



#9 – A volunteer in the city!

Nacer Zorgani: Hi, it's Nacer Zorgani, I work at Paris 2024 in the volunteer programme, what is the volunteer programme? What do volunteers do, what are their roles, what are their missions? To answer these questions, to talk about the program, to talk about the volunteer experience, join me with those who have done, are doing and will do the Games. Welcome to the uniform of a volunteer.

Jingle (Introductory music)

Nacer Zorgani: If you are listening to the podcast, you know that it is March and that March is the opening of the portal. And to tell us about it, Alexandre Morenon-Condé and Julien Combret are with me, respectively director of the Paris 2024 volunteer programme and manager of the volunteer programme of the city of Paris. Gentlemen, thank you for being with us, hello!

All : Hello!

Nacer Zorgani: Alexandre, as being director of the programme, can you summarise the challenges of the programme and, above all, what is your link with volunteering?

Alexandre Morenon-Condé: Our challenge is to involve in the volunteer programme 45,000 people who will want to become ambassadors for Paris 2024 towards all the people that will come to experience the Games. My connection with the Games began almost 20 years ago, as I had the chance to be a volunteer at the Athens Olympic Games in 2004.

Nacer Zorgani: Julien, I turn to you, can you also tell us about your link with volunteering and above all, a question that can be asked to both of you, what is the difference between the two programmes of Paris 2024 and the City of Paris?

Julien Combret: So, on a personal level, volunteering marked me in my sports practice a few years ago, 20 years ago precisely, and then I was able to move on to volunteering at a professional level with a first experience on the Women's Football World Cup in 2019 by managing a volunteer programme in one of the competition's host cities. And then, if we were to summarize in a few words what is going to happen with both volunteer programmes that working hand in hand; there is the Paris 2024 volunteer programme with 45,000 volunteers as Alexandre has just mentioned. And then, in addition, there is a volunteering programme run by the City of Paris, with 5,300 volunteers in the

public space around the competition venues for example, with a real level of service provided to visitors and spectators, with the ambition of highlighting one of the host cities of these Games.

Nacer Zorgani: What is the difference between spectators and visitors?

Julien Combret: In fact, we have deeply studied what happened in previous cities that have hosted the Games and we realized that there are many people who come to the city. Visitors without a ticket to see the competitions, but who come for a very simple reason: to be in the atmosphere of the Games, to enjoy the city and the energy that surrounds the Games. So on the part of the City of Paris, we also have a whole action with these visitors, because they are people who will come to visit Paris. A city that has been transformed a little bit, a city in Olympic and Paralympic mode. But of course, we want to welcome these people so that they can make the most of both the experience of the Games and the experience in the city.

Nacer Zorgani: Julien, in the podcast, we try to allow those who listen to us to project themselves. Can you tell us more about that?

Julien Combret: After a sports event, for example, we have spectators who have many different needs. Some will be looking for activities for the rest of the day, whether cultural, sporting or festive. Some will want to eat. The idea for the City of Paris' volunteers is to be able to meet all these needs and help them to enjoy their Games experience in the best possible way.

Nacer Zorgani: We usually say in Paris 2024 that the Games are a celebration of sport, we usually say in Paris that Paris is a celebration. How does this figure in your programmes?

Alexandre Morenon-Condé: This festive spirit will be seen through the organisation of the opening ceremonies of the Olympic and Paralympic Games in the heart of the city. We will see it with the competitions at emblematic venues in the city, such as the Invalides for example. And I often say that the volunteers, just like the athletes or the competition venues, are the soul of the Games! They are the ones who will contribute to creating a unique and unforgettable atmosphere for all the spectators and visitors to the Games. Moreover, Nacer, I think it is important to remember that the Games are not only taking place in Paris, but all over France, and that these volunteers will be found all over France. Whether they are volunteers from Paris 2024 or volunteers from the local authorities. They will create this festive atmosphere!

Nacer Zorgani: So, to take part in this celebration, what are the conditions for the candidates on the Paris 2024 side, and what are the conditions on the City of Paris side?

Alexandre Morenon-Condé: The first condition is the willingness to become an ambassador for Paris 2024, for the Games, whether it is Paris 2024 as organizer or the City of Paris as host city of the Games, this is clearly the first condition. Because the volunteers will embody the organisation of the Games. After that, there are more technical conditions, you have to be 18 years old on 1^{er} January 2024. You must be able to express yourself in either French or English. And finally, you must be available for at least 10 days during the Olympic Games or the Paralympic Games.

Julien Combret: The conditions that Alexandre has just stated also apply to the City's volunteer programme! What I would like to say, of course, is that it is open to everyone, as long as these conditions are respected, but it is important to remember this. Then, if we were to make a small aside on the profile of the volunteers, which may be a little different, we will look for volunteers who are in love with the city, who want to show it off, who want to make it discoverable and who will also be the lungs of the Games in Paris.

Nacer Zorgani: It's also important to remember the bidding process. We saw it for Paris 2024 in the podcast entitled "Ready?", can you tell us how the bidding process is going to work for the City of Paris?

Julien Combret: Once again, we have made it as simple as possible, as easy to read as possible, so it is the same process. There is a single application portal and on this application portal, each candidate will be able to express his or her preferences. In particular, there is an important question that will allow them to submit their application either for the Paris 2024 programme only, or for the programme of the city of Paris only. There is a third option, which is to say that you are ready to be a candidate for both programmes. We, on our side, work hand in hand with Paris 2024 to offer each one a single programme and therefore a single mission that corresponds to it. So this is also where we will be able to reprocess everything you want to tell us in the application forms, which is why this stage is very important!

Nacer Zorgani: In the podcast "Please follow me", we heard from Nathan, a former volunteer in events and spectators services, who told us that "the smile is the most important element of the uniform!" I really like this sentence, but Alexandre, can we train volunteers to smile? And Julien, on the City of Paris volunteer programme, do we have uniforms?

Alexandre Morenon-Condé: A smile is first and foremost a state of mind. We don't force people to smile, but our objective is to make sure that the volunteers are as smiley as possible by offering them the best possible experience. Afterwards, of course, we will train the volunteers to carry out their mission properly and therefore to welcome different audiences.

Julien Combret: And this question of the uniform is important because it is a feeling of belonging, it is an element that will create unity. So yes, the volunteers of the City of Paris will have a uniform so that someone arriving in the city can easily identify the volunteers of the city of Paris, the volunteers of Paris 2024... The colours of the city will be the same as those of the Olympic and Paralympic Games.

Nacer Zorgani: We are coming to the end of the podcast, Alexandre can you tell us what will happen when the portal closes?

Alexandre Morenon-Condé: Before closing the portal, you have to open it, Nacer! So that's for the next few weeks. **Nacer Zorgani:** It's true!

Alexandre Morenon-Condé: Obviously, we will wait for the candidates to come forward! At the end of the application period, we will carry out a whole selection process that will take us through to the end of the summer. From September onwards, we will come back to the selected volunteers to tell them what to expect next. And from the beginning of 2024, we will enter the real preparation phase for the Games, with training and information so that the volunteers are ready to welcome the world.

Nacer Zorgani: Choosing is giving up! What can we say to those who are listening to us to help them in this choice, which could be difficult for ones, when you like sport on one hand, and Paris or the Games on the other?

Alexandre Morenon-Condé: The best thing to do is to not choose, to apply for both programmes, and to trust our ability to guide you towards the mission that will be the most suitable in relation to what you have told us about yourself on the application form.

Nacer Zorgani: We are coming to the end of the podcast. And the tradition is that each guest gives us a little word for those who are listening to us to motivate them to become a candidate for the Paris 2024 volunteer programme or perhaps for the City of Paris' one... Julien, the floor is yours!

Julien Combret: The first thing that comes to mind is the unique, historic aspect of this event, of these events in the plural, the Olympic Games, the Paralympic Games... That's my first cry from the heart. Then, it's now, we have to go! We must not miss this opportunity! And the second thing that comes to mind is that in 2019, during the Women's Football World Cup, at the end of the volunteer programme, we had a party where we gathered all the volunteers. It was a thank-you event and all the volunteers who didn't know each other a few weeks before were hugging each other, crying, because they were so happy, because they loved the adventure. And even though it may not seem practical enough, you have to go for it! You have to live it to understand it and so here you are, do it, it's happening now, we are waiting for you!

Nacer Zorgani: The most beautiful emotions in sport! That's why everyone is crying... with joy of course. Thank you for being with us. And for those of you who are listening to us, I'll see you when the portal opens!