

Welcome to the Transportation Committee for the 2025 National Bank Open!

We are excited to welcome the best male tennis players in the world back to Toronto for the 2025 National Bank Open presented by Rogers from July 26th- August 7th at Sobeys Stadium. We're certain that this will be a phenomenal tournament and are glad to have you as part of the team. Volunteers play a pivotal role in many facets of our operations, and we could not continue to put on this event without your involvement.

Attached to this email is the Transportation Volunteer role description for the position you've been hired for, taking you through the responsibilities of this specific role. Please review these as they do change from year to year, and they will provide the groundwork for the rest of your training as we build towards the tournament.

Your Committee Heads are Jason Tsang, Wanda Restivo, Lucia Graziano, and Matthew Vetta and they can be reached for any and all committee related inquiries at transportationshifts@tenniscanada.com.

NEW VOLUNTEER ORIENTATION

All new Transportation volunteers must attend the new volunteer training session listed below. At this session we will take you through a training program designed to teach you what it means to be a National Bank Open Volunteer, as well as distribute your volunteer package (complete with your uniform, accreditation, etc.) Please note, you will be required to show a form of identification in order to pick up your package.

Orientation #1 Date: Saturday June 21st

Orientation Time: 1:00pm – 4:00pm

Orientation Location: Sobeys Stadium – 1 Shoreham Drive, Toronto, ON, M3N 3A6

*** It is MANDATORY that new Transportation volunteers attend **this specific** orientation session to find out more about the event and their role and responsibilities. Transportation specific training will not be offered any other day/timeslot. We appreciate your understanding and help with this important process.

RETURNING VOLUNTEER ORIENTATION

In order to receive your volunteer package, you will have to visit Sobeys Stadium during one of our volunteer package pickup windows. As with last year, we will no longer be offering alternate uniform pickup and exchange dates as you will be able to exchange clothing for sizing during these four windows. We also apologize in advance but all volunteers must pick up their own package and cannot have someone else do it for them. Please note, you will be required to show a form of identification in order to pick up your package. All returning volunteers will receive the digital volunteer handbook later in the summer that will take you through all relevant and new information that you will require for this year's event.

Volunteer Package Pick Up Dates:

Saturday June 21st from 9:00am – 5:00pm

Sunday June 22nd from 9:00am – 5:00pm

Tuesday June 24th from 1:00pm – 9:00pm
Thursday June 26th from 1:00pm – 9:00pm

SHIFT REQUEST PROCESS

We have implemented an online scheduling process to better suit the needs of our volunteers. All Transportation Volunteers can access this form at <URL TO BE PROVIDED>
Those volunteering in a driver role will be required to provide their driver license info through this same form.

New Volunteers and Returning Volunteers in Tier 1 Commitment Category (7 6 hour shifts/42 hour commitment)

As part of your shift selection, you will select that you are in the Tier 1 commitment category. You are required to give 12 shifts that you are potentially available for, from which we will select 7 shifts

Returning Volunteers in Tier 2 Commitment Category (10 6 hour shifts / 60 hour commitment)

As part of your shift selection, you will select that you are in the Tier 2 commitment category. You are required to give 15 shifts that you are potentially available for, from which we will select 10 shifts.

As part of the shift availability selection, you are requested not to select 3 potential shifts per day.
Maximum of 2 shifts per day.

If you choose shifts in a manner that makes it impossible for us to select the required number of shifts to fulfil your commitment, we will be in touch to have you update your availability.

We will try and accommodate everyone as best we can. If there are scheduling considerations that we need to take into account, please note it in the comments on the selection form. Please have your shift request schedule completed by **Friday, May 30th, 2025.**

RETURNING VOLUNTEERS, PLEASE NOTE: This year's Volunteer Pin Ceremony will take place on Saturday, August 2nd at 9:30am. If you are a 5, 10, 15, 20, 25, 30, 35 or 40-year volunteer, please do not select a shift for this time, so you can attend the ceremony. Formal invitations will be distributed at the volunteer package pickups.

If you are no longer able to volunteer this year, please let us know as soon as possible at volunteers@tenniscanada.com.

Please remember that all questions or concerns that are specific to your role as a Transportation volunteer should be directed to your Committee Head at transportationshifts@tenniscanada.com.

Thank you, and we look forward to having you join our National Bank Open volunteer team!

Regards,
Jason Tsang, Wanda Restivo, Lucia Graziano, and Matthew Vetta
Committee Heads, Transportation