



## #11 – Destination Paris 2024

**Nacer Zorgani:** Hi, it's Nacer Zorgani, I work at Paris 2024 in the volunteers programme, what is the volunteers programme? What do volunteers do, what are their roles, what are their missions? To answer these questions, to talk about the programme, 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:** The volunteer portal has been open since 22 March 2023. Many of you have already applied, and to make you even more enthusiastic and to offer you an access to the backstage, today we going to travel... Because when you welcome the world, you travel ! And when one says travel, one means airport, and when one says airport, one means Lucie Allain, Project Manager in charge of Arrivals and Departures for Paris 2024 Games, But also Coline Renault, former volunteer shifted to welcome delegations at Paris-Charles de Gaulle Airport during the World Gymnastics Championships, and at last, tall by his height and by his name, Tae-Kwon Do bronze medallist at Sydney and Athens Olympic games, and head of the Olympic and Paralympic Games mission at the ADP Group, Pascal Gentil, thank you for being with us! Hello everybody!

**All:** Good morning!

**Nacer Zorgani:** And as usual, I start with my Paris 2024 colleague, in this case Lucie, what are you doing at Paris 2024? at Arrivals and Departures?

**Lucie Allain:** We are responsible for welcoming the accredited populations of the Olympic and Paralympic Games as soon as they set foot on the territory. So, when we talk about accredited people, we're talking about dignitaries, heads of state, the Olympic and Paralympic family, the media, and of course the athletes and their staff.

**Nacer Zorgani:** Pascal, what an accreditation is?

**Pascal Gentil:** The accreditation is the passport of the delegation member. An athlete who loses his luggage, his wallet or anything else, is identified, through different levels of security in his accreditation and we know where he has access. Also, he can return to the village thanks to it, even without his identity papers.

**Lucie Allain:** And to complete the picture, we will welcome more than 100,000 people at stations and airports, and we will bring them to their accommodation sites and the same thing of course for departures.

**Nacer Zorgani:** Pascal, as being an athlete, a champion... but also as being in charge at ADP Group, what do you think the volunteer experience is?

**Pascal Gentil:** The volunteer experience is something unique. It means living the Games from the backstage, it means having the possibility, especially at the airports, to be closer to these athletes who will arrive and who will be amazed and enthusiastic to be in France and to be able to experience the Games.

In our country, this means being the 1<sup>st</sup> face, this means young, older, of all ages, volunteers, who will be in uniform, smiling, welcoming, ready to welcome the whole Olympic and Paralympic family in the different terminals!

**Nacer Zorgani:** And when one talks about volunteers, she appears! Coline Renault, you have been to Paris-Charles de Gaulle, tell us about your mission, tell us about your experience.

**Coline Renault:** Yes, I am a former gymnast and like any self-respecting former gymnast, I follow the French Federation on social networks. They organise a big international championship in Bercy every year in September. My mission was to go to Paris-Charles de Gaulle airport to welcome the athletes, their coaches, and judges who were arriving from all over the world. I received them at their arrival terminal and accompanied them to the bus or cars that would then take them to the centre of Paris.

**Nacer Zorgani:** What do you think of Pascal's definition of what the volunteer experience is?

**Coline Renault:** For many of the athletes I hosted, it was the 1<sup>st</sup> time they had participated in a competition of this scale. For some of them, it was even the first time they had come to Paris and so they shared with me their excitement, their dream of a medal, the monuments they absolutely wanted to visit. So, I stayed on average one hour with each delegation before moving on to the next, which allowed me to have really rich and international exchanges with each one.

The thing is that you have to be ready to walk all over the airport and in this case, I had reached my 10,000 daily steps after an hour and a half of work!

**Nacer Zorgani:** Privileged moments with a healthy life! Thank you very much Coline, and now we're going to get deeper in the volunteer's missions with you Lucie, can you tell us more? Can you tell us about the Arrivals and Departures missions?

**Lucie Allain:** Yes, there will be many different missions for the volunteers. They will be positioned throughout the passenger's track, to accompany and inform, and this will start right from the door of the plane.

**Pascal Gentil:** Indeed, as soon as they leave the footbridge, the volunteers will be posted to welcome the delegations. Then, they will accompany them to the baggage claim area, then to the accreditation office, and then to the welcome desk. There, they will be in contact with the other family of volunteers who will be stationed in the vehicle delivery area, as close as possible to the terminals to welcome the delegations. So this is it, three tasks: reception, information and orientation.

**Lucie Allain:** And to give you an idea of what could be a typical day for a volunteer at an arrival and departure site, they could potentially arrive before the start of their shift in a volunteer centre, when the time comes, they will meet their coordinator who will give them a briefing on their day, and then

he will also tell them what kind of population they will welcome during their day thanks to the flight plan that we will provide them with, of course.

**Nacer Zorgani:** What does the Arrivals and Departures mean from the ADP Group perspective?

**Pascal Gentil:** For us at ADP Group, hospitality is our DNA. Our core business is to make the passenger's journey as smooth and lean as possible and, above all, to provide an experience, and the contribution of the volunteers will be essential in welcoming the Olympic and Paralympic families during the Games.

**Nacer Zorgani:** Coline, let me come back to you. Do you have an anecdote that marked you during your mission at Paris-Charles De Gaulle?

**Coline Renault:** Yes, so there are several! I was guiding a lot of athletes and on the way there were some who wanted to buy SIM cards. Some wanted to stop at the toilets. All this while managing time because we have a bus driver waiting for us in the car park at the other end of the airport, so it's a real challenge! And at one moment, I welcomed a Japanese team who were walking really slowly through the airport! I could see the clock ticking, the bus driver trying to call me to see where we were, but I couldn't get through. Finally, we arrived at the car park and I realised that the bus was on the exact opposite side of the road and that it was about to leave, so I had to react quickly... And to make a Japanese delegation run between the cars is quite a feat and it is possible that some of them will be traumatised for life!

**Nacer Zorgani:** Pascal, I'm not talking to the ADP Group's Olympic and Paralympic Games project manager, but rather to the champion... Like Coline, do you have an anecdote that has marked you?

**Pascal Gentil:** It was in 2014 at the Youth Olympic Games in Nanjing, China. I had an accreditation, and I saw the President of the Olympic Committee, Jacques Rogge, and I wanted to salute him. Unfortunately, I didn't have the right pass, and there just in front of me, smiling, a dedicated volunteer prevented me from passing! It was quite funny because I was right in front of the president of the International Olympic Committee. But I couldn't get through because I didn't have access with the right accreditation, I rather had this volunteer who, with a big smile, said to me in Chinese "it's not possible"!

**Lucie Allain:** Pascal's situation happens all the time. As a volunteer, of course, they will have staff referents who will be there to regulate this type of situation.

**Nacer Zorgani:** With a smile, as you said Pascal! We're coming to the end of the podcast and traditionally each of you should give us a little word for candidates' commitment. Perhaps for those who have already applied, and are eagerly waiting for the eventual mission offer, or perhaps, for those who are not yet ready... What could you say to them, Coline, from your former volunteer position perspective?

**Coline Renault:** Imagine you are walking through an airport. Behind you, there is a group of 10 people wearing the colours of their country, and on your way, everyone around you is taking pictures of you and asking "but which country is this? What sport is this team coming for?... And you're the leader of this group!

**Nacer Zorgani:** The watchword is given, you will be the leader! Dear champion, dear head of project, a little word in your turn for those who are listening to us!

**Pascal Gentil:** Throughout my career as an athlete, I have been involved to engage people in hospitals, schools and prisons. So get involved! When I'm hearing Coline giving her anecdote, I can still imagine

her at the head of this delegation and the pride she must have felt... In Sydney, in Australia, it was my first Games and I remember those Australians waking up at 4am to go and play sports before going to work, surfing or whatever. And I remember the enthusiasm of the volunteers, the young and the old, the men and women who were really passionate and dedicated to the success of the Games. And that is what I want for Paris 2024. I want there to be enthusiasm, I want there to be volunteers and a population fully behind the Games, and it is thanks to this kind commitment that we will succeed with the Paris 2024 Games.

**Nacer Zorgani:** We will need you! The word is also out, thank you very much Coline, thank you very much Lucie, thank you very much Pascal. Thank you for joining us on the portal and for staying up with the podcast, see you soon!