What is a COP26 Volunteer?
Volunteers will be based in and around Glasgow, in key transport and accommodation hubs, and in key locations out with Glasgow. Volunteers will provide information to delegates with a significant volunteer presence in Edinburgh. They will assist with queries and provide directions within the city centre and surrounding areas, adding to the overall experience in delivering our famous, warm welcome.

We are looking for enthusiastic, positive and outgoing volunteers who will provide local knowledge on what’s on in Glasgow during the conference.

Who can apply to be a COP26 Volunteer?
In order to volunteer with us you must be able to speak and read English (although English does not have to be your first language) or communicate in British Sign Language.

As Glasgow will be welcoming delegates from all over the world for COP26, we welcome applicants whose first language is not English and/or who are proficient in a language other than English.

You must be over sixteen years old at the time of the Conference (as of 27 October 2021).

To be eligible to volunteer in the UK you must be a UK Citizen, have leave to remain, be seeking asylum, have Pre-Settled/ Settled Status or have a Tier 4 (Student) visa. If none of these apply then you require a Tier 5 (charity) visa.

You must be available from the 28 October - 14 November 2021 and be able to complete a minimum of six shifts during this period.

What is COP26?
COP26, or the 26th Conference of the Parties, brings together tens of thousands of participants from Heads of State, inter-governmental organisations, civic society and indigenous peoples to deliver a message of hope on finding a common way forward to tackle the realities of climate change. For the first time, COP will be held in the UK, presenting the largest, and most complex, international event to ever take place in Glasgow or Scotland.

Why should I volunteer?
Becoming a COP26 Volunteer is a fantastic opportunity to be part of the climate conference and join a friendly and dynamic team. Volunteering is a great way to meet new people, challenge yourself in exciting new environments, represent Glasgow in a momentous event, and give something back to your city or local area. You may wish to gain confidence or learn new skills, or maybe you want to make your CV stand out a bit more. Whatever you hope to gain, volunteering is one of the most rewarding things you can do.

Do I need experience of volunteering?
Absolutely not; we welcome anyone with a passion and enthusiasm for the event who wishes to be engage with the city and play a role in welcoming the world to Glasgow.

Do I need any qualifications or training to apply?
No specific qualifications or training are required to apply to any of our roles.

If you have, or are working towards, a qualification relating to the subjects addressed by COP26 then please note this in your application.
Is there a minimum age to volunteer?

In order to be a COP26 Volunteer you must be sixteen or older at the time of the conference and before undertaking any volunteer activities. Therefore, you must be sixteen years old as of 27 October 2021.

What roles are available?

COP26 volunteers will focus on representing Glasgow, Scotland and the UK to delegates from around the world, providing key information on the conference and conference venues, how to move around the city and promoting the best of what Scotland has to offer.

Volunteers will be based in and around Glasgow, in key transport and accommodation hubs, and in key locations out with Glasgow, with various roles available in Edinburgh. Volunteers will provide information to delegates, assist with queries and provide directions within the city centre and surrounding areas, adding to the overall experience in delivering our famous warm welcome.

Roles include Accommodation Hub Team Members, Active Travel Route Team Member, Green Zone Team Member, Protocol & Special Events Team Member and Transport Hub Team Member.

What is the selection stage, and do I need to attend?

This is an opportunity for applicants to find out more information about the conference and volunteer roles available, and for us to find out more about your skills, experience and interests. These are informal sessions that are designed to ensure you are allocated the best role for you while providing an opportunity for you to meet fellow applicants.

If you are invited to a selection session it is important to attend as this is an opportunity to find out more about COP26, the programme, volunteer roles, and for us to find out about your skills, interests and experience. There will also be key pieces of information gathered at the sessions which will be required if you are confirmed in a role.

Failure to attend one of our selection sessions will prevent us from progressing with your application and may result in your application being withdrawn.

Where are volunteer selection sessions taking place?

Details of where our selection sessions will be taking place, including information on how to stay safe if attending in person, will be provided on invitation to the session.

In person attendance will be available if restrictions allow, however, everyone will have the option to select a remote session, as we appreciate not everyone will be in the position to travel or attend a public gathering, even if they live close by.

Sessions will be planned in line with current Government advice on social distancing and so that these sessions are held safely. If you have any concerns when invited to a session, please contact the team directly to discuss options available or see our COVID related FAQs for more information.
How much time should I expect to volunteer for?
Shifts will vary from four hours to seven hours, depending on the role undertaken and delivery day. We ask all volunteers to undertake around six shifts throughout the Conference.

When should I expect to find out if my application has been successful?
We aim to get in touch within one week of receiving your application to confirm we have received it and let you know what happens next. We aim have offered all roles by early April 2021.

What is the process if I've been successful?
Once all applications have been received, the volunteer team will review them and decide who to invite to attend an informal selection event. This decision will be based on the requirements for the specific roles. We will let you know the outcome of your application form by early April 2021.

Are there any language requirements?
In order to volunteer with us you must be able to speak and read English (although English does not have to be your first language) or communicate in British Sign Language.

Where are the COP26 Volunteers based?
Volunteers will interact with spectators in and around Glasgow, along the main walking routes to the Scottish Event Campus, in key transport and accommodation hubs and key locations in Edinburgh.

Will COP26 volunteers have duties inside the conference?
We have a number of different roles across the COP26 activities, however none of these are within the conference itself. You will get the opportunity to let us know your preferred role or location and we will do our best to accommodate your preference where possible.

Will travel expenses be provided?
Volunteers will be provided with free transport when travelling to and from shifts for the duration of the conference within a defined geographical distance of the city centre. Travel assistance will also be provided for those attending selection sessions. Full details will be available closer to the event.

What support can you provide?
We are committed to supporting a diverse range of participants and ensuring that everybody has equal access to the COP26 Volunteer Programme. To help support our commitment we will consider funding support with costs incurred as a result of volunteering such as carer costs or childcare.

The application form has a dedicated section where you can let us know if you foresee a financial barrier to volunteering due to incurred costs over and above travel to shifts which we can discuss further at the Selection session. If you wish to find out more information on this fund please contact us by calling 0141 276 7728 or emailing COP26Volunteers@glasgow.gov.uk.
As a volunteer, what will I receive?

You will be provided with a unique COP26 Volunteer uniform which is yours to wear with pride throughout the conference and keep as a memento of your experience. Please check the size guide when submitting your application to help you indicate the correct size.

During your shift you will be provided food and beverages to sustain your energy!

Will I be able to attend the conference?

It is great that you are engaged with climate change and we would love to harness that enthusiasm. Volunteers will only be stationed in and around the COP26 Green Zone at the Glasgow Science Centre, Glasgow city centre, transport hubs including Glasgow and Edinburgh airports and train stations, and key accommodation hubs.

Will accommodation be provided to volunteers?

We will not provide accommodation for volunteers and if this is required you should make your own arrangements. There is a small support pot available to support with financial barriers you may face and you are welcome to apply for support via this, but there is no guarantee of a successful application.

When will I receive confirmation of my shifts?

Information on your shifts will be provided August / September 2021.

What happens if I cannot attend a shift allocated to me?

If you are unable to attend a shift, we may be able to make arrangements with another volunteer to cover so please let us know as soon as possible. You will be able to manage your shifts through the volunteer portal, and guidance on how to select and alter booked slots will be made available nearer the time. If you are unsure, or it is a last minute request please contact the team by email at COP26Volunteers@glasgow.gov.uk or via telephone 0141 276 7726.

I am a person with a disability, will I be able to volunteer alongside my Support Worker / Personal Assistant?

Yes. Please let us know that you will be volunteering with your Support Worker / Personal Assistant so we can put the necessary arrangements in place and discuss with you both the best way to support you.

What training will I receive?

All volunteers will be given the training and tools required to successfully and confidently carry out their role, including information on COP26, venue information and soft silks around customer service and talking to members of the public.

Training will be a combination of online and face to face training which will take place in September / October 2021.

I have volunteered before, do I need to attend training?

Yes, training will be specific to the COP26 and Glasgow City activities. You will receive invaluable information that will help you carry out your role.
I am a person with a disability, what support will you provide?

Please let us know your circumstances and we will do what we can to ensure that you have everything you need to confidently carry out your role.

Will volunteers undergo a background check?

Yes. To participate in activities on behalf of COP26 all workforce will undergo a background check and volunteers will be part of this.

What identification documents are required and how to I share them with you?

Volunteers are required to produce documentation which will be shared with Police Scotland and National Accreditation Team (NAT) – Greater Manchester Police (GMP).

Below explains the required documentation and if you are selected to attend a Selection Session we will provide full instructions on what to bring with you and will be on hand to answer any questions you may have. These documents, along with a photo of you, will be gathered at the Selection Session so that we are able to complete the background check ahead of issuing accreditation. Do not worry about adding this information to your application form.

UK Citizens – where possible should produce a current passport plus one document from list 1. Non UK Citizens – must produce their passport / ID Card / National Identity Card.

List 1 – proof of identity (UK Citizens)
• Two-part Full UK Driving Licence
• UK bank or building society cheque guarantee card or ATM Card

List 2 – proof of residence (UK & Non UK Residents) Must be current (issued within last 3 months where indicated) and include full details of current home address
• UK bank or building society statement or passbook (issued or updated within the last 3 months. Not to be used in conjunction with bank building cards under list 1)
• Council tax statement of account/demand (current year only)
• Utilities: water, gas, electricity or fixed line telephone bill (issued within last 3 months. N.B. not mobile telephone bill)
• UK bank or building society mortgage statement of account (issued within last 3 months)
• Current UK Benefits Agency books (not where used under list 1 as proof of identity)
• Medical card issued by Area Health Authority

All documentation must be original.

I am on benefits. Can I still apply to be a volunteer?

Yes. You can volunteer for as many hours as you want and still claim benefits if you continue to meet the conditions of the benefit you receive and you only get money from volunteering to cover expenses (such as travel costs). If you have any concerns please speak directly to your Department for Work and Pensions office. Further information can be found here: www.volunteer Glasgow.org/volunteer/guidance/welfare-benefits/
I can’t access the volunteer portal. What should I do?
You can contact the team via the COP26Volunteers@glasgow.gov.uk mailbox or by telephone 0141 276 7728.

What impact will the COVID Pandemic have on COP26?
Postponing COP26 by a year has given the event organisers, the United Nations, the UK Government and the council time to redesign plans to deliver a successful summit, while the world tackles the pandemic.

Intentions remain unchanged – the UN and UK Government aims to hold the summit in person, with Glasgow as host. This respects the wishes of all parties, many of whom feel strongly that the COP should be conducted in person.

Ambitions also remain unchanged - this will be the biggest event the UK has ever hosted and most significant COP since the Paris Agreement was negotiated in 2015. In November 2021 we will be ready to welcome delegates and world leaders from across the globe to Glasgow. Extending to them our unrivalled warm welcome and showing that Glasgow is a city at the forefront of the transition to a zero carbon world.

As you would expect organisers are considering what different Covid scenarios might mean for COP26 next year and how the event is delivered. The health of the participants, including those delivering the event and the local community are at the centre of all operational planning and at the moment while we are ‘planning to normal’ there is flexibility and contingencies built into this process.

What impact will the COVID Pandemic have on the volunteering programme?
Glasgow City Council are working closely with the UK Government and Scottish Government to ensure that safety is considered in all aspects of the Volunteer Programme. The programme and requirement for volunteers may change depending on current guidance and social distancing rules and there may be changes to the roles that volunteers will undertake. We will communicate this with all volunteers as and when and make sure you are fully briefed and up to date with our plans.

Will I be asked to attend in person to activities on the lead up to the Conference?
Depending on the current guidance regarding social distancing, activities such as selection and training may take place online, rather than face to face. Plans will be reviewed regularly to ensure we are following current guidance.

If you have any concerns when invited to a session, please contact the team directly to discuss options available.

What safety measures will you put in place?
We will review all our plans in light of the up to date Government advise at the time and will put in place safeguards to ensure your safety. We will discuss individual concerns directly and work with you to ensure you are comfortable. All volunteers will receive training on the measures in place and what to do if any problems arise.