Volunteer Guidance for Mozilla Festival 2016

Ravensbourne College,
6 Penrose Way
Greenwich Peninsula
London SE10 0EW

Introduce the Festival Team

Mark Surman - Festival Director

Mark is Executive Director of the Mozilla Foundation, a global community that does everything from making Firefox to taking stands on issues like privacy and net neutrality. Mark's main job is to build the movement side of Mozilla, rallying the citizens of the web, building alliances with like-minded organizations and leaders, and growing the open internet movement.

Sarah Allen - Executive Festival Director

Sarah Allen is MozFest's producer. When she is not focused on MozFest, she helps with other Mozilla convenings in London and beyond. Sarah draws her experience from a diverse events background having worked with creative and inspiring companies, such as Movember Europe, Secret Cinema and CSM iLUKA. MozFest 2016 will be Sarah's fourth festival.

Erika Drushka - Program Designer

Erika Drushka is the Program Designer for MozFest 2016. With a background in documentary film making, advocacy and fundraising, Erika has spent the last three years on the MozFest communications team. This year, Erika has shifted her focus at Mozilla to building network strength in the open internet movement through convenings.

Allen "Gunner" Gunn - Festival Co-designer and MC

Gunner is Executive Director of Aspiration in San Francisco, USA, and works to help NGOs, activists, foundations and software developers make more effective use of technology for social change. He is an experienced facilitator with a passion for designing collaborative open learning processes.

Marc Walsh - Production Coordinator

Marc Walsh is the Production Coordinator for MozFest 2016. He brings valuable experience in large-scale event and television production, having previously worked on Glastonbury Festival, the FA Cup and the National Television Awards. A volunteer for his first two years, this is Marc's fifth MozFest.

Kevin Zawacki - Comms Manager & Speaker Series Designer

Kevin Zawacki is Communications Manager for the Mozilla Foundation, and has a background in journalism and public relations. Kevin brings his magic to copy writing, media relations and this year is the mastermind behind the new Dialogues and Debates speakers series. 2016 will be Kevin's third MozFest.

Spike - Festival Volunteer Coordinator

Chris Foote (known as "Spike") is the Volunteer Coordinator for MozFest 2016. An Electronic Engineer with a passion for science and technology, he is a volunteer with global organisations such as CrisisCommons, CrisisMappers, OpenStreetMap (OSM), Humanitarian OSM Team (HOT), StandbyTaskForce (SBTF). This is Spike's sixth MozFest, and his fourth as Volunteer Coordinator.

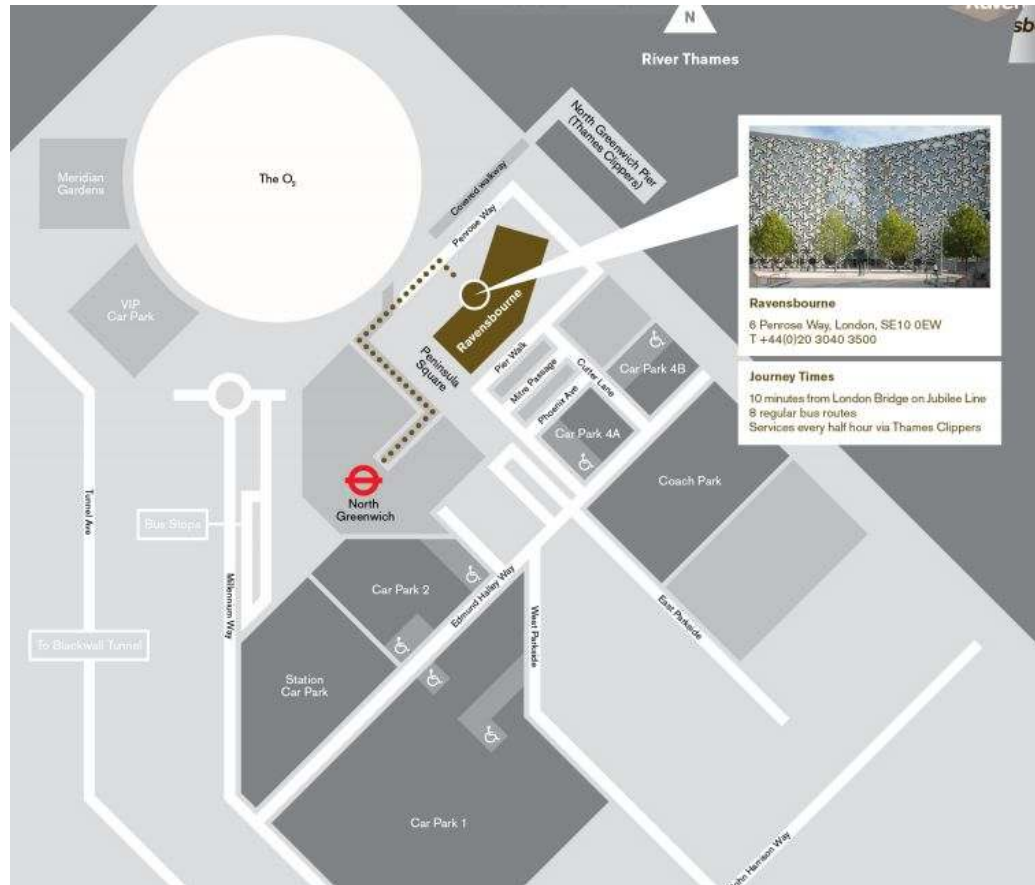Ziggy Maes - Volunteer Co-coordinator

Robby Sayles - Volunteer Co-coordinator

Dan Monsieurle - AV Team Leader

The Festival

Mozilla Festival is an annual gathering of passionate thinkers and inventors from around the world who meet to learn from each other and help forge the future of the web. Set over the 9 floors of Ravensbourne College, festival ticket holders will have the chance to collaborate and exercise productive skill-sharing through hands-on sessions outside of the confinements of the classroom.

Ravensbourne is a university college specialising in digital media and design located on the Greenwich Peninsula. This is the college's sixth year hosting the Mozilla Festival. Core team is Clare Selby and Lauren Fox.

The venue will be open to the general public every day from 8am until 9pm each day for the general public and the venue will be accessible to staff and volunteers from 07.30am each day until 22.00pm over the weekend

N

River Thames

The O₂

Meridian Gardens

VIP Car Park

Covered Walkway

Penrose Way

North Greenwich Pier (Thames Clippers)

Ravensbourne

Peninsula Square

Pier Walk

Mitre Passage

Phoenix Ave

Cutter Lane

Car Park 4B

Car Park 4A

Coach Park

North Greenwich

Bus Stops

Tunnel Ave

Millennium Way

To Blackwall Tunnel

Car Park 2

Edmund Halley Way

West Parkside

East Parkside

John Harrison Way

Station Car Park

Car Park 1

Ravensbourne
6 Penrose Way, London, SE10 0EW
T +44(0)20 3040 3500

Journey Times
10 minutes from London Bridge on Jubilee Line
8 regular bus routes
Services every half hour via Thames Clippers

The festival takes place over three days.We have nine spaces, which are central hubs of learning plus an interactive and immersive art exhibition

- Digital Arts and Culture
- Journalism
- Open Science
- Open Badges
- Fuel The Movement
- Localisation
- Youth Zone
- Demystify the Web
- Dilemmas in Connected Spaces
- MozEx (Art Exhibit)

Within these Spaces we have created pathways, which are a series of experiences or sessions which will interlink across the spaces and floors of the festival. There are five pathways built across the festival weekend.

Attendee Scheduling

There is a soft opening on the Friday morning for all facilitators for training until lunch time. Then in the afternoon there is a leadership development workshop.
For ticket holders the weekend starts on the Friday, with registration opening at 18.00 and we will be running a Science Fair on the 4th floor from 18.00 until 21:00 During the Science Fair we will have canapes and drinks for all guests.

Saturday morning starts with registration opening from 8.00am and coffee being served on the on the ground floor. Welcome and Opening Keynote will start at 9am on the 4th floor.

Sunday morning starts with registration opening at 9.00am and MozFest Breakfast starting at 9:30 on the 4th floor. The Closing Demo Party will take place on the 4th floor from 18.00 until 20:00. During the Demo Party we will have canapes and drinks for all guests.

Volunteer roles

Role	Duties
Space/Production Runner	Providing support for a specific thread or floor theme - the runners will assist and help the dedicated Space Wranglers with the facilitation of the running of the floor and practical help for any and all needs. Main interface between the Wranglers and the Festival organisers.
Info Guru	Look after the Info Desks on most floors (2, 5, 6, 7, 8, & 9 - ie not 0, 1, 3, or 4) . Founts of all knowledge and know what is going on, where, and when but with in-depth knowledge about the goings-on one their floor. First point of contact for attendees looking for information.
Mascot Team	Walking photo opportunity. "Team" as the person in the fox suit needs a buddy or two to help them get suited and unsuited as well as assistance in getting around the venue safely.
Catering Team	Setting up and running Grab booths for takeaway lunches for those facilitators and Space Wranglers unable to use the main dining area on Sat & Sun. Setting out desserts in the afternoon.
Welcome Desk	Greeting people as they arrive and assisting with check-in - setting up the Welcome Desk, working in pairs registering people and handing out lanyards and swag. Answering questions about the festival with a big friendly face as the first point of contact for the festival. Running info desk on ground floor and dealing with lost property,
Press Corps	Running Press Room during event. Assisting visiting media types. Also helping to curate social media stream via @MozillaFestival. Taking pictures and live tweeting talks.

Audiovisual Tech	Helping with Audiovisual equipment set up on the Friday, setting up science fair, helping with the scheduling live feed in rooms, setting up laptops and A/V on each floor, assisting at the tech help desk, set up the closing demo on Sunday night.
Stage Runner	Helping our 4th floor stage manager set up Science Fair and Closing demo party - helpings setting and running D&D space in the Walker Space and their speakers
Docent	To guide audience around 3rd floor audiovisual exhibit and interactive pieces
Decor	Helping put up posters around the venue, hang flags and roll out the banners
Saturday night helpers	Helping to run the special Saturday night experience. Crowd-control, acting, and dressing-up skill would be helpful.

Shift timings over the weekend. These are the overall start and finish times. Specific shifts are between two and four hours in length and are timed to avoid shift changes mid-session. Please see the rostering tool for details.

Thursday 14:00 - 18:00
Friday 8.00 - 22:00
Saturday 07:00 - 21.00
Sunday 08.30- 22:00

Need help on Sunday night…..

Sunday is 'GET OUT' night and we need all hands on deck to help re set the floors and pull all equipment and supplies back into the stock room on the 1st floor. We will be required to do a quick clean up but nothing heavy but ensuring all posters are off the walls and litter in bins. Last year we were sipping beers at 9:30 and they were the best beers of the weekend. If you are free to help us on Sunday night, please sign-up for the 'Bump out' shift.

Fire safety

There will be 10 fire marshals on site all weekend and these marshals are led by the Ravensbourne core team. In event of evacuation all persons on site will have been informed to follow instruction from the Ravensbourne staff and meet at the muster point located on the paved area in front of the Emirates Air Line. Shown in the diagram below in the blue with a cross though it.

The muster point at Ravensbourne is located on Olympia Way.

Temporary Fire Evacuation Point For Ravensbourne

Health and Safety
In case of Emergency

If there is an incident onsite the lead position of action falls to Ravensbourne team.
MozFest staff will clear the main radio channel asking all non emergency calls to be held until further notice.
If we need to evacuate we will request over the radio that all volunteers and staff make their way to the exit as an attendee. They have no responsibility here other than to leave the building and head to the muster point. Ravensbourne bares the responsibility of evacuation and coordination.

In non evacuation situations

All volunteers report into Spike who will send the information directly up the chain to Mozilla core team and/or to Ravensbourne core team
Claire Selby and Lauren Fox will be the chief officers on site and lead on all emergency protocol.

All core teams will be equipped with radios and a channel guide. All core teams will be instructed on how to communicate clearly on radios and not clog the channels. All core team members will have their mobile phones on them at all times and will be instructed pre-event on the protocol for dealing with an emergency.

Locations for radios on the floor
  · Registration Level one
  · Welcome Desk Level four
  · At all info booths on each floor

In an incident of first aid
1. Assess the situation and call via the radio for Ravensbourne core team to meet at the location, talking clearly and slowly over the radio
If the person is not in immediate danger of further injuring themselves please do not attempt to move them and wait until a member of the Ravensbourne team to arrive. Ravensbourne will then call the first aiders on-site.

The first aid room is located on the ground floor next to the café and only first aid trained personnel will be able to allow access.

Chain of communication

Spike, Robby and Ziggy are your Volunteer Coordinators and all issues should be feed to them. From Mozilla you can communicate any incidents to Sarah and Marc, and Claire and Lauren from Ravensbourne.

All core team will be equipped with radios and a channel guide. All core teams will be instructed on how to communicate clearly on radios and not clog the channels, if you require extended time on a channel move to one that's spare and dial the radio of the person you're wishing to talk to. All core team members will have their mobile phones on them at all times and will be instructed pre-event on the protocol for dealing with an emergency.

Lost Children
We will have about 150 children on site over the weekend partaking in the Youth Zone. There will be schools, afterschool programs and families onsite. If you find a child who is lost or are alerted to a lost child, bring the child to the closest information desk. Do not take the child off that floor. The information desk will alert the Youth Zone, where there are trained youth leaders from a creche who will come collect the child and bring them to the Creche- which is located on the 2nd floor. Please do not bring the child to the creche but wait with them at the info desk. The creche will then call the parents of the child and notify them to come to the creche.

Take a moment out
The weekend can be very overwhelming, busy and those stairs are hard on the feet. The volunteer room is located on the first floor room 107. You can take time out to rest, have a drink and chill in this room. If you need a moment of quiet or reflection we have a room on the first floor you can use.
Please look after yourself, if you are tired take a break, thirsty take a drink or sit down for a moment.
There is also a prayer room on site if anyone requires it

Participation Guidelines

The Mozilla Festival respects Mozilla's [community participation guidelines](). These guidelines cover our behaviour as participants, facilitators, Space Wranglers, staff, volunteers, vendors, and anyone else involved in making MozFest possible.

How to treat each other

- be respectful,welcoming, and inclusive

- try to understand different perspectives
- do not threaten violence
- empower others
- strive for excellence
- don't expect to agree with every decision

Raising Issues at MozFest

- Email: festival@mozilla.org
- Phone call or text message: +44 (0) 207 855 3030
- Twitter Direct Message: @mozillafestival
- Contact the info desk on the 5th floor they will immediately find someone to help

All reports will be held in the strictest confidence