



**WBSC**

WORLD  
**BASEBALL SOFTBALL**  
CONFEDERATION

*Game Time!*

**DEPARTMENTS & STAFF  
JOB DESCRIPTION**

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# **DEPARTMENTS & STAFF JOB DESCRIPTION**

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# CHAPTER 1 ALL DEPARTMENTS

Area	Responsibility
<p><b>1. General Matters</b></p> <p><i>All Departments Liaisons should be aware of and abide by these requirements. For further guidance and other information see the Company Rules</i></p>	<ul style="list-style-type: none"> <li>(1) <u>Planning</u>: Develop mid to long term plan for your department in line with WBSC’s strategic plan; develop a corresponding annual plan, including KPIs (Key Performance Indicators) and specific projects and/or targeted outcomes designed to improve WBSC’s performance including but not limited to governance indicators monitored by the IOC and ASOIF as well as WBSC’s strategic goals, and manage projects in accordance with WBSC Rules and Regulations, assigned budget, and the priorities settled by the leadership.</li> <li>(2) <u>Budgeting</u>: Prepare and manage your department’s annual budget.</li> <li>(3) <u>Reporting</u>: Report your department’s performance based on plan and budget by the deadlines settled by the leadership.</li> <li>(4) <u>Contract Management</u>: Make sure all external contractors are providing the agreed services to the WBSC and report any problem and/or breaches of the contract to the Executive Director.</li> <li>(5) <u>Document Management</u>: Maintain and update your department’s records for meetings and other activities.</li> <li>(6) <u>Server Management</u>: Maintain the server up to date.</li> <li>(7) <u>Website</u>: Contribute to the creation of WBSC website’s contents, support social media campaigns, and maintain the website up to date.</li> <li>(8) <u>Monday.com</u>: Maintain up to date Monday.com contributing to the monitoring of the ongoing activities</li> </ul>

	and promoting teamworking.
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# CHAPTER 2 DEVELOPMENT CLUSTER

## SPORT DEVELOPMENT DEPARTMENT

**Liaison:** Mattia Berardi (MB) development@wbsc.org; mattia.berardi@wbsc.org

**Other Staff Members:** Andrea D’Auria (AD), Giovanni Pantaleoni (GP), Laurie Gouthro (LG), Victor Isola (VI)

Area	Responsibility	Responsible
<b>1. Sport Development</b> <i>Build and deliver state of the art Development Programmes tailored for WBSC Members</i>	(1) <u>Development Programmes</u> : Manage, monitor, evaluate and update/upgrade transparent and comprehensive Development Programmes to support WBSC stakeholders according to WBSC priorities and initiatives. (2) <u>Development Projects</u> : Provide assistance to Continental Liaisons and WBSC Members throughout the entire process (application, execution and reporting), coordination with Finance and Media Department and archive data for future reference. (3) <u>Olympic Solidarity</u> : Main contact point with Olympic Solidarity. Assist Continental Liaisons and WBSC Members in the application to OS Programmes.	(1) MB (2) MB / AD (3) MB
<b>2. Education</b> <i>Educate and advocate WBSC</i>	(1) <u>Academy Courses</u> : Manage the courses (upload of the content, coordination of the translations, subtitles, editing) and general coordination with Media Department and Commissions.	(1) MB (2) MB

<p><i>Members applying effective and sustainable ways of communication</i></p>	<p>(2) <u>Academy User Support</u>: Support the WBSC Members and the users throughout the process (registration, payments, certification etc...).</p> <p>(3) <u>Academy Platform</u>: Provide inputs to the IT to continue upgrading the platform and the user experience.</p> <p>(4) <u>Academy Content</u>: Provide inputs to WBSC Commissions for new courses and webinars and promote combined projects with other organisations (i.e. IOC, Olympic Solidarity, Pro-Leagues, etc...).</p> <p>(5) <u>Develop and manage education</u> (certification and non-certification) programs including curriculum and teaching materials, both physical and online, for members and officials based on an annual plan including targets developed in consultation with WBSC Development Commission.</p>	<p>(3) AD / MB</p> <p>(4) ALL</p> <p>(5) ALL</p>
<p><b>3. Commissions Support</b></p> <p><i>Ensure productive and effective management of the Commissions</i></p>	<p>(1) <u>General Assistance</u>: Provide support to all technical commissions in terms of project development (academy courses, camps, clinics, seminars etc...).</p> <p>(2) <u>Projects Support</u>: Liaise with all technical commissions and the continental liaisons in all activities delivered to the WBSC Members (Camps, clinics, seminars etc...).</p> <p>(3) <u>Knowledge Sharing</u>: All Commission Liaisons to share best practices and experience from other Commissions.</p>	<p>(1) ALL</p> <p>(2) AD / MB</p> <p>(3) ALL</p>
<p><b>4. Project Development</b></p> <p><i>Build a Sport for All culture ensuring</i></p>	<p>(1) <u>Custom-made Projects</u>: Liaise with the continental liaisons to promote and manage development projects dedicated to specific areas or needs (i.e. Africa Development Project, South-East Europe Development Project etc...).</p>	<p>(1) AD / MB</p> <p>(2) MB</p>

<p><i>delivery of high-quality projects tailored for WBSC Members</i></p>	<p>(2) <u>Para Sports</u>: Contribute to the development and the growth of WBSC Para Sports and develop new disciplines for people with disabilities. Build relations with IPC and develop a strategy to be recognised.</p>	
<p><b>5. Licensing Programmes</b> <i>Ensure accessibility to balanced licensing programmes for coaches and game officials.</i></p>	<p>(1) <u>Control</u>: perform continued assessment of the general structure, the processes, and the work of the Commissions throughout the execution phases of the “Licensing Programmes” project.</p> <p>(2) <u>Finance</u>: Liaise with Finance Department to make payment methods available to all users and monitor the collections.</p> <p>(3) <u>Certifications</u>: Liaise with the relevant commissions to monitor the distribution of the WBSC Licenses through a dedicated tracker.</p>	<p>(1) AD / MB (2) MB (3) MB</p>
<p><b>6. Strategic Goals</b> <i>Ensure state of the art proceedings and KPI's</i></p>	<p>(1) <u>Main</u>: Grow our Sport and make it relevant in people’s lives and in their communities.</p> <p>(2) <u>Others</u>: Become a Permanent Fixture on the Olympic Programme; Consolidation of Continental Associations and the WBSC Family; Strengthen WBSC Governance and Reputation; Increase Worldwide Audience and Media Engagement; Event Excellence; Increase Transparency and Sustainability.</p>	<p>(1) ALL (2) ALL</p>
<p><b>7. Continental Contributions</b> <i>Implement state of the art management of Continental</i></p>	<p>(1) <u>General Assistance</u>: Provide support to the Development Commission and the WBSC Leadership in the identification and assessment of the parameters to take into account for the annual contributions to all Continental Associations.</p> <p>(2) <u>Operations Support</u>: Liaise with all Continental Liaisons to provide guidance to all Continental Associations with regards to the creation of internal processes to manage</p>	<p>(1) AD / MB (2) AD / MB (3) AD / MB</p>

<p><i>Associations' development programmes ensuring good monitoring and evaluation of their activities</i></p>	<p>requests of support, deliver the projects and provide appropriate reporting back to WBSC Development Department.</p> <p>(3) <u>Control</u>: Process reports from Continental Associations and liaise with Development Commission and Finance Department to provide greenlight to the payment for the contributions.</p>	
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# CHAPTER 3 EVENTS CLUSTER

## EVENTS DEPARTMENT

**Liaison:** Giovanni Pantaleoni (GP)  
 events.baseball@wbsc.org; events.softball@wbsc.org; events.baseball5@wbsc.org;  
 giovanni.pantaleoni@wbsc.org

**Other Staff Members:** Kelly Tai (KT), Laurie Gouthro (LG), Paul Bernal (PB)

**Other Staff Involved:** Aki Huang (AH), Brian Glauser (BG), Francesca Fabretto (FF), Jue Mizota (JM), Victor Isola (VI)

**Other Staff Involved for Baseball5 (B5):** Kriztian Van Zetten (KV), Mattia Berardi (MB), Valerio Cianfoni (VC)

Area	Responsibility	Responsible
<b>1. Events Planning</b>  <i>Develop and coordinate strategic projects to ensure effective and smooth operation of WBSC Events</i>	(1) <u>Global Calendar</u> : Create, manage, monitor, evaluate and update the WBSC Events Global Calendar in coordination with all WBSC stakeholders.  (2) <u>Hosting Bid Process</u> : Provide assistance to potential hosts throughout the entire process (i.e., expression of interest, application, review process), review bids and create reports and recommendations for EB consideration.  (3) <u>Staff Plan</u> : Set, lead and support the OPS staff teams assigned to each event within each calendar year, including specific duties for each team member in coordination with the Executive Director.	(1) GP (2) GP/PB/LG (3) GP (4) GP/AH (5) GP/PB/LG/A P (6) GP/PB/LG

	<p>(4) <u>Tournament Officials Plan</u>: Set the number of Officials for each event, determine location split recommendation, coordinate appointments with the Executive Director.</p> <p>(5) <u>Documents</u>: Development and yearly review and update of a wide range of documents to aid with WBSC management of events (i.e., Tournament Regulations, Hosting Bid Outlines, Hosting Manuals &amp; Guidelines).</p> <p>(6) <u>Site Visits &amp; Reports</u>: Travel for inspection of host sites, prepare the corresponding report and follow up accordingly.</p>	
<p><b>2. Events Operation</b></p> <p><i>Execute efficient methodologies and procedures to deliver the highest level of WBSC Events</i></p>	<p>(1) <u>General Event Coordination</u>: Brief and aid LOC through the planning stage, including regular internal (WBSC OPS Team, Media &amp; MKT Departments) and external (LOC, Other Stakeholders) coordination calls in collaboration with Event Competition and Services Coordinators.</p> <p>(2) <u>Officials Appointments &amp; Coordination</u>: Send appointment letters, coordinate travel, visas, pre-tournament briefings.</p> <p>(3) <u>Team´s Participation &amp; Coordination</u>: Send participation agreements, aid with visa requirements, liaise specific needs with LOC.</p> <p>(4) <u>Partners &amp; Suppliers</u>: Determine items, quantities, sizes, etc. of all items needed (i.e., uniforms, balls, office supplies, trophies &amp; awards, etc.). Coordinate with suppliers for on-time shipment and custom clearance.</p> <p>(5) <u>Management System</u>: Oversee use of management system in the event operation (i.e., rosters, event website, accreditations, daily assignments, etc.).</p> <p>(6) <u>Brand Management</u>: Oversee correct implementation of WBSC brand guidelines in all</p>	<p>(1) GP/LG/PB</p> <p>(2) AH/BG/KT</p> <p>(3) PB/LG</p> <p>(4) PB/AP/FF/M B</p> <p>(5) SK/KT</p> <p>(6) GP/SK*</p> <p>(7) GP/PB/LG</p> <p>(8) GP/LG/PB</p> <p>* In cooperation with MKT department</p>

	<p>event aspects (i.e., venue branding, logo use, etc.).</p> <p>(7) <u>Media &amp; TV Coordination</u>: Liaise needs of WBSC Media Department / MKT Department for event operation.</p> <p>(8) <u>Administration &amp; Reports</u>: Monitor budget, expenses and present reports post-event in cooperation with Event Competition and Services Coordinators.</p>	
<p><b>3. Other Services</b></p> <p><i>Supervise and coordinate projects related to WBSC Events</i></p>	<p>(1) <u>Event Sanctioning</u>: Aid, evaluate and follow up with petitions for WBSC sanctioning of events.</p> <p>(2) <u>World Rankings</u>: Monitor and update ranking points system as scheduled.</p>	<p>(1) GP/LG/KT</p> <p>(2) GP/KT/KV</p>
<p><b>4. Tournament Officials &amp; Commissions Support</b></p> <p><i>Drive and assist the growth of Commissions and Tournament Officials</i></p>	<p>(1) <u>Tournament Officials Development</u>: Encourage and assist with efforts to grow the number of licensed Officials and continue the development of those already certified.</p> <p>(2) <u>General Assistance / Project Support</u>: Provide support to all technical commissions to set out meetings, documents review, academy courses, clinics, etc.</p> <p>(3) <u>Baseball5 Technical</u>: Liaison with the Baseball5 Commission.</p>	<p>(1) GP/LG</p> <p>(2) ALL</p> <p>(3) MB</p>
<p><b>5. Project Development</b></p>	<p>(1) <u>Legacy Programmes</u>: Develop and implement a legacy program directly tied to hosting a WBSC Event. Evaluate proposal, monitor advancement and certify</p>	<p>(1) GP/PB/LG</p> <p>(2) GP/PB/LG*</p>

<p><i>Develop and implement parallel projects that support the growth of WBSC</i></p>	<p>completion.</p> <p>(2) <u>Sustainability</u>: Develop and implement a sustainability program for WBSC Events. Coordinate measures with LOC, monitor implementation and prepare report after event.</p> <p>(3) <u>Management System</u>: Collaborate developing further capabilities of WBSC Management system to increase event operation efficiency.</p> <p>(4) <u>Baseball Champions League</u>: Collaborate and support the technical and organisational structure of the event to guarantee compliance with WBSC standards and increase operational efficiency.</p>	<p>(3) GP/KT**</p> <p>(4) GP/PB***</p> <p>* In collaboration with the Integrity Unit</p> <p>** In collaboration with IT Department</p> <p>*** In collaboration with AZ</p>
<p><b>6. Strategic Goals</b></p> <p><i>Support execution of WBSC strategic goals at the Events level</i></p>	<p>(1) <u>Main</u>: Achieve Event Excellence.</p> <p>(2) <u>Others</u>: Become a Permanent Fixture on the Olympic Programme; Strengthen WBSC Governance and Reputation; Grow our Sport and Make it Relevant in People’s Lives and in their communities; Increase Transparency and Sustainability.</p>	<p>(1) ALL</p> <p>(2) ALL</p>

# CHAPTER 4 EXTERNAL SERVICES CLUSTER

## CONTINENTAL LIAISONS

**Africa:** Mattia Berardi mattia.berardi@wbsc.org

**Asia-Oceania:** Aki Huang aki.huang@wbsc.org

**Americas:** Victor Isola victor.isola@wbsc.org

**Europe:** Francesca Fabretto francesca.fabretto@wbsc.org

Area	Responsibility
<p><b>1. General Matters</b></p> <p><i>The WBSC Continental Liaisons are the bridge between the WBSC and the 5 Continents' Members. They are the primary contact point for our members and also a great asset for all WBSC departments for the monitoring</i></p>	<ul style="list-style-type: none"> <li>(1) <u>NFs/CAs Development</u>: Develop mid to long term plan for the 5 continents in line with WBSC's strategic plan; develop a corresponding annual plan, including KPIs (Key Performance Indicators) and specific projects and/or targeted outcomes designed to improve Continent performance.</li> <li>(2) <u>NFs/CAs Communications &amp; Relationships</u>: Develop an effective communication strategy with CAs and NFs in the Continent in order to further improve relations and cooperation between the WBSC and its members helping them to achieve their goals and develop higher organisational standards. Remove the communication barriers between the WBSC and its members, especially for the smaller NFs.</li> <li>(3) <u>Reporting</u>: Report and evaluation of Continent performance to leadership and various departments.</li> <li>(4) <u>Internal Cooperation</u>: Make sure to be updated about ongoing internal activities in order to be able to guide the CAs and the NFs in the continent improving WBSC project's impact.</li> <li>(5) <u>Document Management</u>: Maintain and update Continent's records for meetings and other activities in order to support them and provide intelligence to WBSC leadership and various departments.</li> </ul>

*and the  
implementation of  
ongoing activities*

(6) Projects coordination and support: Contribute to positive impact and outcomes of ongoing WBSC projects and operations by sensitise the CAs and NFs within the continent and increase participation.

# CHAPTER 5 INSTITUTIONAL / POLITICAL CLUSTER

## PRESIDENTIAL CABINET

Chief of Cabinet: Marco Ienna (COO) marco.ienna@wbcs.org

Other Staff Members: Aki Huang (AH), Carine Esoua (CE), Victor Isola (VI), Yoori Jung (YJ)

Area	Responsibility	Responsible
<p><b>1. Internal &amp; External Activities</b></p> <p><i>Ensure smooth planning, logistics, and protocol for the President's activities</i></p>	<p>(1) <u>President's Itinerary</u>: President's business trip schedule (domestic and international).</p> <p>(2) <u>Preparations</u>: Preparatory tasks (logistics) for President's Business Trips, Congress and EB meetings; reservations, visa, invitations, gifts, reference materials, etc.</p> <p>(3) <u>Event management</u>: Meal (and other event) planning and EB Members &amp; VIPs protocol.</p> <p>(4) <u>Post-event management</u>: Thank you letters, etc.</p> <p>(5) <u>Other Assignments</u>: Support president activities outside of the WBSC (e.g., IOC, ASOIF, SportAccord, ARISF, NOCs, etc.).</p> <p>(6) <u>Presidential Office</u>: Support president activities in Roma and managing the Presidential Office.</p>	<p>(1) VI/AH</p> <p>(2) VI/AH</p> <p>(3) VI</p> <p>(4) VI</p> <p>(5) COO</p> <p>(6) AH</p>

<p><b>2. Relations Management</b></p> <p><i>Ensure smooth relations with key stakeholders</i></p>	<p>(1) <u>Stakeholder Database</u>: Manage database of key stakeholders (contact details, biographical information, birthdays, congratulations/condolences letters; etc.).</p> <p>(2) <u>Presidential Relations - Sport</u>: Support President's networking in the field of international sport community.</p> <p>(3) <u>Presidential Relations - Governments</u>: Support President's relations and cooperation with government agencies.</p> <p>(4) <u>Presidential Relations - Members</u>: Support President's relations with EB Members, NF Presidents, other members of WBSC family.</p> <p>(5) <u>President's Visitors</u>: Manage the President's visitors, logistics and protocol.</p>	<p>(1) VI/AH (2) COO/VC (3) COO/VI (4) VI (5) VI*</p> <p>* Through HQ Operations &amp; Logistics</p>
<p><b>3. Other services</b></p> <p><i>Ensure the President Office's records are kept up to date.</i></p>	<p>(1) <u>Document Preparation</u>: Prepare President's letters, speeches, articles, media posts, etc.</p> <p>(2) <u>President's Resume</u>: Manage President's CV and other career information.</p> <p>(3) <u>Advisors Resume</u>: Manage HR records for Executive Board, advisors, special aids, and commission chairs.</p> <p>(4) <u>Server management</u>: Keep president's server up to date.</p> <p>(5) <u>President's Instructions</u>: Communicate and document President's instructions to other departments and gather feedback back to President.</p> <p>(6) <u>Strategic Plan</u>: Ensure internal distribution of WBSC Strategic Plan and Objectives and support departments on its implementation.</p>	<p>(1) VI/YJ* (2) VI/AH (3) VI/YJ (4) ALL (5) VI (6) COO/VI (7) COO (8) COO/CE</p> <p>*In cooperation with</p>

	<p>(7) <u>Special Projects</u>: Support the development of Special Projects and coordinate their implementation with key stakeholders &amp; other Departments / Staff (e.g., eSports, Baseball5 commercial development, etc.).</p> <p>(8) <u>Humanitarian Activities</u>: Develop and deliver humanitarian activities supporting people in need with particular focus on youth, refugees and minorities.</p>	Media & Communication Department
<p><b>5. Department Management</b></p> <p><i>Ensure smooth management of the department and its tasks</i></p>	<p>(1) <u>Office fixtures management</u>: Roma Presidential Office, Presidential pantry, President's house and car's (Rome) maintenance, tax payments and logistics support.</p> <p>(2) <u>Souvenir Management</u>: Maintenance, record and transportation of souvenirs received by President.</p>	<p>(1) AH</p> <p>(2) AH</p>
<p><b>6. Strategic Goals</b></p> <p><i>Ensure state of the art proceedings and KPI's</i></p>	<p>(1) <u>Main</u>: Enhance WBSC's Leadership and Relationships.</p> <p>(2) <u>Others</u>: Become a permanent fixture on the Olympic programme; Consolidation of Continental Associations and the WBSC Family; Strengthen WBSC Governance and Reputation; Grow our Sport and Make it Relevant in People's Lives and in their communities; Increase Worldwide Audience and Media Engagement; Event Excellence; Increase Transparency and Sustainability; Enhance WBSC's Leadership and Relationships.</p>	<p>(1) ALL</p> <p>(2) ALL</p>

## DIGITAL AND INNOVATION DEPARTMENT

Liaison: Valerio Cianfoni (VC) [valerio.cianfoni@wbsc.org](mailto:valerio.cianfoni@wbsc.org)

Other Staff Members: Misaki Kudo (MK); Krisztian Van Wetten (KV)

Area	Responsibility	Responsible
<b>1. Digital, Innovation &amp; AI</b>  <i>Driving digital transformation, technological adoption, and AI implementation across the organisation</i>	(1) <u>AI</u> : Develop and implement an AI strategy. (2) <u>Digital &amp; Fun Engagement</u> : Design and test new sport presentations, improve data gathering, analysis and fan engagement. (3) <u>Departments' Support</u> : Support other WBSC departments in innovation projects and Social Media management during off season. (4) <u>Strategic Planning</u> : Analyse and improve internal workflows. (5) <u>Technological Integration</u> : Scout and integrate emerging technologies.	(1) KV/VC (2) KV/VC (3) KV (4) KV/VC (5) KV
<b>2. Baseball5</b>  <i>Advance Baseball5 as globally recognised and sustainable discipline</i>	(1) <u>Strategic Partnerships</u> : Be the key department supporting the JV project with MLBPA. (2) <u>Baseball5 Grassroots Development</u> : Support sport-for-development and school programs. (3) <u>Projects</u> : Review and coordinate global Baseball5 projects (e.g., national activity ranking bonus, development of event manual, presentations, etc.). (4) <u>Data Analysis</u> : Improve data collection and analysis for fan engagement. (5) <u>MSG</u> : Develop a mapping strategy for B5 inclusion in Multi-Sports Games.	(1) ALL (2) VC* (3) KV* (4) MK/KV** (5) VC/MK  *In cooperation with

		<p>Sport Development Department</p> <p>**In cooperation with Media &amp; Communications and IT Departments</p>
<p><b>3. eSports</b></p> <p><i>Advance eSports as globally recognised and sustainable discipline</i></p>	<p>(1) <u>Rulemaking</u>: Design the season rules and calendar.</p> <p>(2) <u>Event Management</u>: Manage and execute WBSC eBaseball Series &amp; Virtual Cup.</p> <p>(3) <u>OEG</u>: Engage with Olympic Esports Games targeting inclusion of WBSC assets.</p> <p>(4) <u>Communications</u>: Coordinate news releases on &amp; off-season for WBSC main accounts.</p> <p>(5) <u>External Partners Management</u>: Communication and relation management with IOC Esports Commission, publishers (Konami, NewDin) and other relevant stakeholders.</p> <p>(6) <u>Events' Services</u>: Deliver events' services including but not limited to streaming and event production.</p> <p>(7) <u>Social media and streams</u>: Coordinate development and implementation of the social media campaign (IG eSports page) as well as the handling of the eSports channels (Twitch channel).</p>	<p>(1) MK/VC</p> <p>(2) ALL</p> <p>(3) VC</p> <p>(4) MK*</p> <p>(5) VC/MK</p> <p>(6) VC/MK</p> <p>(7) KV/MK*</p> <p>*In cooperation with Media &amp; Communications Department</p>
<p><b>4. Strategic Goals</b></p> <p><i>Support execution of WBSC strategic goals</i></p>	<p>(1) <u>Main</u>: Increase Worldwide Audience and Media Engagement.</p> <p>(2) <u>Others</u>: Become a Permanent Fixture on the Olympic Programme; Grow our Sport and Make it Relevant in People's Lives and in their communities; Event Excellence;</p>	<p>(1) ALL</p> <p>(2) ALL</p>

<p><i>with a focus on President's vision for the future of the IF</i></p>	<p>Enhance WBSC's Leadership and Relationships; Secure a Portfolio of Global Recognisable Brands as WBSC Sponsors.</p>	
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# CHAPTER 6 INTERNAL SERVICES CLUSTER

## FINANCE & ADMINISTRATION DEPARTMENT

Liaison: Vedad Suljagić (VS) finance@wbsc.org; vedad.suljagic@wbsc.org

Other Staff Members: Mara Hidalgo (MH), Mireia Calduch ( MC), Sandrine Pennone (SP)

Area	Responsibility	Responsible
<b>1. Finance</b> <i>Ensure the organisation is financially sustainable, transparent and it is cost, risk, social and environmentally aware</i>	(1) <u>Policies</u> : Create and implement financial policies to guarantee operational efficiency. (2) <u>Budget</u> : Oversee the preparation and planning of budgets. (3) <u>Transactions</u> : Maintain records and receipts for all daily transactions. (4) <u>Reporting</u> : Ensure financial records are kept up to date with appropriate standards for monitoring and reporting. (5) <u>Audits</u> : Contribute to financial audits. (6) <u>Payments</u> : Monitor all bank deposits and payments including payroll processes. (7) <u>Financial Analysis</u> : Perform periodic financial analysis to detect and resolve problems. (8) <u>Income Management</u> : Prepare balance sheets and invoices.	(1) VS (2) VS (3) SP/VS/MC (4) VS (5) VS/MC/SP (6) VS/MC/SP (7) VS/MC/SP (8) VS

	<p>(9) <u>Cash Management</u>: Manage the WBSC security box, petty cash and bank account deposit.</p> <p>(10) <u>Tax</u>: Oversee tax and other financial compliance according to Swiss law.</p>	<p>(9) VS</p> <p>(10) VS</p>
<p><b>2. HR</b></p> <p><i>Make the WBSC a great place to work</i></p>	<p>(1) <u>HR Monitoring</u>: Maintain employee records according to policy and legal requirements.</p> <p>(2) <u>HR Compliance</u>: Review employment and working conditions to ensure legal compliance according to Swiss law.</p> <p>(3) <u>HR Management</u>: Bridge management and employee relations by addressing demands, grievances or other issues.</p>	<p>(1) VS</p> <p>(2) VS/SP</p> <p>(3) VS</p>
<p><b>3. Administration</b></p> <p><i>Ensure smooth management and operation of the secretariat</i></p>	<p>(1) <u>Documents and Server</u>: Collect all contracts for the various maintenance and make sure they are duly saved in the server.</p> <p>(2) <u>Office Supplies</u>: Make an inventory of the various office supplies and be sure that it is regularly up to date.</p> <p>(3) <u>Insurances</u>: Manage all insurances and make sure they are in line with our needed.</p> <p>(4) <u>Mails and Shipments</u>: Receive deliveries made to HQ and collect the mailbox daily.</p> <p>(5) <u>Guests</u>: Welcome the various Guests at the reception and direct them to their contact person or meeting room.</p> <p>(6) <u>Security</u>: explain the various means of security (Alarm, fire, etc.) to employees and be the referent contact in the event of inspections of the various rescue entities (suritas, police, firefighter, etc.).</p>	<p>(1) ALL*</p> <p>(2) SP*</p> <p>(3) SP*</p> <p>(4) ALL</p> <p>(5) ALL</p> <p>(6) VS*</p> <p>*Together with HQ Operations &amp; Logistics Department</p>

<p><b>4. Strategic Goals</b></p> <p><i>Ensure state of the art proceedings and KPI's</i></p>	<p>(1) <u>Main</u>: Increase Transparency and Sustainability.</p> <p>(2) <u>Others</u>: Become a Permanent Fixture on the Olympic Programme, Strengthen WBSC Governance and Reputation.</p>	<p>(1) ALL</p> <p>(2) ALL</p>
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## HQ OPERATIONS & LOGISTICS DEPARTMENT

**Liaison:** Brian Glauser (BG)      brian.glauser@wbsc.org

**Other Staff Members:** Francesca Fabretto (FF), Mara Hidalgo (MH), Sandrine Pennone (SP), Vedad Suljagic (VS)

Area	Responsibility	Responsible
<p><b>1. Maintenance</b></p> <p><i>Make sure that HQ are known in its structure and functions by all users and make sure the HQ are maintained with efficiency and sustainability</i></p>	<p>(1) <u>HQ policies</u>: Ensure the proper use of HQ premises and equipment. Establishment of internal rules of use and communication of these to the persons concerned with greater consideration of sustainability practices.</p> <p>(2) <u>HQ technological tools</u>: Guarantee the proper functioning of the technical equipment of the HQ and inform the users on site on their correct use (videoconferencing, heating, telephones, internet, cafeteria, etc.).</p> <p>(3) <u>HQ suppliers</u>: Collect and manage all contracts and contacts and keep track of maintenance deadlines. Monitor and annually review all contracts (gardener, cleaning company, electrician, handyman) and make sure they are duly saved in the server.</p> <p>(4) <u>HQ building and garages</u>: Ensure the maintenance of the building daily and deal with any need for repairs.</p> <p>(5) <u>HQ garden and parking</u>: Ensure the maintenance of the external area daily and deal with any need for repairs.</p> <p>(6) <u>Image</u>: Ensure the maintenance of a good “image” of WBSC HQ by ensuring the cleanliness of the exterior and interior places and the presentation of the building to</p>	<p>(1) BG</p> <p>(2) BG/VS</p> <p>(3) BG/MH/VS*</p> <p>(4) BG</p> <p>(5) BG</p> <p>(6) BG</p> <p>* Together with Finance &amp; Admin. Department</p>

	the public (flags, trimmed hedges, lighting, etc.).	
<b>2. Office operations</b>  <i>Ensure the smooth running of operations at HQ</i>	<p>(1) <u>Guests</u>: Welcome HQ guests and visitors at entrance and direct them to their contact person or meeting room. Prepare and deliver coffee/water if needed.</p> <p>(2) <u>Mails and parcels</u>: Receive deliveries made to HQ and collect the mailbox daily and transmit them to their recipient.</p> <p>(3) <u>Shipments</u>: Manage shipments from/to HQ for office and event's needs.</p> <p>(4) <u>Logistic support</u>: Support other departments with logistics needs.</p>	<p>(1) MH/SP</p> <p>(2) MH/SP*</p> <p>(3) BG/FF/MH</p> <p>(4) BG/FF/MH/V S</p> <p>* Together with Finance &amp; Admin. Department</p>
<b>3. Security</b>  <i>Ensure the good security of HQ</i>	<p>(1) <u>HQ security</u>: Guarantee the safety of HQ and its occupants by respecting the security standards (ECA, SEIC, etc.).</p> <p>(2) <u>Burglary</u>: Ensure the proper functioning of the alarm system and video surveillance cameras. Collaborate with security services (Securitas, Certas, police (117)).</p> <p>(3) <u>Fire</u>: Ensure the proper functioning of the fire alarm system. Collaborate with Pully firemen (118).</p> <p>(4) <u>Flood</u>: Ensure the proper functioning of flooding protection. Collaborate with Pully firemen (118).</p> <p>(5) <u>Medical safety</u>: Ensure the proper functioning of HQ defibrillator and 1st aid equipment. Collaborate with health emergencies (144).</p>	<p>(1) ALL*</p> <p>(2) VS</p> <p>(3) VS</p> <p>(4) VS</p> <p>(5) BG/VS</p> <p>(6) BG/VS</p> <p>* Together with Finance &amp; Admin. Department</p>

	(6) <u>Training</u> : Explain the various means of security (alarm, fire, etc.) to employees and be the referent contact in the event of inspections of the various rescue entities. Organise trainings annually for staff.	
<b>4. Office IT</b> <i>Ensure the proper functioning of IT equipment</i>	(1) <u>HQ policies</u> : Issue and share IT informative documents with HQ users. (2) <u>Staff requests</u> : Collect monthly staff requests und share them with IT officer (Infotec Service). Ensure the proper functioning of the IT equipment of all users. (3) <u>IT material database</u> : Inventory and keep updated the IT devices database. Make sure to always have IT material in good working order with updated licenses (Microsoft, Adobe, etc.) and reorder missing items accordingly.	(1) BG/VS (2) BG (3) VS/BG
<b>5. Warehouses</b> <i>Organise and keep the warehouse updated</i>	(1) <u>Material storage</u> : Store WBSC equipment and material in an organised manner and in various secured storage locations (archive room, garages, rentals). (2) <u>Warehouse database</u> : Inventory and keep updated the warehouse database. Make sure to always have in stock the minimum requested quantity of material for events, development or office and reorder missing items accordingly. (3) <u>Material orders</u> : Collect material requests, ask for offers from several suppliers and have their purchase approved by the executive director.	(1) BG/FF/MH (2) BG/FF/MH* (3) BG/FF/MH * Together with Finance & Admin. Department
<b>6. Travel &amp; Institutional Events support</b>	(1) <u>Individual flight tickets</u> : Manage the issuance of individual flight tickets for all WBSC events officials, staff and EB members. (2) <u>Team flight tickets</u> : Manage the issuance of group flight tickets for teams participating at WBSC events when requested.	(1) BG/MH (2) BG (3) BG*

<p><i>Manage travels and organise events</i></p>	<p>(3) <u>Hotel booking</u>: Manage hotel reservation requests for staff and visitors. Submit receipts to administration.</p> <p>(4) <u>Local transports</u>: Manage taxi and train transportation requests for staff and visitors. Submit receipts to administration.</p> <p>(5) <u>Team events</u>: Organise team experiences, such as quarterly team building experiences and the annual Christmas Dinner for all staff each year.</p>	<p>(4) BG/MH*</p> <p>(5) BG/VS/FF /MH</p> <p>* Together with Finance &amp; Admin. Department</p>
<p><b>7. HQ sustainability</b></p> <p><i>Promote sustainable practices</i></p>	<p>(1) <u>Printers</u>: Review annually the reports of the printed machines in the HQ to reduce the number of printed copies.</p> <p>(2) <u>Technological devices</u>: Promote the use of tablets and paperless technology to reduce the use of printed documents (e.g., online lineups and technical documents at tournaments, online services for members, Monday.com and other integrated apps).</p> <p>(3) <u>Server</u>: Keep the server updated and well in function.</p> <p>(4) <u>Garden</u>: Respect the environment and nature by using natural and sustainable products. Plant perennial flowers that do not depend on the different seasons and do not require too much water. Use renewable water for irrigation.</p> <p>(5) <u>Transports</u>: Review annually the reports of all flights carbon dioxide emission.</p> <p>(6) <u>Energy for HQ</u>: Annually check the proper functioning of the heating system (heat pump) and electricity (solar panels) through their maintenance.</p>	<p>(1) VS*</p> <p>(2) VS/BG**</p> <p>(3) BG/VS**</p> <p>(4) BG</p> <p>(5) BG/MH</p> <p>(6) BG/VS</p> <p>* Together with Finance &amp; Admin. Department</p> <p>** Together with IT Department</p>

<p><b>8. Promotion of WBSC HQ</b></p> <p><i>Promote WBSC HQ through social events</i></p>	<p>(1) <u>SDGs</u>: To constantly monitor and evaluate the contribution of the HQ on SDGs by end of each year to ensure the HQ is supporting SDGs N. 3, 9, 11, 12, 13, 15.</p> <p>(2) <u>Events with sports organisations based in Canton de Vaud</u>: Organise themed sessions with other IFs based in Switzerland to develop common tools and to share knowledge and sustainable best practices once a year.</p> <p>(3) <u>Events with local authorities</u>: Organise social events with local authorities at HQ or collaborate with local organisers (Olympic Week, Pully Québec Festival, etc.).</p>	<p>(1) BG</p> <p>(2) BG/FF*</p> <p>(3) BG/FF*</p> <p>*Together with Protocol &amp; Special Projects Department</p>
<p><b>9. Strategic Goals</b></p> <p><i>Follow WBSC strategic goals</i></p>	<p>(1) <u>Main</u>: Increase Transparency and Sustainability.</p> <p>(2) <u>Others</u>: Become a Permanent Fixture on the Olympic Programme, Strengthen WBSC Governance and Reputation.</p>	<p>(1) ALL</p> <p>(2) ALL</p>

## IT DEPARTMENT

**Liaison:** Paul Macaluso (PM) webmaster@wbsc.org, paul.macaluso@wbsc.org

**Other Staff Members:** Andrea D’Auria (AD), Philipp Wuerfel (PW), Pietro Isola (PI)

Area	Responsibility	Responsible
<b>1. IT Management</b>  <i>Ensure high standards IT environment</i>	(1) <u>Website</u> : Frontend and backend development. (2) <u>Management system</u> : All aspects of the continuous development of the my.wbsc environment for WBCS and its key stakeholders. (3) <u>Event management</u> : Stat program, following the continued development of the scoring system which interacts directly with the WBCS DB and frontend websites. (4) <u>Google Workspace</u> : maintenance of the health of the various domains that WBCS runs through its Google Workspace environment. (5) <u>DNS</u> : Manage Godaddy account and sport package of domains. (6) <u>AWS</u> : Maintain Amazon Web Services account (Certificate manager, Route53, S3, EC2 and Cloudfront). (7) <u>Project planning/management</u> : Guide the various phases of the development of new programs created specifically for the my.wbsc environment. (8) <u>Contracts and agreements</u> : Create and send the contracts/agreements for the use of the my.wbsc environment to NFs and other users.	(1) PM/PI/PW (2) PM/PW (3) PM/PW (4) PI/PM (5) PM (6) PM (7) PM/PW (8) PM/AD

<p><b>2. IT Services &amp; Assistance</b></p> <p><i>Ensure high level assistance to WBSC &amp; its key stakeholders</i></p>	<p>(1) <u>WBSC</u>: Manage all cloud based systems via the my.wbsc environment &amp; Google Work Space (e.g., management system, website, events, emails, workspace tools).</p> <p>(2) <u>Continental Associations</u> Manage all cloud based systems via the my.wbsc environment &amp; Google Workspace (e.g., management system, website, events, emails, workspace tools).</p> <p>(3) <u>National Federations &amp; Clubs</u>: Promote and support IT packages via the my.wbsc environment.</p>	<p>(1) PM/PI/PW</p> <p>(2) PM/PI/PW</p> <p>(3) PM/AD</p>
<p><b>3. Other services</b></p> <p><i>Assist WBSC Members and Secretariat</i></p>	<p>(1) <u>Graphics</u>: Creations/modification of graphics for WBSC, Continental Associations and National Federations.</p> <p>(2) <u>Technology</u>: Assist WBSC secretariat on various technology matters.</p>	<p>(1) PM</p> <p>(2) PM/PI/PW</p>
<p><b>4. Department Management</b></p> <p><i>Ensure smooth management of the department and its tasks</i></p>	<p>(1) <u>Training</u>: train WBSC Staff the use of the my.wbsc environment depending on the needs and availability of the secretariat.</p>	<p>(1) PM/PI/PW</p>
<p><b>5. Strategic Goals</b></p> <p><i>Ensure state of the art proceedings and KPI's</i></p>	<p>(1) <u>Main</u>: Increase Worldwide Audience and Media Engagement.</p> <p>(2) <u>Others</u>: Become a Permanent Fixture on the Olympic Programme, Consolidation of Continental Associations and the WBSC Family, Strengthen WBSC Governance and Reputation, Grow our Sport and Make it relevant in People's Lives and their</p>	<p>(1) ALL</p> <p>(2) ALL</p>

	Communities, Increase Transparency and Sustainability.	
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# CHAPTER 7     MARKETING CLUSTER

## MARKETING DEPARTMENT (MKT)

**Liaison:** Miguel Pazcabrales (MPC)    marketing@wbsc.org, miguel.pazcabrales@wbsc.org

**Other Staff Members:** Yusuke Nagai (YN), Valentina Naranjo (VN), Ahtziri Zetter (AZ), Jammie Chen (JC)

Area	Responsibility	Responsible
<p><b>1. Commercial representation</b></p> <p><i>Contacting companies, brands, and agencies to sell commercial assets such as media rights, sponsorships, and other potential revenue</i></p>	<p>(1) <u>Asset inventory</u>: Understand what are the commercial opportunities that are available to sell, mainly sponsorship and media rights, not excluding other assets such as licensing, merchandising, and any asset that could bring revenue.</p> <p>(2) <u>Coordination</u>: Talk to our different stakeholders (i.e. Marketing Agencies, LOCs) to establish a commercial strategy defined by the available inventory and/or categories.</p> <p>(3) <u>Presentations</u>: Create compelling presentations to reach potential clients.</p> <p>(4) <u>Due diligence</u>: Make all effort to reach out to all possible clients, using networks, connections, and personal relationships to start conversations.</p> <p>(5) <u>Follow up and closing deals</u>: Keeping up with clients, draft and close agreements.</p>	<p>(1) MPC/YN/AZ</p> <p>(2) MPC/YN</p> <p>(3) MPC/YN/AZ</p> <p>(4) ALL</p> <p>(5) MPC/YN/AZ</p>

<p><b>2. Business development</b></p> <p><i>Develop new commercial assets and revenue streams</i></p>	<p>(1) <u>Assess</u>: Understand and identify commercial assets and business opportunities that may bring revenue to WBSC.</p> <p>(2) <u>Proposal and strategy</u>: Make presentation showing business plan, strategy and success potential by developing those commercial assets.</p> <p>(3) <u>Present</u>: Meet with WBSC Executive Director to present business opportunity for assessment, feedback, and action plan.</p> <p>(4) <u>Transfer</u>: Pass the new project to the Commercial Representation area to start doing the due diligence.</p>	<p>(1) MPC/YN</p> <p>(2) MPC/YN</p> <p>(3) MPC/YN</p> <p>(4) MPC/YN</p>
<p><b>3. Fulfillment and delivery</b></p> <p><i>Client service on signed agreements, correct delivery, and fulfillment of contracted assets</i></p>	<p>(1) <u>Analyse</u>: Read and dissect all executed commercial agreements and make necessary documentation to understand deliveries.</p> <p>(2) <u>Communicate</u>: Keep constant communication with all clients and stakeholders as to send or make quotes, presentations, pictures, or any other element needed to produce the deliveries, including graphics, merchandise, tv signals, digital streams, etc.</p> <p>(3) <u>Service</u>: During events make sure all deliveries are serviced to clients. Treat visiting representatives of clients very well to always leave a great memory of our events, staff, and directors.</p> <p>(4) <u>Reporting</u>: Build reports for clients with all relevant pictures, videos, to prove fulfilment of the agreed assets. Also report to director of all costs related to the fulfilment of the events.</p> <p>(5) <u>OTT Platform</u>: Manage and execute the entire OTT platform (Gametime) operations, from the IT coordination with all stakeholders, to promotion, sales, signal and rights</p>	<p>(1) MPC/YN/VN/JC</p> <p>(2) MPC/YN/VN</p> <p>(3) MPC/VN/JC</p> <p>(4) VN</p> <p>(5) MPC/VN</p>

	acquisition and management.	
<b>4. Administration</b> <i>Communicate and report with leadership about projects and sales as well as keeping good financial administration</i>	(1) <u>Liaise</u> : Have constant communication with WBSC Executive Director about all financials and updates on sales and projects. (2) <u>Finance</u> : Make financial reports for the WBSC Executive Director and keep finance department aware of all payments, expenses, and collections. (3) <u>Projection</u> : Develop a yearly and multi-year sales and new business projection report with KPIs and specific goals to present to the Executive Director, WBSC president and leadership upon their request. (4) <u>Reporting</u> : Maintain CRM platform updated for reporting. Build any other needed report for WBSC Leadership.	(1) MPC (2) MPC (3) MPC/YN (4) MPC/YN
<b>5. Strategic Goals</b> <i>Ensure state of the art proceedings and KPI's</i>	(1) <u>Main</u> : Increase Worldwide Audience and Media Engagement. (2) <u>Others</u> : Become a Permanent Fixture on the Olympic Programme, Consolidation of Continental Associations and the WBSC Family, Strengthen WBSC Governance and Reputation, grow our Sport and Make it relevant in People's Lives and their Communities, Increase Transparency and Sustainability.	(1) ALL (2) ALL

# CHAPTER 8 MEDIA & COMMUNICATIONS CLUSTER

## MEDIA & COMMUNICATIONS DEPARTMENT

Director: Richard Baker (RB) media@wbsc.org, richard.baker@wbsc.org

Other Staff Members: Allan Hrastoviak (AH), Ezio Ratti (ER), Martin Jorge (MJ), Philipp Wuerfel (PW), Riccardo Schioli (RS)

Area	Responsibility	Responsible
<b>1. Communication</b> <i>Maximise the WBSC's visibility by supporting the promotion and communication of the WBSC's news and events across the various digital channels</i>	(1) <u>Internal</u> : Home Run Newsletters, Global Newsletter institutional letters, national federation press officers, professional league media teams.	(1) RB/MJ/RS/A
	(2) <u>External</u> : communication with media representatives, stakeholders and fans through press releases, website articles, features, social media, videos/highlights, OTT platform and publications.	H (2) RB/MJ/RS/A
	(3) <u>Engagement</u> : Communicating with stakeholders and fans with dynamic and engaging content including images, graphics, podcast, articles, OTT platform (with MKT Department), publications.	H* (3) RB/MJ/RS/E
	(4) <u>Website</u> : Working with the IT Department to ensure the <a href="http://www.wbsc.org">www.wbsc.org</a> - the WBSC's "shop window" - is a state-of-the-art communication tool, with fresh content for the global audience. Ensuring - with the help of other departments - that all parts of the website are up to date.	R AH** (4) RB/PW/MJ/R
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		<p>* Together with Marketing Department</p> <p>**Together with Digital &amp; Innovation and Marketing Departments</p>
<p><b>2. Media Services</b></p> <p><i>Build strong relations with press/media team and other related stakeholders</i></p>	<p>(1) <u>Press releases</u>: Write press releases for the WBSC and its operations where required.</p> <p>(2) <u>Photographers / Photographs</u>: Ensure photo guidelines are up to date and all photographers working at WBSC events follow them.</p> <p>(3) <u>Accreditation</u>: Ensure media accreditation guidelines are up to date and that all LOCs working at WBSC events follow them.</p> <p>(4) <u>Archive</u>: Build a WBSC media library so that WBSC staff, media and fans can easily access, search and use WBSC images.</p> <p>(5) <u>Event Media Operations</u>: Ensure media operation guidelines are up to date and that all LOCs working at WBSC events follow them.</p> <p>(6) <u>Event Guidelines</u>: Ensure all other media guidelines concerning WBSC events are up to date and followed accordingly.</p> <p>(7) <u>Press Conferences</u>: Ensure all guidelines concerning WBSC event press conferences are up to date and followed accordingly.</p> <p>(8) <u>PR and statements</u>: Draft and publish statements on behalf of the WBSC, in</p>	<p>(1) RB/RS/MJ</p> <p>(2) RS</p> <p>(3) RS/MJ</p> <p>(4) ER*</p> <p>(5) RB/RS/MJ/A H</p> <p>(6) RB/RS/MJ</p> <p>(7) RB/RS/MJ</p> <p>(8) RB*</p> <p>(9) RB/MJ/RS/A H</p>

	<p>collaboration with the WBSC leadership.</p> <p>(9) <u>Media Monitoring</u>: Monitor the international news to source and share with the Media Department positive news stories, which could be a source of content for WBSC communication channels, or source content which could be of benefit or harm to the WBSC brand.</p>	<p>* With the help of external contractor</p>
<p><b>3. PR</b></p> <p><i>Maintain and promote the WBSC's image and position in the world's media and public eye</i></p>	<p>(1) <u>Promotion</u>: Promote baseball and softball – and National Team assets (see No. 4 below) – and their stars through high quality, dynamic communication and content.</p> <p>(2) <u>Reporting</u>: Timely, accurate reporting of WBSC news, baseball and softball events (includes working with other departments).</p> <p>(3) <u>News &amp; Events' PR</u>: Be at the forefront of communication for all major news and events, related to the world of international baseball/softball.</p> <p>(4) <u>Organisational PR</u>: Raise the profile of the WBSC and its properties within the Olympic family and international sporting community.</p> <p>(5) <u>Networking</u>: Building a media network that will enable the recognizable to use the media positively and effectively.</p> <p>(6) <u>Crisis Communication</u>: Ensuring the WBSC has a strong Crisis Communication Plan.</p> <p>(7) <u>WBSC brand and image protection</u>: Ensuring WBSC brand protection across all levels of WBSC communication.</p>	<p>(1) RB/MJ/RS/A H</p> <p>(2) RB/MJ/RS/A H</p> <p>(3) RB/MJ/RS/A H</p> <p>(4) RB/MJ/RS/A H</p> <p>(5) RB/RS/MJ/A H</p> <p>(6) RB/RS/MJ</p> <p>(7) ALL</p>

<p><b>4. Other Services</b></p> <p><i>Support any campaign or WBSC's activities through a strong media and communication plan</i></p>	<p>(1) <u>Olympic campaign</u>: Help prepare timely press releases and reaction statements across various stages of the campaign</p>	<p>(1) RB/RS/MJ*</p> <p>*with the help of external contractor</p>
<p><b>5. Strategic Goals</b></p> <p><i>Ensure state of the art proceedings and KPI's</i></p>	<p>(1) <u>Main</u>: Increase Worldwide Audience and Media Engagement.</p> <p>(2) <u>Others</u>: Become a permanent fixture on the Olympic programme; Consolidation of Continental Associations and the WBSC family; Strengthen WBSC Governance and Reputation; Grow our Sport and Make it Relevant in People's Lives and in their Communities; Increase Transparency and Sustainability; Enhance WBSC's Leadership and Relationships; Secure a portfolio of global recognisable brands as WBSC sponsors</p>	<p>(1) ALL</p> <p>(2) ALL</p>

# CHAPTER 9 MEMBERSHIP CLUSTER

## MEMBER RELATIONS DEPARTMENT

Liaison: Francesca Fabretto (FF) membership@wbsc.org, francesca.fabretto@wbsc.org

Other Staff Members: Brian Glauser (BG), Mara Hidalgo (MH), Yoori Jung (YJ)

Area	Responsibility	Responsible
<b>1. Members Management and Relations</b>  <i>Ensure smooth relations with WBSC members and expand the Baseball/Softball movement with particular attention on strategic areas</i>	(1) <u>NFs/CAs Information</u> : Maintain the NF database and the recognition and status of NFs and CAs.  (2) <u>NFs/CAs Relations</u> : Establishing, nurturing and maintaining a solid working relationship with Member Federations and Continental Associations, monitoring principal concerns and issues for the NFs and work closely with them helping to find possible resolutions through existing WBSC Rules and Regulations in cooperation with the Continental Liaisons.  (3) <u>Capacity Building</u> : Develop and maintain programs for capacity building and governance improvements for NFs and other member organisations (e.g., through NF survey); develop and maintain programs to expand the base of Baseball/Softball athletes, at the NF level.  (4) <u>Member's Recognition</u> : Manage the recognition process of new members and	(1) FF/YJ/MH  (2) FF  (3) FF/YJ  (4) FF  (5) FF/YJ

	<p>support leadership approval by producing reports and updates. Additionally support new members to obtain a recognition at the national level by their NOCs/Governments.</p> <p>(5) <u>Disputes</u>: Support the Integrity Unit on Dispute Resolution processes involving NFs and/or CAs governance related areas; provide advice and support in managing NFs related disputes.</p>	
<p><b>2. External Relations</b></p> <p><i>Ensure that WBSC maintains a positive image and reputation with key stakeholders increasing benefits for our members</i></p>	<p>(1) <u>NOCs Relations</u>: Manage and maintain communications with NOCs (and similar organisations such as Sport Ministries and Sport Councils) related to NFs governance, and potential cooperation in development.</p> <p>(2) <u>NGOs Relations</u>: Actively build and promote relations with local NGOs for the benefit and growth of the WBSC members.</p>	<p>(1) FF</p> <p>(2) FF/BG</p>
<p><b>3. Members' administration and support</b></p> <p><i>Ensure delivery of effective information sharing</i></p>	<p>(1) <u>Documents, Policies, Reports and Recommendations</u>: Preparing and sharing relevant documents, policies, Reports and recommendations related to members internally and with key stakeholders.</p> <p>(2) <u>Members Support</u>: Support WBSC Members with relevant tools (e.g., through NF Handbook) helping them to understand better their opportunities and obligations and to improve their standards.</p> <p>(3) <u>Shipments</u>: Support various department on shipping material and equipment to</p>	<p>(1) FF/YJ</p> <p>(2) FF/YJ</p> <p>(3) BG/FF *</p> <p>(4) FF</p> <p>*Through HQ Operations and</p>

	<p>WBSC Members.</p> <p>(4) <u>Membership Fees</u>: Coordinate the collection of membership fees and track membership status (good standing requirements) for elections and other purposes.</p>	Logistics Department
<p><b>4. Strategic Goals</b></p> <p><i>Ensure state of the art proceedings and KPI's</i></p>	<p>(1) <u>Main</u>: Consolidation of Continental Associations and the WBSC Family.</p> <p>(2) <u>Others</u>: Become a Permanent fixture on the Olympic Programme; Strengthen WBSC Governance and Reputation; Grow our Sport and Make it Relevant in People's Lives and in their communities; Increase Transparency and Sustainability.</p>	<p>(1) ALL</p> <p>(2) ALL</p>

# CHAPTER 10 GOVERNANCE CLUSTER

## INTEGRITY UNIT

Liaison: Amy Park (AP) integrity@wbsc.org, amyeunbyul.park@wbsc.org

Other Staff Members: Carine Esoua (CE), Laurie Gouthro (LG), Victor Isola (VI), Yoori Jung (YJ)

Area	Responsibility	Responsible
<p><b>1. Governance and compliance</b></p> <p><i>Advocate good governance and compliance via values such as legality, responsibility, accountability, integrity, transparency, equality, inclusivity, efficiency through the WBSC community</i></p>	<p>(1) <u>Education</u>: Providing aiding material to boost governance practices within the WBSC community including online courses and educational videos on good governance and its values; Organising face-to-face educational activities engaging the youth to create a culture of fair and trustable competition.</p> <p>(2) <u>Continental associations (CA)</u>: Supporting the CA's to be in line with the WBSC rules and regulations, using CA's questionnaire assessments as monitoring tool in cooperation with the COO.</p> <p>(3) <u>National Federations (NF)</u>: Supporting the NF's to be in line with the WBSC rules and regulations by providing best practices examples and by developing a monitoring system in cooperation with the COO.</p> <p>(4) <u>Partners/Stakeholders</u>: Main contact point with ASOIF GTF, IOC Related Departments (e.g. Olympic Movement for Prevention of Competition</p>	<p>(1) YJ</p> <p>(2) YJ/CE</p> <p>(3) YJ/CE</p> <p>(4) YJ/CE</p> <p>(5) YJ/CE</p>

	<p>manipulation), IPACS, UNODC, etc., in cooperation with the COO</p> <p>(5) <u>Other Assignments</u>: Harmonising WBSC's Statutes to reflect the merging of Baseball and Softball, monitoring and enhancing WBSC 's better governance, compliance and regulations, fostering a close relationship with ASOIF, boosting the WBSC score in the ASOIF governance assessments, proper communication system to advocate good governance practices in cooperation with the COO.</p>	
<p><b>2. Anti-doping &amp; Medical</b></p> <p><i>Ensure state of the art Anti-doping programmes building a culture of safe and fair competitions at all levels</i></p>	<p>(1) <u>Education Programme</u>: Developing Anti-Doping Educational Programmes for all WBSC's stakeholders working hand-in-hand with WBSC Sport Development Department, ITA, NADOs &amp; RADOs and WADA making sure WBSC will keep its compliance towards the WADA's ISE.</p> <p>(2) <u>Partners/Stakeholders</u>: Main contact point with ITA, WADA and WBSC Anti-Doping Hearing Panel.</p> <p>(3) <u>Compliance</u>: Maintaining WBSC compliance towards the WADA Code, its international standards and the Olympic Chart in cooperation with the COO.</p> <p>(4) <u>Testing</u>: Developing a comprehensive TDP In and Out-Of-Competition, based on the WBSC Risk Assessment and intelligent testing standards.</p> <p>(5) <u>Intelligence &amp; Investigations</u>: Developing and implementing best practices for intelligence gathering and sharing and cooperate with ITA &amp; WBSC Anti-Doping Panel on investigations and RM matters.</p> <p>(6) <u>Other Assignments</u>: Providing annual activity reports to WADA and WBSC</p>	<p>(1) YJ/VI</p> <p>(2) YJ/VI</p> <p>(3) YJ/VI</p> <p>(4) VI/LG/YJ</p> <p>(5) YJ/VI</p> <p>(6) YJ/VI</p>

	<p>leadership; Management of athlete’s data through ADAMS, in compliance with WADA and the WBSC ADRs; Assist WBSC MFs with appropriate information on doping related matters including but not limited to TUE management; Scheduling, preparation, execution, evaluation and follow-up on Anti-Doping matters in all WBSC Recognised Tournaments; Assisting Event Department, Para Sports, eSports and B5 on Anti-Doping matters; Development of Medical field and scientific researches promoting Health and Well-being. Working on Anti-Doping documents and website.</p>	
<p><b>3. Safeguarding from Harassment and Abuse</b></p> <p><i>Ensure state of the art Safeguarding programmes building a safe environment for our community</i></p>	<p>(1) <u>Education Programme</u>: Developing Safeguarding Educational Programmes for all WBSC’s stakeholders working hand-in-hand with dedicated Safeguarding Officers, relevant Departments, LOCs, NFs, and other stakeholders.</p> <p>(2) <u>Partners/Stakeholders</u>: Main contact point with IOC, UN and other relevant organisations on safeguarding.</p> <p>(3) <u>Compliance</u>: Maintaining WBSC compliance towards the Olympic Charter, IOC Athletes’ Rights and Responsibilities Declaration and UN Declaration of Human Rights.</p> <p>(4) <u>Intelligence</u>: Conduct of background check on individuals and organisation relevant to the WBSC. Appointment of the Safeguarding Officer on-site during the WBSC Events to collect information and intelligence. Structuring and maintaining clear and safe whistleblowing mechanisms.</p> <p>(5) <u>Investigations &amp; Case Management</u>: Appointed Safeguarding Officer on-site during the WBSC Events to conduct initial investigations and follow up with</p>	<p>(1) AP  (2) AP  (3) AP  (4) AP  (5) AP/CE*  (6) AP</p> <p>*Through the dedicated Safeguarding Officer on-site and Integrity Commission Disciplinary Panel and other organs</p>

	<p>the Disciplinary Panel through the WBSC IU. Ensuring that the decisions of the EB are properly communicated and enforced.</p> <p>(6) <u>Other Assignments:</u> Publishing annual reports by ensuring transparency and confidentiality and working on Safeguarding documents and website.</p>	
<p><b>4. Prevention of Manipulation of Competition (PMC)</b></p> <p><i>Ensure state of the art PMC programmes building a culture of fair and transparent competitions at all levels</i></p>	<p>(1) <u>Education Programme:</u> Sharing PMC Educational resources including but not limited to the IOC Code of Conduct and IOC online certification programme to all WBSC's stakeholders working hand-in-hand with IOC Believe in Sport Ambassadors, CAs and NFs.</p> <p>(2) <u>Partners/Stakeholders:</u> Single Point of Contact (SPOC) of IOC OM Unit PMC.</p> <p>(3) <u>Compliance:</u> Maintaining WBSC compliance towards the IOC PMC Code at all times.</p> <p>(4) <u>Intelligence &amp; Investigations:</u> Structuring and maintaining clear and safe whistleblowing mechanisms also by using the IBIS Network and Intelligence system. Conduct investigations hand-in-hand with the IOC OM Unit PMC and the WBSC Disciplinary Panel ensuring that the decisions of the EB are properly communicated and enforced.</p> <p>(5) <u>Other Assignments:</u> Publishing annual reports by ensuring transparency and confidentiality and working on PMC documents and website.</p>	<p>(1) CE/AP</p> <p>(2) CE</p> <p>(3) COO/CE</p> <p>(4) CE</p> <p>(5) CE</p>
<p><b>5. Relation Management</b></p>	<p>(1) <u>Other WBSC departments:</u> Foster a close relationship with the departments that are aiming to reach the same strategic goals.</p>	<p>(1) AP</p> <p>(2) ALL</p>

<p><i>Ensure smooth relations with key partners</i></p>	<p>(2) <u>Documents</u>: Preparing and sharing relevant documents with the people of interest.</p> <p>(3) <u>External</u>: Foster a close relationship with the related Commissions/Panels, strengthen a close relationship with relevant IOC members, ASOIF representatives and WADA members, actively taking part in webinars and educational sessions hosted externally in cooperation with the COO.</p> <p>(4) <u>Server &amp; website management</u>: Keep IU’s server and webpage up to date in order for everyone’s reference.</p>	<p>(3) ALL</p> <p>(4) ALL</p>
<p><b>6. Legal</b></p> <p><i>Further develop and implement good governance, integrity practices and regulatory compliance, further review rules and regulations and the restructuring of the statutes</i></p>	<p>(1) <u>Documents</u>: Alignment of all WBSC documents, policies and reporting mechanisms, incorporating all disciplines in all regulatory processes; Gathering all Integrity related policies and rules drafting and keeping up to date the WBSC Integrity Code in cooperation with the COO.</p> <p>(2) <u>Recommendations</u>: Providing recommendations whenever Legal advice is needed .</p> <p>(3) <u>Relationship</u>: Fostering a close relationship with frequent meeting between the IU and the WBSC Legal Commission.</p> <p>(4) <u>Investigations and Sanctioning</u>: Conduct investigations on breaches of the integrity related rules and policies and assist Legal commission, Independent Panel and WBSC EB on sanctioning.</p> <p>(5). <u>Data management</u>: Implementing measures and policies in collaboration with the IT department, DPO and external data protection lawyers to comply with</p>	<p>(1) CE/AP</p> <p>(2) CE*</p> <p>(3) CE</p> <p>(4) CE/AP/COO</p> <p>(5) CE</p> <p>*Through and with the Legal Commission and other organs</p>

	the applicable data protection regulations.	
<b>7. Commissions</b> <i>Ensure productive and effective management of the Commissions</i>	(1) Liaison with Diversity & Inclusivity Commission (2) Liaison with Integrity Commission (3) Liaison with Legal Commission and Integrity Commission Disciplinary Panel (4) Liaison with Medical Commission (5) Liaison with Sustainability At-Large Commission	(1) CE (2) AP (3) CE (4) VI (5) YJ
<b>8. Strategic Goals</b> <i>Ensure state of the art proceedings and KPI's</i>	(1) <u>Main</u> : Strengthen WBSC Governance and Reputation. (2) <u>Others</u> : Become a Permanent fixture on the Olympic Programme; Consolidation of Continental Associations and WBSC Family; Grow our Sport and Make it Relevant in people's lives and their Communities; Event Excellence; Increase Transparency and Sustainability; Enhance WBSC's Leadership and Relationships.	(1) ALL (2) ALL