



SUSTAINABLE BUSINESS  
FORUM & SOLUTIONS EXPO

2022

# Volunteer Briefing Session

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 Yuen Long

#AccelerateTheChange

Co-organiser:



BUSINESS  
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ReTHINK

#AccelerateTheChange



# ReThink HK 2022 Teaser



<https://www.youtube.com/watch?v=DHCKQY0cA0M>



**Event Date:** 5<sup>th</sup> & 6<sup>th</sup> October

**Venue:** Hall 3FG, Hong Kong Convention and Exhibition Center

### **Certificate of Participation:**

A Certificate of Participation will be issued by ReThink HK to those volunteers who have met the following criteria:

- Participated in today's briefing session
- Volunteered on one of the event days (5<sup>th</sup> or 6<sup>th</sup> October)
- Visited ReThink HK as a normal delegate on the day s/he is not volunteering

### **Internship Arrangement:**

- We are reviewing volunteers' CVs and cover letters, and will start passing selected volunteers' information to our partners starting from next month

# Some points to note

## **Dress Code – As a volunteer**

- ReThink HK Volunteer T-shirt (*to be distributed on site*)
- ReThink HK Cap (*to be distributed on site*)
- ReThink HK Mask (*to be distributed on site*)
- Long pants
- Sneakers

## **Dress Code – As a delegate**

- Smart casual
- Event badge (please remember your badge for day 2)

## **Communications**

- WhatsApp Group will be created 2-3 days before the event





# Your point of contact (Theatre Manager/Jason)

Location of Volunteering	Day 1	Day 2
Sustainable Transformation Theatre (Keynote)	Jane/Angela	Jane/Angela
BEC Sustainable Business Theatre	Carmen/Sampson	Carmen/Claire
Sustainable Communities Theatre	Jasmine/Kayley	Jasmine/Kayley
Sustainable Partnerships Theatre	Olivia/Becky	Olivia/Becky
Sustainable Resources Theatre	Sandra/Joselyn	Sandra/Joselyn
Change Makers Stage	Penny/Sheila	Penny/Sheila
Future Leaders Stage	Jason/Chloe	Jason/Chloe
Media, Speaker & Sustainability Leaders VIP Lounge	Jason	Jason
EXPO Area (Booth Support)	Jason	Jason



# On the event days

Volunteer  
on Day 1

Volunteer  
on Day 2

Day 1

Collect your volunteer badge at the  
Organiser Office (**Room G311**)

Report to your  
Theatre Manager/Jason  
(For Booth Support/VIP Support)

Day 2

Use the badge given to you on Day 1  
to enter the main entrance

Enjoy yourself at the EXPO &  
Conference Theatres/Stages

Collect your volunteer badge at the  
Organiser Office (**Room G311**)

Enjoy yourself at the EXPO & Conference  
Theatres/Stages

Enter the main hall through the  
Organiser Office and mark your attendance

Report to your Theatre Manager/Jason  
(For Booth Support/VIP Support)

## Some points to note

- Please do not bring any non-recyclable plastic bottles, plastic bags
- There are water dispensers **next to Hall 3G Entrance (updated)**.
- Please bring your own utensils for lunch
- Lunch will be served in the destined meal box pick up area in **Hall 3FG loading area (Behind the BEC Sustainable Business Theatre)**
- Time and duration of lunch will be assigned by your Theatre Manager/Jason (For the roles of VIP Support & Booth Support)
- When you arrived at the Organiser Office **(G311)**, please use your mobile phone to take a picture of a QR code for lunch (you need to present the QR code to HKCEC's staff in order to collect your lunchbox)
- Please put your personal belongings in the store room – no valuables
- We encourage you to wear our ReThink HK mask which will be distributed onsite
- Make sure your mobile phone is on vibration mode and fully charged



# Frequently-asked Questions

## **Where is the workshop? I have applied for the workshop, why can't I join?**

(Show them on App/ pointing them to the right direction)

You have to receive the confirmation email to be eligible to join the workshops. Capacity is limited, but **there are a few walk-in spaces**. You can wait outside the workshops.

## **I lost my badge; can I have a new one?**

Yes, badge replacement **costs HK\$100**, we only accept cash/HSBC PayMe  
(Direct them to pay at the registration counter.)

## **Will I get an event certificate for attending?**

Yes, event certificate will be issued upon request , it will be sent to you within 2 weeks after the event, would you please provide your information (Name, Company, Job title, Email) to me?  
(please mark it down and give the details to your Theatre Manager)



# Frequently-asked Questions

## **Is there a conference/event app I can download?**

Yes – (please guide them to set up their event account accordingly/ask Conference App Support to help)

## **Where can I refill my water bottle?**

At the **next to Hall 3G Entrance (updated)**

## **Where can I have lunch?**

No F&B can be offered within the event hall. Please go to the catering outlets within HKCEC.

Note: **Amber code** holders are **not allowed** to enter any catering outlets.



# Frequently-asked Questions – Networking Event

## **When and where is the Networking Drinks Event?**

When: Wednesday 5th October (Day 1) (18:45 – 21:15)

Where: KIN Food Hall, 2/F Devon House, Taikoo Place, Quarry Bay

## **Where can I take the bus to the networking drink venue?**

Before answering the question, please ask them to show you their badge.

As the event is pre-registered, they should have either the code “NET” or “NET + BUS” on their badge.

If they don't have the codes:

Please tell them the event is pre-registered and has limited capacity, we do not accept on-site registration.

If they have the “NET + BUS” code:

The bus will depart at 18:30 from G/F Expo Drive Entrance (not Harbour Road)

If they have the “NET” code:

Ask them to travel directly to the event venue and present their event name pass to our staff there



# **Volunteer Roles**

- Time Control**
- Mic Runner**
- Door Keep & Delegate Welcome**
- Conference App Support**
- Speaker Support**
- Theatre Support**
- VIP Support**
- Booth Support**



# Time Control

**It is crucial that sessions DO NOT overrun.**

## **Duty:**

- Press the start button of the count down clock right from the beginning (depending whether the session is 30, 45, 50 or 60 mins)
- 2 minutes before a session is due to end, you need to hold up signage to indicate that the session has to conclude immediately.
- The signage will be placed at the technicians' desk for the timekeeper to collect and use during the session.
- Remind Theatre Manager to hand in the tablet to the moderators 15 mins before a panel session ends

## **Reminder:**

- You should be bold and build that confidence to get the speakers' attention if the session is nearing its end time.
- You should be familiar with the start & end time of the sessions in your assigned Theatre/Stage



# Mic Runner

## Duty:

- For panel sessions, ensure that panellists have collected a handheld mic from the technicians.
- Q&A for solo sessions or 1:1 interview sessions will be conducted directly from the audience. You will need to be on standby to provide microphones to those audience members whom the speakers have picked.

## Reminder:

- All speakers (solo presenters as well as panels) are encouraged to reserve time for Q&A towards the end of the session. However, if time is running out or if the session is proceeding in good flow (such that Q&A is not priority), the solo presenter or the moderator **may take it to the end without a Q&A.**
- For panels, it is unlikely that mic runners will need to hand around microphones unless the moderator decides to take questions directly from the floor, **as the audience will ask questions through the event App.**



# Door Keep & Delegate Welcome

[Guidelines for scanners](#)

## **Duty:**

- Scan audiences' badges at the entrance of the Theatre/Stage to record their attendance.
- Identify those who are not allowed to enter the Theatre/Stage and deny their entry
- Identify the speakers of the upcoming sessions at your assigned Theatre/Stage and inform your Theatre Manager
- If seating capacity in your assigned theatre is nearing 100%, please politely ask people attempting to enter to return at another time when the theatre is less full. This is because we have strict regulations on theatre capacities due to COVID.

## **Reminder:**

- Make sure you have collected your scanning devices at the Organiser Office .
- Test your devices in advance. If there are any technical issues, contact the Organiser's Office immediately.
- Familiarise with the names & faces of speakers in the next few sessions (you may refer to the App)



# Door Keep & Delegate Welcome

Registration Type (Printed on badge)	Admission Item	Day 1	Day 2
Exhibitor	FULL Event Registration	✓*	✓*
Media	FULL ACCESS - Day 1 & 2	✓*	✓*
Delegate	FULL ACCESS - Day 1 & 2	✓	✓
	FULL ACCESS - Day 1	✓	X
	FULL ACCESS - Day 2	X	✓
	SME Pass – Day 2 Only	X	✓#
	Expo Only – Day 1 & 2	X	X
Speaker	FULL ACCESS - Day 1 & 2	✓	✓
Volunteer	FULL ACCESS - Day 1 & 2	✓	✓
ReThink HK Staff	FULL ACCESS - Day 1 & 2	✓	✓
Helper	FULL ACCESS - Day 1 & 2	X	X

✓\*: Allow at all times, but if theatre is full, give priority entry to “Delegates”

✓#: Only allowed to enter the **BEC Sustainable Business Theatre** on **Day 2**



# Conference App Support

## **Duty:**

- Answer audiences' questions regarding the event App
- Help audiences to download and login to the event App
- Encourage audiences to use the App when there is Q/A & polling sessions

## **Reminder:**

- You should have already downloaded and logged in to the event app prior to the event and familiarise yourself with it. A PDF guideline of the event App will be provided later.



# Speaker Support

## **Duty:**

- Assist your Theatre Manager to manage the speakers
- Gather speakers of the next session for your Theatre Manager to provide a quick logistics briefing
- Locate missing/late speakers and bring them to the Theatre/Stage
- Directing the moderator to the technicians desk to secure their clip mics
- Escort speakers to the stage

## **Reminder:**

- You should familiarise yourself with all speakers in your assigned Theatre/Stages
- Be polite to the speakers
- If speakers asked you some questions that you are not comfortable to answer, direct the questions to your Theatre Manager



# Theatre Support

## **Duty:**

- Direct audiences to the seats after their badges are scanned
- Make sure all seats in front and middle of the theatre are filled first.  
(\*The first row of seats are reserved for speakers of the coming sessions\*)
- Make sure the official photographer comes to take a picture of the session as well as the speakers on stage. If you don't see a photographer coming 5 mins before the session ends, they will need to contact the Theatre Manager.

## **Reminder:**

- You should familiarise yourself with the session's start/end time in your assigned Theatre/Stages
- Be polite to the speakers & audiences
- If speakers asked you some questions that you are not comfortable to answer, find your Theatre Manager for help



# VIP Support

## **Duty:**

- Assist ReThink HK Staff during the VIP tour
- Block the non-VIP delegates who attempt to enter the VIP lounge
- Check-in VIPs
- Answer delegate enquiries (refer to the FAQ)
- Any ad hoc duties assigned by ReThink HK Staff
- Guide our guest of Networking Drinks to the Bus Stop (If they are entitled Bus Journey)

## **Reminder:**

- Be polite to the VIPs
- If our VIP asked you some questions that you are not comfortable to answer, find Jason/Carmen for help



# Booth Support

## **Duty:**

- Assist the operation of the booths
- Any ad hoc duties assigned by ReThink HK Staff
- Guide our guest of Networking Drinks to the Bus Stop (If they are entitled Bus Journey)

## **Reminder:**

- Be ready to support other roles located in the Theatre/Stages when needed

# See you at the following time!

Location for Volunteering	Day 1		Day 2	
	From	To	From	To
Sustainable Transformation Theatre (Keynote)	08:30	In-between 17:30 & 18:15 (depending on when the sessions end)	08:30	In-between 17:30 & 17:45 (depending on when the sessions end)
BEC Sustainable Business Theatre	09:30		09:30	
Sustainable Communities Theatre	09:45		09:30	
Sustainable Partnerships Theatre	09:30		09:15	
Sustainable Resources Theatre	09:45		09:00	
Change Makers Stage	09:45		09:15	
Future Leaders Stage	09:30		09:00	
Media, Speaker & Sustainability Leaders VIP Lounge	08:30	18:30	08:30	18:30
EXPO Area (Booth Support)	08:30	18:30	08:30	18:30

*On Day 1, we might select a few of you to stay for a bit longer to guide our VIPs to the bus stop (to Networking Event)*



## Some points to note **(IMPORTANT)**

1. Please send me your Vaccination Record IMMEDIATELY if you still haven't.
2. Bring your Vaccination record (Electronic Version would be fine, need to clearly show the vaccination record but not just the blue code) to the venue in case there is sudden inspection by venue staff.
3. As required by the venue, all volunteers **must** do a **Rapid Antigen Test (RAT)** on **BOTH** days. **(TEST, write name and date – take a photo)**
4. Be responsible, please come to the venue on time. If you can't make it, inform your Theatre Manager/Jason at your earliest convenience. Any last-minute drop out (without any valid reason) is UNACCEPTABLE. We will inform your Programme Director/Professors for any non-reasonable dropouts.
5. If you want to get the Certificate for participation (to apply for leaves) BEFORE the event, please let Jason know asap or else we will provide it for you one week after the event.





## SUSTAINABLE BUSINESS FORUM & SOLUTIONS EXPO

**HONG KONG'S BEST ATTENDED  
AND MOST AMBITIOUS BUSINESS EVENT  
FOR SUSTAINABLE DEVELOPMENT**

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