



INDIANA SPORTS CORP VOLUNTEER HANDBOOK A-Z

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.

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 strength and support of the community to welcome, host and execute events and we thank you for your time to help us achieve our mission and vision for the betterment of our community.

This handbook is designed to outline the guidelines required to be a successful volunteer. In addition to the Indiana Sports Corp Handbook, each event may also have unique information/instructions, so attachments will be included depending the specific event.

Again, thank you for your support!

Code of Conduct

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

Personal Responsibility, Please...

- Be dependable, recognizing the commitment and responsibility of your volunteer assignment(s)
- Accept assignment(s) consistent with your interest, abilities and available time with an open mind and willingness to learn

Ethics, Please...

- Do not accept tips or gifts unless approved by an Indiana Sports Corp staff member
- Avoid conflict of interest situations and refrain from actions that may be perceived as such. Volunteers should reveal any potential or actual conflicts of interest as they arise



- Do not mishandle, misuse, steal, or improperly account for money, funds or property from Indiana Sports Corp or their partners
- Do not use cell phones during your shift unless approved or directed by your supervisor (this includes photos and social media)
- Do not share credentials, and follow all credential and venue access rules

Respect, Please...

- Treat all individuals with a sense of dignity, respect and worth. Make a personal commitment to be nonjudgmental about cultural differences, living conditions and the lifestyle of each person with whom you encounter
- Avoid profane and abusive language and/or disruptive behavior that is dangerous to self and others
- Respect all confidential information. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer
- Ensure customer satisfaction by being friendly and accommodating to all event attendees, partners and other team members
- Respect athletes and guests, do not ask for autographs or take photographs while working or enter their personal space
- Limit interaction with athletes and coaches to simple smiles and greeting unless assigned to a team or athlete in a service position

Safety, Please...

- Adhere to specific event and venue safety protocols
- Report to work free of alcohol and illegal drugs and not to sell, distribute, dispense, possess or use or conspire to sell, distribute, dispense, possess, or use an illegal drug or alcohol on event premises. Smoking and the use of tobacco is also not permitted while volunteering for events unless in approved areas during approved breaks in shifts.
- Abstain from illegal activity
- Do not bring weapons or firearms. Volunteers are subject to security checks within event venues.
- Follow safe workplace practices using appropriate personal safety equipment and reporting accidents, injuries and unsafe situations
- Report suspicious activities to your supervisor
- No Fighting, baiting, or other behavior that instigates fighting or other conduct will not be tolerated
- Note, all volunteers are subject to background checks.



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 Megan Barr (mbarr@indianasportscorp.org; 317-237-5023), Volunteer Manager or the most convenient Indiana Sports Corp Employee. Incidences will be documented and may affect future volunteer opportunities.

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. More than likely, you will be required to pick your credential up in person. Depending on the event, a photo may be required for your credential, so look for instructions.

Customer Service

Your positive attitude is critical to the success of Indiana Sports Corp events. Volunteers are expected to be courteous, friendly and helpful to all visitors and guests. Remember, you're not just a volunteer, you're an ambassador to 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 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 the situation and event, instructions may come from:

- Radio Calls
- Text Messages
- Public Address announcements

If you see something, say something. If you feel as though you and/or others are under threat or imminent danger and no Indiana Sports Corp staff, venue member or public safety officers is 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 supervisor.

Media

Each event will have media relations staff. Please do not give interviews, sound bites or information to the media. If asked, please direct to event Media Relations or contact your supervisor.

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 and 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 from each specific event.

Attached is Event Specific Information

[Appendix A: Big Ten Women's Basketball Volunteer Job Description](#)