



RACE MAKER HANDBOOK

Tour of Britain and Women's Tour 2019

INTRODUCTION

Without our wonderful Race Makers we simply would not be able to deliver the OVO Energy Tour of Britain and OVO Energy Women's Tour on the scale that they currently operate at. Each year they help us to deliver a memorable event and ensure that our spectators leave with a smile.

Race Makers are the eyes and ears of the stewarding operation at the OVO Energy Tour of Britain and OVO Energy Women's Tour. For many people, they are the public face of the event and therefore should act accordingly. This handbook has been created using the experience of and feedback from our loyal volunteers who assist yearly.

Race Makers roles at both events fall under three categories:

- Start Race Maker.
- King/Queen of the Mountains/Sprint Race Maker.
- Finish Race Maker.



RACE MAKER ROLE

All three of our Race Maker roles are vitally important. You will be required to marshal the start/finish line or a section of the race route, as well as the surrounding area, depending on where you choose to be positioned. This will require a committed approach to marshalling: your role is vital in ensuring crowd control is maintained during the race, whether you are positioned on a crossing point with our security teams or situated in our Tour Village watching for unusual behaviour.

You may be asked to assist in answering spectator questions – our FAQs page in this handbook will come in useful. If you are unsure of anything please do not hesitate to ask your supervisor on race day.



ON THE DAY

Adhering to the following will ensure that your Race Maker experience is hassle-free:

ARRIVE ON TIME

Please report to the Race Maker registration point at least 10 minutes before your start time. Your supervisor will then meet you here.

WEAR SUITABLE CLOTHES

This is an outdoor event so please dress accordingly. Dress comfortably and please wear closed shoes. Please keep jewellery and valuables to a minimum.

BRING FOOD/WATER

Due to the nature of the event and volunteer positions please bring your own refreshments with you for consumption. This includes food and water for the time you will be volunteering.

PLAN YOUR DAY

Please do not leave your post unless asked to by a member of SweetSpot staff or your supervisor. Prior to your departure you will be required to meet your day supervisor for a short debrief process and to collect your free Race Maker gift.



EXPECTATIONS

At all times when on duty, Race Makers should:

- Be polite, courteous and helpful to all members of the public, event staff, venue officials and team personnel.
- 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 event staff or MJ Event Security.
- Report anything dangerous or suspicious to a member of event staff.
- Assist in giving out promotional material to the public.
- Always cooperate with the police and other emergency services as necessary.



PRE-RACE QUESTIONS

The below will assist Race Makers in their pre-race planning.
Got a question? Email volunteer@thetour.co.uk to ask us!

HAVE I BEEN APPROVED TO BE A RACE MAKER?

Race Makers will receive an email several weeks in advance of the race start containing official acceptance.

DO I HAVE TO DO COMPLETE ANY TRAINING?

We want our Race Maker programme to be as accessible as possible, therefore there is no training required. This handbook, combined with your briefing on the day, will ensure that you are able to fulfil your role to the required level.

ARE THERE TRAVEL ARRANGEMENTS IN PLACE?

No, nor do we cover Race Maker expenses. Where possible, we advise you to use public transport (or bike). While we realise that some Race Makers will need to drive to their required location, please remember that parking restrictions and road closures will be in place.



PRE-RACE QUESTIONS CONTINUED

CAN I BRING A FRIEND TO JOIN THE RACE MAKER TEAM?

Yes, the more the merrier - but please ensure that they apply through our Race Maker application system in the same way that you did!

CAN I BRING MY CHILDREN?

No. The event requirements your full attention to ensure the safety of the general public, event staff, riders and team personnel. We appreciate your co-operation with this.

CAN I BE A RACE MAKER FOR MULTIPLE STAGES?

Absolutely! We have many dedicated Race Makers who do exactly that each year.

CAN I BE A RACE MAKER AT BOTH A START AND A FINISH?

Exceptional circumstances aside, it is extremely unlikely that Race Makers will be able to volunteer at two locations during a single stage. Where a stage starts and finishes in the same place, Race Makers are free to assist with both at their own discretion.



LIKELY SPECTATOR QUESTIONS

Race Makers will be dealing with members of the public and acting as an information point. This section will prove extremely useful come race day, however, please contact a member of event staff if you are unsure of anything being asked.

CAN I CROSS THE RACE ROUTE?

Yes, where and when it is deemed safe to do so. There are controlled crossing points at each start and finish to assist with this - you will be advised of these beforehand.

WHERE ARE THE TOILETS?

You should familiarise yourself with the nearest public facilities when you arrive at your allocated position. Most Sprint and KoMs will not have any public toilets installed for race day.

WHERE DOES THE RACE GO?

The routes are published for download on our websites. You should familiarise yourself with the map which relates to the stage you are a Race Maker for, although we don't expect you to remember every town along the route!



LIKELY SPECTATOR QUESTIONS CONTINUED

WHAT TIME WILL THE RACE ARRIVE?

Full stage timetables are published for download on our websites - if you cannot print out a copy ask your supervisor for one on race day.

WHERE IS THE NEAREST FIRST AID STATION?

A staff member will inform you of this when you arrive at your allocated position. There will be dedicated MediBikes who travel with the race convoy, along with a dedicated first aid point (available at starts/finishes only).

I HAVE LOST MY CHILDREN: WHERE CAN I FIND THEM?

Direct them to a member of race staff immediately.

I HAVE FOUND A LOST CHILD: WHAT SHALL I DO?

Accompany them to a member of race staff immediately, provided your station is covered by another Race Maker/security.

WHEN DO THE ROADS REOPEN TO THE PUBLIC?

Starts and finishes have to be cleared of the race's infrastructure before reopening. The rest of our routes operate under a rolling road closure, so they typically reopen 15 to 45 minutes behind the first vehicle in the race convoy.



HEALTH AND SAFETY

For your own safety, as well as for that of the public, it is extremely important that Race Makers read and familiarise themselves with the following information. Please contact a member of race staff or a supervisor if you have any further questions on race day.

- Only use equipment that you have received training for.
- Please point out to your section supervisor anything that you feel may be dangerous to yourself or others.
- Flat, protective, robust footwear should be worn at all times. Race Makers will be standing throughout the day.
- Do not attempt to touch any form of electrical equipment.
- Do not attempt to lift any heavy loads (including people) without instruction from your supervisor/event staff.
- 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.



HEALTH AND SAFETY CONTINUED

- Protect yourself against the weather: dress appropriately for the conditions and bring alternative clothing in case of a variable forecast.
- Ensure that you remain hydrated and make sure to eat during your Race Maker shift.
- Do not attempt to gift any form of first aid.
- Do not attempt to tackle any outbreak of fire. Please bring it to the attention of your nearest radio holder.
- Always obey any warning or mandatory signs.
- If you witness any type of accident or injury, please provide your section supervisor with full details.
- Any hazards identified in our risk assessments will be passed on to you in your pre-race briefing. Please comply with all precautions in place to reduce/prevent the risk from the hazard affecting you.
- Be alert as to what is happening around you at all times. If there is heavy pedestrian movement nearby you must stand out of the way.



CONTACT INFORMATION

Got a question? Do not hesitate to contact us prior to the race start and we'll be happy to help you.

GRACE MADDUX Technical Operations Manager

volunteer@thetour.co.uk

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THANK YOU

Thank you again for your time to assist at our events. Be sure to know that Race Makers make a huge difference to the rider, spectator and organiser experience.

Enjoy your day!





www.tourofbrtain.co.uk

www.womenstour.co.uk

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