space provided and report for briefings and de-briefs.
10. Storage of bags will also be at the Volunteers tent/space provided whilst on shift.
11. Security checks will be conducted on arrival and departure for safety reasons.
12. For any case of theft, drugs or alcohol, the volunteer will be terminated instantly.
13. Volunteers must be physically and mentally fit when reporting for their shift.
No alcohol/kava consumption the night prior or on the day of their shift and no intake of unprescribed drugs.

Presentation and Grooming

The presentation of our volunteers is incredibly important as they are essentially the first and last impression and faces of the entire event. The first thing delegates will see is our lovely volunteers. As a result, grooming standard will be enforced.

Professional presentation is a skill needed to be learned by all who wish to enter a career, especially one in the tourism/hospitality industry. At training, volunteers will learn what is required of them in this regard and will be able to take these skills forward to future opportunities. This capacity development is an excellent example of the beneficial relationship between employer and employee.

At training, volunteers will learn:

- How to look neat, smart and professional at all times
- Avoid distracting accessories
- Grooming and general cleanliness
- Personal hygiene

Uniform - Male & Female

<p>Polo Shirt</p>	<p>2 x unisex plain polo shirts provided by Host Country.</p> <p>All shirts colour coded: Supervisors - Navy blue Admin /Room Monitors - Soft blue/Aqua blue Directional/ Information - Red Transport volunteers - Orange Registration volunteers - Bula Shirt</p> <p>Back of shirts printed: Transport/Admin/ Registration/Directional etc</p>	 
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*Black closed shoes, black pants or skirts will be paired with the polo shirts. This will be provided by individual volunteers.

Incentives

<p>1. Allowance</p>	<ul style="list-style-type: none"> - Volunteers to be paid at the end of the event and directly to their nominated bank accounts to be provided on signing up - Volunteers will not be paid if they do not show up and names will be removed from the draws
<p>2. Lucky Door prizes daily</p>	<ul style="list-style-type: none"> - This can be picked daily once the volunteers complete their shift. Engaging sponsors for prizes (i.e Ipad, dinner vouchers, shopping hampers, spa vouchers etc).
<p>3. Major Prize</p>	<ul style="list-style-type: none"> - Everyday when the volunteers sign up for their shift, they receive a ticket into the draw to win a major prize
<p>4. Certificate of Participation</p>	<ul style="list-style-type: none"> - This would greatly benefit volunteers who are in universities/tertiary or volunteers who plan to enter the tourism industry.
<p>5. Uniforms (Tops/Shirts only)</p>	<ul style="list-style-type: none"> - Provide 2-3 polo shirts (bottoms need to be in black - skirt/pants provided by individuals with a black closed shoe)
<p>6. Transportation (return per shift)</p>	<ul style="list-style-type: none"> - Buses to be provided to pick up volunteers prior to their shift from Nadi bus stand and return at the end of each shift
<p>7. 1 meal per 8 hour shift plus tea break</p>	<ul style="list-style-type: none"> - Volunteers to be given 30mins break for their lunch/dinner and tea break. Supervisors will conduct the meal breaks and monitor volunteers movement in their groups
<p>8. Volunteer Appreciation event</p>	<ul style="list-style-type: none"> - A thank you BBQ at the end of the event to thank all our volunteers for their efforts and valuable contribution

Training of Volunteers

Tentative for Thursday 25th April 2019	Responsible	Venue	Time
Supervisors with CP/Event Managers	Rosie	Ballroom	9.00am
Roles and Responsibilities, Grooming and Conduct, Communication, Phones, Contacts, Rosters, Transport, Uniforms, Badges, Entry/Exit, Volunteers space/tent, Attendance/Sign-in areas, Group Briefings and Venues	Rosie	Ballroom	10.00am
Briefing of Volunteers - Event Schedules & Timings	Rosie	Ballroom	11.00am
Protocol, Emergencies, Fire & Evacuation	MCS/Police/NFA	Ballroom	12.00pm
Break for Refreshments	Sheraton	Ballroom	1.00pm
Introduce Supervisors to their groups Split into groups/venue for familiarization	Rosie	Ballroom	2.00pm
FAMIL TOUR Supervisors to walk through with their groups for familiarization of venue and location REHEARSAL Positioning of volunteers and run through of their roles	Sheraton Westin Sofitel Intercon Airport	All venues	2.00pm to 5.00pm
Registration training (Online System training by ADB)	ADB	Registration Centre	2.00pm
Transport (include runs to Airport and InterContinental for Famil Tour & Rehearsal)	Rosie	All Venues	8.30 / 9.30am 5.00pm

Timeline

TASK	Responsible	Deadline	Status
Engagement Plan Drafted	Rosie	January 7th 2019	Complete
MCS to review and approve Rosies to share with ADB	Rosie	Friday 18th January	<i>Waiting on MCS's feedback</i>
Prepare detailed staffing schedule	Rosie	Tuesday 5th February	In Progress
Engagement Plan Approval	MCS / ADB	Monday 21st January	<i>Waiting on MCS's feedback</i>
Rosie to prepare briefing documents/ Job descriptions for Volunteers	Rosie	Friday 8th February	Complete
Volunteer Overall event presentation	Rosie	18th February_2.30-5.00pm	Complete
Reach out to university/tertiary students, retirees and youths from nearby villages	Rosie	Thursday 28th February	Complete
Update database Speed Interviews and Selection Police vetting	Rosie	1st week March 2nd week March	Complete
Registration Printing of Badges, Uniforms, Rosters	Rosie	3rd week March 3rd week of April	Complete
Training, Famil Tour and Rehearsal Commencement day for volunteers	Rosie	25th April (Tentative) From Saturday 27th April	Complete
Check in/Out Area + Check In out forms distributed	Rosie	30th May	Complete



**Vinaka
Vakalevu**