

VOLUNTEER HANDBOOK

Your guide as a volunteer!



21.03. - 23.03.2025



DEAR VOLUNTEER

FINALLY! Finally, we can welcome athletes and spectators to the national arena in Holmenkollen again. We expect a spectacular sporting event with excitement, drama and unforgettable moments. Once again, the national arena will be transformed into a host and competition arena. We will show athletes, media and the public that we can create great conditions and fantastic experiences for athletes and the public. In this work, you as a volunteer are central. We appreciate your enthusiasm and your contribution.

This handbook gives you an insight into what you can expect as a volunteer and what is expected of you. You are our face outwards and our foremost ambassador from the moment you put on the volunteer outfit.

A big and grateful greeting from

Stefan Marx / CEO Holmenkollen Ski Festival

Birger Magnus / Chairman Holmenkollen Ski Festival

PROGRAM

See the competition program:

<https://holmenkollenski festival.no/arrangementer/skiskyting-2/konkurransprogram/>

NOTIFICATION AND EMERGENCY PREPAREDNESS

ACCIDENTS OR UNWANTED EVENTS

All functionaries must take safety seriously, and you must familiarize yourself with safety procedures and contingency plans. You do this by taking the E-learning that is sent out in advance of the event. The most important thing you can do is to report if you discover an accident or unwanted event. It is better to report once too much than once too little! The person calling in only reports, it is OPS/HMS that assesses and determines the outcome!

Notify

Operasjonsentralen (OPS) 22 81 17 10, HMS 22 81 17 90 or emergency 110, 112, 113

Secure the area

Make the area clear for rescue workers to arrive. Keep the audience at a distance and assist the rescue workers if necessary.

Save

Show calm and be clear. You will lead the work until other assistance arrives at the scene.

Reduce damage

Do what you can to prevent or reduce damage. Start life-saving first aid until assistance arrives.

Facilitate

If safe; wait for assistance from the police and provide assistance if needed.



First Aid

Free airway: Head backwards, open mouth, lower jaw forward.

Stop large, visible bleeding: Direct pressure, lift, bandages.

Keep the patient warm: Shelter, blanket, jackets etc.

Unconscious, breathing normally: Stable side position.

Unconscious, not breathing normally: Cardiopulmonary resuscitation: 30 compressions in the middle of the chest and 2 breaths – repeat until help arrives.

OPS – OPERATIONS CENTER

OPS supports the event and the volunteers who are on duty. In OPS there are resources from the police, sanitation, and other representatives from key sections. In addition to dialogue with those who are operational out in the facility, large parts of the facility are covered by surveillance cameras that are controlled from OPS. All conditions that can lead to dangerous events, or such conditions, must be reported to OPS. OPS is the operational management of the facility and registers and follows up unwanted events. They are dependent on such episodes being reported so that they can make a decision on whether to act. The person calling in only reports, it is OPS that assesses and determines the outcome!

HMS

HMS acts as a buffer for OPS and will deal with minor matters that arise in the facility. The section is responsible for ensuring that it is safe to travel in the facility by, for example, ensuring that it is sprinkled in critical places, no icicles hanging from ceilings and tents, etc. If you are unsure whether to call OPS or HMS, do not despair, we will put you over if you have called the wrong number!

WHEN YOU CONTACT OPS OR HMS

Describe what you have observed and indicate the time and place of the event.

Report who – what – where – when.

Indicate whether it is actual damage or a warning of danger.

State your name, section and mobile number.

EMERGENCY PREPAREDNESS IN THE ARENA

Police

OPS, located in the event house at the finish line, cross-country skiing

Sanitation, in the arena and in the audience area with ambulances

The sanitation room, located in Kollenstua

HMS, located in the Event House

Audience service, patrolling and stationed



SANITATION

The section provides professional help to the athletes and all other visitors to the arena. They have medical preparedness and follow-up responsibility. The section mans the sanitation room in Kollenstua in addition to posts around the arena. There you can follow people with minor injuries, lost children, etc.

IN CASE OF EVACUATION

In the event of an evacuation, information will be given to the public on the big screens and over the loudspeaker. Follow these instructions and pay extra attention to possible SMS with information from OPS.

EMERGENCY

Fire 110

Police 112

Ambulance 113

OPS Holmenkollen: 22 81 17 10

YOUR HOSPITALITY ROLE

As a volunteer, you are the World Cup's foremost ambassador and a central part of the hospitality. The values of the Holmenkollen Ski Festival should reflect us and the way we work through our hospitality roles. As hosts for Skifest, we focus on providing service to athletes, support staff, the press, the public, partners and other volunteers. It is important that we:

- act smoothly and professionally and solve problems and challenges that arise in the best possible way
- meet all people with respect
- create enthusiasm and great experiences

EXPECTATIONS OF YOU

When you perform your duties as a volunteer, you represent the Holmenkollen Ski Festival and are the face of the event. It is important that you:

- are outgoing and welcoming
- are helpful and solution-oriented
- are positive and realize that small challenges are natural
- take a tackle when needed

In order for us to be perceived as positive and professional together, we have some guidelines that we want you to adhere to:

- Avoid long and private conversations on your mobile during your working hours as a volunteer.



- Avoid smoking and sniffing when you are on duty and visible to those we provide service to.
- It is not allowed to consume alcohol when you are on duty/performing your duties or when you are wearing the functionary outfit.
- Make sure to keep the functionary outfit clean and tidy.
- Discretion is important if you associate with athletes, special guests and public figures.
- Be considerate by not taking pictures of athletes when you are at work.
- Be aware that you can be in the TV picture if you work outside.
- Show hospitality and good manners.

STATEMENTS TO THE PRESS

The Holmenkollen Ski Festival will have an open and good dialogue with the media, and our goal is that everyone should receive relevant and qualified information. How we appear affects our reputation. If you as a volunteer are contacted by the press, you should always notify the general manager of this – and clarify whether you can comment or whether the matter should be handled by the administration. As a general rule, the general manager should always comment on topics such as fire, accidents, serious incidents, deaths, etc., as well as controversial topics that can create debate. In all major cases that can create debate, key messages are formulated that are communicated to the entire organization, but the matter is always fronted by the general manager or whoever is designated as spokesperson.

Should you be contacted by journalists, you should always notify:

Stefan Marx General Manager of the Holmenkollen Ski Festival
Mobile: +47 400 04 802

ACCREDITATION

All volunteers must be accredited and the card is personal. Always wear the accreditation card clearly visible. Find out which zones you have access to and avoid passing zones you are not accredited for. Be prepared to show the card when passing checkpoints in the arena.

PROFILE PICTURE ACCREDITATION

Everyone who will be volunteering during the World Cup Biathlon must upload a profile picture to be used for the accreditation card.

You upload the image to the Rubic Connect app as soon as possible.

It should be "passport photo-like", without headgear, without sunglasses, taken in good lighting and with as neutral a background as possible.



ACCREDITATION OFFICE OPENING HOURS

If possible, we ask you to check with your section leader whether the accreditation cards can be collected and distributed to you by him/her. However, this will not always be possible. Everyone can, of course, also collect their accreditation in person at our office during our opening hours. Please bring an official ID document (ID card, driver's license, credit card with a photo).

Tuesday 18.03	10:00 – 18:00	Scandic Holmenkollen Park Hotel
Wednesday 19.03	09:00 – 18:00	Scandic Holmenkollen Park Hotel
Thursday 20.03	09:00 – 17:00	Scandic Holmenkollen Park Hotel
Friday 21.03	09:00 – 17:00	Scandic Holmenkollen Park Hotel
Saturday 22.03	09:30 – 14:30	Scandic Holmenkollen Park Hotel
Sunday 23.03	09:30 – 14:00	Scandic Holmenkollen Park Hotel

Remember your ID!

VOLUNTEER UNIFORM

We encourage all volunteers to use the official outfit with jacket, fleece and hat. This identifies you as part of the hospitality. Only volunteers have access to the outfit, and personal attendance and presentation of ID are required for the collection of the outfit (any power of attorney). **The outfit is free if you work at least two days.** The outfit will be used for three years (2024-2027). You can only pick up one outfit during these three years.

If you are only going to work one day, but want the clothing package, it can be purchased for NOK 600. If you take out the clothing package, but do not show up for agreed shifts without a valid absence, you will be invoiced NOK 950,-.

We encourage everyone to pick up a clothing package at the volunteer kick-off on March 10th. It will also be possible to pick this up during the week of the event for those who do not come to the kick-off.

Tips for those of you working outdoors: Remember that the weather can vary, so have plenty of clothes on. Feel free to use wool underwear as the innermost layer, have an insulating middle layer (sweater) and use the jacket you have been given as the outermost layer. Also use good and warm footwear.



OPENING HOURS VOLUNTEER UNIFORM:

Day	Time	Location
Tuesday 18.march	10:00 – 17:00	Scandic Holmenkollen Park Hotel
Wednesday 19.march	10:00 – 13:00	Scandic Holmenkollen Park Hotel
Thursday 20.march	10:00 – 13:00	Scandic Holmenkollen Park Hotel
Friday 21.march	08:30 – 12:00	Scandic Holmenkollen Park Hotel
Saturday 22.march	08:30 – 12:00	Scandic Holmenkollen Park Hotel

VOLUNTEER CAFÉ

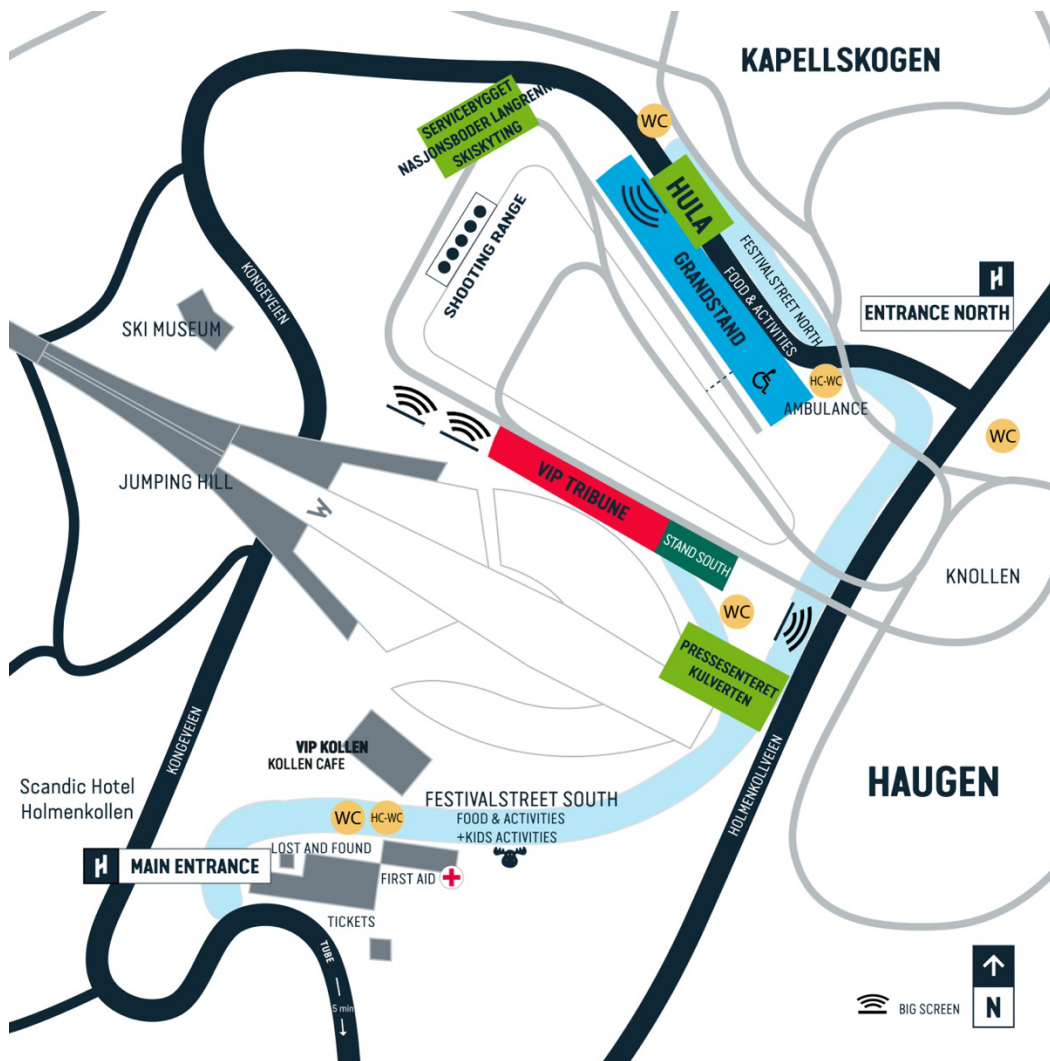
You are welcome to the volunteer cafes throughout the event. Here, food, freshly baked waffles, hot and cold drinks are served in addition to other snacks. Remember that the entire arena is an environmentally friendly zone. Clean up after yourself when you're done. When you are warm and full, please pass your seat on to another fellow volunteer who also needs a little breather.

Opening times:

Day	Time	Location
Mandag 17. mars	09:00-18:00	Hula
Tirsdag 18. mars	09:00-18:00	Hula
Onsdag 19. mars	09:00-18:00	Hula
Torsdag 20. mars	09:00-18:00	Hula
Fredag 21. mars	10:00-18:00	Hula
Lørdag 22. mars	09:00-18:00	Hula
Søndag 23. mars	09:00-18:00	Hula



ARENA MAP



COMMUNICATION

We communicate with our volunteers via newsletters, email and the app Rubic Connect - Download the app on your phone!

There may still be changes, so make sure you stay updated on information from your team leader.

To view and change your registration, you must log in to **Rubic Organizer** in your browser: <https://organizer.rubic.no/organization/21959/projects/30020>

Read how to get started with Rubic by clicking here:

<https://holmenkollenski festival.no/wp-content/uploads/2024/11/Brukermanual-for-registrering-for-frivillige--Holmenkollen-Skiskyting.pdf>

You can also find user manuals here: <https://rubic.zendesk.com/hc/no>



WORK TASKS, MEETING PLACE AND MEETING TIME

What tasks you will perform as well as working hours have been agreed with the respective department. You will receive information about the meeting place and meeting time from the team leader.

Notify your manager:

- as soon as possible if you are unable to attend duty or are late
- if you experience difficult situations
- to your manager if your work task is unclear

If you have not heard from your team leader when the event is approaching, you can contact us via frivillig@skifestival.no

QUESTIONS

Questions about Rubic should be directed to frivillig@skifestival.no or support@rubic.no

VOLUNTEER TICKETS

All volunteers can access two tickets for one day of the event. You can either give them to a friend or family or use them yourself on a day you ´re not working.

Here ´s how you get your tickets:

1. Go to your Rubic Organizer and log in with your username <https://organizer.rubic.no/organization/21959/projects/30020>

You will see an option that shows "tilgjengelige belønninger".

2. Click «vis» to show the reward.

3. Click «Klikk for å løse inn» to see a code.

4. Go to <https://biathlon.ticketco.events/no/nb> and choose your tickets for either Friday, Saturday or Sunday.

5. Use the code that you recieved in Rubic at the Ticketco website when ordering tickets, find the box that says «legg inn din promokode her». Click «Bruk kode».

6. Under «Tilgjengelige varer» choose the free ticket and finish the order.

Contact tickets@skifestival.no for questions.



WHERE CAN I WORK AS A VOLUNTEER?

We offer our volunteers many different working sections with varying tasks. Below you will find an overview of our various sections, as well as task descriptions.

Accreditation

- **Accreditation control:** The arena is divided into many different zones, and the accreditation indicates where you are allowed in, and it is critical for the safety and flow of the event that the access rules for the different zones are maintained and followed. Our volunteers in this section ensure that correctly accredited people enter the correct area. Functionaries here must be able to be authoritarian, but in a smooth and pleasant way.
- **Accreditation office:** Everyone, except the public, needs accreditation to be able to move around the arena. This gang ensures that everyone gets the right accreditation in relation to the responsibilities and work tasks to be performed. We need you who are structured, service-minded, can work with data and who are fluent in Norwegian and English and/or German. You must also be able to contribute something in advance of the week of the event.

ICT/Communications

- **ICT Support:** Not only is it critical that timing and sports technical solutions work smoothly, but most other sections also have some ICT need. Network cables must be in place, printers must be installed and configured, sales booths must be connected, and NRK must be assisted when needed. You should preferably have a good knowledge of the field.
- **Radio communication:** This is the section for those of you who like order and have good technical knowledge of communication/radio. The main task is to coordinate the delivery and submission of communications, as well as provide technical assistance.

Environment and sustainability

- **Environment team:** As an organizer, we are very concerned about taking care of the environment and ensuring white snow in the future as well. This is an important area for the Holmenkollen Ski Festival and the section works with preventive and preparatory work so that everyone in the arena has the opportunity to source sort. If you are systematic and tidy and concerned about the environment and see the value of focusing on this in connection with major events, we want you in this section.
- **Resource group:** This is a group that helps us in advance of the event. There is an awful lot to be done, and this section helps us prepare various materials. We need help producing notification cards, laminating posters, packing tickets and much more. We need you who are flexible, patient and structured, and who have the opportunity to come in a few days before it really breaks loose.

Sales and Arena activities



- **Children's activities:** The Holmenkollen Ski Festival should also be fun for the little ones, and this section is tasked with facilitating and carrying out activities for children on the days of the event. If you are good with children, creative, outgoing and want a playful experience as a functionary in Kollen, then this is right up your alley.
- **Ticket booth:** Those spectators who have not pre-purchased a ticket must buy it when they arrive at Holmenkollen. This section is responsible for making it possible. You must be familiar with numbers and simple mental arithmetic. You must be reliable and service-minded.
- **Ceremony:** The framework for the competition is set with a proper opening ceremony, and well-coordinated flower and award ceremonies. One collaborates closely with arena production and the Garden, as well as everyone who will contribute in connection with the flower ceremonies.

HMS

- This section is responsible for the daily HSE review of the arena, carries out risk assessments and works constantly with preventive measures to avoid unwanted events. Often assists other sections with challenges they cannot solve on their own. You are a person who has a good overview of the arena and is solution-oriented. You have to expect some work during the day in advance of the event, and some physical work.

Medicine

- **Sanitation & Red Cross:** Sanitation is in place at the facility to provide medical assistance to accredited and the public, should it be necessary. A very important role for those of you with the right competence in the field.

Media and communication

- **Media Service:** The key here is to be solution-oriented and go to great lengths to ensure that those who will disseminate the event via the media channels get the best and most effective working conditions possible. One should coordinate any press conferences, keep control of the Mixed Zone and photo stand, rig and facilitate for media/press in the press center.

Food and drink

- **Functionary catering:** Want to make an important contribution to those who work hard behind the scenes for the event? This is probably the most grateful target group to work towards. The tasks involve serving fresh waffles, a hot cup of coffee, something good to eat, and otherwise keeping it tidy and contributing to a good atmosphere in the volunteer café. You have to expect some physical work as there will be a lot of moving tables, receiving food, etc.
- **Food logistics:** We have many accredited groups that will be hosted during the event in Holmenkollen, and therefore also a lot of food and drink that will be distributed around the facility. This gang is responsible for this. If you have a driver's license, are outgoing and welcoming, this could be the section for you. You must also be able to handle heavy lifting and have good cooperation skills.



Rig

- **Arena rig:** There are many operational tasks to be followed up in connection with the event. Be it fence rigging, delivery of garbage cans, shoveling and other ad hoc tasks that pop up just before it breaks loose. The biggest job happens in advance of the event, but tasks can of course pop up along the way. No task is too big or too small, and you get a variable working day. To fit in here you must have a good mood, be prepared for interval work and have a good work ethic. It is a requirement that you have a driver's license, and a plus if you also have experience with snowmobile driving. It is also desirable that you can participate a day or two after the competition weekend in connection with dismantling.
- **Market rig:** This section ensures that all the various sponsors and partners get the right exposure around the arena. There is a lot to go up and down, so you should be happy to take a tackle. The result is a beautiful arena. Experience with snowmobile driving is an advantage.
- **Warehouse logistics:** You need an awful lot of equipment to organize a world-class World Cup. The section leader for this group keeps track of this year round. Functionaries in this role contribute to control of the warehouse during the event, and assist with the delivery of equipment to other sections.

Transport and traffic

- **Accredited transport:** Transport is responsible for the movement of, and service to, athletes, managers and support staff, representatives from international federations and other accredited guests. You must be service-minded, be well acquainted with Oslo and act professionally. In addition, we require that you have had a class B driver's license for at least 3 years and that you are a safe and calm driver.
- **Traffic and Parking:** Those with an eye for events know how critical traffic and parking management is for logistics. One incorrectly parked car is enough to create a mess in the system. This gang ensures that only accredited cars are parked where they should be, that the necessary fences are in place, and has a close dialogue with the traffic police - and contributes to the public having a safe and good experience on their way in/out of the arena.

Hospitality

- **Service desk hotel:** We have two official athlete hotels, Scandic Holmenkollen Park and Scandic Fornebu. At both locations, we man a service desk in order to provide athletes/teams and other of our guests with good information and service. We need you who are service-minded, solution-oriented and multilingual (minimum fluent English). The service desk team works in shifts (morning or afternoon shifts). It is an advantage if you can take some shifts spread throughout the week of the event.
- **National hosts/team service:** This section provides national hosts with language skills to support teams and athletes from arrival to departure. In addition, we set up service desks at the hotels that are manned from morning to evening. As a volunteer for this section, you are first and foremost service-minded and ready to answer big and small questions - whether it concerns the event itself, weather reports, departure information, social "happenings", food orders, etc.



- **Lavvo hosts:** We have many lavvos in the facility, and have guest groups of different sizes. This section coordinates the different needs of these guest groups, and hosts the event.
- **VIP tent hosts:** This is the section for those of you who are outgoing, social and service-minded. VIP service ensures that invited guests, sponsors and other VIP guests are well received upon arrival at the arena. The section also provides coffee etc. in the stands during the exercises. The section works outdoors. Language skills are a plus!

Spectator service

- **Spectator service:** Volunteers in this section are the face of the event and are one of the most important factors in making the public feel welcome, safe and cared for. This gang is positive, welcoming, has good knowledge of the day's program and detailed knowledge of emergency exits/toilets/red cross/kiosk/tribune overview etc. Full stands, cheers and waving flags are the goal, but then it is also important with good audience flow in the arena.
- **Spectator safety:** The section aims to have zero damage to people, the environment and materials. The section understands, manages and minimizes risk for the event and everyone involved.

Biathlon Sport

- **Team Café (IBU Family)** IBU Family Club is a catering team that ensures that the national teams' support staff and athletes, in addition to IBU representatives, get good food and drink at the facility. We are looking for you who are service-minded, who like to serve food and coffee, and who have no problem showing discretion towards athletes and support staff. Hot lunch from our partner Furset Catering will be served every day.
- **National booths:** It is quite a jigsaw puzzle that must be laid to facilitate ski waxing, ski testing and changing booths, as well as other services for the teams in the arena. This section takes care of this, and at the same time ensures that the necessary health and safety measures are complied with.
- **Timing:** Accuracy is the key word here. This section puts on transponders, ensures manual timing, electronic timing, intermediate timing and provides results service to the media.
- **Race committee:** The race management has the main responsibility for the sports technical, and consists of the race director and assistant race director(s). The race director coordinates the work of the race committee; Stadium, Trails, Shooting range, Race office, Timing and Anti-doping. This section is closed for applications.
- **Course guard:** The course section, in close cooperation with Oslo Municipality, ensures that the world's best biathletes can ski in world-class prepared courses. The track crew is responsible for guarding, rigging up and down fences, placing ridge tiles, passing control of runners, temperature measurement and marking of the courses. If the weather and snow conditions require it, it is important that you are ready to take a tackle.



- **Stadium:** The Holmenkollen Ski Stadium rarely looks more elegant than when this section has been in action. Trails, penalty laps, signs, finish lines and starting lines are set up with centimeter precision. At the same time, the section must also ensure ski marking, weapon marking, weapon control, and transport of athlete clothing between the start and finish. We are looking for you who are ready to take a tackle.
- **Race office:** This is for those of you who keep your head cool when it is at its most hectic; questions from the support apparatus must be answered, start and result lists must be forwarded, the jury and other IBU representatives must be entertained and registrations must be organized. Good knowledge of English is necessary, while German, Russian and French are a big plus.
- **Shooting range:** In biathlon, it is often decided on the shooting range. The first priority is to ensure safety, then it is important to ensure that the shooting range is shoveled, salted and leveled according to all the rules of art. Mats must be laid out, T-posts must be set up, weapon trestles must be checked, shooting results must be recorded, cardboard targets must be changed, wind pennants must be hung up/down, and zeroing in must be organised.
- **Advance patrol:** The main task of the advance patrol is to keep the trails open if we get heavy snowfall. On race days, the advance patrol will also be sent out on the trails 15-20 minutes before the start to "notify" the crew and the public that the race will start soon.

FREQUENTLY ASKED QUESTIONS

If you have any questions, it is very possible that you will find the answer here:

<https://holmenkollenskiFestival.no/ofte-stilte-sporsmal/>

If you do not find the answers you are looking for, please contact:

Janis Kronberg

Volunteer manager Holmenkollen Ski Festival

@: frivillig@skifestival.no