



Indiana Sports Corp Volunteer Playbook

About Indiana Sports Corp

Indiana Sports Corp, a not-for-profit organization, was founded in 1979 as the nation's first sports commission. Our events are broadcast around the world and bring national and international attention to the area.

Indianapolis has hosted more than 500 national and international sporting events including the entire NCAA DI Men's Basketball Championship, Super Bowl XLVI in 2012, U.S. Olympic Team Trials and NCAA Championship events in a variety of sports.

Vision: To inspire and advance Indiana communities through sports.

Our Mission: To create positive impact by hosting world-class sporting events that enhance vibrancy in the community, build civic pride, drive economic impact and media exposure, and encourage opportunities for youth.

Indiana Sport Corp relies on the support of the community and volunteers to welcome, host, and execute events. Thank you for dedicating your time to help us achieve our vision and mission for the betterment of our community.

The Indiana Sports Corp Volunteer Playbook is designed to outline the guidelines required to be a successful volunteer. In addition to this Playbook, each event will also have unique waivers that volunteers will be required to sign.

Volunteer Registration

VolunteerLocal, the Indiana Sports Corp digital volunteer registration platform, makes it easy to sign up for shift(s), receive updates on new opportunities, and prepare for your volunteer role ahead of arrival.

If you have any questions, please contact volunteers@indianasportscorp.org.



Code of Conduct

As an Indiana Sports Corp Volunteer, I am committed to:

Personal Responsibility

- Being dependable, on time, and present for confirmed volunteer assignment.
- Accepting assignment(s) consistent with my interests, abilities, and availability
- Reading and understanding the “Know Before You Go” email in advance of my shift.

Ethics

- Not accepting tips or gifts unless approved by an Indiana Sports Corp staff member.
- Avoiding conflict of interest situations and refraining from actions that may be perceived as such. Volunteers should reveal any potential or actual conflicts of interest as they arise.
- Not mishandling, misusing, stealing, or improperly accounting for money, funds, or property from Indiana Sports Corp or their partners.
- Not using cell phones during my shift unless approved or directed by my supervisor (this includes photos and social media).
- Not sharing credentials and following all credential and venue access policies and procedures.

Respect

- Treating all individuals with a sense of dignity and respect including cultural and lifestyle difference.
- Avoiding profanity, abusive language, and disruptive behavior that is dangerous to self and others.
- Respecting all confidential information.
- Ensuring customer satisfaction by being friendly and accommodating to all event attendees, partners, and other team members
- Respecting athletes and guests by not asking for autographs, photos, or entering their personal space.

Safety

- Adhering to specific event and venue safety protocols.
- Bringing personal items that can be kept on your person only. Indiana Sports Corp is not responsible for lost, stolen, or damaged items.
- Reporting to my shift free of alcohol and drugs. Not selling, distributing, dispensing, possessing, or using or conspiring to sell, distribute, dispense, possess, or use an illegal drug or alcohol on event premises.



- Abstaining from illegal activity.
- Not bringing weapons or firearms. Volunteers are subject to security checks within all event venues.
- Following safe workplace practices using appropriate personal safety equipment and reporting accidents, injuries, and unsafe situations.
- Reporting suspicious activities to the Indiana Sports Corp Volunteer Services team.
- No fighting, baiting, or other behavior that instigates negative conflict.
- Completing a successfully cleared background check.

The Indiana Sports Corp Code of Conduct is meant to protect all event stakeholders (including volunteers) while elevating the level of customer service our guests have come to expect. If you encounter any issues and/or breaches of the code, please report your concerns to Kelley McNulty (kmcnulty@indianasportscorp.org), Volunteer Coordinator or your designated Indiana Sports Corp representative.

Incidents will be documented and may affect access to future volunteer opportunities for those who breach the Indiana Sports Corp Code of Conduct.

Credentials

Depending on the event, you may receive credentials. It's important to understand the access you receive from credentials and stay within the approved area(s). Please do not share or sell your credential. You will be required to pick your credential up in person. Depending on the event or duty you are performing you may be instructed to provide a photo. Your credential is to be used only during times you are assigned a volunteer shift.

Event Venue Access & Ticketing

It is the Indiana Sports Corp Volunteer Program policy that volunteers who intend on going to the event as a fan must be ticketed. If you are not credentialed or without a ticket, you are not permitted within the venue. Entering without a ticket is grounds for dismissal from your volunteer shift and potentially from the Volunteer Program.

Customer Service

A positive attitude is critical to the success of Indiana Sports Corp events. Volunteers are expected to be courteous, friendly, and helpful to all visitors, guests, and fellow volunteers. Remember, you're not just a volunteer, you're an ambassador of Indianapolis. Some helpful hints:



- Greet guests with a smile and say such as “good morning” or “welcome to Indianapolis”
- Treat every guest, athlete or team with respect and kindness
- Know your duties for your shift and review all event information so you’re able to answer questions
- If someone looks confused or lost, ask “How can I help you?” or “Can I help you with something?”
- If you don’t know an answer, politely ask people to wait while you find out or direct them to guest services

Event Safety

Each event and venue have their own safety protocols and guidelines. As a volunteer, your main source of instruction will come from your supervisor. Depending on the situation and event, instructions may come from:

- Radio Calls
- Text Messages
- Emails
- Public Address announcements

If you see something, say something. If you feel as though you and/or others are under threat and no Indiana Sports Corp staff/venue member/public safety officers are present, call 911.

Hospitality & Breaks

Hospitality and breaks will vary based on events. Most volunteers will have access to complimentary snacks and beverages. Breaks will also be provided and coordinated through your Indiana Sports Corp representative.

Media

Each event will have media representatives. Please do not give interviews, sound bites, or information to the media. If asked, please direct to your Indiana Sports Corp representative.

Parking/Shuttles

Indiana Sports Corp strives to provide free parking for all volunteers for each event. In some cases, parking and shuttle service may be provided. Look for event specific instructions.

Personal Items

We ask that you please do not bring any personal items unless they can be kept on your person. Bag/Gear check is not always available during an event. Indiana Sports Corp and its event partners are not responsible for lost, damaged or stolen personal items.



Uniform Policies

Volunteers will be provided with uniforms specific to the event. Indiana Sports Corp asks that you:

- Ensure that your uniform is clean and well-maintained
- Wear the official uniform only while working your shift(s)
- Do not drink alcohol while wearing your official uniform
- Additional information on colors, hats, and other uniform instructions will be provided for each specific event.
- In many cases, volunteers are asked to wear black or khaki pants or shorts with closed toe shoes to go with a provided t-shirt.
- Sunscreen, hats, jackets, or any other weather dependent items are not always provided for volunteers so please come prepared for the elements.

Arrival Time and Check-in

- For most events, we ask volunteers to arrive 15 minutes before their scheduled start time and allow time for travel and parking.
- For each event, check-in locations will be detailed in your Know Before You Go email sent the week of your shift.

Shift Withdrawal

- We understand that schedules can change. Volunteers can withdraw their shift on Volunteer Local within 48 hours of their assigned shift time.

Weather

- In case of inclement weather, we alert volunteers via text message and/or email.

Questions or feedback? Please contact the Indiana Sports Corp Volunteer Services team at volunteers@indianasportscorp.org.