



LimeLighters.



LIMELIGHTER VOLUNTEER MANUAL 2023 SEASON

Thank you for joining the team as a #LimeLighter volunteer, we're thrilled to have you giving your time and supporting both in the run up to the events and on the day helping us create an active world together.

This manual will help provide information and guidance on the expectations of you as a #LimeLighter.

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/// INTRODUCTION AND WELCOME



A warm welcome to the LimeLight Sports volunteer team, the LimeLighters. Thank you for offering your time to help at one or more of our seven LimeLight Sports events in England and Scotland.

LimeLighters whether as an individual or joining as part of a group, are integral to our events, creating an active world together and lighting up each event with unique enthusiasm and energy. You're joining a great team of fellow volunteers, staff and partners supporting and cheering all our participants from arrival, right through to the finish line and beyond.

I hope you find that the time you give an enjoyable and positive experience and that you will continue to enjoy returning to the events and all the different volunteer roles offered for years to come.

On behalf of the LimeLight Sports team, thank you and I look forward to seeing you at an event soon.

James Hogben
Managing Director
LimeLight Sports

LIMELIGHT SPORTS EVENTS OVERVIEW

LimeLight Sports has a belief that when people of all ages and abilities come together and participate in any kind of group exercise, the benefits can be immense, both for individuals and for society.

This is reflected in our commitment to sustainability, improving equality and working increasingly on the mental health benefits of physical activity.

#LimeLighteers are a team of enthusiastic and supportive volunteers that give their time at one or more of these seven events:

Etape Caledonia



The UK's Original closed-road sportive taking place in May in the breath-taking Scottish Highlands.

[DETAILS](#)

Hackney Moves



The East London festival of sport where culture and movement collide with pure vibrancy as the borough comes alive for two days of celebration in May.

[DETAILS](#)

Blenheim Palace Triathlon



Blenheim Palace Triathlon is the UK's most stunning, beginner-friendly triathlon, taking place in the grounds of a UNESCO world heritage site in early June.

[DETAILS](#)

ASICS London 10K



In early July, Your city, your run. ASICS London 10K is the summer's greatest celebration of running in central London takes place, with iconic sights entertainment and cheering fans at every kilometre.

[DETAILS](#)

London Triathlon



In August the UK's best multi-sport event and the world's biggest city centre triathlon open to all abilities comes to London. Passing by iconic landmarks including by Big Ben, the London Eye and Houses of Parliament on the route.

[DETAILS](#)

London Duathlon



London Duathlon is the world's largest meeting of duathletes and happens in early September. There are four distances for participants to choose from - the Half Duathlon, Full Duathlon, Ultra Duathlon and Relay reach racing through the picturesque Richmond Park.

[DETAILS](#)

Oxford Half Marathon



The final event of the season, in mid-October is a 13.1-mile route through Oxford City Centre start, dashing by world-famous museums, universities, parks and through a city steeped in history along a fast and flat course.

[DETAILS](#)

LimeLight Sports Group volunteer opportunities:

LimeLight.
sports group

There are times when LimeLighteer volunteers are invited to volunteer at events delivered by the wider LimeLight Sports group team and with other organisations that we may partner with.

/// VOLUNTEER AGREEMENT

This agreement applies to all Limelight Sports volunteers, giving their time at LimeLight Sports events. **it is not legally binding but does set out expectations of both parties:**

Limelight Sports volunteers (LimeLighters) make a choice to give their time at events and are integral to the success and positive experience for everyone involved including fellow volunteers.

Expectations of Limelight Sports – we will:

- Value and respect you irrespective of age, sexual orientation, gender reassignment, race, religion or belief, disability, or any other irrelevant factor.
- Treat you with appreciation and be grateful for the time you give to help.
- Give details of your volunteer role and expectations, both electronically and verbally so you can carry out your role safely and with enjoyment.
- Provide a named point of contact (volunteer manager/role supervisor/role team leader) that you can contact with any questions or concerns.
- Ensure the events you volunteer at are well organised with appropriate health and safety risk assessments in place and suitable insurance cover.
- Offer the out-of-pocket travel expenses to and from our events, subject to the LimeLighter Expense and Reimbursement guidance and evidence of expenditure.

Expectations of you as a LimeLighter volunteer – you will:

- Treat others how they would expect to be treated irrespective of age, sexual orientation, gender reassignment, race, religion or belief, disability, or any other irrelevant factor.
- Carry out your volunteer role to the best of your ability, making sure you understand what you are expected to do, and the standards and conduct required.
- Follow the 'Keeping safe as a Limelighter volunteer' guidance provided in event manuals and follow all the health and safety instructions and briefings.
- Meet the time commitments and requested standards of LimeLighter volunteer roles and except in exceptional circumstances give reasonable notice if you are unable to so.
- If you are unable to attend a shift that you have booked, either cancel via your volunteer portal, contact your event day team leader/supervisor or email volunteers@limelightsports.com.

/// VOLUNTEERING WITH LIMELIGHT SPORTS

YOUR VOLUNTEER PORTAL

LimeLighters register on a volunteer portal that is hosted by Rosterfy. Access is via <https://limelightsports.rosterfy.eu/>. On the portal you can

- view forthcoming events and
- book your preferred role/s and shift/s

In the weeks before an event takes place it's here where you will find all the information including your role specific briefing document and check in location.

Also on the portal is more generic information about being a LimeLighter including:

- terms and conditions
- privacy policy
- volunteer awards
- volunteer FAQs
- general volunteer news

You can also use your portal to update your personal information, view previous notifications sent and to send communication to the Volunteer and Community Engagement Manager.

PROBLEM SOLVING

It's rare for problems to happen when volunteering as a #LimeLighter but sometimes it can happen. It may be that there is an issue with another volunteer, a difficulty in carrying out a role or a concern around a volunteer process.

It's hoped that problems can be resolved quickly and informally, and that people can talk with one another to sort any issues between themselves. The Volunteer and Community Engagement Manager can help with this unless the problem involves them directly.

If it's not possible to resolve a problem informally, or if it's serious, there will be a formal process to properly investigate and decide what to do. If a problem is to be dealt with formally, you will be provided with information and guidance on the steps that will be taken.

YOUR WELFARE AND WELLBEING

Your welfare and wellbeing while volunteering is extremely important. It's hoped that you will come prepared for your shift and feeling ready to carry out your role, however mass participation sport event volunteering can go from quite quiet with not much to do to suddenly hundreds of participants streaming past very quickly!

It's recommended to buddy with a fellow volunteer (also a great way to get to know new people), so you can take it in turns carrying out your role as necessary and cover each other's breaks. But, if you do start to feel unwell, tired, hungry, or thirsty or just in need of an extra break please let your Supervisor/Team Leader know as soon as you can.

Do speak to your team leader/supervisor or the volunteer & staffing team if you have any concerns around your welfare or wellbeing whilst volunteering.

THANKING YOU

Each season the volunteer rewards programme is reviewed in conjunction with LimeLighters and staff. This includes reviewing the offer of free/discounted event places, offers and any unique LimeLighter goodies such as badges, caps or t-shirts.

At the beginning of each season Volunteer Rewards terms and conditions will be published outlining the award process, including what awards are given depending on number of volunteer shifts.

OUT OF POCKET TRAVEL EXPENSES

LimeLight Sports will reimburse out of pocket travel expenses in line with the current LimeLighter Expense and Reimbursement guidance. Receipts and/or evidence of spend must be provided to be reimbursed.

Reimbursement amounts and types of travel that will be reimbursed will vary depending on the location of the event, reflecting the ease at which volunteers can travel using public transport and the cost to do so.

In keeping with the LimeLight Sports sustainability manifesto, volunteers are encouraged to travel in the most environmental way supporting our aims to become a carbon neutral organisation.

/// VOLUNTEER PRE-EVENT PREPARATION

VOLUNTEER BRIEFINGS

Volunteer briefings provide important information and updates about each event, so please do take some time to read through them and attend the virtual briefing if you can.

You'll receive an event specific volunteer briefing approximately a month before the event with role specific briefings in the week before. You will be sent information by email and documents will also be loaded to the [volunteer portal](#). Please let us know if you need documents in an alternative format.

There's a virtual volunteer briefing via zoom the week before each event providing an opportunity to ask questions and meet remotely your fellow volunteers.

TRAVEL

Do plan your route and give yourself some extra time to get to your volunteer location. Road closures through and around the area that our events take place in are usually in place on race day and you may well find public transport busier with both participants, spectators and fellow volunteers.

There is usually no or limited parking for volunteers, particularly at our London or central Oxford events so its recommended that you use public transport, cycle or walk to your volunteer check in location.

Public Transport

The following websites may help you with navigating to your volunteer location whether by public transport, by bike or on foot:

TFL Journey Planner:

<https://tfl.gov.uk/plan-a-journey/>

Komoot Cycle Route planning:

<https://www.komoot.com/plan>

National Rail Journey Planner:

<https://ojp.nationalrail.co.uk/service/planjourney/search>

What3Words:

<https://what3words.com/>

Google Maps:

<https://www.google.co.uk/maps>

WHAT TO BRING

Most of our events are outdoors and weather can be unpredictable – make sure you bring extra warm and dry layers. Equally, if the weather is forecast to be warm make sure you are prepared for that with sun cream, hats, sunglasses and suitable clothing. We will provide ponchos for use in wet weather and will have sunscreen available too.

Please wear dark trousers/leggings/shorts and comfortable, closed toe shoes or trainers suitable for potentially uneven ground conditions.

All clothing should be clean and presentable, with limited branding – baggy trousers, blue/ripped jeans and sandals are not acceptable.

You will need to always keep your belongings with you due to security precautions, so please bring a small rucksack or bag that you can comfortably wear on your back or carry throughout the event

Don't forget:

- some extra snacks
- a reusable water bottle and/or thermos with hot drink
- don't forget to bring any regular medications that you may need

ILL HEALTH

Do not attend your volunteer shift if you are feeling unwell. Contact, at the earliest opportunity, the Limelight Sport volunteer manager, or the respective shift supervisor/team leader to advise that you're unable to attend

Please do wear a face covering if you feel more comfortable doing so at the event, even if based outdoors and wash and sanitize your hands regularly.

/// ON THE DAY

WHERE TO GO & SIGNING IN

You'll be advised of your specific volunteer check in location via information on your [volunteer portal](#). You will also receive a detailed role specific briefing including a map of the immediate area and the contact details of your supervisor/ team leader in the week before the event.

EVENT DAY COMMUNICATION

Your Supervisor/Team Leader will be around and about your area. Please direct all communications through them. We recommend swapping your mobile number with them in case of emergencies.

In the event you are not able to contact your Supervisor/Team Leader, please contact the nearest member of security team or call the Volunteer & Staffing Team.

FOOD & REFRESHMENTS

Breakfast: Usually porridge pots, pastries and fruit will be provided. There will also be tea and coffee making facilities.

Lunch: A packed lunch of sandwich, fruit, chocolate/snack bar and a drink are provided.

Water/drinks: Please bring a reusable water bottle and or cup to refill as frequently as you wish.

PLEASE NOTE: *There will be limited number of specific dietary options available for both breakfast and lunch. If you have specific dietary requirement or allergies, please make sure to bring some extra food/snacks.*

SMOKING AND VAPING

Whilst volunteering at any of our events please uphold our No Smoking ban. This includes not smoking cigarettes, E-cigarettes, personal vaporizers (PVs), and electronic nicotine delivery systems (ENDS).

MOBILE PHONES

Whilst on a shift with us please keep mobile phone usage to a minimum, use only in an emergency or whilst on your break. Please be discreet when using your phone, move away from where participants can see you.

TAKING A BREAK

Please try to take a break away from participants view (at some of our events there are volunteer and staff break areas), particularly when you're having your breakfast/lunch.

SOCIAL MEDIA

If you are happy to share your volunteer activities via your social media channels, please do. It's great to hear how LimeLighters make such a difference to Limelight Sports events.

Use the hashtags **#LimeLighter #LimeLightSports #EventVolunteer**

Each of the LimeLight Sports events have their own social medial channels too, so do share your volunteer stories with them on Instagram, Twitter and Facebook.

- Etape Caledonia
- Hackney Half Marathon
- Blenheim Triathlon
- Asics London 10K
- London Triathlon
- London Duathlon
- Oxford Half Marathon

Do make sure you follow the following guidance when posting:

- If your personal account indicates that you volunteer for Limelight Sports, the content you post will have a reflection on us, so please add 'all views are my own' to your profile to highlight this point.
- Please ensure any posts are only done in a positive manner.
- Many Limelight Sports clients are also active on social media, so be mindful of any negative comments. It goes without saying that anything offensive must be avoided.

WHEN ITS TIME TO FINISH

A massive thank you, in advance, for your time, support and enthusiasm. Hopefully as well as making the event a great experience for the participants it will have been very enjoyable for you too.

Your Supervisor/ Team Leader can sign you out at the end of your shift but if you're passing the volunteer and staffing sign in area and it's not too busy, do pop in to say goodbye and let the team know how your shift went.

/// POST EVENT

DEBRIEF AND FEEDBACK

Your feedback on how the event went from a volunteer perspective is very valuable and helps assess improvements for the event and ways to develop and improve the volunteer experience on the day.

Please give immediate feedback, both positive and suggestions for improvements to your Team Leader /Supervisor and look out for a feedback form that will be sent to you in the week following the event.

You can also email volunteers@limelightsportsclub.com with your comments.

CLAIMING TRAVEL EXPENSES

Public transport travel expenses to attend volunteer shifts may be claimed. The amount will vary depending on the location of the event and for some of our more remote events you are be able to claim reimbursement for other travel methods.

If you are travelling on public transport in London then its recommended that you register your oyster or contactless card with <https://tfl.gov.uk/fares/contactless-and-oyster-account> as a method of evidencing your claim.

The volunteer expense claim form will be emailed to you after each event.

All volunteer expense claims must include a copy of your receipts. Please submit your claims no later than one calendar month from the date of the event that you attended.