



LIVE NATION GREEN TEAM FAQ

Q. What is the Live Nation Green Team?

A. This project is focused on diverting recycling and organics from landfills and shrinking our environmental footprint. Waste and recycling bins are placed all over the property. Our Green Team works in the open air 'Green Room' space to open all bags and ensure items are disposed of correctly – recycling in recycling bins, organics in organics totes, and waste in trash bags.

Q. How old do I have to be?

A. The minimum age requirement is 19 years old.

Q. How many jobs do Green Team volunteers work?

A. The Sorter assignment is our pillar role and is active at all events. Additionally, we staff the Water Refill Station at all Echo Beach and The Flats events.

Q. Does Sorting mean that we go through the trash?

A. Literally, yes, in a controlled environment with appropriate tools. Many patrons dispose of things correctly, and a lot of it is straightforward, but things do get interesting from time to time while we sort misdirected items to the correct receptacle. Volunteers have a good time and make an enormous impact.

Q. Sounds like there are good people involved, is there a sense of teamwork?

A. Absolutely! Volunteers enjoy themselves, share their love of music, become friends, and feel the reward of their environmental efforts. But don't take it from us; scroll down to see some of their comments below.

Q. How Does Scheduling Work?

A. Once you are accepted into the program, you will be sent a link to the online volunteer hub. This is where you can sign in for information, news and updates, and where you can self-schedule for the shifts of your choice, based on availability.

Q. Can I Volunteer with My Friends?

A. Absolutely! We encourage you to sign up with your friends so you can share the adventure and enjoy rewards together. If you have each filled out an application, you can sign up for shifts together once the schedule opens to both/all of you.



Q. What do I get in return for volunteering?

A. In addition to the reward of being part of this awesome initiative, making a positive environmental impact, meeting new people and making new friends, Green Team volunteers also receive a sweet Green Team t-shirt, earn tickets and 'LN Bucks' as you go, and get to enjoy a couple of songs during the show you are volunteering at.

Q. Can you tell me more about the volunteer rewards?

A. Yes! We are excited to continue the 2018 rewards program:

Level One: Pair of concert tickets*

Level Two: 2nd Pair of concert tickets + 10 LN Bucks

Level Three: 3rd Pair of concert tickets

Level Four: 4th Pair of concert tickets + 20 LN Bucks

Level Five: 5th Pair of concert tickets

Level Six: 6th Pair of concert tickets + 30 LN Bucks

Level Seven: 7th Pair of concert tickets

* From a list of available shows (Note: arena and stadium level events not typically included)

* LN Bucks (redeemable at Budweiser Stage and Echo Beach food vendors, cash change given)

The more you volunteer the faster you earn rewards! New Green Team volunteers reach Level One after 5 shifts, Level Two after 4 shifts and Level Three and higher after 3 shifts. Returning volunteers skip right ahead reaching each Level after just 3 shifts.

Q. Do Water Refill Station shifts count towards rewards as well?

A. Yes, but after volunteer feedback, not at the same rate as Sorting. Water refill stations are positioned near stages so you hear the whole show, the work is much lighter, and shifts include breaks to wander the site, take in the show, or grab a bite. Volunteers have asked us to treat these shifts differently from Sorting and we listen to our team! Each rewards Level is reached after 5 Water Refill shifts throughout the season, new or returning.

Q. Any other rewards you can tell me about?

A. Yes! We have a 'Recruit 3 friends and work 3 Sorting shifts' reward of 50 LN Bucks, and any volunteers working a minimum of 5 shifts over the season are invited to the Live Nation end of season staff party.

Q. Can I just work Water Refill and not Sorting?

A. Unfortunately no, Sorting is the backbone of this program. It's our main purpose and makes the most impact onsite. We offer these shifts as rewards to team members killing it in sorting. They may open up from time to time but no guarantees.

Q. How many shifts can I sign up for at once?

A. We want to be fair and ensure that all team members are getting the chance to sign up for duty. Schedules typically open one to two months at a time. Each time you gain access, you are limited to signing up for a maximum of 6 shifts. Once everyone has had access and openings remain, the limit will be lifted so those interested can sign up for more.

Q. Can I remove myself from a shift I have claimed?

A. We expect volunteers to be committed to the shifts they sign up for, however life happens. If you must cancel a shift you have claimed, you can do so up to 7 days before the event. Volunteers who hold shifts and regularly release them will be disqualified from the program.

Q. What happens if I cancel after the deadline, or don't show up for my shift?

A. The success of this program depends on having full teams on site. Late cancellations leave us short-handed and are not fair to fellow team members – those onsite and those who may have wanted that shift. Late cancellations may lead to a temporary suspension or removal from the program. Anyone not showing up for duty will be disqualified from the program.

Q. What should I wear?

A. For the Sorter assignment, we recommend long sleeved shirts and long pants – clothes you don't mind getting dirty. Closed toe shoes are a must! For the Water Refill assignment, volunteers wear their Green Team t-shirt, comfortable and modest shorts, pants or skirts, and the footwear of your choice. PRO TIP: nights can be quite cool on the lake so be sure to bring layers. Warm sweaters/jackets are a must.

Q. What if I am late for duty?

A. Remember that thousands of people make their way to each event. Please give yourself lots of time to get there on time so you don't hold up the group. If you are running late, please text your manager and be patient until they have the chance to come back out to get you. Note that recurring tardiness will lead to disqualification from the program.



Q. What should I bring with me?

A. We are working outdoors in the summer so please pay attention to weather forecasts and prepare accordingly! Practice your sun smarts for early shifts by bringing a hat and wearing sunscreen. For evening shifts, you will need to dress warmly so bring layers. The show goes on rain or shine! In the event of rain, a tent will temporarily cover the sorting area. Dress for the weather and bring a reusable or sealed water bottle with you to stay hydrated. Please leave your valuables at home.

Q. Will we have access to food?

A. We suggest arriving with full bellies however there are food vendors you can purchase from while on break.

Q. Where do we get to watch the show from on our break?

A. We watch from the general admission lawn at the Budweiser Stage and anywhere front of house at Echo Beach.

Q. How do I get there?

A. We recommend bicycle or TTC. Use www.ttc.ca/Trip_planner for specific directions on the TTC.

Q. Is Parking Included?

A. No. Event parking is limited and not guaranteed. Paid parking may be found in the Ontario Place parking lots, however space is limited. Additional parking is available at Exhibition Place, Direct Energy Centre, Fort York National Historic Site, or in the Liberty Village area (approximate 15 min walk from the venue).

Q. How Do I Claim My Rewards?

A. Simply email your request to the volunteer address: Involunteers.canada@gmail.com. We submit this to Live Nation and alert you as soon as artist management has either released the tickets to us or declined. Never, ever is this reflective of the team or you as an individual.



Q. How Do Complimentary Tickets Work?

A. Artists control the tickets to their shows. As the promoter, Live Nation requests complimentary tickets on behalf of our awesome team. Artist management typically don't release comps until close to the show date, often just a day or two in advance. This means that we are often unable to confirm tickets until last minute.

Q. What have volunteers said about their experience?

A. We have volunteers who love this program and return every year. Here's what some of them have said about their favourite part:

- Knowing that I'm making a difference. We have fun as a team.
- Being useful, having fun with the people you volunteer with and when you get to see some of the great shows!
- Meeting positive people who want to contribute their time to good causes.
- I was consistently made to feel respected and appreciated for my time. I was never confused about where to meet or what my tasks were. I felt supported throughout the entire shift. Thank you, Green Team!
- Every time I came to volunteer, I felt that my presence was necessary and integral in ensuring that our team was always able to successfully complete our goals for the night. I always looked forward in my shifts... Overall, I felt that this experience was necessary for my own growth and understanding of being an eco-conscious individual within my own community.
- Thanks for another great year. See you all again next summer!

Q. Can We Get Tickets to Sold Out Events?

A. No. Sold out means that there are no tickets left. Even for our rad group.

Q. Are My Tickets Transferable?

A. In most instances, yes, though in some cases we will limit these to Green Team members only. Our team consists of amazing humans, some of whom are happy to gift their tickets to a friend or family member. You are able to gift them if you provide the name you want them under upon your request. Note that selling your tickets is strictly prohibited and would result in immediate expulsion from the program.

Q. What If I See A Club Show I Want to Redeem For?

A. This may work! But requires some effort. First, you need to identify it as a Live Nation promoted event. The best way to do this is to search this website: <http://justshows.com/toronto>. Select the show you are interested in and if Live Nation is the promoter, it will say so within the show details. Once you have confirmed that they are, email your request and we will confirm as soon as we can.

Q. How Long Do I Have to Claim Rewards?

A. Rewards do not carry over from year to year and must be claimed within the season in which they are earned.

If you have a question we have not addressed above, you can email us at
LNvolunteers.canada@gmail.com

THANK YOU for making a difference!