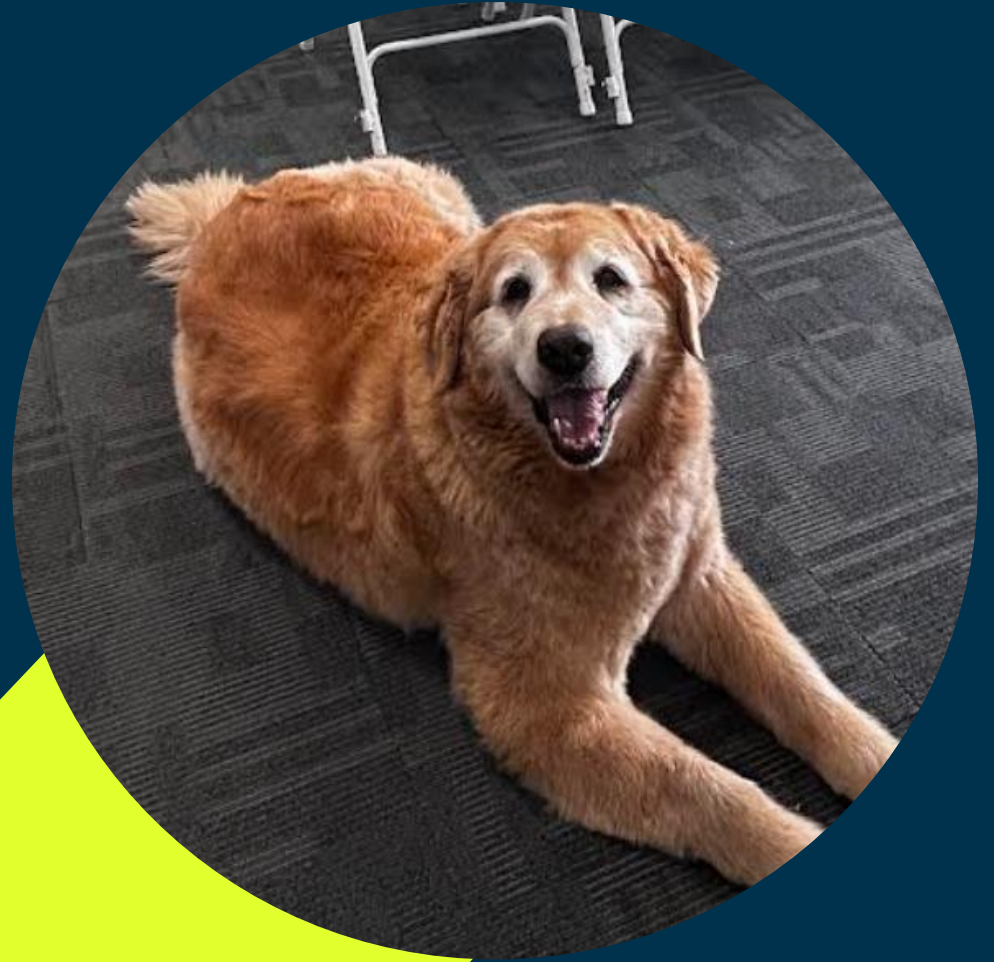


NATIONAL BANK OPEN NEW VOLUNTEER ORIENTATION

JUNE 27, 28 & 30, 2026



MEET THE TEAM





GREG JAUNCEY
SR. DIRECTOR, OPERATIONS



KARL HALE
TOURNAMENT DIRECTOR



GAVIN ZIV
CEO



JERED REIKEN
SR. MANAGER, FOOD & BEVERAGE
OPERATIONS



NICOLE ARTUSO
MANAGER, OPERATIONS



MACKENZIE FAHIE
COORDINATOR, OPERATIONS



JACK IACHETTA
**ASSISTANT COORDINATOR,
OPERATIONS**



NICOLE IN
COORDINATOR,
VOLUNTEERS



MEGAN SOMERVILLE
ASSISTANT COORDINATOR,
VOLUNTEERS



TORONTO

About Tennis Canada

- Founded in 1890
- Owns and operates two of the premier level events on the **ATP** and **WTA Tours**. Men & Women alternate annually between Toronto and Montreal.
- Operates **National Training Centers** in Toronto, Montreal and Vancouver.
- Administers **Davis Cup**, **Billie Jean King Cup** and the **Olympic** tennis teams.
- Administers all **wheelchair, junior and masters national teams**.



Tell Me More...

Community Tennis – making tennis accessible and affordable in schools, public facilities, private clubs and community centers

All surplus from the National Bank Open events in Toronto and Montreal are invested into growing and developing the game of tennis.



NATIONAL BANK OPEN 2026





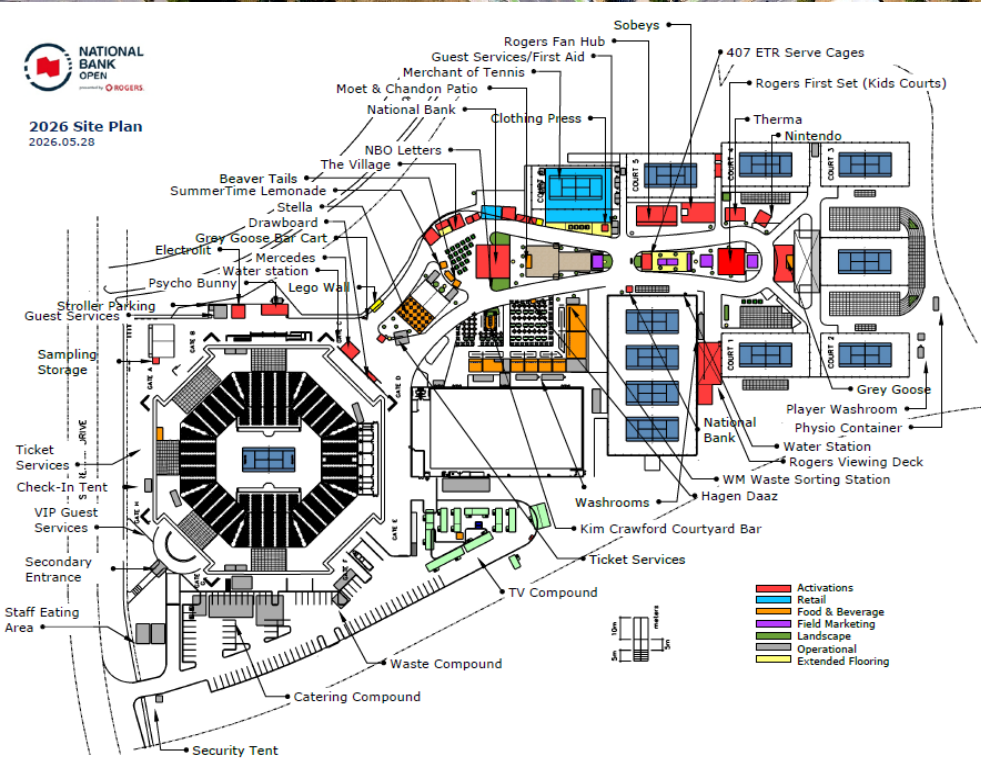


Tournament Info

- The National Bank Open presented by Rogers is owned and operated by Tennis Canada.
- Only Wimbledon is older

Sobeys Stadium

- Completed in 2004
 - Over 15 acres
- Centre Court holds 10,077
- 11 outdoor courts, 4 indoor courts
- Grandstand holds 2,853
 - Court 1 holds 1074





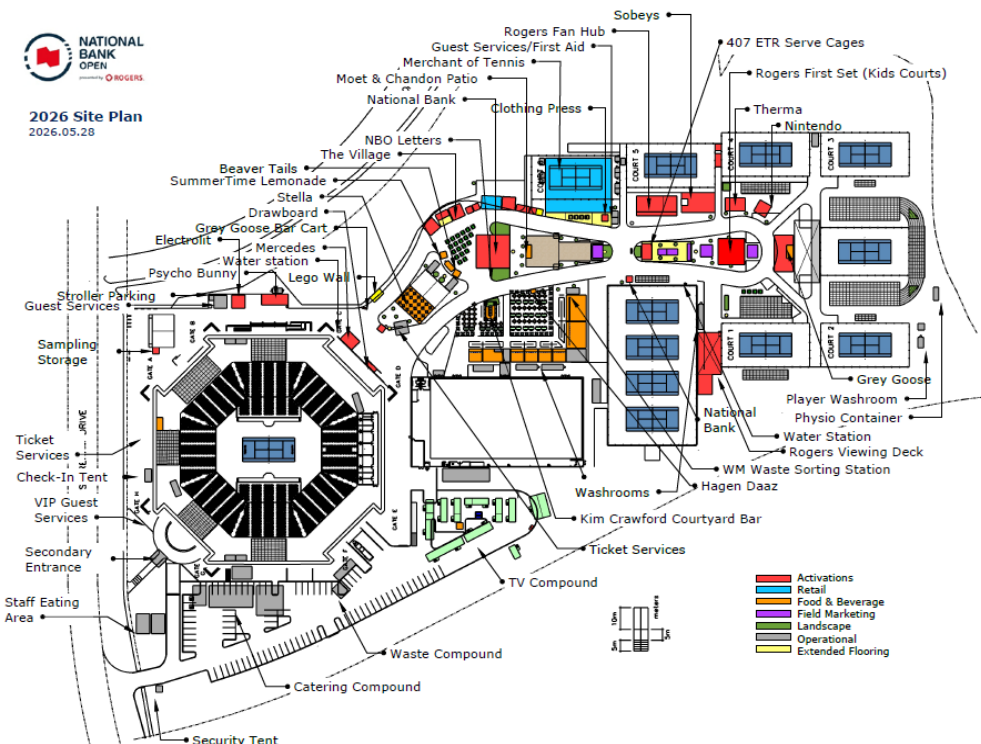
Tournament Info

The NBO has gotten Bigger and Better!

12-day main draw event with 1 day of qualifying

96 player main-draw (vs 56 previously)

Rest day between matches up until semi-finals



SERVING UP SUSTAINABILITY

2026 KEY INITIATIVES

Tennis Canada continues its commitment to getting the NBO to become a zero-waste carbon neutral tournament by 2030!

This year, we are heavily focused on the communication of our initiatives.

Volunteers play a huge role in the success of fan communication, so let's look at the ways in which you can do so!





Continue improving ease of sorting at tri-bins:

What it is:

- 3 streams for waste – compost, mixed recycling, and landfill

What you can help with:

- If asked, advise fans on how to properly sort the items.



Promoting use of central waste sorting:

What it is:

- Fans can spin a prize wheel when bringing waste to the sorting station, which then gets sorted into proper streams by staff.

What you can help with:

- If asked, direct fans to the location of the sorting station/prize wheel, which will be located on the east end of the Courtyard.



Promoting water refill stations:

What it is:

- Fans are permitted to bring a metal or plastic water bottle, to refill at one of the water refill stations. All water is filtered and chilled.

What you can help with:

- Direct fans to the nearest refill station. Stations are located on the grounds at Gate C and the south end of practice courts, and on concourse level at Gates A & E.

Promoting public transportation:

What it is:

- Travelling by the TTC is convenient, traffic free, and sustainable!

What you can help with:

- Encourage fans to take TTC and give them directions to Pioneer Village station if needed.



Other Initiatives!

- All staff and volunteers receive sustainability training.
- Annual waste audits to understand what is successful and where we can improve.
- Tennis balls are collected and recycled via RecycleBalls Canada.

Familiarize yourself with the Sustainability Committee!



- Sustainability committee will be your greatest resource for advice on how to best communicate initiatives to fans!
- If you have a fan inquiring about the tri-bin streams, the waste sorting station, water refill stations, or public transportation, and you don't have the answers for them, ask someone on sustainability committee for assistance & support.
- You can find them wearing green smocks & buttons that say 'Ask me about sustainability'



Victoria Mboko

A large group of approximately 100-150 people, mostly women, are posing for a group photo on a green tennis court. They are arranged in many rows, with some people in the front row kneeling or sitting. Most of the volunteers are wearing bright orange polo shirts and red baseball caps. Some individuals are wearing purple polo shirts and white or dark blue skirts. Many are wearing yellow lanyards with identification badges. The background consists of blue stadium seating that is mostly empty. Various banners and logos are visible on the stadium walls, including "TENNIS CANADA", "NATIONAL BANK", "ROGERS", "betway", "beneva", "Ontario", "CANADIAN TIRE", "ATP 1000", "LEGO", "SBS", "CP", "Bell", and "Hilton".

VOLUNTEER PROGRAM

TORONTO

- Almost **1500** volunteers
- **29** different committees ranging in size from **4 to 320** volunteers
- Volunteers are from **11 to 90+** years old
- Committee Heads have an average of **19 years** of service!
- Volunteers have an average of **6 years** of service.
- Longest standing volunteer is in her **50th** year!



Volunteer Benefits

**Accreditation
Pass**

Tickets

Water Bottle

**Access to seating
on Centre Court**

Uniform

Prizes/Gifts

Parking

Meals

Volunteer Party



Tier 1 vs Tier 2 Benefits

	Tier 1	Tier 2
Uniform Package	1 hat, 1 jacket, 2 t-shirts, 1 water bottle	1 hat, 1 jacket, 1 t-shirts, 2 polos , 1 water bottle
Meals	1 meal and 1 beverage from Volleys for every shift worked	1 meal and 1 beverage for every shift worked (7 from Volleys, 3 from Courtyard)
Transportation	Free parking in dedicated area	Free parking in dedicated area
Tickets	Complimentary ticket package that increases in quantity with years of service. Discount on additional tickets.	Complimentary ticket package that increases in quantity with years of service. 2 extra bonus pairs. Discount on additional tickets.
Merchandise	20% discount code for Tennis Canada online merchandise	20% discount code for Tennis Canada online merchandise



Years of Service

- Pin every year
- Years of service pins
- Ticket packages
- Breakfast
- Years of service suite
- Years of service wall in Volleys

Volunteer Awards

- ABC awards recognize you for going above and beyond the call of duty
- Exemplifying volunteer core values
- MVP awards
- Prizes/awards

Uniform

Polo!



VOLUNTEERS



1 hat/visor

1 jacket

2 t-shirts (tier 1)

1 t-shirts + 2 polos (tier 2)

Bottoms: shorts, skirts or pants are allowed (*appropriate bottoms)

Footwear: clean running, training or tennis shoes *only*. Open toe footwear *not allowed*.



Uniform & Accreditation Policy

- DO NOT REQUEST **PHOTOS OR AUTOGRAPHS** FROM PLAYERS OR VIPS.
- Do not go into **back of house** areas unless required by your volunteer duties.
- When in public areas (anywhere that a ticketholder can go) you **may take photos and ask for autographs** as long as you are *out of uniform and not wearing your accreditation.*
- **Participation in activities** is only permitted when *you are out of uniform and not wearing your accreditation.*

Catering

- **Marigolds and Onions** is the official tournament caterer.
- Meal vouchers can be exchanged only during the appropriate time for one meal and drink.
- Volleys meal hours
 - **Lunch** from **11:00am to 3:00pm**
 - **Dinner** from **4:00pm to 9:00pm**
- Coffee and water available all day.
- Water refill stations.
- Refrigeration & microwave available for home brought meals at the Volunteer Office in Volleys.

Volleys: volunteer restaurant and meeting place for many committees and the Volunteer Office desk.



DAY LUNCH

SATURDAY AUGUST 1, 2026

Committee: _____

Not accepted at any locations other than "Volleys".



WTA 1000



NIGHT DINNER

MONDAY AUGUST 3, 2026

Committee: _____

Not accepted at any locations other than "Volleys".

2026 VOLUNTEER PARTY
Monday, August 10th

Attendance & Rain

- All volunteers are expected to be onsite and ready to work when their shift is scheduled, regardless of weather conditions.
- Even if tennis is not played due to rain, the site is still open and we are here working.
- If for whatever reason you are going to be late or miss a shift, your first point of contact is your Committee Head. If your CH cannot be reached, then contact the Volunteer Office.



Our Expectation

- Represent Tennis Canada and the National Bank Open in a friendly and professional manner.
- Follow the policies and procedures outlined in the volunteer handbook.
- Maintain confidentiality of all privileged information regarding Tennis Canada and the National Bank Open.

What You Can Expect

- You will be treated as valued individuals.
- You will be provided with a safe working environment.
- The program will be improved each year based on volunteer feedback.
- We will do our best to ensure that you enjoy your time with us.



Communication

- Questions that are **specific to your committee** (schedules, shifts, duties) should be directed towards your **Committee Head**
- Questions that are related to the **volunteer program as a whole** can be directed to the Volunteer Office
 - The best way to reach the Volunteer Office is by email: volunteers@tenniscanada.com or directly at the desk in Volleys (during the tournament)

Newsletter

- The volunteer newsletter will be sent out daily starting the day before the tournament (Friday, July 31)
- Some of the content will include:
 - Volleys menu for the next day
 - Volunteer specific stories
 - Weather forecast
 - Daily Trivia!



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Leylah Fernandez

As a not-for-profit organization,
Tennis Canada invests net proceeds from the tournament
back into growing the sport across the country.

SEE YOU SOON

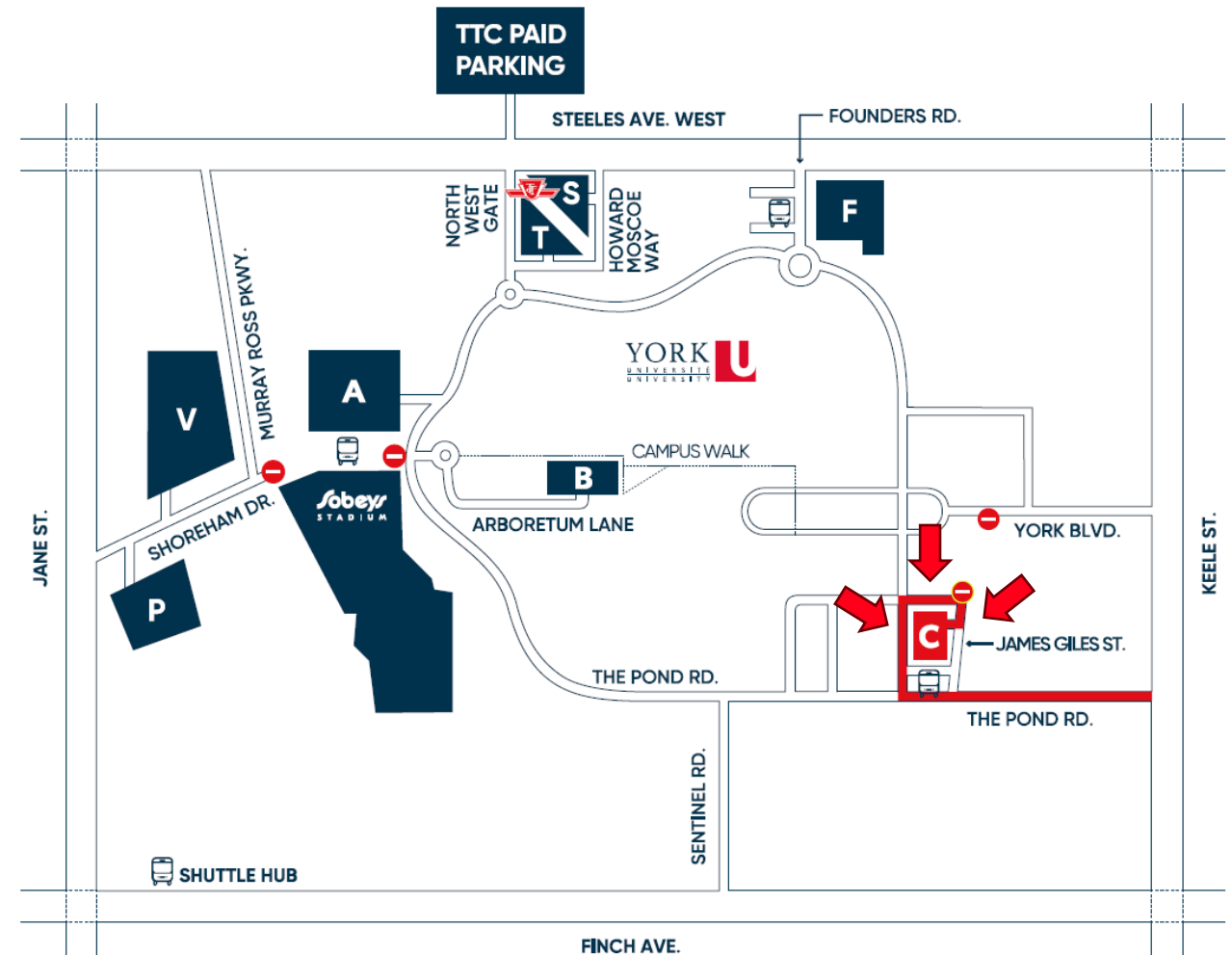


BREAK 5 MINUTES



Parking

- **Parking pass** is good for one vehicle for the duration of the tournament in **Lot C**. You must register your vehicle with **HONK**.
- You may still use your parking pass when off duty or on a day off when coming to the event.
- **Lot C** is a **10-15 minute walk** from the main entrance, and **Pioneer Village Subway Station** is about a **7-minute walk**.
- A **shuttle** will run to and from **Lot C** 2.5 hours before gates open. Shuttle is primarily for those with mobility restrictions



Emergency Procedures



- In the event of an emergency, instructions will be provided by the Operations Director and relayed by the emergency response team.
- If evacuating, volunteers are not expected to clear areas, they are to leave with patrons.
- The meeting place in the event of an evacuation is across Shoreham Drive, North of the stadium on the grass area.



- **2 stage alarm**  
- **When in doubt? Call 911**
- **First aid responders on site**

Lost Child

- If a child is found - relay to Security (Ch.2) that a *“package has been found”* with detailed description. Security will then direct you where to meet for hand off. Relay the same information to Guest Services (Ch.1)
- If a child is missing, follow the same protocol as above, but inform security a *“package is missing”* with a detailed description. Please escort guardians to the public first aid office to wait.



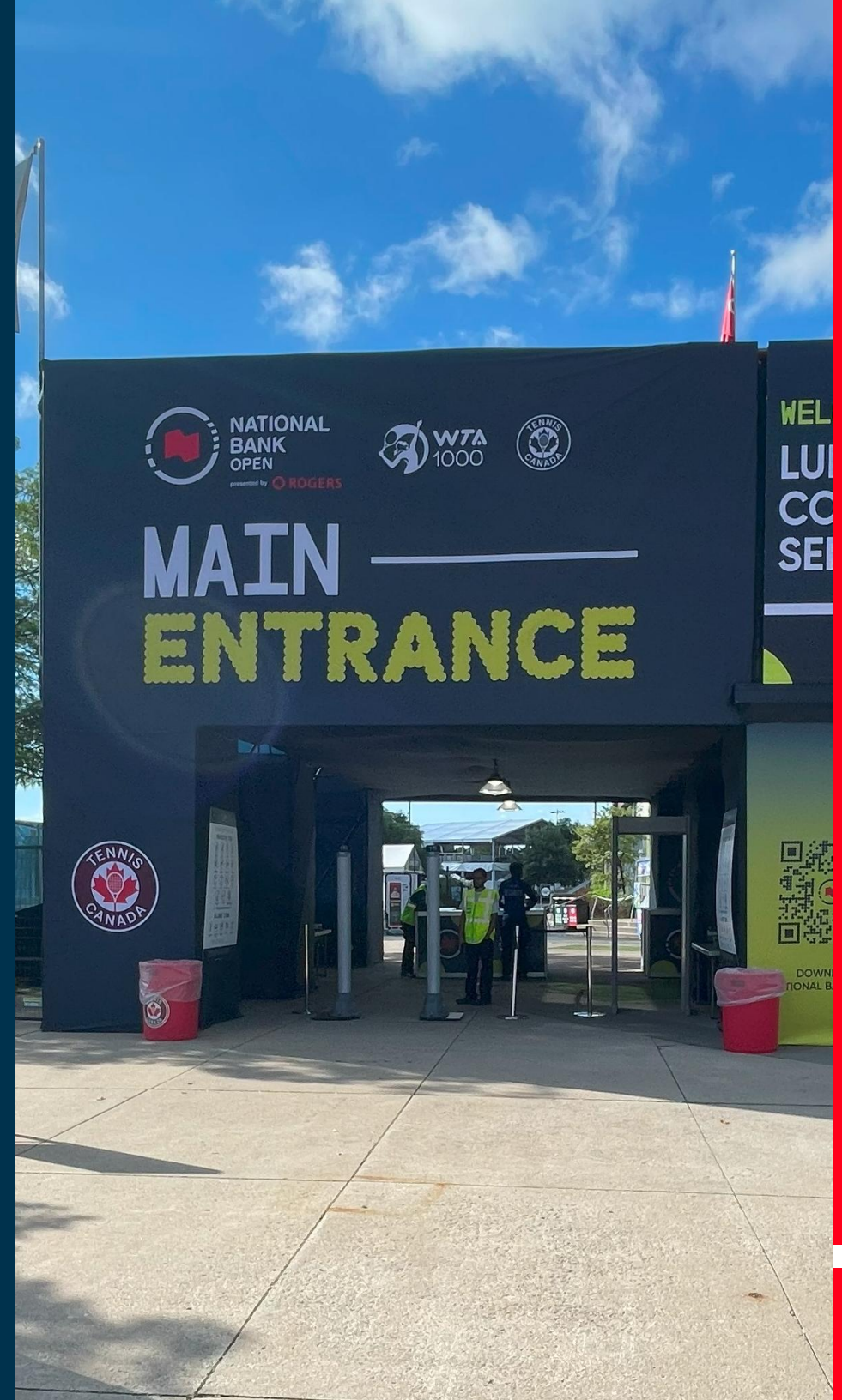
Security & Prohibited Items

Major event level security

- Bag checks
- Walk through metal detectors
- Must wear accreditation at all times

Prohibited items and terms of entry

- Links are located on your accreditation
- Plastic or metal bottles are allowed
- Sunscreen in an aerosol can is allowed

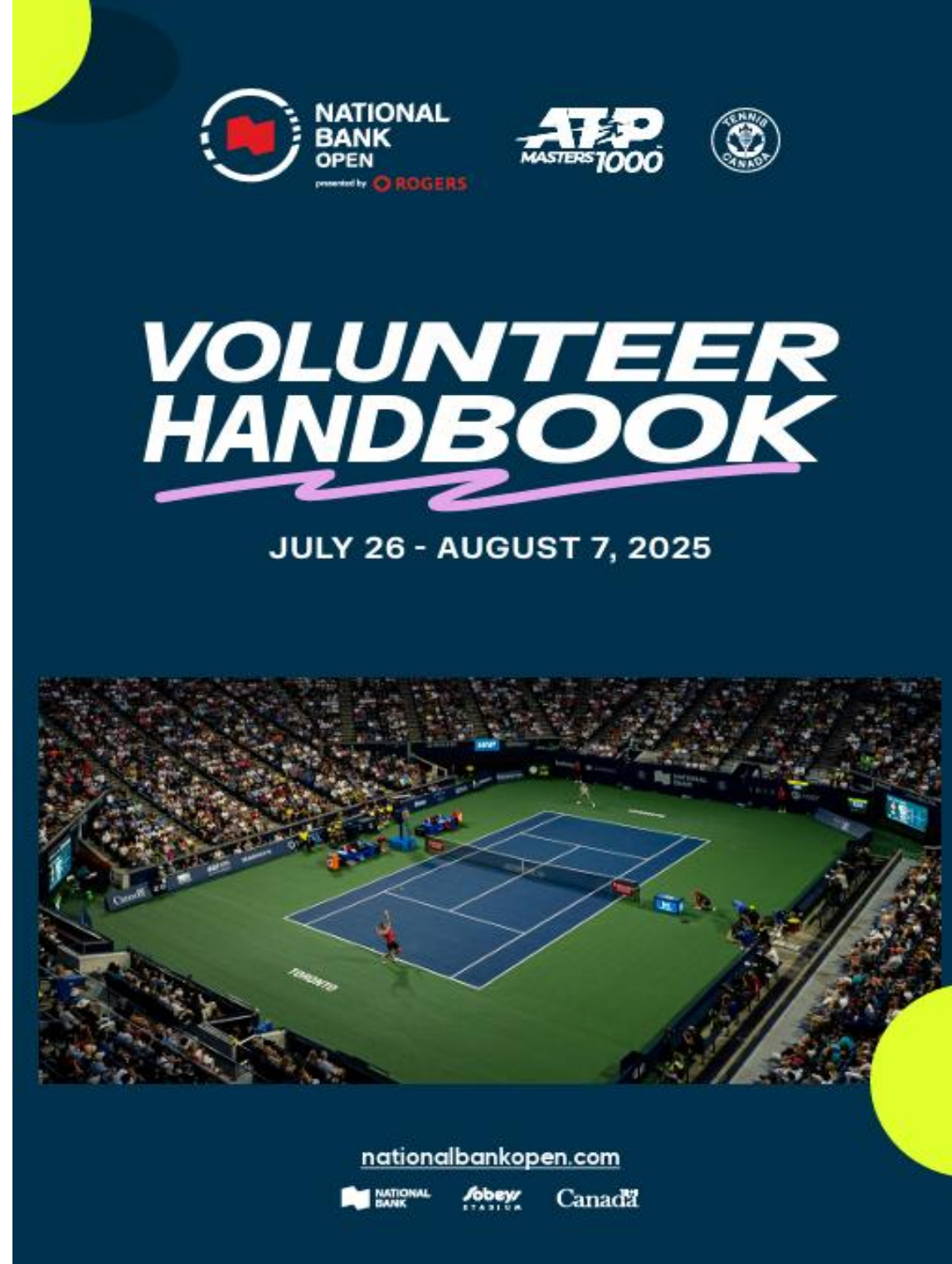


Volunteer Handbook

To be sent out mid-July to all volunteers (electronically).

To be read before first shift.

Includes all additional information about tournament and volunteer program.



Volunteer Pocket Guide

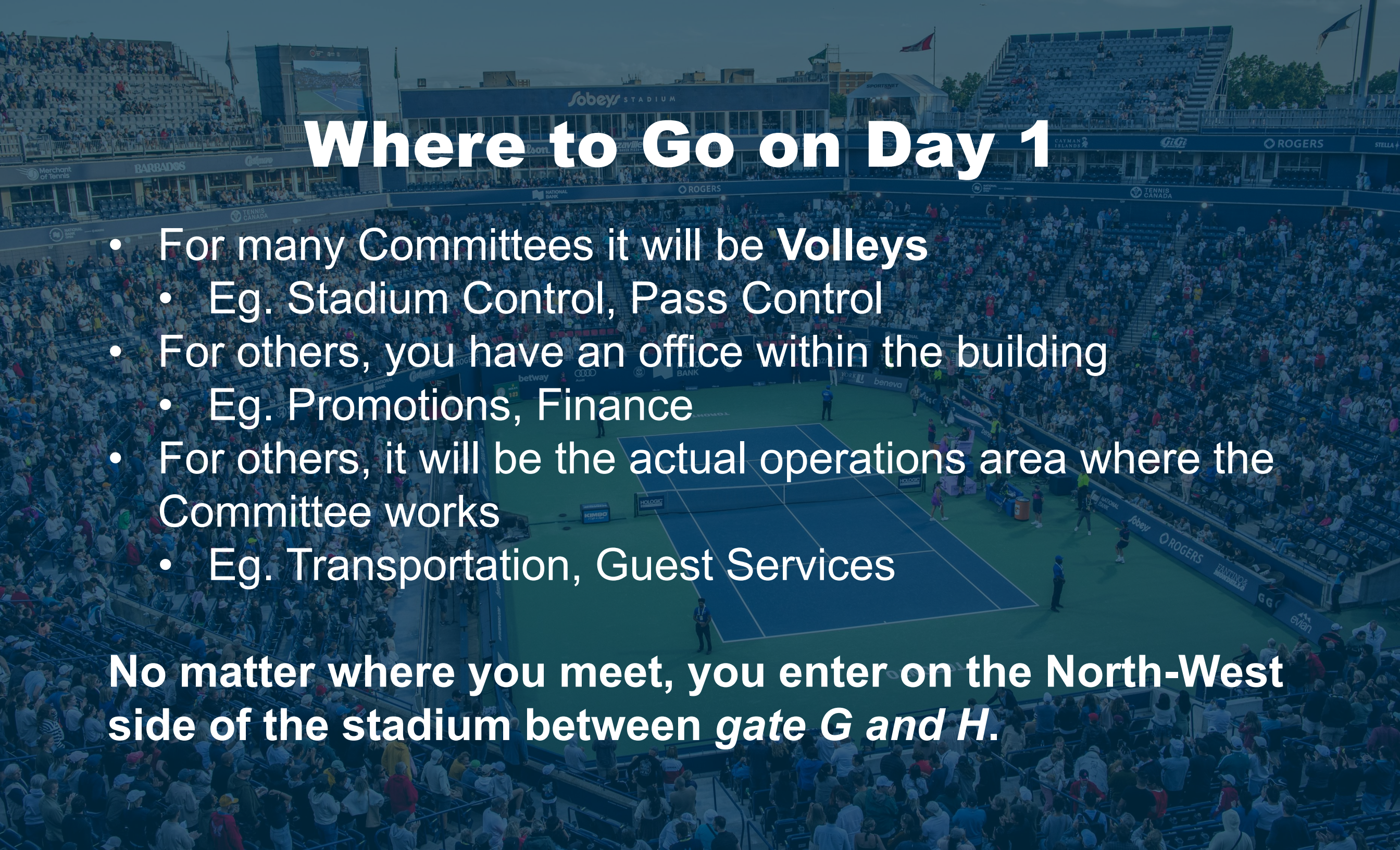
Extra copies can be found at Volunteer Office in Volleys.

Performance Review

During the tournament, all volunteers will be evaluated on their initiative, punctuality, competence, general conduct and overall performance.

Personnel Report Forms

- Absenteeism, late to shift, misconduct/neglect of duty, or any type of behavior that violates the volunteer program's standards.
- 3 steps: 1st offense, 2nd/final offense, Termination
- To be filled out by Committee Head or Captain and signed by Volunteer.



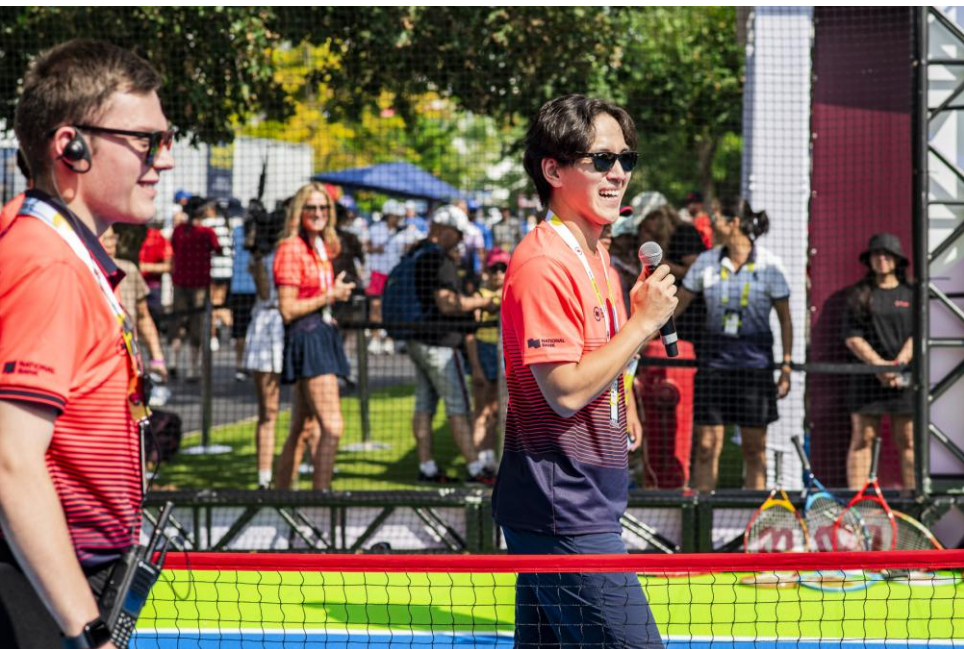
Where to Go on Day 1

- For many Committees it will be **Volleys**
 - Eg. Stadium Control, Pass Control
- For others, you have an office within the building
 - Eg. Promotions, Finance
- For others, it will be the actual operations area where the Committee works
 - Eg. Transportation, Guest Services

No matter where you meet, you enter on the North-West side of the stadium between *gate G and H*.



Iga Swiatek



Guest Services

Oxford dictionary:

Guest: a person who is invited to visit the home of or take part in a function organized by another.

Who would our guests be?

Interaction Stats

- Volunteers and event staff are our most important asset for guest service, as they have the most touch points of interaction.
- We have approximately **2000 volunteers/event staff** so over the course of the event, that's over **5 million interactions.**





Interaction Stats

There are 2 types of service interactions we provide to guests:

1) Proactive service interactions: These are things we provide in advance of the event or at the event in an attempt to make the experience of coming a positive one.

Example of a proactive service interaction?

This is all about setting the stage to hopefully have as little of the 2nd type of service interactions as possible.

Interaction Stats

2) Reactive service interactions: These happen when an issue of any size has arisen.

Through this training you will learn the mentality we want you to adapt to make your own choice for how to respond to the service issues.

Small issues that can come up at an event?
Large issues that can come up at an event?





Newton's 3rd Law of Motion...

Force always acts in equal but opposite pairs. Another way of saying this, is for every action, there is an equal but opposite reaction.

- This law can be applied to guest service at our event, when we consider how we respond to issues that arise.
- If a guest has a negative experience, we must meet that negative experience with an equal positive response to just balance their experience equation.
- To ensure we meet the purpose of our guest service program, that actual goal is to exceed their negative experience with our response.

Our Guest Service Purpose?

Positive Guest Experience

HOW DO WE ENSURE THIS WITH EVERY GUEST?

- We do this through what we call our **Quality Standards**.
- These are the **4 things** that we want everyone to have front of mind when interacting with guests that have an issue .
- Again, size of issue does not matter. Your solution should be rooted in at least one of these quality standards.

So, what are they?

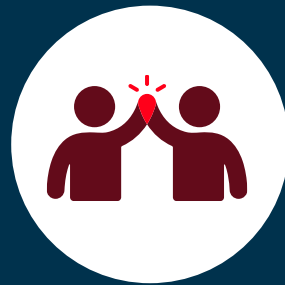


Quality Standards



SAFETY

Provide a safe environment.
Work organized and clean.
Remain calm.



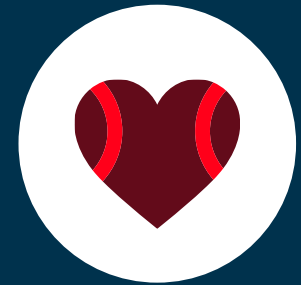
COURTESY

Positive body language, smile and make eye contact.
Host/hostess mentality.
Show respect to all.



EFFICIENCY

Immediate service recovery.
Escalate issues up.



PASSION

Empathize.
Be knowledgeable.
Share communication tools.

Real Life Examples

We dry every seat in the stadium every time it rains.

Why?

What quality standards did we use here?





Last Thing

- Everyone should feel empowered to make guest service decisions when they encounter issues.
- If the decisions made about how to handle these issues is rooted in at least one of the quality standards, you are likely to have made a wise decision.
- If someone does not feel comfortable or empowered enough to make the call, they can always escalate this issue up. Volunteers/Staff → Supervisor → Guest Services → Volunteer Program Manager
- **We trust you!**

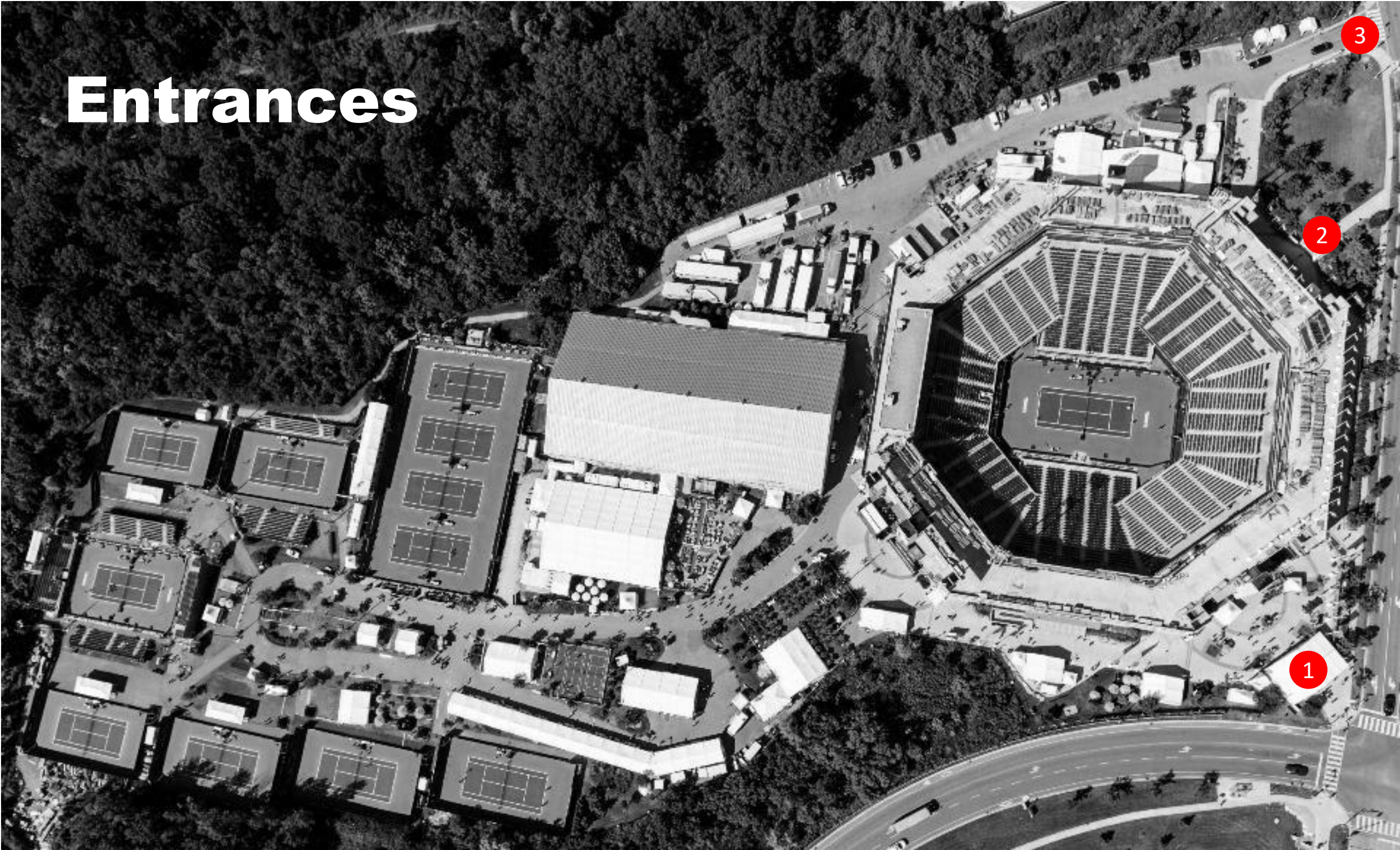


Aryna Sabalenka

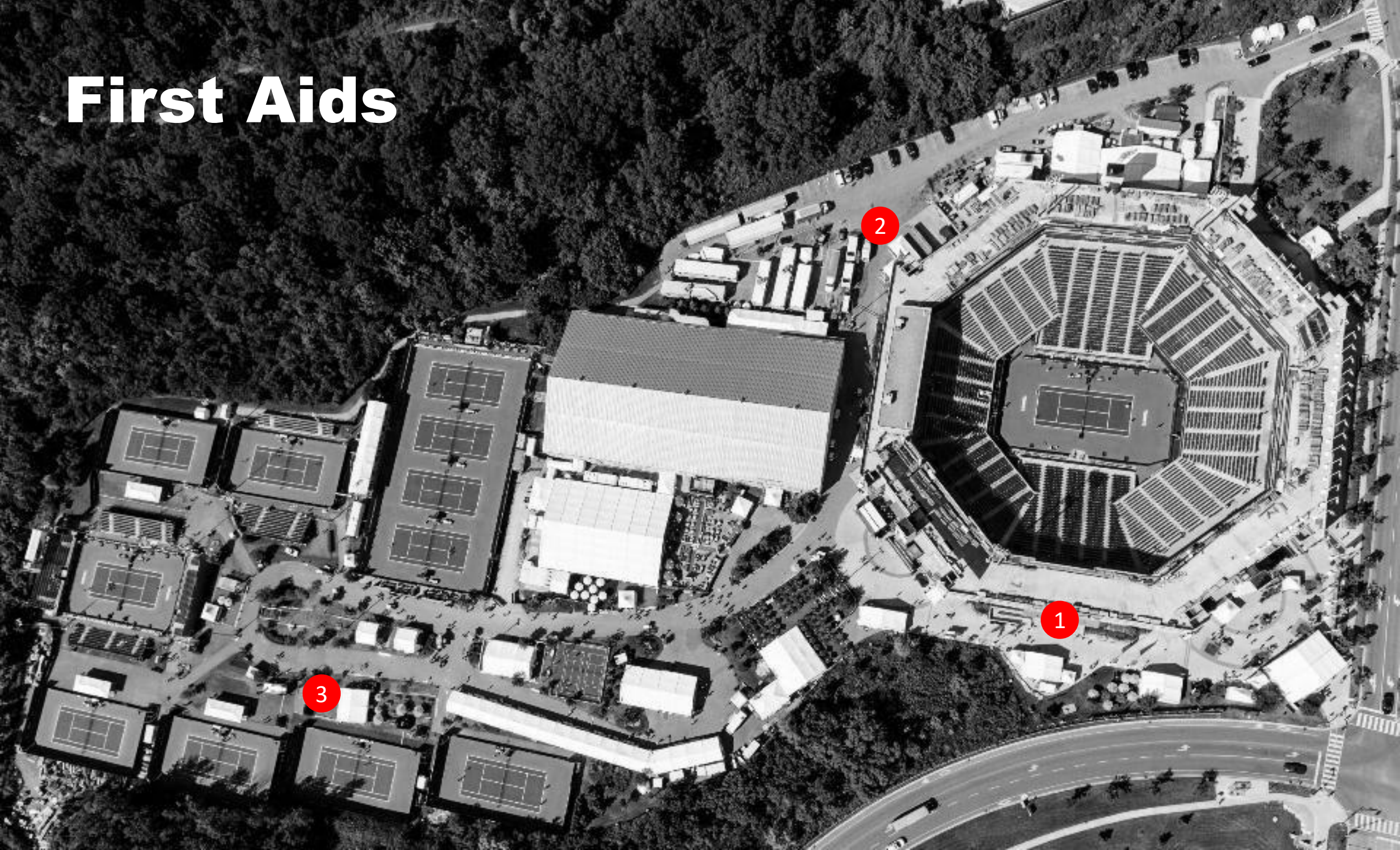
Key Site Points



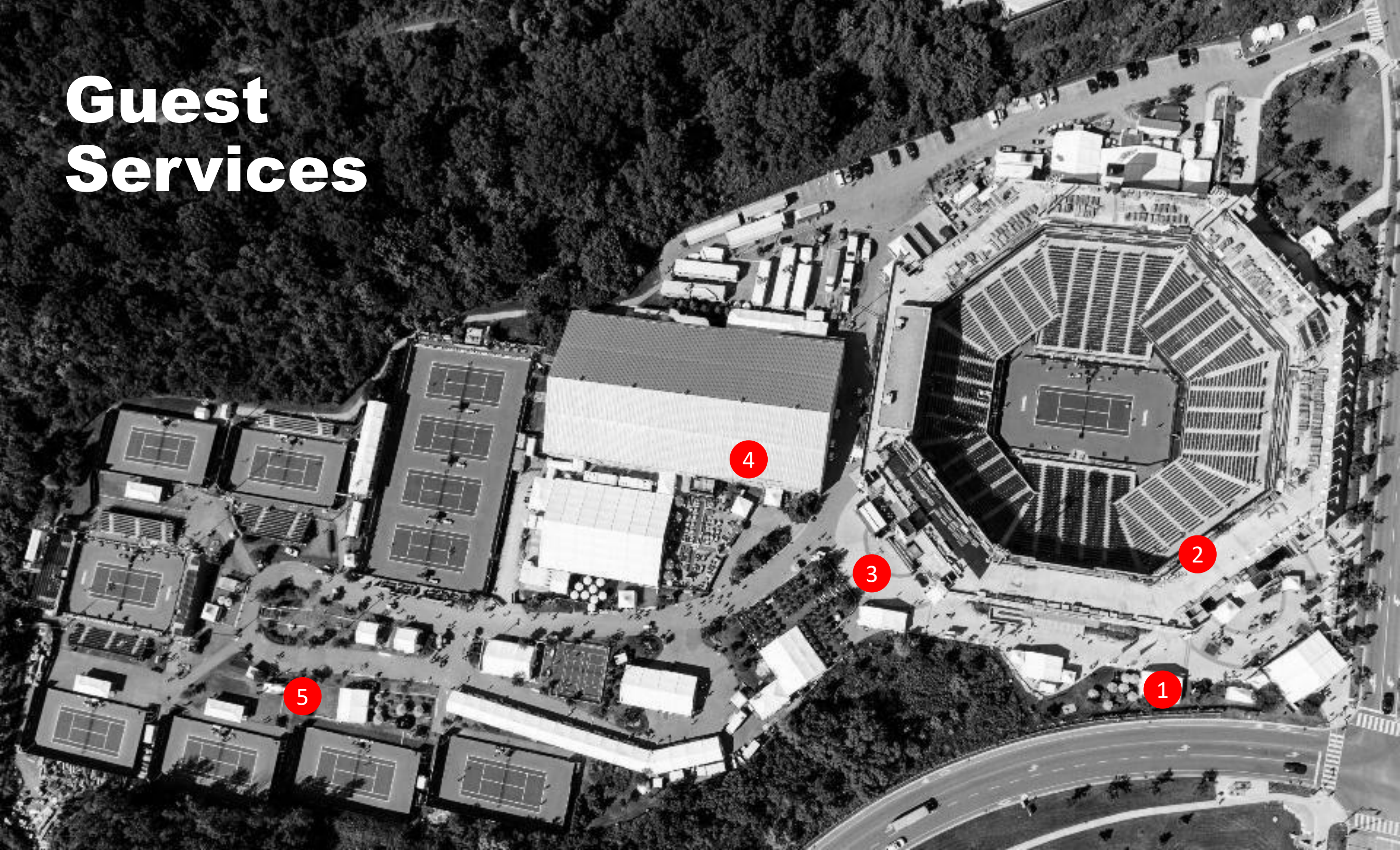
Entrances



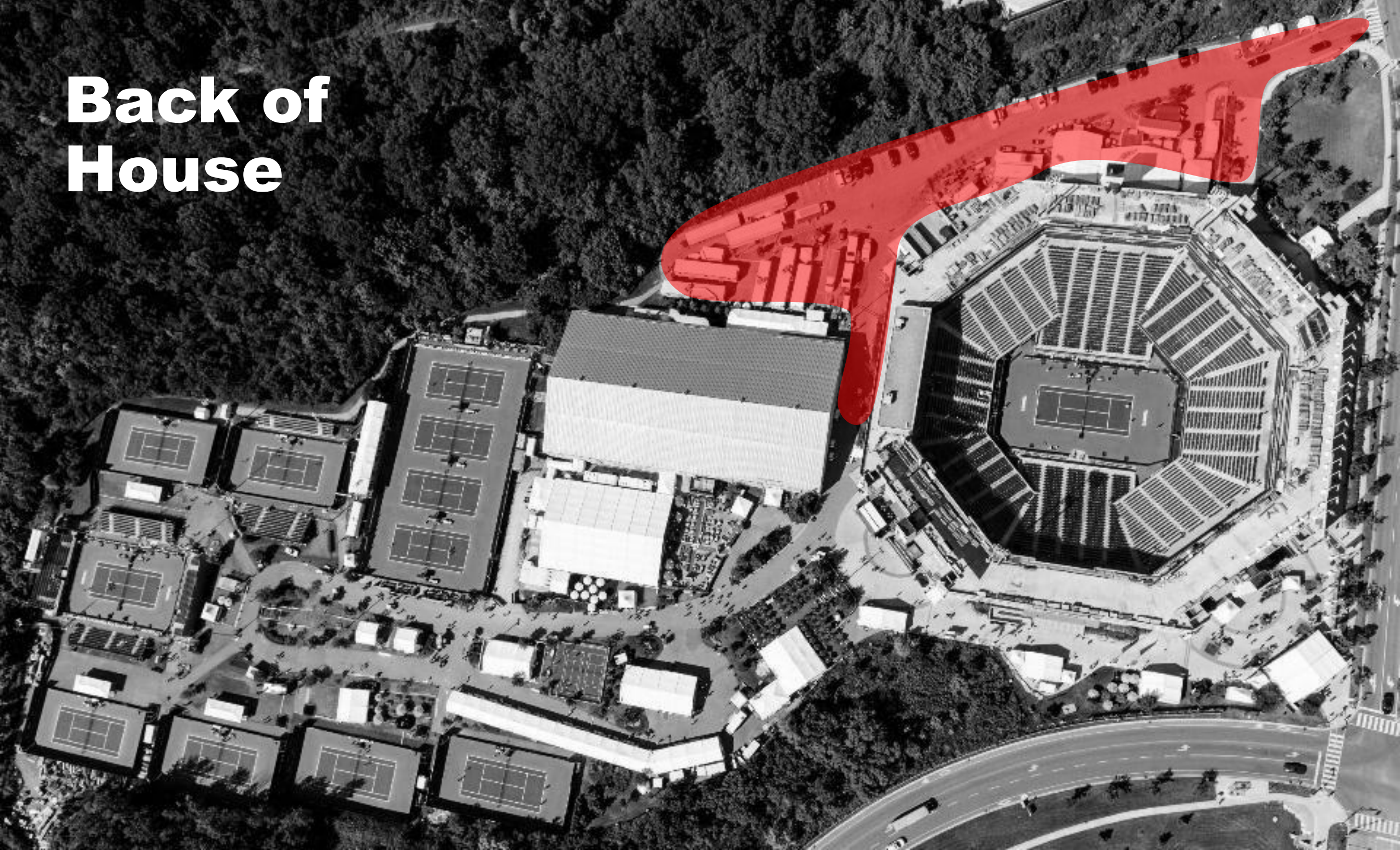
First Aids



Guest Services



**Back of
House**

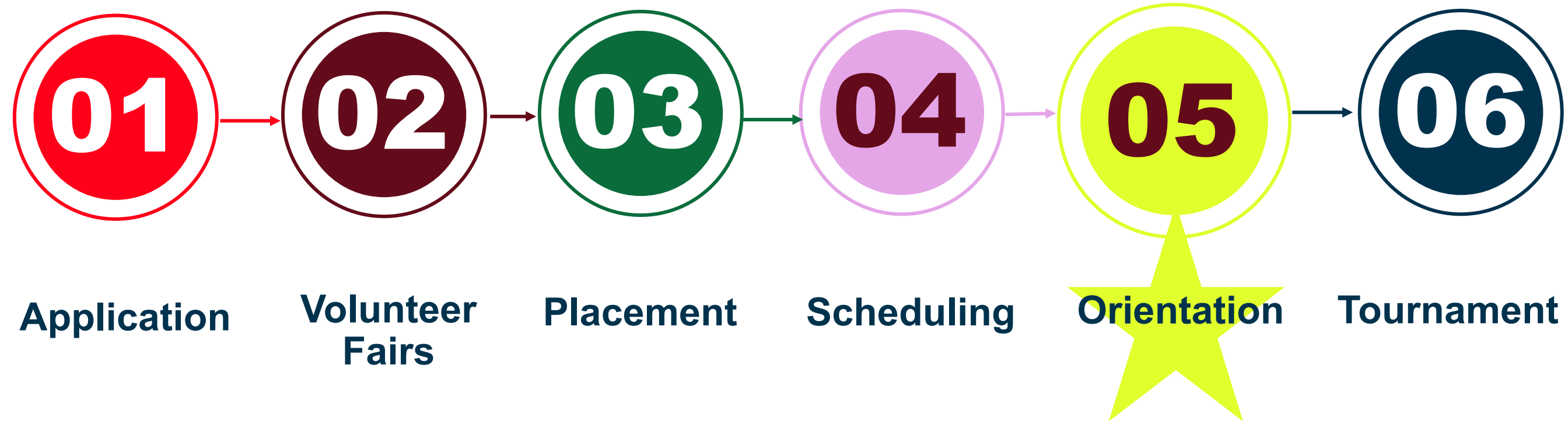


Champions List

2025 Victoria Mboko
2024 Jessica Pegula
2023 Jessica Pegula
2022 Simona Halep
2021 Camila Giorgi
2019 Bianca Andreescu
2018 Simona Halep
2017 Elina Svitolina
2016 Simona Halep
2015 Belinda Bencic

2014 Agnieszka Radwanska
2013 Serena Williams
2012 Petra Kvitova
2011 Serena Williams
2010 Caroline Wozniacki
2009 Elena Dementieva
2008 Dinara Safina
2007 Justine Henin
2006 Ana Ivanovich
2005 Kim Clijsters

Timeline



Next Steps...

TODAY – Site Tour & Package Pick Up

- Accreditation
- Uniform

*Parking pass is virtual and will be sent by next week.

*Tickets will be digitally sent over next couple of weeks.





WELCOME TO THE TEAM!

TORONTO