Volunteer Policy and Procedures 4.0
Silverstone Race Makers

1. OUR MISSION

Silverstone Circuits Ltd (SCL) is a world-renowned motor racing circuit, hosting over 40 public events each year that can be enjoyed by all visitors: primarily motorsport enthusiasts and families.

We want to become the UK's premier leisure and business destination with motorsport at its heart, using collaboration, sustainability, and a fan-centered mentality, to deliver first class experiences for years to come.

To achieve this, SCL acknowledges that volunteers play a crucial role in the successful delivery of our events and recognises that the dedication, enthusiasm, and knowledge of volunteers is fundamental to the day to day and future development of the organisation.

SCL takes great pride in having volunteers as an essential part of our event delivery team. We are incredibly grateful for the dedication of those who generously give their time to fulfil important roles across our volunteer programme. Our events could not reach the high standards we strive for, nor be enjoyed by so many, without the invaluable contributions of our volunteers.

2. PRINCIPLES OF VOLUNTEER INVOLVEMENT

Volunteers are not a substitute for employees and SCL does not recruit volunteers to displace them or undercut their pay and conditions of service.

The relationship between SCL and its volunteers is a two-way relationship, whereby the organisation might gain high customer service ratings, increase fan engagement which results in returning customers and profile increase. The volunteer might gain opportunities to build confidence, and existing knowledge and/or develop new skills, whilst meeting life-long friends and building relationships with other volunteers and customers alike.

2.1 RACE MAKER VOLUNTEER PROGRAMME

Our Race Maker programme started in 2013 and has been going strong ever since. Our team of over 750 volunteer Race Makers travel from far and wide to welcome our customers to the circuit during the Formula 1 British Grand Prix and British Grand Prix Moto GP, in addition to our other events across the season. Race Makers love people and are passionate about getting things done. Our Race Makers fill various roles to ensure the successful deliver of our events.

2.2 ELIGIBILITY FOR THE RACE MAKER VOLUNTEER PROGRAMME

SCL is an equal opportunity company and is fully committed to treating its volunteers and volunteer applicants equally. All volunteers will be treated fairly and with respect. SCL will take all reasonable steps to recruit and train volunteers based on their experience and abilities taking into account any protected characteristics defined in the Equalities Act 2010.

Recruitment to expand our Race Maker volunteer team for the 2025 season will open in November 2024 and close at the start of January 2025. Generally, applications open once a year to join SCL's Race Maker volunteer programme. Individuals can apply by completing an online application form via our Volunteer Management System.

The eligibility criteria to apply as a Race Maker is designed to support the smooth operation of our events and ensure that volunteers uphold high standards of integrity to deliver an enjoyable event experience for all.

To be eligible to apply to become a Race Maker for SCL, you must meet the below criteria:

- Must be 18 or over at the time of application.
- Have the right to volunteer in the UK – Must be able to provide evidence of right to volunteer in the UK.
- Able to communicate effectively in English or British Sign Language (speaking, listening, reading, and writing) to an intermediate level or above. English does not need to be your first language.
- Be willing to participate in an online interview.
- Be available to attend one of the Race Maker training days at Silverstone Circuit on either Saturday 29 March or Sunday 30 March 2025*
- Be available to volunteer during the British Grand Prix MotoGP from the 23-25 May 2025 and the Formula 1 British Grand Prix 3-6 July 2025.
- Consent to a background security check (DBS), if required for your role.

*Provisional date. May be subject to change.

An applicant's eligibility for the Race Maker volunteer programme is conditional upon their successful submission of our application form by the deadline via our Volunteer Management System portal, detailing expectations, skills, and availability, and responding to questions about their motivations to volunteer.

The SCL Volunteers Team will review all applications and invite potential volunteers to an online interview to discover their skills and interests and discuss the volunteer roles. Reasonable adjustments will be made to the interview process, if required by an applicant e.g. an over the phone interview could be offered as an alternative to an online interview. If the individual is successful in the interview, they will be invited to a training day. Volunteers must attend one of the in-person training days at Silverstone Circuit to be invited to join the Race Maker volunteer programme.

During the application process, all applicants will be required to supply a passport style photo which will be used for accreditation purposes, if successful. The photo must be of the applicant's head and shoulders only, without a hat or cap, but can include spectacles. The photo must be against a white or light-coloured background.

Volunteers must be able to provide evidence of their entitlement to volunteer in the UK. Individuals must ensure they meet the necessary conditions to volunteer in the UK before applying to be a volunteer. To be eligible to volunteer in the UK, individuals must be a British or Irish Citizen, EU, EEA, and Swiss Citizens with settled or pre-settled status, Non-British Citizens with a relevant visa or work permit, Indefinite Leave to Remain Holder, Refugee and Asylum Seeker or a Commonwealth Citizen with a Right of Abode.

3. WHEN VOLUNTEERS WILL SUPPORT EVENTS

Race Makers will contribute to the delivery of our major events including the British Grand Prix MotoGP, Formula 1 British Grand Prix, and Silverstone Festival. Race Makers will have the opportunity to support with smaller events including events such as Japfest, British Touring Car Championships and more. Race Makers may be provided with the opportunity to support with tours and preparation of our major events. The events that are available to our volunteers may vary per season.

4. VOLUNTEER COMMITMENT AND ENGAGEMENT

4.1 VOLUNTEER RIGHTS

By agreeing to the Volunteer Agreement in the application process, a volunteer agrees on their own initiative, to participate willingly and without compensation for the engagement period that is detailed in section 4.2. Following this period, a volunteer can register their interest in volunteering for additional events throughout the season.

A volunteer's stated availability at the time of application does not prevent them from withdrawing at any time, for any reason, including during their duties.

4.2 VOLUNTEER ENGAGEMENT

To ensure effective organisation of our major events, preference will be given to applicants who offer a minimum engagement of volunteering during the British Grand Prix MotoGP (23-25 May 2025) and the Formula 1 British Grand Prix (3-6 July 2025).

Race Makers will not be required to volunteer every day during these two events, but we ask for the below minimum engagement:

British Grand Prix MotoGP (23-25 May 2025)

- Saturday 24 May and Sunday 25 May 2025 – Two shifts in total during the event

Formula 1 British Grand Prix (3-6 July 2025) *

- Either Thursday 3 July or Friday 4 July 2025, plus Saturday 5 July and Sunday 6 2025 - Three shifts in total during the event

Please note that we may not be able to offer the opportunity to all our Race Makers to volunteer during the British Grand Prix MotoGP due to less roles and shifts being available, in comparison to the Formula 1 British Grand Prix. Roles and shifts may be offered on a first-come, first-served basis for the British Grand Prix MotoGP, but SCL will communicate the arrangement upon successful application.

Race Maker shifts will be a maximum of 10 hours and breaks will be provided by the Volunteer Team Leader, Zone Assistant, Zone Manager or Volunteers Team during the shift.

*Please note that for effective organisation our minimum volunteer engagement for the Formula 1 British Grand Prix also applies to our current Race Makers. Exceptions to this will be made on a case-by-case basis by the Volunteers Team.

4.3 ATTENDANCE

Should a volunteer become unable to attend an event once signed up, they should contact the Volunteers Team with as much notice as possible. SCL recognises that outside factors affect availability, and we endeavour to be as flexible as possible.

If repeated no-shows occur with no information given to the Volunteers Team, a review will take place of the volunteers' position in the Race Maker programme.

5. VOLUNTEER ROLES AND DUTIES

Volunteers can apply to undertake various roles as a Race Maker, providing they meet the minimum criteria of skills and experience stated in the role descriptions. A full list of roles available are indicated in Appendix 1. These roles are subject to change to meet the operational needs of each event. Roles and numbers of volunteers required for each role and event locations (zones) vary per event.

Applicants will be able to state their preferred role for the British Grand Prix MotoGP and Formula 1 British Grand Prix during the application process. Volunteer roles offered by SCL will consider each volunteers' individual's needs, motivations, skills, and availability, and will require the volunteers' prior agreement.

Current Race Makers on the volunteer programme can indicate their role preference prior to each event in the pre-event form. Once again, roles will be allocated based on the individual's needs, motivations, skills, and availability, and will require the volunteers' prior agreement.

SCL cannot guarantee volunteer roles and/or zone preferences for an event. SCL may allocate you within a different role and/or zone due to operational needs. SCL may change a volunteer's role and hours for any given event that they are volunteering. Changes will be communicated via SCL's volunteering management system or by email.

Successful applicants may have the opportunity to apply for a different role outside of the British Grand Prix MotoGP and Formula 1 British Grand Prix through a pre-event form.

If a volunteer wishes to undertake duties involving the driving of a light vehicle, they must have a full clean UK driving license with a full *Category D1* entitlement and demonstrate that they are at least 25 years old from the 1 January 2025. The volunteer must be able to provide evidence of their driving license.

Due to the dynamic nature of events, Race Makers may occasionally be asked to take on tasks outside their usual roles that are appropriate and manageable for a volunteer. Race Makers should discuss any issues with the Volunteers Team if they feel uncomfortable with performing an alternative role or duty.

Race Makers are asked to notify the SCL Volunteer Team if they have any additional support needs to help the volunteer fulfil their role as outlined in the role description.

5.1 EXCLUSION OF PARTICULAR DUTIES

Volunteers will not be assigned any duties that could risk their health, safety, mental or physical well-being, dignity, or personal security.

The types of duties that should not be assigned to a volunteer include, but are not limited to, tasks that carry major responsibility, relate to security, involve handling valuables (such as cash), are physically demanding, or involve potential exposure to sensitive or hazardous situations requiring special protective equipment (such as a helmet).

6. INDUCTION AND TRAINING

We are committed to offering volunteers the best possible introduction to SCL by ensuring all volunteers are given an induction by competent, knowledgeable, and professional staff members and volunteers.

All volunteers receive, and are expected to undertake, initial and on-going training to equip them for their roles.

New volunteers joining the Race Maker volunteer programme in 2025 must attend one of our initial in-person training days which are scheduled to take place between 29-30 March 2025. Please note that these dates are provisional and subject to change.

The initial training includes a dedicated training day at Silverstone Circuit where volunteers will be taught a range of skills to prepare them for their role as a Race Maker and will last approximately 8 hours. The training day will cover specific training for Customer Service and Spectator Experience

Race Maker roles. Volunteers supporting with additional roles may be required to complete further training.

Our current Race Makers will be provided with specific event information and updates prior to volunteering at our events during the 2025 season.

Volunteers may also be required to complete additional training online to suitably prepare them for their roles which may be specific for certain events.

Volunteers will also be provided with on the job training appropriate to their volunteer role which is often provided by Team Leader volunteers and supported by the SCL Volunteers Team.

The British Grand Prix MotoGP may be used as a training opportunity for new Race Maker volunteers in 2025.

7. HEALTH AND SAFETY

It is our responsibility to provide and maintain a healthy and safe working environment for all our volunteers, customers, and visitors. This objective can only be achieved with the full and active co-operation of all volunteers and employees of SCL.

Race Makers should report any hazards or concerns to your supervisor (Team Leader, Zone Assistant, Zone Manager, SCL Volunteers Team or SCL staff member) in a timely manner so that issues can be resolved.

All volunteers are covered by public liability insurance and insurance cover for any injuries occurred while fulfilling authorised volunteer work at SCL. This insurance will not apply where a volunteer acts negligently, recklessly or in bad faith.

Volunteers are expected to abide by SCL's current policies, which are available from the SCL Volunteers Team, and any other policies SCL notify the volunteer of.

SCL will perform risk assessments for each volunteer role. All volunteers will be made aware of SCL's Health and Safety policy during their training. All volunteers must be aware of the health and safety issues and of their collective responsibility to each other, paid staff, and visitors, when undertaking any task. Failure to act in accordance with SCL's policy may result in exclusion from volunteering activity.

8. EXPENSES

SCL cannot pay travel expenses associated with any volunteering activity.

SCL has a dedicated volunteers' campsite and carpark available at no cost to the volunteer. Volunteers may be required to pre-book the volunteer campsite by a set deadline which will be communicated by SCL. The campsite may be offered on a first-come, first-served basis depending on demand for specific events.

SCL will provide all meals and drinks free of charge whilst the volunteer is on shift. Volunteering shifts are often full days and therefore breakfast, lunch and dinner are provided, unless otherwise stated.

9. UNIFORM

SCL provides volunteers with a full uniform and accessories applicable to their role. Details of the uniform will be listed in the Race Maker Handbook and/or Event Briefing Information documentation.

Volunteers must wear the Race Maker uniform provided during their shifts and follow the guidelines detailed in the Race Maker Handbook and/or Event Briefing Information documentation.

Volunteers must not wear their uniform when off-shift unless travelling between home and to the venue or vice versa to attend a shift.

The uniform provided shall remain the property of SCL. Volunteers must treat company property with due care and return any additional equipment supplied to fulfil your role at the end of your shift, as instructed.

Volunteers must not sell or attempt to sell any items received from SCL including uniform items.

Volunteers must not display any third-party logos or trademarks on the provided uniform without SCL's explicit consent.

SCL may ask the volunteer to return the Race Maker uniform if the volunteer decides to leave the volunteer programme.

10. CAMPSITE

Providing a suitable campsite for volunteers has always been an integral and essential part of our events delivery.

The campsite is only for the use of volunteers, however, on some occasions, guests are also permitted when communicated by the Volunteers Team. The standard policy allows each Race Maker to bring one guest, who must share the same tent, motorhome, or caravan as the Race Maker.

Volunteers may be requested to book the campsite in advance to reserve a spot through an online booking system, but this will be communicated by the SCL Volunteers' Team prior to an event.

Race Makers must adhere to the campsite rules which are detailed within the Race Maker Handbook. Race Makers are responsible for the behaviour of their guests.

11. SUPPORT AND DIRECTION

SCL is committed to ensuring that all volunteering experiences are meaningful, enjoyable, rewarding, and safe and that the experience is as productive as possible for both parties. SCL are always open to feedback from volunteers and encourage a two-way communication process to improve the volunteer experience.

During the British Grand Prix MotoGP and Formula 1 British Grand Prix (BGP), all volunteers are assigned to a zone. The supervision of volunteers within each zone will rest with a Volunteer Team Leader and supported by a Zone Assistant and Zone Manager. In some cases, a Grandstand Supervisor may also be available for a Volunteer Team Leader to report to.

At any other event, the supervision of volunteers will rest with a Volunteer Team Leader and supported by an appointed staff member from the SCL Volunteers, HR, or Public Events Team. The Race Maker Programme is currently led by our Volunteers Team, consisting of our Volunteers Manager, supported by our Volunteers Coordinator, who will be the primary contacts for volunteers. Should this change then volunteers will be notified in the first instance.

The Volunteer Team Leader will deal with any day-to-day concerns that may arise throughout each event. If for any reason the Volunteer Team Leader cannot deal with the concern, it will be passed on to the Zone Assistant or Grandstand Supervisor then the Zone Manager (Formula 1 British Grand Prix) or the Volunteers Team staff member who will take reasonable steps to resolve the concern or problem that has arisen in a timely manner.

12. EXPECTATIONS OF A VOLUNTEER (CODE OF CONDUCT)

Race Makers are expected to represent SCL, SCL's events and third parties in a positive and enthusiastic manner including within public social media forums.

Race Makers are expected to carry out their duties in a professional manner and show care, politeness and competence when dealing with the public. We expect Race Makers to be honest in their duties.

Race Makers are entrusted with equipment and information which must be kept secure, and it is imperative that the public see our Race Makers as trustworthy and conscientious.

Treat company and customer property with due care and return any equipment supplied to fulfil your role at the end of your shift as instructed.

Whilst many people volunteer at Silverstone because of their passion for motorsport, it is important to recognise that the role of the Race Maker, (or any member of Silverstone Staff, Support Team, Volunteer or Contractor) does not automatically entitle to watch the on-track action, as the needs of the customers and the circuit must take priority.

Silverstone views the consumption of alcohol or the consumption, possession, dealing or handling of illegal substances whilst on site and/or in Race Maker uniform at any time seriously. Any Race Maker who attends under the influence of alcohol or an illegal drug or substance will be instantly removed from the Race Maker programme and any such activities will be reported to the relevant authorities. Should a Race Maker wish to drink alcohol after they have been stood down from duty, Race Maker uniform must be covered up or not worn.

Should a Race Maker wish to smoke, this should be out of public view whilst they are in uniform and should be during break periods only. This includes the use of e-cigarettes.

Everyone has a right to be treated with dignity and respect whilst at the circuit. Silverstone will not tolerate any form of discrimination or harassment on the basis of race, colour, ethnic and national origin, nationality, disability, marital status, sexual orientation, caring or parental responsibilities, age, religious beliefs, gender, gender identity or gender reassignment. This list is not exhaustive. Harassment occurs where a person engages in unwanted conduct which has the purpose or effect of violating the other's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for the other person.

Discrimination is the unjust or prejudicial treatment of different categories of people, particularly on the grounds of race, age, or sex: If you believe harassment or discrimination is taking place, please notify your Zone Manager or the Volunteer Team immediately. All allegations of discrimination or harassment will be dealt with seriously & confidentially.

Taking photos on shift is permitted so long as the duties of the Race Maker are not compromised. Photos of celebrities or other famous persons are not permitted to be shared on shared Race Maker social media pages.

Understand and accept that whilst undertaking your role as a Race Maker you may be filmed and photographed. You acknowledge that SCL has the right to use these images and content across its communication channels. If you do not consent, please inform the SCL Volunteer Team.

Race Makers should refrain from engaging in any marketing, advertising, trading, promotional, or other activities that could create an association between the Volunteer or a third party and SCL.

Race Makers agree not to use any trademarks belonging to SCL or similar marks that could harm their reputation, and not to reference SCL or SCL's events/activities without prior written approval.

We ask that volunteer share any feedback before, during or after each event with the SCL Volunteers Team so that we can continuously improve our volunteer experience.

13. CONFIDENTIAL INFORMATION

Race Makers may be provided with a large amount of confidential information about Silverstone during training and over events, especially if there is an incident on site. It is vital that all matters relating to Silverstone and those of our stakeholders, partners and sponsors are kept strictly confidential both during and after the events.

Confidential information must not be shared outside of the Race Maker programme, with the public or on social media.

Any requests for comments, opinions or public appearances by the press should be referred to the SCL Volunteers Team and/or Marketing and Communications Team. All volunteers are bound by our company Confidentiality Policy.

14. PROBLEM-SOLVING

During volunteering for SCL, there may be occasions where the volunteer may experience problems with some aspect of their volunteering. Equally, SCL may need to address problems with a volunteer's contribution or conduct.

Therefore, a procedure has been put in place which outlines the practical steps that can be taken to resolve these differences and problems, referred to as our *Problem-Solving Procedure*.

During events, if for any reason the concern, problem or complaint cannot be resolved on the day, it will be passed on to the SCL Volunteers Team who will follow the *Problem-Solving Procedure*.

Our *Problem-Solving Procedure* follows the below stages to resolve a complaint.

Stage 1: Informal Oral Complaint
Volunteers are encouraged to raise any issues, differences, or complaints with their supervisor at the time. At this informal stage, you and the named supervisor will discuss and explore the issues. In many cases, the issue can be resolved, and action agreed to remedy the situation.

If the problem involves a volunteer, then both of you will be invited to give your side of the story, with a view to resolving the situation.

If it is a complaint concerning your named supervisor, you should ask to the SCL Volunteers Team. A brief record will be made of the complaint and the agreed action with timescale and review date.

Stage 2: Written Complaint
If you are not satisfied with the outcome of the oral complaint, you should make a formal complaint in writing to the SCL Volunteers Team.

The complaint should be made as soon as possible after the completion of Stage 1. The complaint will be acknowledged, setting out the timeframe for responding to the complaint.

The Volunteers Team will investigate the complaint further, including speaking with all those involved or directly affected. The Volunteers Team will respond to the complaint in writing, within the timeframe set out.

Stage 3: Opportunity to Appeal
If you are not satisfied with the outcome, you can appeal in writing to the Volunteers Manager. You will have the option to be accompanied to the appeal meeting by a person of your choice. The Volunteers Manager will respond, usually within a few days of the appeal meeting, and their decision will be final.

If the problem, concern, or complaint involves behaviour that constitutes gross misconduct (examples include but are not limited to theft, assault, act of violence, malicious damage, harassment, or being under the influence of drugs or alcohol), it shall be passed directly to SCL Volunteers Team.

The volunteer may be asked to cease volunteering immediately while the matter is explored as part of the *Problem-Solving Procedure*.

Serious breaches of conduct may result in the immediate removal of a volunteer from duty and them being asked to leave the venue and/or the Race Maker programme. SCL's decision in such circumstances is final and there is no right of appeal. This applies to all volunteers and the fact that volunteers are unpaid has no bearing on SCL's right or ability to dismiss a volunteer if in its sole opinion, it is required.

If the decision is taken to not invite a volunteer to SCL, the volunteer will be notified in writing.

15. RECOGNITION AND APPRECIATION

SCL are extremely grateful for volunteers' contribution and as recognition for long service and commitment, we issue Bronze, Silver, Gold, and Lifetime Achievement Awards to volunteers who have volunteered at Silverstone for a certain number of days.

We will also host annual recognition awards event where we celebrate and honour our volunteers with 'Race Maker of the Year', 'Newcome of the Year', 'Outstanding Contribution' awards and a variety of other awards as nominated by the Race Maker Team. All our volunteers are encouraged to attend the social events.

16. CONSULTATION AND REVIEW

SCL reviews this Volunteer Policy and Procedures document annually, in consultation with staff and volunteers. If you have any questions in relation to the Volunteer Policy and Procedure, please email racemakers@silverstone.co.uk.

APPENDIX 1. VOLUNTEER ROLES

ROLE	TASKS
Race Maker Team Leader	• Providing additional support to the SCL Volunteers Team at key Race Maker volunteer events • Coordinate 10-20 Race Makers within designated zone at a major event, being their first port of call for any questions or issues that may arise. • Completing volunteer coordination paperwork including break rotas, sign on sheets and radio sheets. • Assisting with sign on including issuing wristbands, uniform and accreditation. • Briefing team of volunteers at the start of their shift. • Reporting attendance records Zone Manager or Volunteers Manager. • Issuing radios and meal vouchers to team of volunteers • Ensuring that all Race Makers have regular breaks throughout the day at appropriate times. • Helping Zone Manager with inspections to ensure zone is functional and well presented. • Supporting, guiding, and maximising the potential of Race Maker team to deliver an excellent customer service. • Monitoring queues at gates, catering units and at public services. • Providing a clear presence out and about in allocated zone and checking on the welfare of their volunteers. • Energise and motivate team of volunteers. • Reporting any concerns to Zone Manager/SCL Volunteers Team. • Provide the Silverstone Team with feedback after each event to support enhancing our future events.
Customer Service Race Maker	• Greeting fans to Silverstone • Creating a welcoming atmosphere • Overseeing our Information Points

	• Providing our fans with key information and directions • Assisting fans who may need extra support or accessibility transport • Champion our 'Shift to Zero' sustainability campaign • Entertaining and assisting our fans at gate entrances and areas with queues.
Spectator Experience Race Maker	• Welcoming fans to our grandstands • Creating an exciting atmosphere within the grandstands • Guiding fans to their seats • Providing fans with information • Assisting fans who may need extra support to their seats • Assisting with crowd control
Accessibility Support Race Maker	• Assisting our fans with accessibility needs to get around the venue • Communicating pick-up/drop-off requests to our team of drivers • Welcoming and entertaining our fans on our accessible shuttle service. • Providing fans with accessibility information • Supporting our fans with accessibility needs within spectator areas. • Driving our minibuses for the accessibility shuttle service (optional – small events only) *
Hospitality Race Maker	• Welcoming our hospitality guests to the circuit • Providing guests with hospitality information • Assist our guests with any entertainment and venue queries • Support our Hospitality Team with providing a great guest experience
People Team Race Maker	• Welcoming our workforce to the circuit

	• Coordinating workforce transport requests • Supporting with logistics and helping distribute event essentials • Supporting our Team Leaders with coordinating volunteer breaks • Promoting a positive and supportive atmosphere • Assisting with monitoring queues • Supporting our wider volunteer team • Driving our fleet of vehicles including minibuses (optional)*
Last Mile Team (Formula 1 British Grand Prix Only)	• Welcoming our fans to the park & ride transport hubs (Milton Keynes Train Station, Sixfields & Turweston) • Guiding our fans to their bus transfers • Supporting fans to provide a seamless and memorable journey. • Providing general event information to our fans • Assisting with monitoring queues