



OVO ENERGY TOUR OF BRITAIN VOLUNTEER MARSHAL INFORMATION

Thank you for volunteering to act as a volunteer marshal for the 2018 OVO Energy Tour of Britain.

Volunteers are the eyes and ears of the stewarding operation and are responsible for assisting in maintaining the integrity of the route. For many people, you will be the public face of the event and should act accordingly.

At all times you should:

- Be polite, courteous and helpful to all members of the public.
- Assist in providing information as required, including advising spectators of local facilities.
- Staff your designated area - do not leave your post unless instructed to do so.
- Comply promptly with any instruction given in an emergency by a member of OVO Energy Tour of Britain staff or MJ Event Security.
- Report anything dangerous or suspicious to a member of OVO Energy Tour of Britain staff.
- Assist in giving out leaflets to the public if required.
- Always cooperate with the police and other emergency services as necessary.

ON THE DAY

Where should I go?

- Start volunteers: please meet at the stage (which will be located at the address and postcode below).
- Finish volunteers: please use the address and postcode below and look out for a large red flag labelled 'VOLUNTEERS' in the Tour Village. You will report to Paul Baillie.
- Please note that the postcodes given below are an indication only. We encourage you to consult a map before arriving on the day to ensure you know where you are meeting.
- It is vital that you arrive on time at the meeting point as volunteers will need to be deployed to the various positions quickly. If you arrive late we cannot guarantee you will be able to take part.
- Volunteers are required to make their own way to meeting points; unfortunately travel expenses cannot be reimbursed. To say thank you, we will give you an official OVO Energy Tour of Britain volunteer t-shirt, from our Official Clothing Sponsor, Dare2B.



Meeting times and locations

STAGE	VENUE	MEETING POINT	MEETING ADDRESS	POSTCODE	ARRIVAL TIME	DISMISSAL TIME
Stage One Start	Pembrey Country Park	Stage on the Start Line	Pembrey Country Park	SA160EJ	08:00	12:00
Stage One Finish	Newport	Volunteer flag in Tour Village	Usk Way	NP20 1EW	10:00	16:00
Stage Two Start	Cranbrook	Stage on the Start Line	Younghayes Road	EX5 7EA	08:00	12:00
Stage Two Finish	Barnstaple	Volunteer flag in Tour Village	The Square	EX32 8LN	10:00	16:00
Stage Three	Bristol	Volunteer flag in Tour Village	Ladies Mile	BS9 1FG	10:00	16:00
Stage Four Start	Nuneaton	Stage on the Start Line	Newdegate Street	CV11 4ELI	08:00	12:00
Stage Four Finish	Royal Leamington Spa	Volunteer flag in Tour Village	Jephson Gardens	CV32 4EL	10:00	16:00
Stage Five Start	Cockermouth TTT	Stage on the Start Line	Main Street	CA13 9LU	10:00	15:30
Stage Five Finish	Whinlatter TTT	Volunteer flag in Tour Village	Whinlatter Visitor Centre	CA12 5TW	10:00	15:30
Stage Six Start	Barrow-in-Furness	Stage on the Start Line	Duke Street	LA14 2LD	08:00	12:00
Stage Six Finish	Whinlatter	Volunteer flag in Tour Village	Whinlatter Visitor Centre	CA12 5TW	10:00	16:00
Stage Seven Start	West Bridgford	Stage on the Start Line	Central Avenue	NH2 5GR	08:00	12:00
Stage Seven Finish	Mansfield	Volunteer flag in Tour Village	Chesterfield Road South	NG19 7BH	10:00	16:00
HSBC Let's Ride Westminster	London	Volunteer flag in Tour Village	Trafalgar Square	WC2N 5DN	08:00	13:00
Stage Eight	London	Volunteer flag in Tour Village	Trafalgar Square	WC2N 5DN	13:00	18:00



What should I bring?

- Please bring a packed lunch with you and plenty of water, especially if it's hot.

What should I wear?

- Please wear suitable clothing and comfortable, closed toe shoes (e.g. trainers). Jewellery and other valuables should be kept to a minimum for your own protection.

What happens at the meeting point?

- You will report to the volunteer co-ordinator who will brief you on your duty and location for the day.
- At the meeting point, you will be issued with a hi-visibility vest. The vest is to be worn at all times.
- You will be required to sign a form stating that you have read this information and understood your roles and responsibilities.

Once in Position

- You must not leave your position without informing a member of the OVO Energy Tour of Britain team.
- You should comply with any reasonable requests made by the OVO Energy Tour of Britain team.

What do I do if I see a suspicious package or person?

- Report this to a member of OVO Energy Tour of Britain staff or the nearest radio holder. Do not attempt under any circumstances to approach the object or person, or deal with the situation unless trained to do so.

What do I do in the event of an emergency?

- In the event of any type of emergency you will be required to respond to the instructions of the supervisor.
- Do not under any circumstances put yourself at risk.
- If the area is to be evacuated or cleared, you will be required to leave the area along with the general public.



Am I there to control crowds?

- No. You have been engaged in order to provide assistance to the general public attending the event. It is understood that at no time will any volunteer have a direct responsibility or role in terms of crowd management.

DOS AND DON'TS

Do

- Treat all members of the public as you would expect to be treated yourself. Always show respect to everyone who you come across by remaining totally professional at all times.
- Ensure you are familiar with the public facilities in your immediate area.
- Ensure you are familiar with the main event timings and locations.

Don't

- Obstruct the course or competitors at any time.
- Please do not smoke while on duty.
- Please do not seek autographs or take photographs while on duty.
- Please do not use your mobile phone or listen to audio equipment other than for the purpose of the event.
- Do not under any circumstances consume alcohol during your duty or within 12 hours of commencement of your duty.
- Do not accept any responsibility for looking after any personal belongings of members of the public.

END OF THE DAY

- Volunteers should report back to their meeting points at the end of the day. This is particularly important for Health and Safety reasons in order that you can be accounted for. You will then hand in your hi-visibility vest to a member of OVO Energy Tour of Britain staff.

CONTACT INFORMATION (PRE-EVENT ONLY)

If you have any questions, please contact Grace at the OVO Energy Tour of Britain office during working hours on (01932) 831485, or by email at info@thetour.co.uk.



POSSIBLE QUESTIONS

You will be dealing with members of the public and acting as a point of information. Below is a list of likely questions and answers; if you have any doubt, refer to a member of OVO Energy Tour of Britain staff.

Q. Can I cross the course?

A. Yes, where and when it is deemed safe to do so.

Q. Where is the toilet?

A. You should familiarise yourself with the nearest public facilities when you arrive at your allocated position.

Q. Where does the race go?

A. The routes are published for download on our website (tourofbritain.co.uk). You should familiarise yourself with the map which relates to the stage you are volunteering on.

Q. Where is the nearest first aid station?

A. An OVO Energy Tour of Britain staff member will inform you of this when you arrive at your allocated position. But there will be dedicated MediBikes who travel with the race convoy, along with dedicated onsite first aid.

Q. I have lost my children, where can I find them?

A. Direct them to a member of OVO Energy Tour of Britain staff.

Q. I have found a child, what should I do?

A. Direct them to a member of OVO Energy Tour of Britain staff.

EVENT INFORMATION

Please refer to the OVO Energy Tour of Britain website (tourofbritain.co.uk) for all event timings for the stage(s) you have agreed to volunteer on. The race manual is available for download from [HERE](#).



HEALTH AND SAFETY

For your own safety and for the safety of members of the public it is extremely important that you read and familiarise yourself with the information below. If you have any questions, please contact a member of the OVO Energy Tour of Britain team, or your supervisor.

- Only use equipment that you have received training and instruction to do so.
- Please point out to your section supervisor or nearest radio anything that you feel may be dangerous to yourself or others.
- Flat, protective, robust footwear should be worn at all times.
- Do not attempt to touch any form of electrical equipment.
- Do not attempt to lift any heavy loads (including people) without instruction.
- Do not attempt to perform any task that may have the potential to cause you or others harm.
- Always wear the hi-visibility clothing issued to you so that you are easily visible in the crowd.
- If the weather is hot you must ensure you wear suitable head protection and sun lotion with a high protective factor. You must also ensure that you consume plenty of water or soft fluids during the course of your shift.
- If the weather is cold, you must ensure that you wear a suitably protective and warm outer garment.
- Please remove any jewellery that could be hazardous.
- Do not attempt to tackle any outbreak of fire. Please bring it to the attention of your nearest radio holder.
- Do not attempt to give any form of first aid.
- Always obey any warning or mandatory signs.
- If you witness any type of accident or injury, please provide your section supervisor with full details.

A site risk assessment will be carried out for this event. Any information relating to hazards identified that could affect you will be brought to your attention during your event day section briefing. You must comply with all precautions in place to reduce or prevent the risk from the hazard affecting you.

At all times, you must be alert to what is happening around you, if there is any crowd build up or heavy movement you must at all times stand out the way of the crowd to prevent yourself being crushed.

THANK YOU

Thank you again for your time to assist on our race. You will make a huge difference to the spectator, rider and organiser experience by following these instructions. Feel free to ask if you have any questions; we would be happy to help.

Enjoy!