

## Towards 2020

### Train volunteers to support the Games

- Create an environment that encourages as many Tokyo residents as possible to volunteer, regardless of age, gender, or disability status
- Work with the Tokyo Organising Committee of the Olympic and Paralympic Games to train City Cast members and give them the information they need for their volunteer work—including an overview of the games and how to prepare, how to interact with people with impairments, pandemic safety measures, and more
- Offer training sessions remotely so people can participate via their devices instead of gathering in person



City Cast

	Scale of members	Applicants
Field Cast (Games volunteers)	80,000	205,000
City Cast (city volunteers)	30,000	37,000



Rugby World Cup volunteers

- Use the operational expertise and insights gained during the World Rugby Cup 2019™ to make the Tokyo 2020 Games a success
  - ▶ **Tokyo competition venue volunteers: About 2,400**
- Team up with Greater Tokyo municipalities, companies, and other organizations to train volunteers to reach out to foreign visitors who may be having trouble and help them get around the city
  - ▶ **Hospitality language volunteers for foreigners: About 54,000 (2019)**
- Recruit and register volunteers to tell international visitors about the great things in Tokyo and act as guides along popular tourist routes
  - ▶ **Tourism volunteers: 847 (2012) ⇒ 2,779 (2019)**
- Hold welcome training workshops for junior high and high school students, training them to be future tourism volunteer candidates (Welcoming Goodwill Ambassadors)

### Take steps to encourage more people to participate in volunteer efforts

- Set up a portal site to centrally issue various volunteer information and support local volunteer activities
- Set up special sections of the portal site to allow people to help out with the Games from home if they are unable to participate in person due to the pandemic
- Present awards to organizations leading ongoing or cutting-edge volunteer initiatives
- Support companies that allow “volunteer leave” to their employees to foster a spirit of volunteerism and encourage more people to get involved



Tokyo volunteer portal

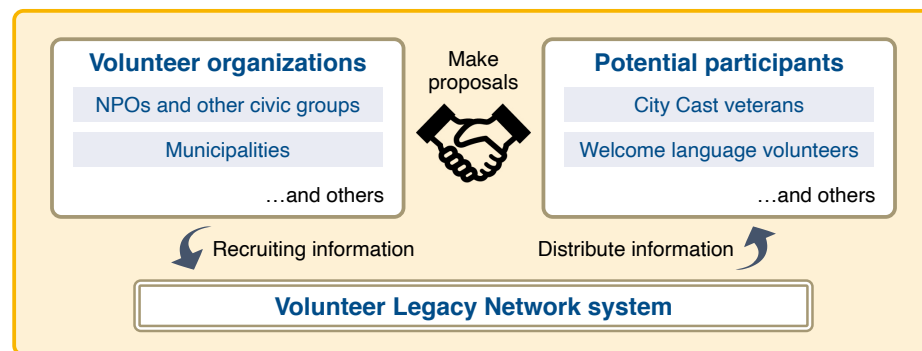
## Beyond 2020

**Make Tokyo a more inclusive city by solidifying the spirit of volunteerism and helpfulness developed during the Games and making it a permanent part of our culture**

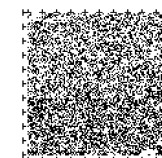
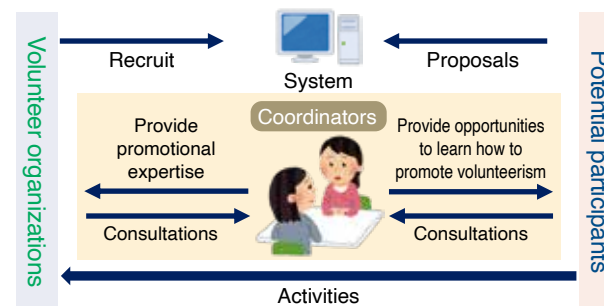


### Encourage volunteerism to take root by passing the Tokyo 2020 Games volunteer experiences on to future generations

- Set up a Volunteer Legacy Network as a platform for people who were involved in the Tokyo 2020 Games volunteer activities, creating a stronger framework to support future volunteer efforts



- Use the system to send out timely information and offer detailed consultation to encourage active volunteerism in parasports as well



- Make the operational framework for the City Cast public so that it can serve as a reference for local volunteer organizations and others