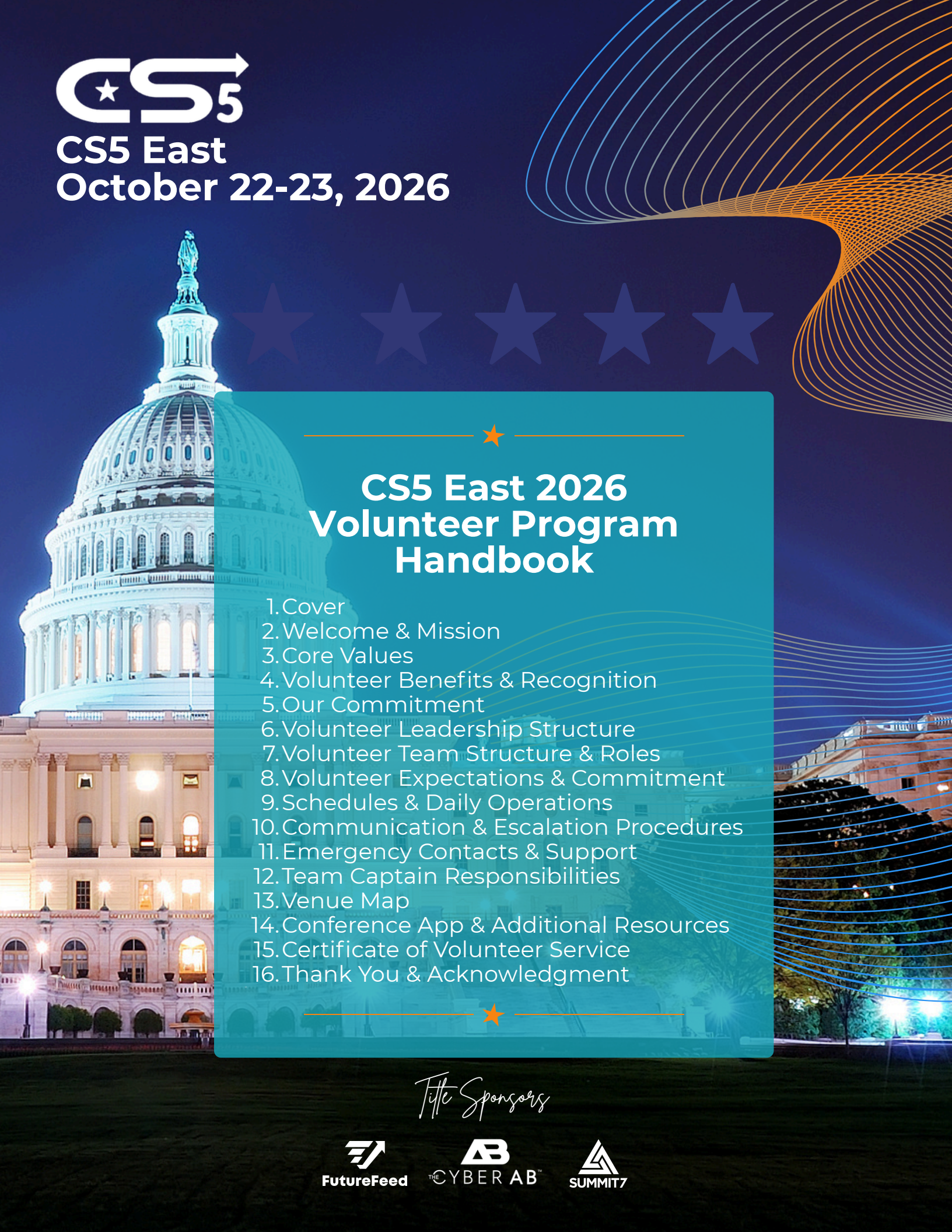




CS5 East
October 22-23, 2026



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CS5 East 2026 Volunteer Program Handbook

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WELCOME TO THE CS5 VOLUNTEER TEAM

OUR MISSION

CS5 is a conference for the community, built by the community. Our volunteers are at the heart of that mission.

Every attendee experience, every successful session, every meaningful connection, and every welcoming interaction is made possible by the people who choose to serve and support this event.

As a CS5 volunteer, you are not simply helping at a conference—you are helping create an environment where cybersecurity professionals, students, leaders, veterans, and newcomers can learn, connect, and grow together.



OUR PURPOSE

The purpose of the CS5 Volunteer Program is to provide a structured, professional, and rewarding experience for every volunteer while delivering exceptional support to conference attendees, speakers, sponsors, and exhibitors.

This year, we are launching a stronger and more developed volunteer program built on clear roles, teamwork, communication, and operational support.

Our goal is simple:

- Deliver an outstanding conference experience for attendees.
- Create a positive and rewarding experience for volunteers.
- Foster teamwork, leadership, and community engagement.
- Ensure volunteers are supported, prepared, and set up for success.

OUR CORE VALUES

COMMUNITY FIRST

We support one another and serve the broader cybersecurity community.

PROFESSIONALISM

We represent CS5 through our actions, communication, and attitude.

SERVICE EXCELLENCE

Every interaction matters. We strive to create a welcoming and positive experience for every attendee.

TEAMWORK

No volunteer works alone. We succeed by supporting one another and communicating effectively.

OWNERSHIP

We take responsibility for our assigned roles and help solve problems when they arise.

ADAPTABILITY

Events are dynamic. We stay flexible, positive, and solution-focused.



VOLUNTEER BENEFITS & RECOGNITION

The CS5 Volunteer Program is built on the generosity, professionalism, and commitment of our volunteers. We believe that volunteering should be both meaningful and rewarding. As a CS5 Volunteer, you will receive:

Conference Access

Volunteers receive access to conference sessions and activities when not actively assigned to volunteer responsibilities.

Hotel Accommodations

Volunteers will receive hotel accommodations in National Harbor for the duration of the volunteer program.

Professional Networking Opportunities

Volunteers have the opportunity to connect with cybersecurity professionals, industry leaders, speakers, sponsors, exhibitors, and fellow community members throughout the event. Volunteers are encouraged to use meal periods as an opportunity to network, connect with attendees, and participate in the conference community.

Training & Experience

Volunteers gain hands-on experience supporting a professional conference environment while developing leadership, communication, customer service, communication, and event management skills.

Meals During Conference Activities

Volunteers will receive meals and refreshments throughout the event. Tuesday and Wednesday volunteers will receive a \$150 food gift card to help cover meals during setup and preparation days. During conference days, volunteers will enjoy breakfast, snack breaks, and lunch provided by the conference alongside attendees.

Certificate

Each volunteer will receive an official CS5 Volunteer Certificate recognizing their contribution and service to the event.

Community Impact

Most importantly, volunteers play a direct role in helping create an exceptional experience for attendees and supporting the growth of the cybersecurity community.

Volunteer Swag Package

Each volunteer will receive an official CS5 Volunteer Swag Package, which includes volunteer apparel and other exclusive conference items as a thank-you for supporting the event.

OUR COMMITMENT

We learned valuable lessons from previous events and have invested in improving the volunteer experience.

This year, volunteers will work within clearly defined teams, receive role-specific training, and be supported by a dedicated operations crew responsible for logistics and physical setup.

Our volunteers are here to support people, sessions, and the conference experience—not to serve as a labor crew.

We are committed to creating an environment where volunteers can contribute meaningfully, develop professionally, network with attendees, and enjoy being part of the CS5 community.

In return for your time and dedication, CS5 is committed to providing:

- Clear expectations and role assignments.
- Training and preparation before the event.
- Support from volunteer leaders and event staff.
- A safe, professional, and respectful environment.
- Dedicated operational crews for logistics, setup, breakdown, and physical event support.
- Opportunities for learning, networking, and professional growth.

Our goal is for every volunteer to leave the conference feeling valued, appreciated, supported, and proud of the role they played in making CS5 successful.

VOLUNTEER LEADERSHIP STRUCTURE

The CS5 Volunteer Program follows a simple leadership structure.

Volunteer Leadership

Jessica – Volunteer Program Lead

Responsible for:

- Registration Team
- Main Session Team
- Session Room Team
- Volunteer escalations

Nataly – Volunteer Program Co-Lead

Responsible for:

- Exhibitor Hall Team
- Attendee Experience Team
- Floaters & Support Team
- Volunteer training and support

Team Captains

Each volunteer team is led by a Team Captain. Team Captains are responsible for:

- Supporting their team
- Communicating daily priorities
- Coordinating coverage
- Escalating issues when needed

Communication Structure

Volunteer → Team Captain → Jessica or Nataly

This structure ensures volunteers always know who to contact and helps us respond quickly to questions, concerns, and operational needs.



VOLUNTEER TEAM STRUCTURE & ROLES

To ensure a successful conference experience, volunteers are organized into six operational teams. Each team has a defined mission, responsibilities, and a Team Captain who serves as the primary point of contact.

CS5 VOLUNTEER TEAM

Registration Team

3

VOLUNTEERS

MISSION

Create a welcoming and efficient check-in experience for attendees.

KEY RESPONSIBILITIES

- Badge printing & badge pickup
- Swag distribution
- Ribbon distribution
- Registration support
- Line management



TEAM CAPTAIN

To Be Assigned

CS5 VOLUNTEER TEAM

Main Session Team

2

VOLUNTEERS

MISSION

Support keynote sessions and large conference gatherings.

KEY RESPONSIBILITIES

- Ballroom entry & seating assistance
- Crowd flow management
- Attendee support during keynotes
- Speaker assistance



TEAM CAPTAIN

To Be Assigned

Session Room Team

4

VOLUNTEERS

MISSION

Ensure every breakout room is conference-ready and speaker-supported.

KEY RESPONSIBILITIES

- Speaker support
- Room readiness checks
- Survey reminders
- Speaker gifts
- Issue escalation & room monitoring



PEAK COVERAGE

Up to 7 concurrent rooms

TEAM CAPTAIN

To Be Assigned

Exhibitor Hall Team

2

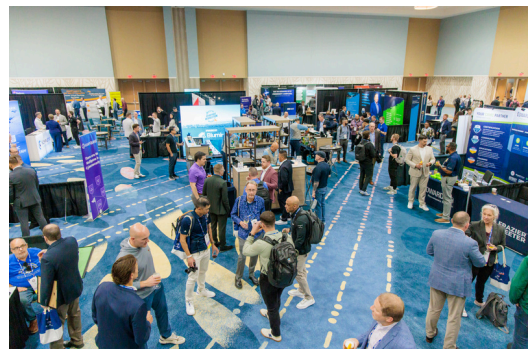
VOLUNTEERS

MISSION

Support sponsors, exhibitors, and attendee engagement in the hall.

KEY RESPONSIBILITIES

- Exhibitor support
- Roundtable Rebolution
- Sponsor assistance
- Attendee engagement



PEAK COVERAGE

Hall hours, across conference

TEAM CAPTAIN

To Be Assigned

Attendee Experience Team

2

VOLUNTEERS

MISSION

Create a welcoming and helpful conference experience for every attendee.

KEY RESPONSIBILITIES

- Wayfinding & directional support
- Lollipop signage placement
- Attendee assistance
- Networking support



PEAK COVERAGE

Across conference

TEAM CAPTAIN

To Be Assigned

Floater & Support Team

3

VOLUNTEER

MISSION

Provide flexible support wherever it's needed most.

KEY RESPONSIBILITIES

- Break coverage
- Peak-period support
- Staffing gaps
- Emergency assistance
- Special assignments



PEAK COVERAGE

On-demand

TEAM CAPTAIN

To Be Assigned

VOLUNTEER EXPECTATIONS & COMMITMENT

The success of CS5 depends on reliable volunteers, clear communication, and teamwork.

By joining the CS5 Volunteer Program, you are committing to supporting your assigned team and helping deliver an exceptional conference experience.

ATTENDANCE

Volunteers are expected to attend all assigned shifts, training sessions, and team meetings.

If you are unable to attend a shift or meeting, notify your Team Captain as soon as possible.

BE ON TIME

Arrive on time and ready to begin your assigned responsibilities.

Conference operations depend on proper staffing and coverage across all teams.

TEAM RESPONSIBILITY

Each volunteer is assigned to a specific team and reports to their Team Captain.

Volunteers should focus on the responsibilities of their assigned team and communicate with their Team Captain before leaving their assigned area.

COMMUNICATION

If you have a question, concern, or need assistance, communicate with your Team Captain.

If you need a break, need to leave your area, or encounter an issue, let your Team Captain know.

Good communication helps the entire team succeed.

PROFESSIONAL CONDUCT

Volunteers represent CS5 throughout the conference.

Volunteers are expected to:

- Be professional and respectful
- Create a welcoming environment
- Support attendees, speakers, sponsors, and fellow volunteers
- Remain positive and solution-focused
- Follow directions provided by Team Captains and Volunteer Leadership

DRESS CODE

Volunteers should wear their assigned volunteer shirt and conference badge while on duty.

Comfortable footwear is strongly recommended.

ASK FOR HELP

No volunteer is expected to solve every problem alone.

If something needs attention, communicate it.

The earlier an issue is reported, the faster it can be resolved.

THE ONE RULE

Do not disappear.

If you need a break, need assistance, or need to leave your assigned area, simply communicate with your Team Captain.

We understand that things come up.

We expect communication.

When in doubt, communicate.



SCHEDULES & DAILY OPERATIONS

VOLUNTEER SCHEDULE OVERVIEW

The CS5 Volunteer Program includes setup, preparation, registration support, and conference operations. Schedules may be adjusted based on conference needs and venue requirements. Volunteers will receive final schedules and team assignments prior to the event.

TUESDAY

*Setup & Preparation
Days*

Volunteer Hours • 8:00 AM – 5:00 PM

- Team training, conference preparation, material & signage organization
- Registration preparation and venue setup support
- Volunteers may take a one-hour lunch + up to one additional hour for personal commitments

WEDNESDAY

Conference Preparation & Early Registration

Most Teams • 8:00 AM – 5:00 PM

- Final venue preparation
- Team walkthrough
- Signage placement
- Registration setup
- Final readiness checks

REGISTRATION TEAM • ADJUSTED SCHEDULE

Coverage • 1:00 PM – 7:00 PM

- Registration setup
- Badge printing & distribution
- Swag distribution
- Attendee check-in support

EXHIBITOR MOVE IN TEAM • ADJUSTED SCHEDULE

Coverage • 5:00 PM – 11:00 PM

THURSDAY & FRIDAY

*Conference
Operations*

Volunteer Hours • 7:30 AM – 5:00 PM

- Team assignments • attendee support • session support
- Registration support • exhibitor support
- Wayfinding • attendee experience • conference operations
- Volunteers are expected to remain actively engaged and available throughout conference hours.

Meals & Breaks

- Breakfast, snacks & lunch provided by the conference
- Use meal periods to network with attendees
- Captains coordinate breaks for continuous coverage
- Avoid personal meetings/calls during operating hours

Daily Check-In

- Led by Team Captain each morning
- Team assignments & schedule updates
- Operational priorities & announcements
- Questions and concerns
- Attendance is expected

End-of-Day Huddle

- Brief team huddle at end of each day
- Review successes & discuss challenges
- Identify operational improvements
- Prepare for the following day

COMMUNICATION & ESCALATION PROCEDURES

Clear communication helps us resolve issues quickly and ensures a positive experience for attendees, speakers, exhibitors, and volunteers.

“When in doubt, communicate.”

SITUATIONS THAT SHOULD BE REPORTED

Notify your Team Captain if you encounter:

- Missing supplies
- Room readiness issues
- Registration concerns
- Speaker support needs
- Attendee or exhibitor concerns
- Coverage gaps
- Safety concerns
- Technical or operational issues

Early communication allows problems to be addressed before they impact the conference experience.

ESCALATION GUIDELINES

Not every issue requires immediate escalation. Volunteers should first communicate concerns to their Team Captain, who will determine if additional support from Volunteer Leadership or Conference Operations is needed.

ESCALATE IMMEDIATELY

- Safety concerns
- Medical emergencies
- Missing conference equipment
- Major registration disruptions
- Speaker emergencies
- Significant room or venue issues

PROBLEM-SOLVING EXPECTATIONS

Volunteers are encouraged to be proactive and helpful — but you are not expected to solve every problem yourself. Each issue cannot be resolved quickly, communicate it and allow the appropriate team to assist.

CONFERENCE OPERATIONS SUPPORT

Notify your Team Captain — don't try to handle alone:

- Digital screen issues
- Equipment movement
- Room setup adjustments
- Signage relocation & logistics support

EMERGENCY SITUATIONS

Volunteer & attendee safety are always the highest priority.

1

Contact venue security

or emergency services if immediate assistance is required

2

Notify your Team Captain

3

Notify Volunteer Leadership

as soon as possible

REMEMBER

**You are never bothering us by asking questions.
You are helping us run a better conference.
If something feels important, communicate it.**

EMERGENCY CONTACTS & SUPPORT

VOLUNTEER LEADERSHIP

Jessica Morin

VOLUNTEER PROGRAM LEAD

Primary escalation point for volunteer operations, staffing concerns, and conference support.

Phone: _____

Nataly Steger

VOLUNTEER PROGRAM CO-LEAD

Volunteer support, team coordination, training, and volunteer experience.

Phone: _____

OPERATIONAL CONTACTS

Conference Operations

Venue logistics, setup, breakdown, equipment, signage, and operational support.

Contact _____

Phone _____

AV / Technical Support

Presentation issues, microphones, screens, projectors, or technical concerns.

Contact _____

Phone _____

Venue Security

Security concerns, lost items, facility issues, or emergencies requiring venue assistance.

Phone _____

TEAM CAPTAINS

Your first point of contact:

Team support • Coverage needs • Break coordination • Operational questions • Conference-related concerns

MEDICAL EMERGENCY

If immediate medical assistance is required:

- 1 Call 911**
- 2 Notify Venue Security**
- 3 Notify your Team Captain**
- 4 Notify Volunteer Leadership**

Volunteer and attendee safety is always our highest priority.

REMEMBER: WHEN IN DOUBT, COMMUNICATE.

IF YOU ARE UNSURE WHO TO CONTACT:

**TEAM CAPTAIN
JESSICA OR NATALY**

TEAM CAPTAIN RESPONSIBILITIES

Team Captains play a critical role in the success of the CSS5 Volunteer Program. Their primary responsibility is to support their team, maintain communication, and ensure their assigned area remains staffed and operational throughout the conference.

TEAM LEADERSHIP

- Serve as the primary point of contact for assigned volunteers
- Welcome and support team members
- Answer questions and provide guidance
- Promote a positive and professional team environment

DAILY OPERATIONS

- Conduct daily team check-ins
- Review assignments and priorities
- Ensure team members understand their responsibilities
- Monitor team coverage throughout the day

COMMUNICATION

- Communicate conference updates and operational changes to volunteers
- Serve as the link between volunteers and Volunteer Leadership
- Escalate issues, concerns, or operational needs when necessary

COVERAGE & BREAKS

- Coordinate volunteer breaks and meal periods
- Ensure assigned areas remain properly staffed
- Arrange temporary coverage when volunteers are unavailable

PROBLEM RESOLUTION

- Assist with resolving minor issues within your area
- Escalate issues that require additional support
- Communicate concerns early to prevent larger operational challenges

WHAT TEAM CAPTAINS ARE NOT RESPONSIBLE FOR

Lead. Communicate. Support.

- Manage conference logistics
- Move equipment or furniture
- Resolve technical issues independently

- Handle major operational decisions
- Work every task themselves

SUCCESS AS A TEAM CAPTAIN

A successful Team Captain:

Communicates clearly
Supports their volunteers
Maintains coverage

Escalates issues early
Helps create a positive experience for attendees and volunteers

REMEMBER

You are not expected to solve every problem. Your job is to make sure the right people know about the problem so it can be resolved quickly.

CONFERENCE APP & ADDITIONAL RESOURCES

Download the Accelevents Attendee app



Apple: <https://apps.apple.com/us/app/accelevents/id1586582931>

Google: https://play.google.com/store/apps/details?id=com.accelevents.accelevents&hl=en_US

Volunteer SWAG Kit Pick up at: **ALL HANDS MEETING**

Social Media:

<https://www.linkedin.com/company/cs5-conference/?viewAsMember=true>

<https://www.linkedin.com/company/forum-makers/?viewAsMember=true>

#CS5West #ForumMakers
#TheCyberAB #FutureFeed #Summit7
#CMMC

CERTIFICATE OF VOLUNTEER SERVICE

Purpose

The CS5 Certificate of Volunteer Service formally recognizes and documents volunteer participation and contribution to the conference. It provides official verification of assigned roles and documented service hours.

How It May Be Used

- Professional portfolios
- LinkedIn profile recognition
- Performance reviews
- Corporate volunteer reporting
- Academic service documentation
- Personal records



Important Clarification

This certificate verifies volunteer participation and documented service hours only. It does not represent employment status, financial compensation, tax valuation, or professional licensure/accreditation.

Our Appreciation

Your leadership and service were instrumental to the success of the CS5 Conference. We sincerely appreciate your commitment, professionalism, and impact.

Thank you for choosing to volunteer with CS5. Your time, energy, professionalism, and commitment help make this conference possible. Every attendee who checks in smoothly, every speaker who feels supported, every exhibitor who receives assistance, and every community connection made throughout the conference is possible because of volunteers like you.

The success of CS5 is not measured only by attendance numbers or conference sessions — it is measured by the experience we create together. By volunteering, you are helping build a stronger cybersecurity community and supporting a conference that is truly built by the community, for the community.

We recognize the dedication and effort required to serve in this role, and we are grateful for the contribution each volunteer makes to the success of the event.



On behalf of the entire CS5 team, thank you for being part of this journey. We hope you leave this experience with new connections, new knowledge, lasting memories, and pride in the role you played in making CS5 successful.

