



Women's
Champions



VOLUNTEER INFORMATION & APPLICATION FORM

The information below will give you an idea of what is required and to assist you with making the decision on whether to volunteer or not, and whether volunteering is indeed for you?

A. HOW TO VOLUNTEER

- Read all the information detailed below.
- Complete the Volunteer Application Form.
- Accept that you are volunteering and therefore are **NOT** going to be paid.
- The Volunteer Application Form must be completed and signed by yourself
- Answer every question on the application form.

B. FREQUENTLY ASKED QUESTIONS

- **Do you have what it takes?**
Volunteers need to be a special kind of person. These people need to be self-motivated, creative, committed, confident, mature, honest, punctual and most importantly prepared to work hard.
- **How long would you provide services?**
Volunteers would need to commit themselves to **a minimum of two days**. You will need to be available for the days specified by your assigned position. You will also be required to provide volunteer services for between six (6) to ten (10) hours a day (maximum), including all your breaks.
- **What training is provided?**
Volunteers must attend briefing workshop to ensure they possess the necessary skills required and information, so as to able to effectively deliver their service.

EVENT specific: Background on the HSBC Women's Champions, who is involved and competing, what will be expected of you, code of conduct, customer service etc.

VENUE specific: Policies and procedures as well as information related to Garden Course and Singapore.

JOB specific: This will focus on the specific duties associated with the volunteer function that you have been selected to perform.

- **What will be provided to you as a volunteer?**
 - Adidas t/shirt, cap, sling bag.
 - Food & beverages whilst on duty.
 - Briefing in your respective role.
 - Volunteer Golf Day on Tue 2 March 2010
- **What are the minimum requirements & special qualities required?**
 - Ability to speak, read and writes English.
 - Friendly and positive manner.
 - Agreement to wear the Official Volunteers Uniform (adhere to the dress code **at all times**).
 - Minimum age of 16 years of age on 1 February 2010.
 - You will only be considered for selection if you are available to **provide services for at least two days**.
 - If selected as a volunteer, you **MUST** be available for the training/briefing workshop.

C. ACTIVITY DATES

- **Selection**
Contact with selected volunteers – January 2010.
- **Briefing Workshop**
Fri 19 February 2010
- **Kitting Out**
Receiving uniforms etc – Fri 19 February 2010, 6pm
- **Tournament**
Providing volunteer services at the Tournament – Thu 25 to Sun 28 February 2010
- **Volunteer Golf Day**
Tue 2 March 2010

D. VOLUNTEER OPPORTUNITIES

These are brief descriptions of the positions available. Further information and the respective duties associated with role will be provided closer to the Tournament as well as at the Volunteer Briefing Workshop.

OPERATIONS CHAIRMAN – MR HIA HUI KIM

1. **Team Leaders**
2. **Marshals**

To assist with the course crowd control of spectators and movement around the course under direction of Chief Marshal. Team Leaders are appointed to lead team members. Days – Thu 25 to Sun 28 Feb 2010.

SCORES CHAIRPERSON – MRS LAM LIAN SUAN

3. Walking Scorers

Walk with the respective players as assigned.
Record scores of players after each hole.
Relay scores to the Score Control Centre.
Announce scores to the general public.

4. Mobile Score Board Operators

Carry score board (35cm & 45cm) & walk with players.
Record scores of matches/players after each hole.

5. Scores Board Operators

Boards will be located next to Hexagon Suite.
Update scores of players.

6. Leader Board Operators

Update players' status & results.
Operators are station on the course to man the board.

7. Scoring Centre

Station at Score Control Centre.
Responsible for coordination of scoring groups as per Chief Scorer's direction



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OTHERS

8. Buggy Shuttlers (HSBC staff only)

Buggy shuttle services from Practice Greens to Driving Range and covering other areas etc.

9. HSBC Interactive Zones

Assist in managing the various activities at the TMCC Poolside.

10. F&B

Assist the F&B Team

11. Security

Assist the Security Team

E. FACT SHEET 2010

HSBC Women's Champions returns to Singapore for the third time where golf fans will witness yet another exciting golf tournament which stakes its claim as one of the top events on the women's LPGA calendar.

HSBC continues its support of golf globally and has created Asia's most significant women's golf tournament with prize purse for a women's event in Asia. The total prize money for the tournament is US\$1.3 million with the winner taking home a US\$195,000 cheque.

This global event runs across 4 days in a stroke play competition. Singapore will host 63 international golfers to give the most impressive international field of female players assembled in Asia. Players qualify through winning on the LPGA Tour and selected international events, via Rolex Rankings and LPGA Money List, as Tour Money winners, sponsor's invitations and host country invitation.

Tournament Name:	HSBC Women's Champions
Host Venue:	Tanah Merah Country Club – Garden Course, Singapore
Date:	Thur 25 to Sun 28 Feb 2010
Title Sponsor:	HSBC
Promoter:	IMG
Sanctioning Body:	U.S. Ladies Professional Golf Association (LPGA)

Schedule of Events

The provisional schedule for the week will be as follows:

Mon 22nd Feb	Official Practice Day
Tues 23rd Feb	Official Practice Day Press Conference @ Fullerton Hotel
Wed 24th Feb	Pro-Am Morning Session (HSBC) followed by Lunch and Prize Presentation Pro-Am Afternoon Session (Co-sponsors) followed by Cocktail and Prize Presentation Junior Clinic Welcome Cocktail @ Raffles Hotel
Thu 25th Feb	1 st Round
Fri 26th Feb	2 nd Round



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Sat 27th Feb	3 rd Round
Sun 28th Feb	4 th Round Prize Giving
Mon 1 st Mar	Sponsors Golf Day

Player Information

Full field of 63 players are determined as follows:

- Top Twenty Players. Players as ranked one (1) through twenty (20) as of December 31 on the previous year's Rolex World Rankings list;
- LPGA Tournament Winners. The Tournament winner from each official LPGA Tournament held during the previous Tour season
- Winner of Honda-PTT LPGA 2010
- HSBC Women's Champions Winners from the previous two (2) years;
- Two Sponsor Invitations. One host Country Invite.
- Filling the Field - Highest ranked players from the 2009 LPGA Official Money List to bring the number of players in the field to a total of sixty (63).

F. MARSHALS GUIDELINES

The Marshal's primary role is to ensure that the players can compete without being disturbed or inconvenienced by spectators or media representatives.

Nevertheless, it must be remembered that spectators have paid to watch and an important part of the Marshal's role is to ensure that they can do so and that their visit to the Tournament is made as enjoyable as possible.

1. General DO'S and DON'T'S

- Know where you are meant to be, when you are meant to be there and what you are meant to be doing when you get there.
- Keep spectators behind the ropes.
- Avoid standing in front of the on-course advertising signs.
- Do not speak to a player unless she speaks to you.
- Avoid obstructing the spectator's view. If you have spectators behind you crouch down.
- Only raise your QUIET PLEASE bat when absolutely necessary. If you have to use it, raise it at arms length, keep still and face the spectators at whom you are directing it.
- When you are close to a player imagine you are taking the shot – would you like someone standing where you are? If in doubt stand still and do nothing, but watch your shadow does not fall across the player's line.
- Encourage spectators to walk, never to run.
- Do not shout. Commands to spectators in a moderate, courteous tone will generally receive a better response.
- Never get into a confrontation with a spectator. Avoid any argumentative situation and on NO account resort to any kind of physical contact. If the situation warrants it, advise your sector marshal who can enlist the assistance of the police who will have a presence at the Tournament.
- Always be aware of what is going on both with the players and the spectators.



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- If you are standing next to another marshal you are probably not doing your job properly.
- Your armband is your badge of office. It must be kept secure at all times and never lent to anyone else. When you are off duty, remove your armband and if you want to watch the golf you do so from outside the ropes.

2. Fairway Access

Only those persons with the following, clearly identifiable armbands are permitted inside the ropes: MARSHAL, MEDIA, TV, OFFICIAL, SCORER, RULES & PHOTO.

3. **Media and Photographers** must walk down the rope lines NEVER in the middle of the fairway. If necessary they should be politely asked to kneel down so as not to obstruct the spectator's view. Both MEDIA and PHOTOGRAPHERS are issued with numbered armbands for identification purposes. If a marshal experiences any difficulties with a member of the media or a photographer his armband number should be noted and a report made to the Chief Marshal.

4. Cameras

The only cameras permitted on the golf course are those in the possession of accredited photographers who will (or should be) be wearing a numbered photo armband.

Any unauthorised camera use should be discouraged and the culprit asked to desist because the noise of the shutter and/or the flash is highly distracting to the players when they are over their shots.

5. Handphones

Handphones and pagers should be switched off while the owner is on the golf course. Again, anyone disregarding or forgetting this instruction (which is generally printed on the tickets and displayed on signs at course entrance points) should be admonished and told to switch it off right away.

6. Tees

Where appropriate, wait for flag signal. Pay particular attention of likely disturbance or movement (crossings, roads, nearby tees). Keep spectators still and quiet until all players have driven. Signal by hand if necessary to the marshal at the landing area the direction of the drive.

7. Landing Areas

Watch for signal from the tee marshal. Guard the ball if it finishes outside the ropes. If necessary, move spectators away from the ball and the line to the hole. Make sure the player has plenty of room to play his intended shot. Move ropes and stakes at players request. Be sure to replace them after the shot, it is worth having a tee in your pocket to mark the hole where the stake has been (it is easier to replace in the original hole).

8. Greens

Before players reach the green, make sure the crowds have settled. Ensure that there is no disturbance or movement until all the players have putted out.

9. Crossings

Spectators must be kept within the white lines. They should be kept moving and should be encouraged to keep to the right, walking briskly but not encouraged to run. Spectators must be moved off the crossings as soon as it is closed.

10. Dress

Marshals must wear the uniform provided when on duty. Always appear neat and well presented. Wear normal trousers, not jeans. Ladies may wear skirts or trousers. Golf trousers are acceptable, though they should not be extravagantly coloured or designed. You will carry more authority and spectators will give you more respect if you look smart.

11. Responsibility

Each marshal is allotted a certain duty and the position and times at which they should be there. You must arrive in good time for your spell of duty. Please do not leave your post until your relief turns up, or until you receive alternative instructions. If the relief does not turn up on time, notify your hole controller and stay in position until someone arrives. The post must not be left unattended. If a marshal feels unwell, or otherwise debilitated, he should ask someone to notify the hole controller at once. Obviously, if serious the Emergency procedure is carried out.

12. Travelling Marshals (TM)

Travelling marshals should read the whole of these guidelines and not just the part on travelling marshals as you have a crucial part to play in the overall success of the tournament. TM's constant attention to details is required, think ahead anticipating situations from past experience using your common sense and golfing knowledge.

Never walk together in the middle of the fairway.

Remember you are a team working together to give the best marshalling possible. The scorers are also part of that team and if you think they require assistance please help.

The leap-frogging method will be used. First marshal on the tee, second marshal at landing area. First marshal walks with the game to the landing area, walking up the side ropes watching the spectators in relation to the players. Second marshal proceeds to the green.

When a ball is among the spectators outside the ropes. The marshal at the Landing Area must stay with it until the player arrives. The Tee Marshal should by-pass and go on to the green (this is where team work is very necessary).

In such a situation the ball must not be touched and no ropes or cables moved without the immediate authority of the player. If ropes or cables are shifted they must be replaced.

TM's should keep an eye out for the Sector Controller as he may advise you on particular problems ahead. Please never leave your designated game unless instructed to do so by the Sector Controller. If there is a problem tell the Sector Controller. The TM on the Tee can signal with the QUITE PLEASE board if a shot is left or right.

13. Crossing Marshals

Know your shift times and report in at least 30 minutes before your start. You are incomplete charge of your crossing and have a rope gate, which you will use to open and close the crossing. There are two conflicting priorities on crossing points:

- a. Ensure that the players are not affected by spectators using the crossing and,
- b. Assist the spectators to cross as soon as it is safe and convenient to do so.

The crossing must be cleared of spectators in plenty of time to ensure that play is not interrupted. Always talk and humour the spectators as they wait to cross. If there is a disorderly element among those waiting, observe their appearance and what they are wearing. Pass the information on to the Sector Controller. Never get involved or cause a scene.

Always encourage spectators to walk, not run and keep to the right of the crossings. When closing the crossing it must be cleared as quickly as possible, spectators are not allowed to spectate from the crossings. Do not talks to the players, if they speak to you answer courteously and briefly. When controlling spectators always be firm but courteous, keep your voice calm and never shout.

14. Grandstand and Marshals

As players approach, see that all in the stand are settled. There must be no movement up or down the stairways when players are on the tee. Spectators are not allowed to view from the stairways.

Report any unruly behaviour. Loud unpleasant jeering comes under that heading. Do not get involved.



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If you see a camera being used or camera flashes, do not take action that may distract players. Once you are sure there would be no distraction to the players, asks the culprit politely to put his camera away.

Remember, being pleasant to spectators costs nothing. A smile and good morning or afternoon works wonders.

15. Quite Please Boards and Stand Still Please (QPB)

These boards can be a useful tool when used properly but they should only be used when REALLY necessary. There is no point in raising it if the spectators are settled and quiet. It simply distracts the spectators and more importantly sudden movement can upset the players. You should however use it when there is some crowd disturbance or movement. Always face the problem. A marshal who stands watching play and raises the QPB just before the player makes a stroke is likely to ENCOURAGE a disturbance not to mention the annoyance of the player. The QPB is useful when; there is a noise at the back of a group of spectators, and those at the back cannot see a marshal's hand signal. Or for instance a vehicle is approaching, even at a small distance, and the driver is not aware that he may be causing a distracting noise. The QPB can attract the driver's attention and the marshal can indicate the vehicle to stop. It is important that the marshal faces the vehicle. If the engine is running, indicate by holding out your hand and turning it as if you were turning off the ignition.

16. Emergency Procedure

No matter where you are on the course, make yourself aware of the FIRST AID POINTS. If there is need for immediate aid, find the nearest radio. The Sector Marshal, Scorers, Police, Referees, all have one. Sometimes the First Aid point is only minutes away and if this is the case it may be quicker to walk to the post but ensure someone stays with the injured person. When reporting an accident, be specific about what is required and where it is required. If someone has collapsed, use the word COLLAPSE in your message. If it is a head injury state: BALL STRIKE, BUMPED INTO OBSTACLE, etc. State clearly if the person is conscious or unconscious. State your accurate location on the course. Pass the message quickly and accurately, and then clear your radio allowing the services to have all communication space to operate. It is advisable not to talk on the radio when you are close to the injured person. If over heard you may cause anxiety. Having passed your message, stay by the casualty until assistance arrives. Keep spectators CLEAR. Watch for the arrival of any aid (ambulance, buggies, etc), ensure there is a clear passage for the assistance, and don't hesitate to enlist the help of spectators, who, as a rule will be responsive and extremely helpful.

Confidentiality – If after an accident you are approached particularly by the media, do not give out any information even if you have it. Direct any questions to the Tournament Office.

Fire – Take steps to put it out. If this clearly is not possible, get a message through to the Tournament Office as fast as possible.

Police – If you require police assistance, again get a radio message through to the Tournament Office.

17. Major Incident

It is anticipated that the main risks would be a fire in public catering or hospitality areas, a calor gas explosion in any of the catering units or even a stand collapsing. A major incident is defined as one, which because of the number and severity of the casualties will require special arrangements to be made by the medical and front line services. The front line services will instruct the Senior Marshal where to control the general public. In such an eventuality the marshals' main job will be to keep routes clear for the emergency services and keep the spectators away from the effected areas.

G. TOURNAMENT SCORING OPERATION

1. Format

The field will consist of 63 players.

The Tournament will be played over 72 holes, with 18 holes being played on each day.



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2. Scoring

An efficient and informative Scoring System is a key element of any Professional tournament, for the players, spectators, Media and television broadcasters, and vital for a tournament with the prestige of the HSBC Women's Champions.

The Tournament Scoring Team, under the management of Frank Gilbride, will be responsible for managing Score Control.

The Tournament Scoring Team will be responsible for the distribution of scores to the various areas and Scoreboard operators, but they can only do this with the assistance of the WALKING SCORERS, who play a vital part in the overall operation.

3. Walking Scorers

Walking Scorers will accompany EVERY game on all four days of the Tournament. Walking Scorers will be provided with a specially designed Score Control Sheets, which will enable them to mark down every shot and putt made by each player at every hole within a particular game. As each hole is completed and the players exit the green on their way to the next tee, the Walking Scorers relay the scores for that hole back to Score Control by radio.

4. Radio Procedures

All Walking Scorers will be fully briefed prior to the event and will be expected to use the following radio procedure when reporting scores back to Score Control:

WALKING SCORER	'Game 6 to Control'
SCORE CONTROL	'Go ahead Game 6' or 'Wait Game 6'
WALKING SCORER	'Game number 6 at hole 12
	WOODS 4
	ELS 4
	DOHERTY 5
 SCORE CONTROL	 'Game 6 at hole 12
	WOODS 4 remains level par
	ELS 4 goes to -1
	DOHERTY 5 goes to +2'
 WALKING SCORER	 'Game 6 correct'
	<i>If not correct, please go through any changes!</i>

THANK YOU FOR YOUR ASSISTANCE. WE HOPE THAT YOU HAVE A MEMORABLE AND ENJOYABLE EXPERIENCE AT THE HSBC WOMEN'S CHAMPIONS 2010



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VOLUNTEER APPLICATION FORM

NOTE: PLEASE FOLLOW ALL INSTRUCTIONS CAREFULLY. INCOMPLETE OR ILLEGIBLE FORMS WILL NOT BE PROCESSED. ALL QUESTIONS IN THIS SECTION ARE TO BE COMPLETED.

IMPORTANT: All information in your application form will be treated as strictly confidential.

PRELIMINARY DETAILS (Please complete in BLOCK LETTERS)

Full Name

Gender (please tick) Male Female

Age (Minimum 16 years old) (as at 1 Feb 2010)

NRIC No/
Passport No

Telephone Nos.

Mobile	Office / Home
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E-mail Address

In case of emergency

Contact Person:
Tel No:

VOLUNTEER BACKGROUND

Golf Club (If applicable)

HSBC Staff (please tick) Department

Do you have any health conditions that preclude you from walking long distance? YES NO

Please note: If you answered YES we will attempt to assign you a stationery position.



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VOLUNTEER OPPORTUNITY:

1 st Choice	<input type="text"/>
2 nd Choice	<input type="text"/>
Please select by writing the “number” next to your choice	

NOTE: While every effort will be made to place successful candidates in their preferred areas, this cannot be guaranteed.

IF UNDER THE AGE OF 21 ON 1 FEBRUARY 2010 PLEASE ENSURE THAT THE FORM IS SIGNED BY EITHER A PARENT OR A GUARDIAN.

Name of Parent/
Guardian
(if applicable)

NRIC No/
Passport No

Mailing Address

Signature

Date

ENQUIRIES:

Operations } Call Golf Office at tel no: 6592 0343 / 6545 1731
Scores }

Others } Call Marketing Office at tel no: 6592 0305 / 65952 0305



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RELEASE OF LIABILITY

In connection with my activities or the activities of my child as a volunteer at the HSBC Women's Champions 2010 to be held at Garden Course, TMCC, I agree and understand that the presence of me or my child at the HSBC Women's Champions 2010 and any volunteer services performed by me or my child for the HSBC Women's Champions 2010, Garden Course, TMCC, its affiliates and subsidiaries (collectively referred to as "the Indemnified Parties) and their officials may expose me or my child to both known and unanticipated risks of harm or injury. In consideration of and as a prerequisite to the participation of me or my child as a volunteer, I acknowledge that such risks exist and I hereby assume all such risks, and release and discharge the Indemnified Parties and each of them and their respective officers, office bearers, agents, members and employees and any other volunteer from any and all claims for liability for personal injury or property damage I or my child may suffer while performing such volunteer work or service, whether or not on the premises of the Garden Course, TMCC including, without limitations, any claim arising out of any condition of the premises owned by the Garden Course, TMCC or used by TMCC for the HSBC Women's Champions 2010 or the conduct or any person in connection with the preparation for, supervision of or conduct of the HSBC Women's Champions 2010 or any practice round or activity connected or related to it. I specifically hereby release the Indemnified Parties and each of them and their respective officers, office bearers, agents, members and employees and any other volunteer from any negligence of the Indemnified Parties or their respective officers, office bearers, agents, members and employees. I further understand that neither the HSBC Women's Champions 2010, nor the Indemnified Parties will maintain insurance which will cover me or my child for either personal injury, property damage or medical expenses, and I accept full responsibility for the costs of treatment for any injury or damages suffered while participating as a volunteer in connection with the HSBC Women's Championship 2010. I have fully informed myself of the contents of this release by reading it before signing it and agreed to be bound by the terms set forth herein in consideration for performing volunteer services.

Signature of applicant

Date

Please note that by signing and dating above, you have agreed to all conditions pertaining to volunteering for the HSBC Women's Champions 2010.