




# Volunteer Handbook

This Handbook does not contain city-specific information regarding travel to and from the venues or the location of Volunteer Registration.

**Your city-specific Volunteer Handbook can be downloaded one month prior to the event on the Volunteer Registration webpage.**

 Please consider the environment before printing this handbook,  
read it online instead!

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## Welcome

Hello and thank you for playing such a critical role in supporting the Green Festival. 2011 is the Tenth Year of the Green Festival, the largest and longest-running sustainability event in the world.

The Green Festival could not survive without each and everyone one of you, which constitute a volunteer crew of over 6,000 people each year. Thank you so much for your dedication to supporting the movement towards a socially-just and sustainable economy!

We can't thank you enough for your flexibility. With that said, like any large event, things are constantly changing. We ask that you are flexible during your shift, as we may have to position you somewhere other than where you were scheduled if a new need arises. If you are uncomfortable with the task assigned to you please let us know.

If you have questions about volunteering, please email or call Kristi Koehler.

Email: [volunteer@greenfestivals.org](mailto:volunteer@greenfestivals.org)

Phone: 828-333-9415

For more information: <http://www.greenfestivals.org/volunteer>

## Volunteer Benefits

Volunteers are asked to commit to at least one 4.5 - 5 hour shift and receive:

- Free access into the festival all weekend.
- An exclusive organic cotton t-shirt
- Free/optional memberships to Global Exchange and Green America - new members only.  
***Check the membership boxes when you register to volunteer online.***
- 10% discount at the Green America and Global Exchange stores.
- Snacks, relaxation and a free coat check in the Volunteer Lounge.
- An amazing networking opportunity and a fun, rewarding experience!

### **Free Admission**

Volunteers receive **free admission** to the event on **both days**, even if you only volunteer for one shift. If you'd like to get in free to the event before your shift begins or are coming on a day other than your shift, please come check in at volunteer registration. We will verify that you are scheduled as a volunteer and provide you with your badge so that you can get into the festival easily. Your badge is your pass into the festival, so please hold onto it for the duration of the festival.

### **Festival Hours:**

Thursday	10 am-8pm (SET-UP ONLY)
Friday	8 am-8pm (SET-UP ONLY)
Saturday	10am-7pm
Sunday	11am-6pm (6pm-11pm BREAKDOWN ONLY)

### **About Green Festivals**

The Green Festival is a two-day event co-produced by Global Exchange and Green America with the goal of supporting the movement towards a socially-just and sustainable economy. The event features over 300 green businesses and a multitude of inspiring speakers representing various social-justice and environmental movements. For more information about the festival or visit [www.greenfestivals.org](http://www.greenfestivals.org).

### **Directions, Transportation and Parking**

***Please refer to your city-specific Volunteer Handbook which is available online one month prior to each event. Visit your Volunteer Registration webpage to download.***

### **Volunteer Registration**

Please check in before each shift at Volunteer Registration. *The location of Volunteer Registration varies according to venue, please refer to your city-specific handbook OR your confirmation email from Green Festival for the location of Registration in your city.*

Volunteer registration includes the Volunteer Lounge. Here we have snacks, water and beverages, and a volunteer-staffed coat check for all volunteers. We invite you to relax here, grab a snack, and kick back before or after your shift.

### **What to Wear and Bring**

#### **Volunteer Attire**

You will be given a Green Festival t-shirt to wear upon checking in for your first shift. Please wear comfortable clothing and shoes as you may be standing and walking for most of your volunteer shift. If you are working on the Green Team, please make sure that you wear clothing that you don't mind getting a little dirty.

**Green Team Note:** As a Green Team volunteer (or if you are signed up to work Green Team Resource Recovery) you may be outside for your shift. Please dress accordingly for the weather!

#### **Food and Drinks**

Please bring your own reusable water bottle. Green Festival is a water bottle free event, but there will be water fountains available as well as a water station where you can fill your water bottle or a biodegradable cup with filtered water. The volunteer lounge will also have a water cooler available. Any reusable bottle is highly recommended so that you can keep water on you at all times and refill your bottle as needed.

Snacks will be available in the volunteer lounge at volunteer registration, such as fruit, bars, coffee, tea and other goodies to keep you going. If you are not planning on buying food, then we recommend that you bring plenty of food for your meals. Delicious organic vegetarian and vegan meals can also be purchased in the food court at the festival for \$8.00-\$12.00 (most food vendors only take cash).

### **Other Items**

We recommend you pack lightly and bring as little as possible to the festival. Essentials only please, including a water bottle, your wallet or purse to keep on you at all times, and a jacket, coat or long sleeve shirt, in case it is cold.

### **Safety and Emergency Information**

#### **First Aid**

Green Festival will have EMT onsite and the First Aid station will be staffed during all event hours, move-in and move-out. If you need assistance, please report to the First Aid station. If you are having a life-threatening emergency, please dial 911.

#### **Lost and Found**

All lost and found articles turned in will be located at the Information Desk.

#### **Emergencies and Lost Children**

In the event of an emergency, please notify the first person you see in a Green Festival t-shirt. In the event a parent notifies the Green Festival staff that their child is missing, an announcement will be made over the loud speakers including a description of the child, age and name. If you spot the child, please bring them to the Information Desk.

### **Volunteer Job Descriptions**

#### **Beer and Wine Garden**

Volunteers working here will make sure that people with alcohol do not leave the Beer Garden and that the Garden is kept clean and neat. Volunteers *may* also assist with running the cash register and pouring of beverages. **YOU MUST BE 21 OR OLDER TO VOLUNTEER IN THE BEER AND WINE GARDEN.**

#### **Bike Valet**

Volunteers will be working with the Bike Valet Coordinator to manage the bike valet operation and safeguarding bikes throughout the event. Volunteers will tag each bike with a two-piece tag and store bike in valet area. Volunteers will also maintain a secure and clean bike valet area.

#### **Box Office**

Volunteers working in the Box Office will serve as greeters in the lobby of the box office or various entrances to the venue. Box Office volunteers may also be assigned to work Will Call. Please be prepared to interface with customers and be on your feet. Customer service skills, a winning smile and flexibility are a must!

#### **Box Office Cashiers**

Volunteers working here should have experience using a cash register, handling money, counting change, and experience with using a credit card machine OR willingness to learn now to use one. Volunteers will work behind the registration counter in the box office selling tickets to attendees. Customer service skills are a must!

## **Breakdown**

Lifting is involved! Breakdown consists of assisting Green Festival staff with breaking down the box office, food court, lounges, signage, stores, recovery stations and other show management areas of the festival on Sunday evening. A large part of breakdown is assisting with the Green Team and ensuring that we reach our sustainability goals. Helping to lift heavy items can be involved. Thank you for helping us late into the night!

## **Exhibitor Registration**

Volunteers working in exhibitor registration must be well-organized, patient and good-humored, customer-service-oriented individuals. All exhibitors are required to check in before entering the event space and to register before setting up their booth. Volunteers are responsible for checking in exhibitors, ensuring that they have provided their completed paperwork, collecting payment when necessary, providing badges and disseminating other relevant exhibitor information.

## **Fair Trade Pavilion**

Volunteers working in the fair trade pavilion will assist a staff member with keeping time for the speakers, facilitating question and answer sessions and running errands as necessary.

## **Global Exchange Store**

Volunteers working here on Friday will assist the Global Exchange Store with setting up their booth, folding clothing, and booth design. Volunteers scheduled for Saturday or Sunday will assist the store with sales, security, folding, organizing and stocking. Retail experience is very important for volunteers in this position.

## **Green America Booth**

Volunteers working in the Green America booth will assist Green America staff with greeting and educating visitors to the booth about the organization's mission. Volunteers will also assist with taking photographs and downloading images into a laptop for immediate view on a large screen. Volunteers must be friendly, ideally knowledgeable about Green America and comfortable using a digital camera and a laptop.

## **Green Festival Cafe**

The Green Festival Cafe is part of the Green Festival Store. Ideally, volunteers will have cafe or barista experience. Volunteers will be making and serving coffee and baked goods. You must be comfortable using a cash register and have basic customer service skills.

## **Green Festival Store**

Volunteers working in the Green Festival store will assist with selling Green Festival merchandise, such as t-shirts, bags, canteens, books, beverages and other merchandise to attendees. Volunteers will also provide security to the store space, including the bookstore area and cafe. Retail and sales experience are a must.

## **Green Kid's Zone**

Green Kid's Zone volunteers will help facilitate kid's programs throughout their shift, and make sure parents do not leave their children unattended (parents must stay in Kid's Zone with children). Volunteers should be comfortable working with children and with assisting in implementing various children's programs. Volunteers may also help focus attention on presenters, welcome presenters, and will assist the Green Kid's Zone Manager as needed. Professional teachers are encouraged to volunteer.

**Green Team** - Please see pages 8-9 for a complete description of this important role.

### **Information Desk**

Volunteers working at the information desk must become very knowledgeable about the event as they will be asked a variety of questions and must be able to communicate special requests to event staff. Customer service skills are very important. Volunteers will be provided with all relevant information, including a map and an information binder. Volunteers will also be in charge of keeping track of lost and found items. The Information Desk will also be where lost children are brought to meet their parents. A staff member will be available nearby or on radio.

### **Main stage**

Volunteers for the main stage will ensure that attendees have a wrist band/badge and will assist in seating attendees so that speakers can start in a timely manner. Volunteers will also provide assistance with AV problems, as well as keep the area orderly after each speaker is finished. A Green Festival staff member will be onsite at all times to train and guide volunteers.

### **Media Registration**

Volunteers will sign in members of the media, secure on-site contact information and publications specifics, then provide an appropriate badge. Please note the volume of media registering throughout the day varies. Because of this, we ask that you only sign up for this position if you are comfortable with some 'non-activity' during your shift. You're welcome to bring reading materials with you for this position.

### **Miscellaneous**

Are you flexible and willing to help wherever we are in a pinch? Volunteers scheduled as miscellaneous will assist Green Festival staff where needed, and must be very flexible and ready to do anything! Be prepared to run errands or fill in wherever we need volunteers at the time.

### **Partner Registration**

Volunteers working in partner registration will assist with checking in partners, providing partners with badges and answering questions as needed. Customer service skills are very important.

### **Partner/Media/Speaker Lounge Attendant**

Volunteers working in the partner lounge will restock food and drink, greet guests, ensuring they are a partner, speaker or member of the press (check the badge), answer questions, provide a warm and welcoming atmosphere and keep the area neat and clean.

### **Partner Material Distribution**

**HEAVY LIFTING IS INVOLVED!** Volunteers who sign up for this position should be prepared to lift heavy boxes of magazines, snacks and beverages. Do not sign up for this position unless you are comfortable with heavy lifting. Volunteers will help distribute partner materials throughout the show floor and will help stock racks and shelves with materials during their shift.

### **Setup**

Involves heavy lifting! Setup volunteers will assist staff with preparing for the event on Thursday and Friday. Tasks include creating and placing signage (includes the use of some simple tools), setting up registration areas, distributing event magazines and materials for partners, setting up greening stations and signage, and preparing different areas in the event hall. If you are not comfortable with heavy lifting, you should choose another volunteer position.

## **Speaker & Performer Registration**

Volunteers working here will be assisting a Green Festival staff person with welcoming speakers and performers in a friendly and helpful manner and providing a badge. A radio will be available, and a Green Festival staff person will be available to assist with any questions.

## **Volunteer Registration**

Volunteers working in volunteer registration will assist with giving out t-shirts, making sure volunteers sign the volunteer waiver, and running the volunteer coat check in the volunteer lounge. Volunteers may also run errands and escort other volunteers to their respective areas.

## **Review of Important Information**

- Please arrive on time for your volunteer shifts! Training is built into your shift time, so arriving early is not necessary. It's a good idea to give yourself plenty of time to get to the event. Plan ahead for traffic and travel on public transportation.
- Please make sure you check in at volunteer registration before each shift.
- Please inform your staff manager when you need a break. Please do not leave your area without letting your staff manager know you need a break!
- Please return to volunteer registration if you can't find your volunteer area of assignment! We'll help you get there.
- We're really counting on you. If you've signed up for one or more shift, please show up for those shifts. We can't have a successful event without each and every one of you!
- Please only wear your t-shirt when you are volunteering.
- If you are not volunteering for one of the breakdown shifts on Sunday night (Green Team or Breakdown), you must leave the festival show floor at the closing of the show at 6pm on Sunday night. Thank you for your cooperation.

Thank you for volunteering! It is because of your participation as a volunteer and commitment to catalyzing the green economy that the festival is possible!

If you have any questions please email or call Kristi Koehler, the Green Festival's National Volunteer Director, [volunteer@sevenstarevents.com](mailto:volunteer@sevenstarevents.com) or 828-333-9415.

## **Important Green Team Information**

An in effort to prepare you for your shift on the Green Team, we've prepared some information for you below. Please take a moment to read it if you are volunteering on the Green Team or for Resource Recovery so that you can become familiar with our greening process. Thank you!

**What to Wear** - Please make sure you wear good, slip resistant shoes and pants that you don't mind getting dirty. Please plan to wear clothing that is appropriate for the weather and dress accordingly for the possibility of outside work. Green Team volunteers who are sorting will be provided with gloves, hand sanitizer and a hand washing station.

**What is resource recovery?** The collection, sorting, and diversion of all 'resources,' such as compostable, recyclable and reusable items from the landfill. At the Green Festival, 'resources' are items that serve another purpose other than typically being considered 'trash or landfill.' These items are an asset and resource to people and to the planet.

**Why does the Green Festival do this?** To minimize our impact on the landfill from the event by maximizing resource recovery.

**What are our goals?** To divert 93%-98% from the landfill at the 2010 SF Green Festival.

**What is my job?** Green Team volunteers help educate Green Festival's attendees about what we are doing and why we are doing it. You are critical in the communication line and in making sure that each can (compost, recycling, mixed paper, and landfill) stay 100% uncontaminated. You are here to make sure everything goes in the proper can, therefore ensuring a high resource recovery rate and to reduce sorting in the back-of-the-house.

### **Recycling**

- Plastics #1-#7 (#7 that is not PLA, cornstarch, biodegradable, compostable)
- Aluminum foil, cans and trays, metal caps and lids from cans and jars, empty and dry paint cans, empty spray cans, steel cans
- Glass (all colors)
- Mixed paper (non-soiled)

### **Composting**

- Food waste, compostable cups, cutlery, plates, bowls (all food service products are compostable. You can verify by looking on the bottom, they are often labeled biodegradable, compostable, nature or earth friendly, PLA and generally #7).
- Napkins and paper towels, soiled paper and cardboard, soil, plants or plant materials, wood.
- Note: please put liquids in the provided liquids buckets!
- Grease DOES NOT go into compost bins or into the debris box!

### **Cardboard**

- All cardboard should be broken down at your station and neatly stacked behind the station or placed between cans neatly. Thanks for keeping your station looking GREAT!
- Clean paper should go into the recycling can. Soiled paper should go into the compost can.

### **Miscellaneous Recyclables**

- Please place all miscellaneous recyclables in a bag behind your station.
- We found a home for a variety of miscellaneous recycling items that would otherwise be put into the landfill. These items include:
  - Shrink Wrap
  - Clif Bar Wrappers
  - Corks
  - Honest Tea Drink Pouches

### **Landfill**

- Tetrapaks (containers that are both foil and paper, like a soy milk carton or boxed soup carton)
- Styrofoam
- Any other material or item that cannot be composted or recycled

### **E-waste**

- E-waste we can collect includes: CD's, cell phones, batteries, lap tops, light bulbs, and hand-held electronics.
- E-waste is generally collected at the main e-waste collection station located near the Information Booth
- If someone brings e-waste to your station, you may take it. Place it in your miscellaneous recyclables bag behind your station. It will sorted out in the back of house.