

# PROTOCOL TEAM MEMBER MANUAL



# ▶ WELCOME

## Alright Bab!

Welcome to the Birmingham 2022 team and to the Games Family Services Functional Area. After much anticipation, we are delighted to host the 22nd Commonwealth Games here in Birmingham, a chance to celebrate with our global Commonwealth community, bring people together, and showcase the best of the West Midlands region. We are delighted that you have joined the Commonwealth Collective and will work with us to deliver one of the largest celebrations of sport and culture to have taken place in the United Kingdom.



It is important that all staff members and the Commonwealth Collective come together to form a skilled and united team come this summer. Your participation in Role-Specific and Venue-Specific training sessions will help us achieve these goals - without volunteers, the Games would not be a success. You will be one of over 750 volunteers within the Games Family Services Functional Area, and we want to help you feel prepared to fulfil your role confidently, and to have fun along the way. This manual should provide the information to take you one step closer to this goal and prepare you for your first shift as a Protocol Team Member.

Finally, I want to thank you for your enthusiasm and dedication to the Birmingham 2022 Commonwealth Games. Good luck with your role and I hope the Games provide you with an amazing, once in a lifetime experience!

I look forward to meeting you all.

**Ashwin Lokare**

Head of Games Family Services



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# ► MY TEAM

## GAMES FAMILY SERVICES

Games Family Services (GFS) is a Functional Area within the Birmingham 2022 Commonwealth Games. Games Family Services encompasses the Birmingham 2022's relationship with, and services to, the Commonwealth Games Associations (CGAs), the Commonwealth Games Federation (CGF), the wider Games Family, i.e., dignitaries, and other distinguished guests. The 'Games Family' are persons who are entitled to accreditation under the provisions of the Commonwealth Games Federation.

## PROTOCOL

The Protocol Team sits within the Games Family Services Functional Area. The primary objective of Protocol is to provide an exceptional level of service to the Birmingham 2022 Games Family clients before and during the Games. Protocol Services are provided at competition and selected non-competition venues, such as the Games Family Hotel (GFH) and Commonwealth Games Villages (CGV). At each competition venue, a Venue Protocol Manager and a Deputy Venue Protocol Manager will be present to oversee Protocol operations and support you in your role.

The Protocol Leadership Team consists of:



**Sean McColm**  
Protocol Operations  
Manager



**Ashwin Lokare**  
Head of Games Family  
Services



**Jennifer Ralph**  
Dignitary Programme  
Manager

### FUN FACT...

Australia tops the chart of all-time medal winners (2416) with England coming in 2nd (2144) and Canada in 3rd (1555).

### DID YOU KNOW...

Birmingham has more canals than Venice! The city has 35 miles of canals, but the larger Birmingham Canals Navigation Network stretches over 100 miles.

## CLIENTS & KEY PEOPLE

The client group that the Birmingham 2022 Protocol Team provide a service for are the Commonwealth Games Family. Ensuring an exceptional level of customer service, hospitality and Birmingham 2022 spirit for these clients is key to your role as a Protocol Team Member. The client groups you will be liaising with and assisting during the Games are:

### COMMONWEALTH GAMES FEDERATION

The primary clients for Birmingham 2022 are those from the Commonwealth Games Federation. As the Governing Body of the Commonwealth Games, they hold overall responsibility and control of the Games, and work closely with the Protocol Team back at HQ. The Patron is Her Majesty Queen Elizabeth II, whilst the Vice-Patron is HRH The Earl of Wessex KG, GCVO. The President of the Commonwealth Games Federation is Dame Louise Martin DBE (a name you will hear a lot!).

### COMMONWEALTH GAMES ASSOCIATIONS

The Commonwealth Games Associations (CGAs) are the 72 recognised nations and territories that are responsible for organising, preparing and selecting the group of athletes to represent and compete in the Commonwealth Games. Each Commonwealth Games Association will bring the following official representatives who you will be assisting during your role: Commonwealth Games Associations President, Secretary-General, Chef de Mission, General Team Manager and Team Officials.

#### COMMONWEALTH GAMES ASSOCIATION PRESIDENT

The President is the elected leader of their Commonwealth Games Association and represents the nation or territory at the General Assembly.

#### SECRETARY - GENERAL

The Secretary-General is the elected Chief Administrator of their Commonwealth Games Association. They are the link between the President and the athletes/team officials. They also work closely with the Chef de Mission.

### CHEF DE MISSION

The Chef de Mission (CdM), more commonly referred to as 'Chef', is the leader each CGA delegation at the Commonwealth Games Villages and are the primary contact for Birmingham 2022. They are the single point of reference for any challenges and are able to report these challenges back to CGA Services at the daily Chef de Mission meetings in the Villages each morning.

### GENERAL TEAM MANAGER

The General Team Manager reports directly to the Chef de Mission and manages the different disciplines within the delegation from sport to transport. The number of the General Team Managers is based on the number of the athletes.

#### DID YOU KNOW...

There are 72 nations and territories, otherwise called Commonwealth Games Associations (CGAs), taking part in the Birmingham 2022 Games. The nations and territories are from 6 regions:

- Europe (10)
- Asia (8)
- Africa (19)
- Oceania (14)
- Americas (7)
- Caribbean (14)

#### FUN FACT...

Birmingham Library is the largest library in Europe.

## DOMESTIC AND INTERNATIONAL DIGNITARIES

An International or Domestic Dignitary includes individuals from a royal, political, diplomatic, government and sporting background. It also includes our Chairman and Chief Executive, and senior executives from Broadcasters, Media and Sponsors.



**Prince Edward**  
The Vice-Patron, HRH  
The Earl of Wessex KG GCVO



**Prime Minister**  
First Lord of the Treasury,  
Minister for the Civil Service,  
and Minister for the Union



**Ian Reid**  
Birmingham 2022  
Chief Executive Officer



**John Crabtree OBE**  
Chairman of the  
Birmingham 2022 Board



**Councillor Ian Ward**  
Leader  
Birmingham City Council

### B2022 BOARD

To read more about the Birmingham 2022 Board, please use this [link](#).

### DID YOU KNOW...

There are 2.4 billion citizens across the Commonwealth. The Games will have up to 1.5 billion global TV viewers.

## COMMONWEALTH GAMES FEDERATION: FAMOUS FACES



**Dame Louise Martin DBE**  
President (Scotland)



**Kereyn Smith**  
Vice-President  
(New Zealand)



**Chris Jenkins**  
Vice-President  
(Wales)



**Bruce Robertson**  
**CM, CPA, CITP**  
Vice-President (Canada)



**Hugh Graham**  
**Regional**  
Vice-President  
(Oceania)



**Ian Metcalfe**  
Birmingham 2022  
Representative  
(Host CGA)



**Katie Sadleir**  
Chief Executive Officer



**Martin Reynolds**  
Executive Director



**Senator Hon,  
Fortuna Belrose**  
Regional Vice-President  
(Caribbean)



**Miriam Moyo**  
Regional Vice-President  
(Africa)



**Judy Simons J.P.**  
Regional Vice-President  
(Americas)



**Chris Chan**  
Regional Vice-President  
(Asia)



**Harry Murphy**  
Regional Vice-President  
(Europe)



**Darren Hall**  
Chief Operating Officer



**Sandra Osborne**  
Legal Advisor



**Mary Hardy**  
Audit & Risk Committee  
Chair



**Brendan Williams**  
Athlete Representative

## ► MY ROLE

### PROTOCOL TEAM MEMBER ROLE

Within your allocated competition venue, most Protocol Team Members will rotate tasks throughout the Games Time period. The tasks that you could be asked to do include:

#### MEET & GREET

The Meet & Greet Service includes welcoming Games Family clients, showing them to the Games Family Lounge, Seating Bowl and answering any immediate questions they may have. Team Members will Meet & Greet clients at the entrance to the Games Family Lounge and Seating Bowl, ensuring that they receive a friendly, polite, and enthusiastic welcome, and will be on hand to help with any additional questions they may have. You will be the face of the Birmingham 2022.

#### ACCREDITATION CHECKS

Anyone who isn't a ticketed spectator will require an accreditation pass. Access to different venues and areas is dependent on your accreditation privileges. An Accreditation Access Control Board will be visible at all entry points and in the Games Family Lounges. As a Team Member, it is important that you are aware of the accreditation privileges which the Games Family members need to gain access to a venue's Games Family Lounge and seating bowls, the Games Family Hotel and transportation.

As a Protocol Team Member, you will be tasked with checking clients' accreditation passes, before they access Games Family Lounges and Games Family Seating Bowls. When checking someone's accreditation we ask that you do this discreetly, but firmly. If necessary, ask the client to show it to you and then thank them for helping you.



## LEGACY

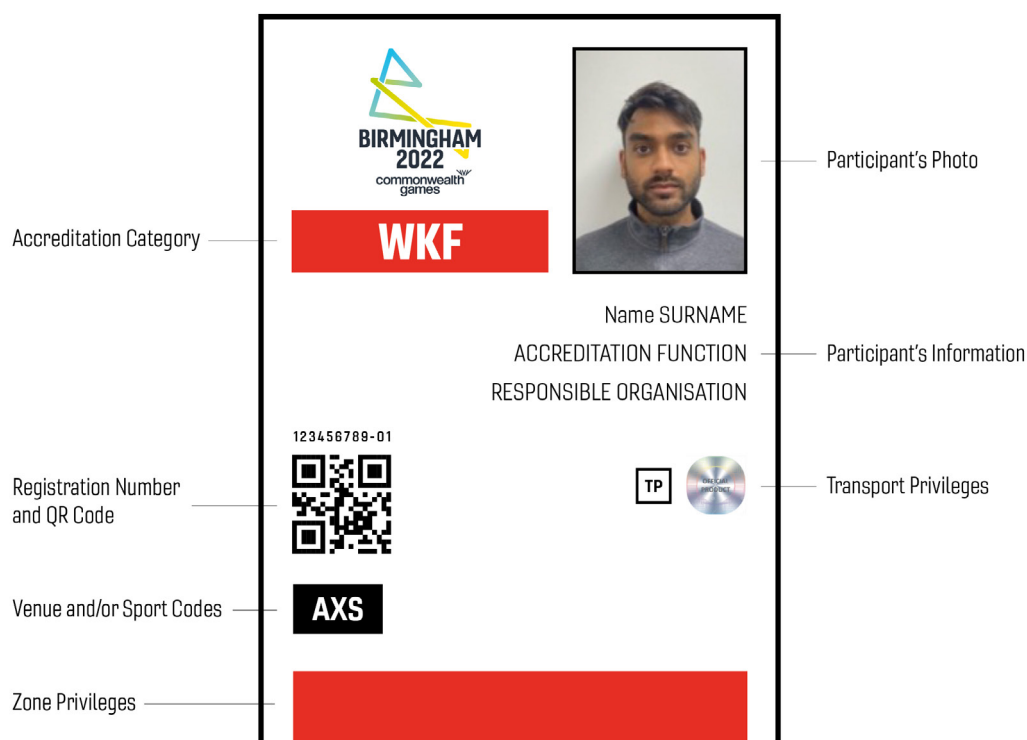
**BIRMINGHAM AND THE WEST MIDLANDS IS A REGION OF MAKERS, OF KIND HEARTS AND NEVER-QUITTERS.**

The Games gives us a chance to surprise, to show our rich array of cultures, faiths, and history. It will give individuals, communities, and businesses a chance to flourish. The Games will help us to recharge, rise, grow, and succeed, leaving a long-lasting legacy and advancing our ambition for a fair and thriving region for all.

We are proud that Birmingham 2022 will deliver the **largest fully integrated para-sport programme** for any Commonwealth Games and, for the first time in global multi-sport event history, **more medals will be awarded to women than men.**

[Click here](#) to find out more about the B2022 Legacy.

## Accreditation Pass Example



## Access codes, symbols & colours

| Access code   | Accessible areas   |
|---------------|--|
| <b>Venues</b> |  |
|               | All competition and training venues including access to Prime Events. This accreditation is known as INF.                              |
|               | All competition and training venues except prime Events. This accreditation is known as INL.   |
| CGV           | Commonwealth Games Villages - International Zone   |
| IBC           | International Broadcast Centre (Non-Operational Access)  |
| GFH           | Games Family Hotel (Non-Operational Access)  |
| GMH           | Games Media Hub (Non-Operational Access)   |
| <b>Zones</b>  |  |
| BLUE          | Field of Play / Athlete Preparation Areas / Operational Areas / Back of House (BOH) / General Circulation Areas / Front of House (FOH) |
| RED           | Operational Areas / Back of House (BOH) / General Circulation Areas / Front of House (FOH)   |
| YELLOW        | General Circulation Areas / Front of House (FOH)   |
| 1             | Games Family Hospitality Areas   |
| 2             | Press Areas  |
| 3             | Broadcast Areas  |
| R             | Commonwealth Games Villages – Residential Zone   |

| Access code      | Accessible areas  |
|------------------|---|
| <b>Seating</b>   |   |
| G                | Games Family Seating Bowl   |
| A                | Athletes and Officials Stand  |
| B                | Rights Holding Broadcaster and Host Broadcaster Stand   |
| E                | Press, Journalist and Photographer Stand  |
| <b>Transport</b> |   |
| T1               | Dedicated car & driver per T1 Client  |
| T2               | Shared car & driver – access to a car with driver via an on-demand (OD) or request for transport (RFT) reservation system |
| TA               | Athlete Transport   |
| TM               | Media (Press & Broadcast) Transport   |
| TP               | Public Transport  |

## RECEPTION DESKS

Each Games Family Lounge will have a reception desk where a Protocol Team Member will provide assistance and general information to the Games Family. This may include distributing sporting results, start lists, schedule information, and booking various transportation upon request. This information will be available to you on a Birmingham 2022 laptop. You will also carry out any required administration tasks.

## MEDAL CEREMONIES

Medal Ceremonies are an integral and high-profile part of the Games. It is where successful athletes receive their gold, silver or bronze medals. Games Family clients usually present these medals. Therefore, a Protocol Team Member will work with the Venue Protocol Manager to identify and locate the correct presenter from the Games Family Lounge or Seating Bowl, escort the medal presenter to the holding area in advance of the ceremony and escort them back to the Lounge or Seating Bowl after their duties. Once you have directed the presenter to the holding space, you should take their accreditation pass from them and wait, then return it to them after the ceremony and walk them back up to the Games Family Lounge. If a medal presenter is unavailable/missing, the Venue Protocol Manager will work with the Commonwealth Games Federation to ensure a suitable replacement is identified.

## SEATING BOWL

The Seating Bowl is the dedicated seating area provided for Games Family Clients at each competition venue to enable them to watch the sport competition. As a Protocol Team Member, your role will be to:

- Welcome Clients
- Check their accreditation
- Direct members to their seats
- Liaise with the Catering, Cleaning and Waste Team to ensure the Bowl is presentable at all times
- Manage client numbers and inform a Venue Protocol Manager when capacity reaches 80%.

## PRIME EVENT ACCESS

Eligible Games Family Clients will require their Accreditation Device to access Prime Event Access (PEA) events. These are clients with the INF accreditation privilege, selected local Dignitaries or selected persons from National Governing Bodies of the sport in question. A Prime Event Access session is where the Protocol team believe demand outstrips the capacity of the Seating Bowl and Games Family Lounge and has been decided in the planning stages of Birmingham 2022. These sessions can be seen in the following table on [page 11](#).

## SUSTAINABILITY

Our ambition is clear: we will deliver the most sustainable Commonwealth Games since the event began. Birmingham 2022 hopes to be the **first ever carbon-neutral Games**. [Click here](#) to find out more about our Sustainability Pledge.

## OUR PLEDGE

TO MAKE BIRMINGHAM 2022  
COMMONWEALTH GAMES  
THE MOST SUSTAINABLE YET

### Prime Event Access Sessions

| Date          | Venue                    | Sport   | Session(s)    | Capacities |
|---------------|--------------------------|---|---------------|------------|
| 29 July 2022  | Sandwell Aquatics Centre | Swimming Multiple Finals                              | 19:00 – 22:00 | 280        |
| 30 July 2022  | Sandwell Aquatics Centre | Swimming Multiple Finals                              | 19:00 – 22:00 | 280        |
| 31 July 2022  | Sandwell Aquatics Centre | Swimming Multiple Finals                              | 19:00 – 22:00 | 280        |
| 1 August 2022 | Sandwell Aquatics Centre | Swimming & Para-Swimming Multiple Finals              | 19:00 – 22:00 | 280        |
| 1 August 2022 | Victoria Park            | Lawn Bowls (Field A) Women's Singles Final            | 16:30 – 19:45 | 50         |
| 2 August 2022 | Sandwell Aquatics Centre | Swimming Multiple Finals                              | 19:00 – 22:00 | 280        |
| 2 August 2022 | Smithfield               | Men's Wheelchair Basketball 3x3 Final                 | 19:30 – 22:00 | 80         |
| 2 August 2022 | Smithfield               | Women's Wheelchair Basketball 3x3 Final               | 19:30 – 22:00 | 80         |
| 2 August 2022 | Smithfield               | Men's Basketball 3x3 Final                            | 19:30 – 22:00 | 80         |
| 2 August 2022 | Smithfield               | Women's Basketball 3x3 Final                          | 19:30 – 22:00 | 80         |
| 3 August 2022 | Sandwell Aquatics Centre | Swimming & Para-Swimming Multiple Finals              | 19:00 – 22:00 | 280        |
| 4 August 2022 | Sandwell Aquatics Centre | Diving Multiple Finals                                | 18:00 – 21:00 | 100        |
| 5 August 2022 | Sandwell Aquatics Centre | Diving Multiple Finals                                | 10:00 – 13:00 | 100        |
| 5 August 2022 | Sandwell Aquatics Centre | Diving Multiple Finals                                | 18:00 – 21:00 | 100        |
| 5 August 2022 | Victoria Park            | Lawn Bowls Finals (Field A)<br>Women's Triples Finals | 16:30 – 19:45 | 50         |
| 6 August 2022 | Victoria Park            | Lawn Bowls Finals (Field A)<br>Men's Singles Final    | 16:30 – 19:45 | 50         |
| 6 August 2022 | Sandwell Aquatics Centre | Diving Final  | 10:00 – 13:00 | 100        |
| 6 August 2022 | Sandwell Aquatics Centre | Diving Multiple Finals                                | 18:00 – 21:00 | 100        |
| 7 August 2022 | Sandwell Aquatics Centre | Diving Multiple Finals                                | 17:30 – 20:30 | 100        |
| 7 August 2022 | NEC Arena                | Netball Final   | 20:30 – 22:30 | 200        |
| 8 August 2022 | Sandwell Aquatics Centre | Diving Multiple Finals                                | 10:00 – 13:00 | 100        |

## TRANSPORT

Games Family Clients are entitled to different Transport services, and this will be displayed on their accreditation. Protocol Team Members situated at the reception desk in the Lounges will work closely with Transport Team. Transport services can be booked either using a dedicated app or telephone service. The transport services provided to the clients are as follows:

### T1: Dedicated car & driver service

Dedicated car and driver for specific Games Family clients. This will be pre-decided for only a handful of clients.

### T2: Shared car & driver

#### On Demand (OD) & Request for Transport (RfT)

The **On-Demand** service will provide a taxi-style service from several key Birmingham 2022 locations for T2 entitled clients to any location on the official T2 Destination List. The T2 On Demand service will be provided from the Commonwealth Games Villages, the Games Family Hotel, Games Headquarters and all competition venues when in session. Note: Lee Valley Velopark London will only run a T2 service.

#### On-Demand Operational Times (Games Time): 07:00-23:00

**Request for Transport bookings** will be available for travel between official T2 destinations where the On-Demand service is not available.

## GAMES FAMILY LOUNGE MANAGEMENT

Games Family Lounges are the exclusive lounge spaces for the Games Family clients. The appropriate accreditation will be required to enter the lounges. The Games Family Lounges will be open 1 hour prior to its respective venues first competition start time and will close 1 hour after the end of competition, or at the conclusion of the Medal Ceremonies. A Protocol Team Member's role at the Games Family Lounges will be directed by the Venue Protocol Manager, and includes communication with the Catering, Cleaning and Waste team to ensure the lounge looks presentable, clean and well-stocked; providing information to clients as requested; welcoming clients and providing exceptional customer service throughout.

## FLAG PROTOCOL

Birmingham 2022 are required to display a Protocol Set of Flags and the Flags of Competing Nations in that particular competition. Birmingham 2022 must display flags at all competition venues. You may be asked by the Venue Protocol Manager to check these against the Birmingham 2022 official Flag Manual to ensure nothing is incorrectly displayed or damaged. If you notice anything out of the ordinary, tell the Venue Protocol Manager. You could be approached by a Games Family client who informs you that something is wrong with their Nation Flag; it is your responsibility to treat this situation respectfully and sensitively and inform your Venue Protocol Manager. Each Games Family Lounge will have a copy of the Flag Manual accessible to Protocol Team Members, which is the single source of truth for all flags displayed at the Games.

### FUN FACT...

Big films & TV series filmed in Birmingham & West Midlands:

- Line of Duty
- Mission Impossible 7
- Nativity!
- The Italian Job (1969)



## COMMUNICATION

### ESCALATION PROCESS

These are 3 key phases to be aware of:



## STEP 01

### CLIENT ENQUIRY

A client has approached you with a question.  
What do you do?

- "Where can I charge my devices?"
- "When is my specific athlete going to be competing?"
- "My Nation's Flag is displayed incorrectly!"
- "I am supposed to be presenting medals at the ceremony soon, where do I need to go?"



## STEP 02

### PROBLEM SOLVE

Can you answer the question?  
If you know the answer or where to find the answer, then tell or refer the client.

- "I can direct you to the Games Services Centre which will have an answer for you."
- "There is an app which can provide this information. I can show you how to access this if you'd like?"
- "I am very sorry for this. I will find my manager who will be able to deal with this challenge more appropriately."
- "Of course, I know the answer to that."



## STEP 03

### TELL YOUR VPM

If you do not know the answer or the client is being hostile, then locate your Venue Protocol Manager to resolve the challenge.

- "Hello. This client has informed me that they have a question. Please may you provide assistance?"
- "Please may you point me in the right direction to find this answer?"
- "This client has been rude and is no longer calm. Please may you speak to them and help to answer their question?"

## BEING A PROTOCOL TEAM MEMBER



### CULTURAL AWARENESS

**The recognition of the differences of your own and other cultures.**

There will be 72 Commonwealth Games Associations (CGA) in attendance who present a variety of cultural beliefs and behaviours. As a Protocol Team Member who will be within close contact to these CGAs, it is imperative that you display cultural awareness and sensitivity.

### CUSTOMER SERVICE

**Demonstrate exceptional service and hospitality throughout the Games and respect the expectations of the clients.**

The Games Family are an important client group; they include a wide spectrum of Domestic & International Dignitaries. You are the face of the Games and will be dealing with these client's enquiries whether it's praise, appreciation, or challenges. Excellent communication and superb interpersonal skills are a necessity to ensure all encounters are friendly, yet professional.

### DECISION MAKING

**The process of identifying a decision, gathering information, and assessing alternative solutions.**

It is important to understand which decisions require your proactivity in finding a solution, and when to escalate the process to a member of staff. Refer to the Escalation Process on [page 13](#).

### RESOLVING ISSUES

**Collaborating, Accommodating, Compromising.**

Resolving Issues is vital in a Protocol Team Member role. As the 'Face of the Games' you could be the first person that the Games Family clients will see if they have a question. It is your responsibility to handle these challenges in a friendly manner, and always follow the **PERRY** steps.

BE...

**P**

**ROACTIVE**

**E**

**MPATHETIC**

**R**

**ESPECTFUL**

**R**

**ESILIENT**

SPEAK TO...

**Y**

**OUR VPM**

### DID YOU KNOW...

Over 1 million tickets have been sold for the Games so far!

## **ADAPTABILITY**

**The ability to rapidly implement different skills and behaviours in response to changing circumstances.**

Whilst you will be aware of your daily tasks at the start of every shift, and possible changes to this throughout the day, you may be required to do a different task suddenly depending on availability and changing circumstances. Alongside being adaptable, you will need to be enthusiastic and open to taking on the new opportunities.

## **COMMUNICATION**

**The successful conveying or sharing of ideas and feelings.**

You have been selected for this role due to your expression and presentation of excellent communication skills. Communication skills will be vital in every task you come across as a Protocol Team Member. Given the clientele that you will be working with every day, it is key to be professional, polite, and friendly in all interactions. You may be tasked with anything from meeting and greeting guests, to managing challenges raised within the venue, therefore it is always vital to enter a conversation enthusiastically and with a smile.

Remember: volunteering at the Commonwealth Games is a fantastic experience but above all, we want you to have fun and always come to your shift with a smile!



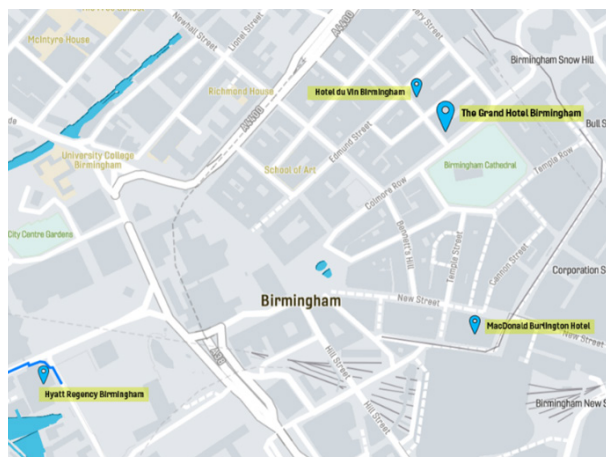
# ▶ VENUES

## VENUES & SPORTS

As a Protocol Team Member, you could be based at multiple venues. Your shifts and working patterns are dictated by the timings of the Sport Competition Schedule, including the Opening/Closing Ceremonies, 1-day events, or venues with a short competition period and will be at the discretion of the Protocol Team as to where you're rostered. Flexibility is vital as a Protocol Team Member.

### GAMES FAMILY HOTEL

The Games Family Hotel (GFH) is the Grand Hotel Birmingham (Postcode: B3 2BS). This is an accredited venue and is the only 'exclusive use hotel' that will accommodate the Games Family. The Grand Hotel will accommodate Commonwealth Games Associations Presidents, Secretaries-Generals, Commonwealth Games Federation Board, distinguished and honoured guests. Alongside The Grand Hotel we have acquired rooms in Hotel Du Vin (66), The Hyatt Regency (80) & McDonald Burlington (50) to fulfil any further Games Family accommodation needs.



### Guest Pass and Accreditation Centre (GPAC)

|                       |   |
|-----------------------|---|
| Location              | Sassicaia Room, Hotel du Vin, 25 Church Street, Birmingham B3 2NR |
| Opening Dates         | 25 July to 9 August 2022  |
| Opening Hours         | 09:00 – 21:00   |
| Guest Pass Collection | 09:00 – 20:00   |

### GAMES FAMILY SERVICES CENTRE

The Games Family Service Centre for our clients will be situated in the Grand Hotel, and will provide a full range of services to the Games Family including Protocol, Arrivals and Departures, Accreditation, Transport, and Ticketing.

The Food & Beverage timings at the Grand Hotel for the Games Family are as follows:

| Food & Beverage Options | Timings                   |                         |
|-------------------------|---------------------------|-------------------------|
| Isaac's                 |                           |                         |
| Breakfast               | Weekdays: 06:30 – 10:30   | Weekends: 07:00 – 11:00 |
| Dinner                  | 18:00-22:00 (Last Orders) |                         |
| Madeline's Bar          |                           |                         |
| Opening Hours           | 10:00 – 23:00             | Last Orders: 22:30      |

## COMPETITION VENUES

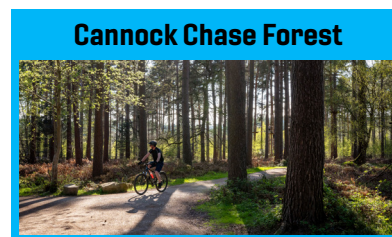
Select the VENUE icon for information on that venue, or click the SPORT icon below for information on the sport at that venue.



**Alexander Stadium**



**Arena Birmingham**



**Cannock Chase Forest**



**Coventry Stadium & Arena**



**Edgbaston Stadium**



**Lee Valley VeloPark**



**The NEC**



**Sandwell Aquatics Centre**



**Smithfield**



**St Nicholas Park**



**Sutton Park**



**University of Birmingham**



**Victoria Park**



**Victoria Square**



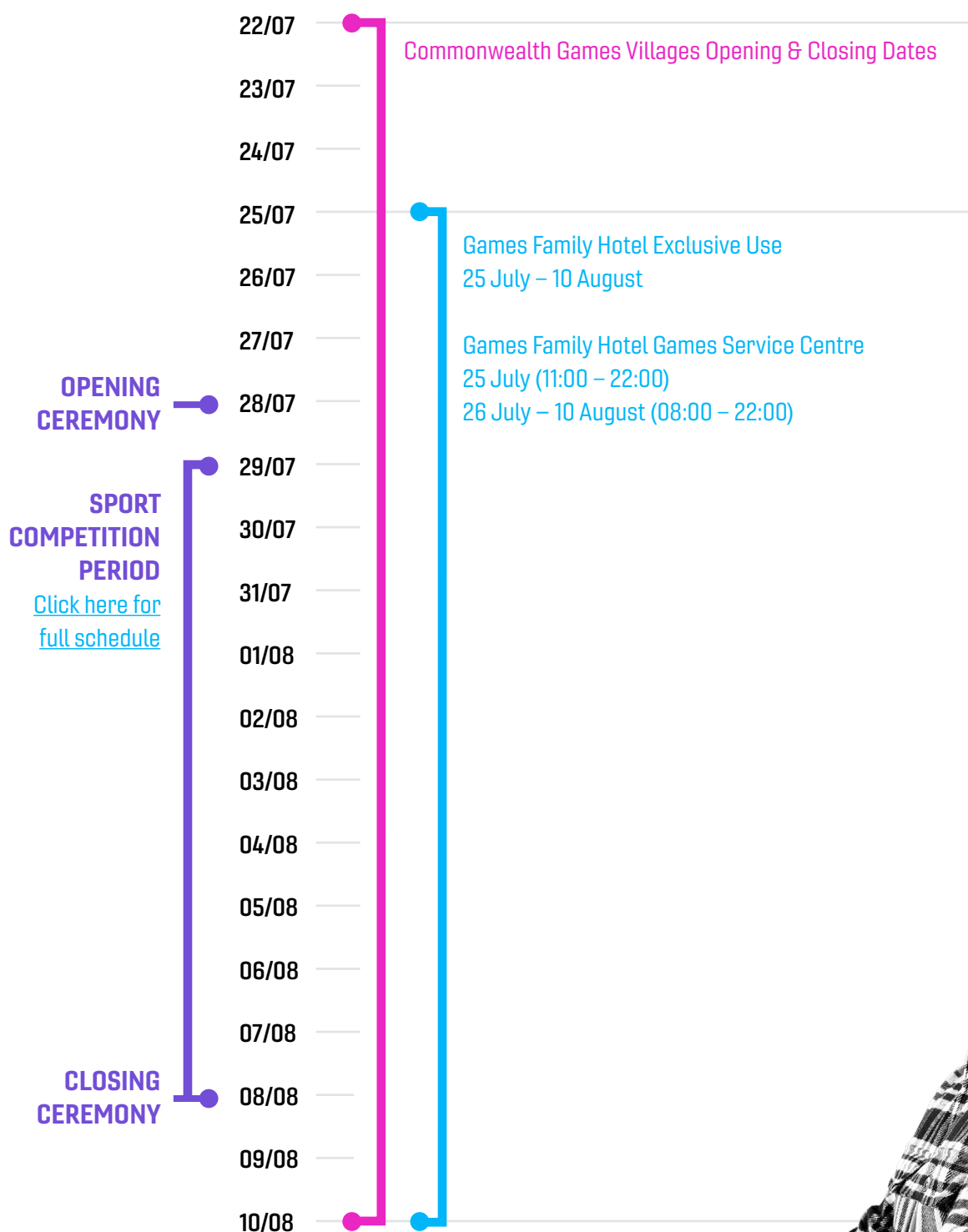
**West Park**



More information on venues and volunteer travel will be given out separately in Venue Specific Training.

# ► KEY INFORMATION

## KEY DATES



## GLOSSARY

### Commonly used Acronym

| COMMONLY USED ACRONYM | DEFINITION  |
|-----------------------|---|
| <b>GENERAL</b>        |   |
| <b>B2022</b>          | Birmingham 2022                                     |
| <b>CCW</b>            | Catering, Cleaning, Waste                           |
| <b>CdM</b>            | Chef(s) de Mission                                  |
| <b>CGA</b>            | Commonwealth Games Association                      |
| <b>CGF</b>            | Commonwealth Games Federation                       |
| <b>CGV</b>            | Commonwealth Games Villages                         |
| <b>GFH</b>            | Games Family Hotel                                  |
| <b>GFS</b>            | Games Family Services                               |
| <b>OC</b>             | Organising Committee                                |
| <b>PEA</b>            | Prime Event Access                                  |
| <b>RFT</b>            | Request for Transport                               |
| <b>VENUE CODES</b>    |   |
| <b>ARB</b>            | Arena Birmingham                                    |
| <b>AXS</b>            | Alexander Stadium                                   |
| <b>CGB</b>            | Commonwealth Games Village University of Birmingham |
| <b>CGN</b>            | Commonwealth Games Village NEC                      |
| <b>CGW</b>            | Commonwealth Games Village University of Warwick    |
| <b>CKC</b>            | Cannock Chase                                       |
| <b>COV</b>            | Coventry Stadium & Arena                            |
| <b>EDG</b>            | Edgbaston Stadium                                   |
| <b>LVV</b>            | Lee Valley Velopark                                 |
| <b>NCA</b>            | National Exhibition Centre - Arena                  |
| <b>NEC</b>            | National Exhibition Centre                          |
| <b>SAC</b>            | Sandwell Aquatics Centre                            |
| <b>SMI</b>            | Smithfield  |
| <b>SUT</b>            | Sutton Park   |
| <b>UNB</b>            | University of Birmingham - Precinct                 |
| <b>VIC</b>            | Victoria Park                                       |
| <b>WAR</b>            | St Nicholas Park – Warwick                          |
| <b>WOL</b>            | West Park – Wolverhampton                           |



# WITH THANKS TO THE BIRMINGHAM 2022 SPONSORS...

## PARTNERS

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UNIVERSITY OF  
BIRMINGHAM



## SUPPORTERS

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NORTH



## PROVIDERS

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|                |      |           |     |                    |        |                 |                      |                   |              |              |        |
|----------------|------|-----------|-----|--------------------|--------|-----------------|----------------------|-------------------|--------------|--------------|--------|
| Sunset + Vine  |      | NVT Group |     | CSM Live           |        | Incorporatewear |                      | RGS Events        |              | Kuehne+Nagel |        |
| Rosterfy       |      | DRPG      | OCS | Wiz-Team           |        | EventsAIR       |                      | Sports Technology |              | Riedel       | MTD    |
| SLX            | BMet | Microplus |     | Domestic & General |        |                 | Aston University     |                   | FGH Security |              | RE:ACT |
| Lucozade Sport |      | Bruntwood |     | Biffa              | Airbnb | STING           | Coca-Cola Zero Sugar |                   |              |              |        |

*The sponsors featured here are accurate at the time of printing. You can find the full list of Birmingham 2022 sponsors [here](#).*



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