

LA28 VOLUNTEER CHARTER



TABLE OF CONTENTS

Introduction

- Welcome from the LA28 CEO
- Our Promise to You
- The Purpose of the LA28 Volunteer Charter

About LA28

- LA28 by the Numbers

Olympic and Paralympic Games Volunteering

- The History of the Volunteer Program
- The LA28 Volunteer Program Presented by Delta Air Lines
- About LA28 Games-Time Volunteering
- The LA28 Volunteer Crew
- Our Presenting Partner: Delta Air Lines

The Official Program Mark

- Games-Time Role Categories
- Specialist Qualifications

The Journey to Joining the Crew

- Application Requirements
- Selection Requirements
- Codes
- Assessment
- Offer and Acceptance
- Waitlist

Ready, Set, Action! You're Part of the Crew—What's Next?

- Training
- Shift Schedule
- Accreditation and Uniform Pick Up
- Travel, Transport and Housing

Volunteer Definitions and Expectations

- What Is a Volunteer?
- Volunteer Responsibilities
- Health and Safety
- LA28's Commitments to Volunteer Crew Member

INTRODUCTION

WELCOME FROM THE LA28 CEO

Los Angeles has always been a place that knows how to put on a show. The stories forged in LA have dazzled the world and behind each and every one of them is a dedicated crew whose care, drive and passion brings the magic to life.

Ordinary people, working together, can do extraordinary things.

Across my career in public service, this has been true again and again and again. This truth continues to inspire and motivate me. It is why I believe so deeply in the LA28 Volunteer Program presented by Delta Air Lines. Since the moment we launched it, with community volunteer opportunities starting in December 2025, I have been awed by the generosity and enthusiasm of the LA28 Volunteer Crew.

Angelenos show up. With heart and hard work and an unmistakable drive to create positive experiences for those around them. And it is this ethos that will shine so brightly in 2028 when the LA28 Volunteer Crew welcomes the world for the 2028 Olympic and Paralympic Games.

Above all else, the LA28 Volunteer Crew will help define how millions of people experience and remember the Games. When spectators arrive, when athletes need guidance, when a family is navigating their first-ever Games, members of the crew will be there with a helping hand. It is your presence, patience and reassurance that will shape the course of their day and their memories of the Games.

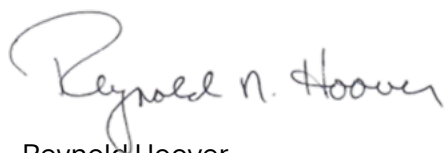
LA28 began writing its story when Los Angeles was first awarded the Games in 2017 and that legacy continues with you. Every interaction you have, every challenge you help solve, every smile you share exemplifies who we are and what our contribution to the world is. Our goal is to create an Olympic and Paralympic Games that are innovative, inclusive and powered by our community—and none of that is possible without you.

By joining the LA28 Volunteer Crew, you become part of a movement of Angelenos and global citizens who believe in service, in connection and in the power of sport to bring people together.

In 2028, the world will look to Los Angeles—and it is you who will show them the way.

Thank you for your time, spirit and commitment.

In service and solidarity,



Reynold Hoover
LA28 CEO

OUR PROMISE TO YOU

At LA28, Games-time members of the LA28 Volunteer Crew are more than participants—you are essential to bringing these Games to life. As Chief People Officer, my commitment is to ensure that every volunteer feels safe, valued, welcomed and supported from the moment you join our community. We are dedicated to creating an environment rooted in respect, where everyone's identity, voice and lived experience enriches the spirit of the Games.

We cannot underscore enough how meaningful your contributions as a Games-time volunteer will be. We are honored to share this journey with you, and we are steadfast in our responsibility to help you thrive throughout your time with the LA28 Volunteer Program.

Warmly,



Tami Majer
LA28 Chief People Officer

THE PURPOSE OF THE LA28 VOLUNTEER CHARTER

The LA28 Volunteer Charter is your guide to understanding Games-time volunteering through the LA28 Volunteer Program presented by Delta Air Lines. It outlines the expectations and commitments for applying to and being selected to join the LA28 Volunteer Crew and how LA28 will support the crew. It serves as our shared understanding of how we will both show up to ensure a positive, safe and productive volunteer experience.

SETTING THE STAGE: ABOUT LA28

Every day, people come to Los Angeles from every corner of the globe to pursue their wildest dreams, and in the summer of 2028, over 15,000 elite athletes will join that chase for the Los Angeles 2028 Olympic and Paralympic Games. The 2028 Games will mark Los Angeles' third time hosting the Olympics—previously in LA in 1932 and 1984—and its first time welcoming the Paralympics.

A creative epicenter known as the storytelling capital of the globe, Los Angeles is built for large-scale, live events from the Grammys and the Academy Awards to the FIFA World Cup and the Super Bowl. LA28 will leverage the region's existing infrastructure and rich history of sports and live entertainment to deliver a sustainable and fiscally responsible Games.

As the biggest stage in sports and human achievement, the Olympics and Paralympics have the power to strengthen connections, inspire action and drive long-lasting change. LA28 will deliver a Games that meets the moment with targeted programs to catalyze economic growth, an investment of \$160 million to elevate local youth sports and a Games venue plan that, for the first time since 1948, avoids the environmental impacts of new, permanent sports venue construction.

The LA28 Games will capture and reflect the region's spirit of limitless possibility, boundless creativity, innovation, optimism, resilience and community. We are so excited to welcome a new generation of fans into the Olympic and Paralympic Movement and write the next chapter of Games history together.

LA28 BY THE NUMBERS

**Volunteers Needed to
Support the Games:**

60K

**Olympians and
Paralympians Athletes:**

15K+

**National Olympic
Committees:**

206

**National Paralympic
Committees:**

185

Competition Venues:

50+

Zones:

24

Olympic Sports:

51

Paralympic Sports:

23

**New permanent venues
to be constructed:**

0

Olympic Medal Events:

353

**Paralympic Medal
Events:**

560

Tickets:

14M

Most Medals Events in Olympic and Paralympic History: ✓



OLYMPIC & PARALYMPIC GAMES VOLUNTEERING

A Rich Past: The History of the Volunteer Program

Originally launched at the London 1948 Olympic Games, the Olympic and Paralympic Volunteer Program is the heartbeat of the Games. It connects people from around the world, fosters community engagement within the host city and creates lifelong memories and friendships for volunteers and those they interact with.

Volunteers are essential to the Olympic and Paralympic Movements, with thousands selflessly supporting each Games. At the last Los Angeles Games in 1984, more than 30,000 volunteers participated, and most recently at Paris 2024, over 35,000 volunteered. LA28 will write a new chapter of volunteer history, bringing together 60,000 dedicated and passionate volunteers to set the stage for an epic Olympic and Paralympic Games.

A Bright Future: LA28 Volunteer Program presented by Delta Air Lines

The LA28 Volunteer Program presented by Delta Air Lines has two distinct ways to make an impact: volunteering in the community and volunteering during the LA28 Games, both powered by the same LA28 Volunteer Crew.

We launched the LA28 Volunteer Program in 2025 with community volunteering opportunities so that we could make an impact in our city before we welcome the world in 2028. This same program that's been showing up in our community since 2025 will continue to do so, in conjunction with preparation for Games-time volunteering. For our Games, we will bring together 60,000 people whose behind-the-scenes dedication and passion will keep things running smoothly for the athletes, the fans and the organizers.

About LA28 Games-Time Volunteering: No Task Too Small, No Impact Too Big

Games-time volunteering involves giving your time and energy to helping put the LA28 Games on during the Olympic and Paralympic periods and the immediate time leading up to, between and after them. The **Olympic volunteer period** runs from March to August 2028, and the **Paralympic volunteer period** runs from August to September 2028. Tasks range from guiding guests and athletes, to more specialized roles including providing medical and translation services. A majority of Games-time volunteer opportunities are within the Greater Los Angeles region, but we also have LA28 venues in seven other cities around the United States where volunteers will be



needed: Oklahoma City, OK; New York, NY; Columbus, OH; Nashville, TN; St. Louis, MO; San José, CA; and San Diego, CA.

The LA28 Volunteer Crew: Behind the Scenes and Behind the Games

One moment, one interaction, one “Welcome, can I help you?” can turn an ordinary experience into an extraordinary one. These small moments, when added up, turn the Olympic and Paralympic Games from a sporting event into an unforgettable experience, pulsing with energy and excitement. When you contribute to the Games, you’re not just an individual, but part of an unstoppable team making a big impact. When you volunteer with LA28, you join the LA28 Volunteer Crew—the behind-the-scenes movers, makers and shakers bringing the magic of the Games to life.

Our Presenting Partner: Delta Air Lines

The LA28 Volunteer Program is presented by Delta Air Lines. The spirit of service is core to Delta and they are proud to bring that spirit to life through the program and LA28 Volunteer Crew. As the Inaugural Founding Partner and Official Airline of LA28, Delta has been supporting the LA28 Olympic and Paralympic Games and Team USA since March 2020, showing a deep commitment to creating a more connected, equitable and sustainable world.

The Official Volunteer Program Mark: Making Your Mark

LA28 has a dynamic emblem system with a variable “A” that allows us to tell the multiple dynamic stories of Los Angeles and our Games. The volunteer “A” symbolizes people coming together, with colorful shapes representing diversity, collaboration and a nod to LA’s third Games. At its center rests a heart, reflecting the kindness and selflessness that defines volunteerism. Volunteers embody dedication and community pride and are the everyday heroes who bring the Olympic and Paralympic Movements to life.

Games-Time Volunteer Role Categories: The Role of a Lifetime

Volunteer positions span a diverse range of roles and responsibilities across eight distinct categories. Each require different skills and strengths, and we want to highlight what you bring to the table, assigning you to a role that lets you shine the most.

All roles fall into the following eight categories. Please note that some roles have responsibilities outside of Games time, and certain roles require specialist qualifications.

Ceremonies: Volunteers with Ceremonies roles will support the preparation and delivery of the Opening and Closing Ceremonies by assisting athletes, helping

manage information flow, contributing to performance elements and supporting key operational and transportation needs. They will play a vital role in bringing the celebration and spectacle of the Games to life.

Communications: Volunteers with communications roles will help ensure clear and effective communication across the Games. Some volunteers will support media, press and broadcast operations and may assist with LA28 public-facing communications. Other volunteers may also provide language translation and interpretation for athletes, coaches, officials and fans—bridging language gaps and fostering cross-cultural understanding.

Driving: Volunteers with driving roles will help keep the Games moving by managing the safe and timely transport of accredited personnel between venues, hotels and airports. They will play a key role in ensuring smooth travel operations, assisting guests and workforce, and maintaining an organized flow of vehicles and people across all transportation hubs.

Experience: Volunteers with experience roles will help create a warm, welcoming and safe environment for fans, stakeholders and all guests at the Games. They will provide information and guidance throughout the venue, check credentials, support accessible navigation and help manage crowd flow—ensuring every visitor has a smooth and memorable Games experience.

Medical: Volunteers with medical roles will deliver high-quality clinical care and support to athletes, team officials, workforce and spectators. Integral to the health and safety of all participants and attendees, they will staff venue-based emergency medical services and ambulatory clinics within the Olympic and Paralympic Villages. We welcome interest from healthcare and emergency medical professionals across all specialties.

Operations: Volunteers with operations roles will help keep venues running smoothly by ensuring spaces are clean, accessible and well-organized. As part of essential, daily venue operations, they will help in supporting logistics, maintaining readiness and creating a reliable and efficient environment for athletes, staff and fans.

Sport: Volunteers with sport roles will assist with field-of-play operations and maintaining a safe, organized and fair environment for athletes. They will play a crucial role in supporting competition readiness, managing equipment or athlete areas and ensuring that sessions run smoothly and efficiently.

Technology: Volunteers with technology roles will support the reliable delivery of digital and broadcast services across Games venues. They will assist with broadcasting operations, timekeeping and results tools—playing a critical role in ensuring that technology functions smoothly, athlete results are accurately captured and the Games experience is delivered seamlessly to audiences on-site and around the world.

Specialist Qualifications

Certain roles require specific background experience and qualifications. If you have the requisite experience and are interested in volunteering in that role, you may be asked to provide documentation supporting your experience or expertise.

The specialist skill sets fall within the following six areas:



**DOPING
CONTROL**



DRIVING



**EMERGENCY
RESPONSE**



**LANGUAGE
PROFICIENCY**



MEDICAL



SECURITY

NOW CASTING: THE JOURNEY TO JOINING THE LA28 VOLUNTEER CREW

Application Requirements

The LA28 Games are a reflection of our dynamic and diverse city and a celebration of athletes from around the world coming together to share one stage. We want to see this spirit mirrored in the LA28 Volunteer Crew and are looking to cast a group of 60,000 people with different strengths and skill sets to bring the magic of the Games to life. People of all abilities who meet the following requirements are encouraged to apply:

- Be 18 years or older at the time of your application
- Be proficient in English (reading and writing)
- Be available for a minimum of 10 non-consecutive shifts (of approximately eight hours each) during the 2028 Olympic or Paralympic Games periods

Due to the popularity of Games-time volunteering, not all who apply will be selected to move forward in the process or for a Games-time volunteer role.

Selection Requirements

The selection process is designed to be fair, transparent and reflective of the values that define our community. As part of the application process, applicants will have the opportunity to share their skills, experiences and motivations which will all be considered during selection.

For those who meet the requirements to apply, there is an additional set of requirements you must meet to make it through the selection process. As you consider applying to be a Games-time volunteer, please keep in mind the following:

- Provide all requested materials during and after the application
- Pass a background check
- Complete the required trainings
- Be able to show up to your assigned post each day, on time. You don't need to live near your assigned post, but you must be able to easily access it without a car during your shifts. There will not be parking available on site and we highly recommend taking public transit.

Please note that prior experience is not a requirement for all roles, but it is a plus.

Codes

If you were given a code as part of a particular group, such as a sports or partner organization, please enter it in the indicated field on the application. If you have not received a code, please do not enter anything in the field. Codes are not required to apply nor do they guarantee receiving a role.

Assessment

If selected from the initial applicant pool, you will be invited to the Volunteer Experience Center in Los Angeles to participate in an in-person assessment that will consist of group activities designed to evaluate key qualities such as teamwork, collaboration, communication and alignment with the spirit of the Games. Assessment invitations will be distributed on a rolling basis throughout 2027.

If you indicated certain specialist qualifications in your application, you may be asked to complete additional assessments during the experience.

If you are selected and not located in Los Angeles, a virtual experience will be made available that mirrors the in-person selection process as closely as possible. This ensures that all eligible applicants, regardless of location, have equitable access to participate in the journey.

Please note that being selected for an assessment does not guarantee you will be offered a Games-time volunteer role.

Offer and Acceptance

If you are selected for a Games-time volunteer role and meet all the outlined selection requirements, you will be notified via email and receive an offer in the LA28 Games-time volunteer portal and must accept it there to officially join the Games-time volunteer crew. If you choose not to accept the role offered, we can not guarantee an alternative assignment will be available. Role offers will be distributed on a rolling basis throughout 2027.

Your acceptance of a role is contingent on completion of a background check. Failure to respond to the request for authorization to proceed with the background check, and/or to pass the background check means that you are not eligible for the role offered and will officially be withdrawn from the program.

Waitlist

Some volunteer applicants who are not initially offered a role may be invited to join a waitlist. Participation in the waitlist is entirely voluntary, and you may choose to accept



or decline this opportunity. We will provide updates and notifications should a waitlisted applicant later be selected to join the volunteer program.

READY, SET, ACTION! YOU'RE PART OF THE CREW—WHAT'S NEXT?

Training

LA28 is committed to ensuring every volunteer feels confident, prepared and supported in their role. To achieve this, all volunteers will participate in a comprehensive training program with both role-specific and venue-specific trainings tailored to the responsibilities of each assigned role.

Training may be in person and/or online. More information will be made available in the Games-time volunteer portal for those who accept offered roles. All volunteers are expected to complete their assigned trainings to participate in Games-time volunteering.

Shift Schedule

Your shift schedule will be available in the Games-time volunteer portal several weeks in advance of your first shift. You will be able to accept or decline your shifts and sign up for additional ones as your schedule permits. Upon accepting your schedule, you are expected to keep this commitment and communicate any changes to LA28 with ample notice.

Accreditation and Uniform Pick-Up

To perform assigned volunteer duties, all Games-time members of the LA28 Volunteer Crew are required to collect their official accreditation and uniform in person at the Uniform and Accreditation Center at the same location where in-person assessments took place. You will be able to select a time that best fits your schedule to pick up both your accreditation and uniform and it's important to show up during the specific time you select.

Accreditation credentials provide volunteers with access to the relevant venues and areas they need to perform their assigned roles.

Wearing the **LA28 volunteer uniform** reflects a dedication to upholding the values of LA28: respect, collaboration, inclusivity and excellence. The uniform is a distinctive symbol of the LA28 Volunteer Program and must be worn at all designated times while fulfilling volunteer responsibilities during the Games. Wear and care guidelines will be provided to ensure the uniform is worn in accordance with the related usage policy, and a signed acknowledgment of this, alongside the uniform, will be required at the time of pick-up. At the completion of all shift commitments and at the conclusion of the



LA28 Games, volunteers are welcome to keep the uniform they received as a memento of their service.

Travel, Transport and Housing

Volunteers, regardless of whether they live near their assigned post or not, are responsible for arranging their own travel, housing and—if applicable—visa-related requirements. LA28 is unable to provide reimbursement or support for these personal expenses. As a transit-first Games, there will be no parking available at venues. Volunteers will be provided more comprehensive guides on transportation as we approach the Games, but should expect to use public transit to travel to assigned zones and locations.

VOLUNTEER DEFINITIONS AND EXPECTATIONS

What Is a Volunteer?

A volunteer is someone who freely and willingly gives their time, skills and energy without the promise or expectation of compensation, and whose actions benefit a community or cause. Volunteering is grounded in free will, absence of financial motive or compensation, and service to others.

Volunteer Responsibilities

Volunteers are expected to:

- Follow all training, protocols and instructions.
- Perform duties only within their assigned role and authorization.
- Use Games technology and systems appropriately.
- Maintain confidentiality and data protection standards.
- Commit to scheduled shifts and conduct themselves in accordance with the Code of Conduct that will be distributed with role offers.

Volunteers do not and should not:

- Perform duties outside their assigned role or scope of practice.
- Replace paid operational staff.
- Make independent operational, medical or security decisions beyond their authorization.
- Speak to the press unless assigned a role expressly approved and directed to interact with the media.

Health and Safety

The well-being of all LA28 volunteers is a top priority. LA28 has established comprehensive procedures to ensure a safe, secure and supportive environment for everyone participating in the Games.

To help maintain these standards, attendance at designated health and safety training sessions is a mandatory requirement for all volunteers. These trainings equip volunteers with the knowledge and resources needed to carry out their roles confidently and safely.

LA28's Commitments to Volunteer Crew Members

LA28 is committed to providing volunteers with a supportive environment that includes fair treatment, clear expectations and appropriate support. All volunteers will be provided with the following to ensure a safe, successful and positive experience:

Breaks

Volunteers will be provided scheduled rest and meal breaks during each shift, in accordance with shift length and role requirements.

Mandatory Days Off

While volunteers commit to a minimum of 10 shifts, volunteers are provided mandatory days off within their assignment period to support rest, well-being and safe performance. Shifts will be scheduled to ensure adequate rest between assignments.

Clear Scheduling Information

Volunteers will be provided with advance notice of shift schedules, locations, reporting times and duration, subject to operational needs.

Safe Conditions

LA28 is committed to providing volunteers with an environment that prioritizes health, safety, security and well-being, supported by training, supervision and established protocols.

Volunteer Role Clarity

Volunteers will be given the information they need to understand their assigned role, scope of responsibilities, supervision structure and escalation pathways.

Training & Resources

Volunteers will be given appropriate training, tools, uniforms and access to Games technology necessary to perform their duties.

Respect & Inclusion

LA28 is committed to providing volunteers with a respectful, inclusive and harassment-free environment.

Medical Support

Volunteers will have access to the LA28-provided medical stations at venues that are established for the LA28 workforce and volunteers. The on-site services available will include first aid and emergency care in the event any injuries are sustained while performing volunteer duties.

Language Standard for the LA28 Volunteer Program

To ensure clarity and operational consistency across all stages of the LA28 Volunteer Program, the application, communications and all volunteer trainings will be provided in English.

Using a single, shared business language allows us to maintain a common standard for understanding, promote effective coordination and deliver a unified volunteer experience for everyone participating in the LA28 Games.



LET'S PUT ON AN UNFORGETTABLE SHOW!

Thank you for taking the time to read the LA28 Volunteer Charter and for your interest in being part of this moment for our city. Your willingness to step forward says so much about your spirit of service, and we are grateful for your commitment and desire to make a difference.

The journey ahead is exciting, and we wish you the very best as you move through the application process. Whether you ultimately volunteer at the Games, support our communities or uplift the Games in another meaningful way, your enthusiasm already contributes to the legacy we are building together.

Los Angeles will shine in 2028, and it's people like you who make that possible.

Thank you, good luck and we hope to welcome you to the LA28 Volunteer Crew.