



CHALLENGE WANAKA VOLUNTEER MANAGEMENT

INTRODUCTION – CHALLENGE WANAKA OVERVIEW

Challenge Wanaka is New Zealand's largest triathlon festival, involving over 2,000 participants of all ages and abilities from throughout New Zealand and around the world. Part of the global Challenge Family series of long distance triathlons, it shares the international stage with 22 other Challenge races, including the world's largest long distance triathlon, Challenge Roth in Germany.

With over \$80k of prize money available, it attracts the world's best pro athletes and significant global media coverage, not only for the race but also for the Southern Lakes region. Challenge Wanaka also brings in over \$4 million of direct economic benefit and 26,000 bed nights to the local economy. It is a non-profit organization, run by a volunteer board of local trustees and makes significant contributions each year to the local community in acknowledgement of the support it receives each year from the hundreds of volunteers.

Challenge Wanaka requires over 650 volunteers who in turn fill over 1,000 roles during the five-day festival.

These volunteers are all ages and levels of fitness, from young children to pensioners and are 90% local to the Wanaka region. The other 10% are either here on holiday or come with athletes and want to be part of the event.

ABOUT VOLUNTEERS

Volunteers are the heart and soul of any event and in many cases make the event viable. In Challenge Wanaka's case, if we did not have the support of the community, we would have to pay out over \$90,000 in wages which is a massive cost for any event.

Volunteers are also the face of the event out on course – their enthusiasm and support makes a big impact on the athletes and they are hugely appreciated by all.

By giving their time to events, volunteers are supporting their community by facilitating major events which bring significant social and economic benefits to the region.

The generosity of volunteers should never be underestimated.

CHALLENGE WANAKA VOLUNTEER REQUIREMENTS

Like all events of this nature, Challenge Wanaka has moveable parameters. The race does not take place in an easily managed area such as a stadium but over a course that is

226km long. This means that a large number of volunteers are required and the ratio is approximately 2:1, athlete : volunteer.

The course is divided into sections. Volunteers are carefully selected for each area and then trained so they meet the requirements for each role. This means at the end of the event each volunteer left feeling valued and that they had learnt a new skill. Confidence grows throughout the event, allowing them to excel in their role ensuring a smooth running operation in each area. It also results in volunteers expressing a desire to return to their role in the future and to improve the event in future years.

VOLUNTEER MANAGEMENT

Efficient volunteer management is key. It is vital that volunteers are fully informed, feel valued and are kept busy. There is nothing worse than volunteering your time only to have nothing to do or not understanding your role due to lack of proper briefing.

Recruitment

The selection of Volunteers involves a detailed process involving using the selection criteria. On the application form, volunteers are asked about any previous experience, relevant qualifications, are they repeat volunteers and do they want the same job or a different one etc. Age is also an important factor. Some work is very physical and would not suit older people while at the other end of the scale, no children can be allocated to the bike course for road safety reasons. Groups, schools and local community groups were contacted. The volunteer manager works closely with the community to develop best practice and also to develop collegial relationships.

Volunteers register online via the Challenge Wanaka website - www.challengewanaka.com.

Role Assignment and Communication

All data is exported into a master spreadsheet. Positions are then assigned using this spreadsheet and information about positions sent to volunteers via email. Examples of the information distributed to volunteers can be found in Appendix D. The assignment is done by matching the parameters of the role (age, experience, qualifications, time available etc) with appropriate volunteers, as well as trying to fulfill volunteer requests for specific roles.

Typical roles required are:

- Road marshals
- Course marshals
- Aid station marshals
- Recovery tent helpers
- Finish line helper
- Transition area helpers
- Safety kayakers
- Lead mountain bikers
- Media assistants
- Manual timing assistants
- Bag packers
- Catering assistants
- Crowd Control
- Motorbike marshals

- Supply distribution assistants

Full details of numbers can be found in Appendices A and B.

The number of roles (approximately 1,200) is significantly more than the actual number of volunteers (approximately 650). This is because the system is designed so that most volunteers will do multiple shifts. Eg combining a lead-up role with a race day role or on race day moving from the swim to the bike or run course. The length of each shift is designed to allow volunteers to do multiple shifts.

Aid stations require a large number of volunteers. Numbers per aid station again depend on number of athletes but a minimum number would be 15 per shift for around 1,000 athletes. Aid stations are spaced at 20km intervals on the bike course and 2km intervals on the run course.

The swim course requires a large number of water safety professionals to ensure swimmers' safety. There is a minimum ratio of 20 swimmers to one water safety person. Water safety personnel take the form of safety kayakers or paddle boarders as well as safety IRBs, diver and medical personnel. It's important all boats have propeller guards and that kayaks are stable ie not multisport kayaks.

Once Volunteers were recruited and allocated into roles they are then handed over to the responsibility of the Leg Directors (swim, bike, run) and team managers to manage them on the day.

Pre-event training

The bulk of volunteer training takes place immediately following the volunteer briefing at the beginning of event week.

On arrival at the briefing, volunteers receive their packs which contain their uniform, job description print out (which has already been emailed to them), their volunteer manual (see Appendix C) plus thank you gifts from the race and sponsors. In addition, each volunteer receives a job description print out that as well as providing information about their role, also shows a picture of their actual job location and outlines emergency procedures. (see Appendix D). The picture highlights potential hazards they may face and the information not only tells them what they need to do but also explains why, giving them a greater understanding and involvement in the role.

During the briefing, after the official welcome, volunteers are introduced to key personal and given essential safety information. They then split up into groups according to their role and are given training by their section manager. This can take the form of verbal briefing or for those on aid stations, mock-up aid stations are set up and volunteers can practice handing nutrition to athletes on bikes, runners and how to mix and set up the nutrition.

In addition, Challenge Wanaka works with regional trusts to provide free qualification for volunteers. Anyone volunteering for the event can benefit from a free Sports First Aid Course or Traffic Management Level 1 Course. Both are certified courses and these qualifications can then be used for other events or in the regular workplace.

Event Day processes

Race day starts at 4am. There is a volunteer tent in the expo area which is the go-to point for volunteers during the day. The volunteer manager and 2IC are based here and can re-allocate those who want to do another shift, answer questions and manage the movement of volunteers during the day using event radios.

The tent also has tea, coffee and food, sunscreen, plus lunches from Subway. These lunches are also distributed to all volunteers out on course.

Each volunteer makes their own way to their allocated position and the day runs according to the detailed run sheet.

Both the race director and volunteer manager will ensure they get out on course to speak to as many volunteers as possible while they are working, thanking them, making sure they have everything they need and ensuring they know how valued they are.

Reward/Recognition

The evening following the event is the time to say thank you to the volunteers. Every volunteer is invited to the Volunteer Party which features a full cooked buffet dinner, free bar, live entertainment and speeches. The winning pro athletes are invited to talk about their day and how the volunteers helped them on their journey. Plus there are a large number of spot prizes, sourced from local businesses.

The week following the event, each volunteer is written to and thanked and also asked to complete a survey so that the event can monitor volunteers satisfaction, identify any problem areas or areas that can be improved.

VOLUNTEER RISK MANAGEMENT

There is a high level of risk management involved, especially in the event field where there are ever-changing parameters and a wide range of ages and abilities involved.

Risk	Mitigation
Volunteers are by themselves at their station	<ul style="list-style-type: none"> Ensure sufficient training for them to self manage Provide adequate health and safety information highlighting potential hazards Provide clear written role descriptions Ensure those roles after dark are allocated to adult males Ensure higher risk roles eg on busy roads, are allocated to experienced adults
Insufficient number of volunteers	<ul style="list-style-type: none"> Reassess number of volunteers required at close of competitor registration; Recruit more volunteers if required (more competitors than expected) Reallocate volunteer roles (less competitors than expected).
Volunteers on bike and run are in one location for up to six hours	<ul style="list-style-type: none"> Ensure they bring adequate water, sunscreen, warm clothing etc Provide food delivered to them at their post Communicate SunSmart messages Ensure shelter provided in exposed areas
Swim course risks eg hyperventilation, heart attack, hypothermia, asthma, physical injury, exhaustion	<ul style="list-style-type: none"> Ensure all water safety volunteers have adequate experience and/or qualifications Ensure all water safety volunteers are wearing life jackets Provide training relevant to their position

Risk	Mitigation
Bike course risks eg traffic accident, physical injury, mechanical failure, hypothermia, heat exhaustion, dehydration, exhaustion	Provide an audited traffic management plan to ensure safety of volunteers, athletes and general public on course Provide adequate health and safety information highlighting potential hazards Provide training relevant to their position
No show from volunteers	Ensure all volunteers fully briefed on their responsibilities. All provided with map of their post for the day and times required together with list of key responsibilities Have additional volunteers on standby to fill an vacant spots
Volunteers not sure what they are doing	Ensure sufficient training Provide written instructions/diagrams that can be used on-site Provide relevant phone numbers so that they can call for advice

In each area of risk mitigation, it is the responsibility of each leg director (swim, bike, run, transition etc) to ensure manage the risks, with the overall responsibility lying with the race director.

Appendix A

OVERVIEW OF DESIRED VOLUNTEER ROLES REQUIRED PER DAY

Days	Roles	Volunteers required
Weds (Race Day -10)	Set Up & Admin Help	4
Thurs (Race Day -9)	Set Up & Admin Help	4
Fri (Race Day -8)	Set Up & Admin Help	7
Mon (Race Day -5)	Bag Packing Set Up	50
Tues (Race Day -4)	Volunteer Briefing Bag Packing Set Up	42
Weds (Race Day -3)	Practise Swim Bag Packing 5km Fun Run Registration	55
Thurs (Race Day -2)	Pasta Party Set Up Registration	52
Fri (Race Day -1)	Junior Challenge	63
Sat	Race Day	703
Sun (Race Day +1)	Awards Brunch Volunteers Party Break Down	45
Total Volunteer Roles		1,054

Appendix B

OVERVIEW OF DESIRED VOLUNTEER NUMBERS REQUIRED FOR ROLES

Volunteer Roles	Number of shifts
5km Fun Run	9
Admin Help	36
Awards Brunch	14
Bag Packing	42
Banners	12
Bike Course	279
Comms Assistant	4
Expo	14
Gear Set up	17
Junior Challenge Wanaka	40
Pasta Party Helper	9
Registration	35
Run Course	191
Swim Course	51
Swim Course Set Up	6
Swim the Course Kayak	13
Transition	81
Transition / Finish area	81
Transition Set Up	120
Total Volunteers	1,054



CHALLENGEWANAKA
18.01.2014 we are triathlon!

**ACCOMMODATION & RESERVATIONS
VOLUNTEER CREW MANUAL
2014**



**accommodation
& reservations
wanaka**

INTRODUCTION

Challenge Wanaka is renowned as one of the most scenic iron distance triathlons on the international circuit. It attracts hundreds of athletes from all over the world and New Zealand to Wanaka, all with the goal of conquering triathlon's ultimate distance – a 3.8k swim, 180km cycle and 42.2km run.

At the same time, over 1,200 athletes will take on the Lake Wanaka Half, half the distance of Challenge Wanaka but still no mean feat with its 1.9km swim, 90km cycle and 21.1km run.

As volunteers, you are the face of the event and we're proud to have you as a member of the Accommodation & Reservations Wanaka Volunteer Crew. Challenge Wanaka couldn't happen without the support of the community. In return, by volunteering for Challenge Wanaka, you are helping provide a huge benefit for the community, both economically and socially.

As a member of the Accommodation & Reservations Wanaka Volunteer Crew you will be an essential part of the athletes' day – you will allow them safe passage, provide them with food and drink and give them the support they need to complete their 226km journey – the more vocal the better!

It is your enthusiasm, warm welcome and professionalism that will make this event a success and as a volunteer, you will inspire others and help Challenge Wanaka create a legacy for the community. You are part of a 650 strong team that will help deliver an event that will be seen by millions around the world via TV, magazines, newspapers and the internet.

Thank you for your commitment and dedication and we hope you enjoy your time being part of Challenge Wanaka.

GENERAL INFORMATION

The Accommodation & Reservations Wanaka Volunteer Crew is the face of Challenge Wanaka for both athletes and spectators and we ask that every volunteer is quick to help, always friendly and polite and a great team player.

As you are wearing an Accommodation & Reservations Wanaka Volunteer Crew uniform and many of you will have a high vis vest, expect to be approached by the general public, spectators and athletes requesting information about the event. Please make sure you are familiar with the timetable and all the other information in the official Challenge Wanaka programme.

PARKING

If you are volunteering in the Race Central area, in or around town, please park in the parking provided at the Wanaka Showgrounds. If you are based out on course, please park in a position that does not obstruct other traffic or athletes. If you are at an aid station, we strongly recommend car-pooling with your fellow aid station team mates.

CHECK IN/OUT

In your volunteer pack is your job description sheet that shows you what time you need to be at your post and when. Please make sure you are there on time. If you are unable to volunteer due to illness or unforeseen circumstances you must notify the volunteer manager, [*Name*] on [*mobile no*] so she can arrange for someone to take your place.

Your shift is finished when you are notified by your leg director or by the tail end charlie on the bike and run. If you have to leave your post prior to the end of your shift, please notify your leg director.

If you finish your shift and would like to continue to help out, make your way back to the Locations Volunteer Tent on Pembroke Park and Jo will let you know if there is anything else we need help on.

CHECKLIST

Please wear your official Accommodation & Reservations Wanaka Volunteer Crew T Shirt at all times
Please check the weather forecast the night before and make sure you have sufficient clothing for the weather conditions

Don't forget:

- Sunscreen
- Food and water
- Deck chair
- Cell phone
- Hat
- Sunglasses
- Volunteer Manual
- Athlete list
- Pen and paper to make notes or suggestions or record any issues with athletes or motorists
- Official Challenge Wanaka Programme
- Smile and voice for cheering!

FOOD/DRINK

Please make sure you have enough snacks and water to last through your shift as it's very important you look after yourself and keep up your fluid and food intake. Subway is very generously providing volunteers with subs and a cookie over the lunch period.

ACCOMMODATION & RESERVATIONS VOLUNTEER CREW THANK YOU FUNCTION

To say thank you to all of our amazing volunteers, we hold a party on the race central marquee on Sunday 19 January at 5.00pm. All volunteers are welcome – there's free food and drink and lots of spot prizes.

EMERGENCY PROCEDURES

All marshals are encouraged to bring a mobile phone with them to make an emergency call if needed during the event. If there is an emergency, we ask that all communication take place over mobile phones as the radios can be heard by everyone and this may cause unnecessary alarm.

Please note that all athletes with pre-existing conditions will have written their medical details on the back of their race number. Please check this information and advise the emergency services or leg director when you call.

The protocol for marshals and personnel to follow in the event of an emergency out on the course is as follows:

Emergency Status

1. Make sure you and the injured person are safe from hazards
2. If an emergency (cardiac arrest, convulsions, collapsing etc) call 111 on your mobile phone.
3. Identify yourself and your role as a marshal for Challenge Wanaka
4. Identify your current location
5. Identify the situation (status of patient)
6. Call your Leg Director to advise of situation (see numbers below)
7. Your Leg Director will then put the appropriate procedures in place
8. Stay with the injured party, reassuring them and keeping calm until help arrives
9. Never move a person if you suspect broken bones, back or neck injuries

Minor Status

1. Make sure you and the injured person are safe from hazards
2. Call your Leg Director to advise of situation (see numbers below)
3. Your Leg Director will then put the appropriate procedures in place
4. Note: if the minor status escalates to emergency status call 111 immediately.
5. Stay with the injured party, reassuring them and keeping calm until help arrives

If you get asked questions by the media about an incident, please do not comment and refer them to the Race Director, Victoria Murray-Orr.

Course Management Protocol

If a marshal sees a traffic management issue or potential problem out on the course while marshalling phone the STMS (the person in charge of all traffic management - [Name] – [mobile no]) to advise of the situation. The STMS will initiate a solution then radio the Race Director and advise situation and solution taken. Please don't assume that we already know about it, you are our eyes and ears on the course and we value your feedback.

Key Phone Numbers

Swim Leg Director	[Name] – [mobile no]
Bike Leg Director	[Name] – [mobile no]
Run Leg Director	[Name] – [mobile no]
Transition/Finish Line Director	[Name] – [mobile no]
STMS	[Name] – [mobile no]
Volunteer Manager	[Name] – [mobile no]

PROGRAMME

<i>Tues 14 January</i>	6.30pm	Accommodations & Reservations Wanaka Volunteer Crew Briefing	Race Central Marquee
<i>Wed 15 January</i>	6.30am	Swim the Course registration	Wanaka Lakefront – Swim Start (\$5 for non athletes)
	7.00am	Swim the Course	
	6.30pm	Radio Wanaka 5km Charity Fun Run/Walk proceeds to Cystic Fibrosis NZ. Fancy Dress theme: Favourite Movie Star	Wanaka Lakefront nr Stoney Creek (\$10 adults, \$5 children)
<i>Thurs 16 January</i>	9.00am – 4.00pm	Challenge Wanaka and Lake Wanaka Half registration open	Race Central Marquee, Pembroke Park
	9.00am – 5.00pm	Expo open	Pembroke Park
	9.30am	Pro Athlete Briefing	Edgewater Resort
	10.30am	Media Conference	Edgewater Resort
	9.00am – 6.00pm	Racers Edge Bike Checks	Expo, Pembroke Park
	2.00pm	Fitter.co.nz Pre-Race Seminar	Race Central Marquee
	6.30pm – 8.30pm	Carbo Loading Party	Race Central Marquee
<i>Fri 17 January</i>	8.30am – 9.45am	Challenge Wanaka and Lake Wanaka Half registration open	Race Central Marquee, Pembroke Park
	11.15am - 4.00pm		
	8.30am – 5.00pm	Expo open	Pembroke Park
	8.30am – 6.00pm	Racers Edge Bike Checks	Expo, Pembroke Park
	10.00am	Challenge Wanaka Athlete Briefing	Race Central Marquee
	11.30am	Lake Wanaka Half Athlete Briefing	Race Central Marquee
	11:30am	Puzzling World Junior Challenge Wanaka registration opens	Lakefront
	1.00pm	Puzzling World Junior Challenge Wanaka race start	Lakefront
	3.00pm – 6.30pm	T1 open. All bikes, including teams, must be racked by 6.30pm without exception	Race Central, Pembroke Park
3.30pm - 8.00pm	Sports Central 3:9:3	Downtown Wanaka	
<i>Sat 18 January</i>	5.00am	Race Central opens	Pembroke Park
	6.30am	Challenge Wanaka Pro Race Start	
	6.40am	Challenge Wanaka Individual Race Start	
	7.10am	Challenge Wanaka Relay Team Start	
	7.40am	Lake Wanaka Half Individual Men Start	
	7.45am	Lake Wanaka Half Individual Women Start	
	8.00am	Lake Wanaka Half Team Start	
	8.55am	Challenge Individual Swim Cut-Off Time	
	9.05am	Lake Wanaka Half Swim Cut-Off Time	
	9.25am	Challenge Wanaka Relay Team Swim Cut- Off Time	
	9:00am – 2:00pm	Expo open	Pembroke Park
	11.30pm	Course Closes	
	11.30pm	Finish Line Party and Fireworks	
	10.30am	Awards Brunch	Race Central Marquee
<i>Sun 20 January</i>	5.00pm	Accommodations & Reservations Wanaka Volunteers Party	Race Central Marquee
	7.00pm	Final Wrap Party	Gin & Raspberry

We'd also like to say a big thank you to the amazing team at

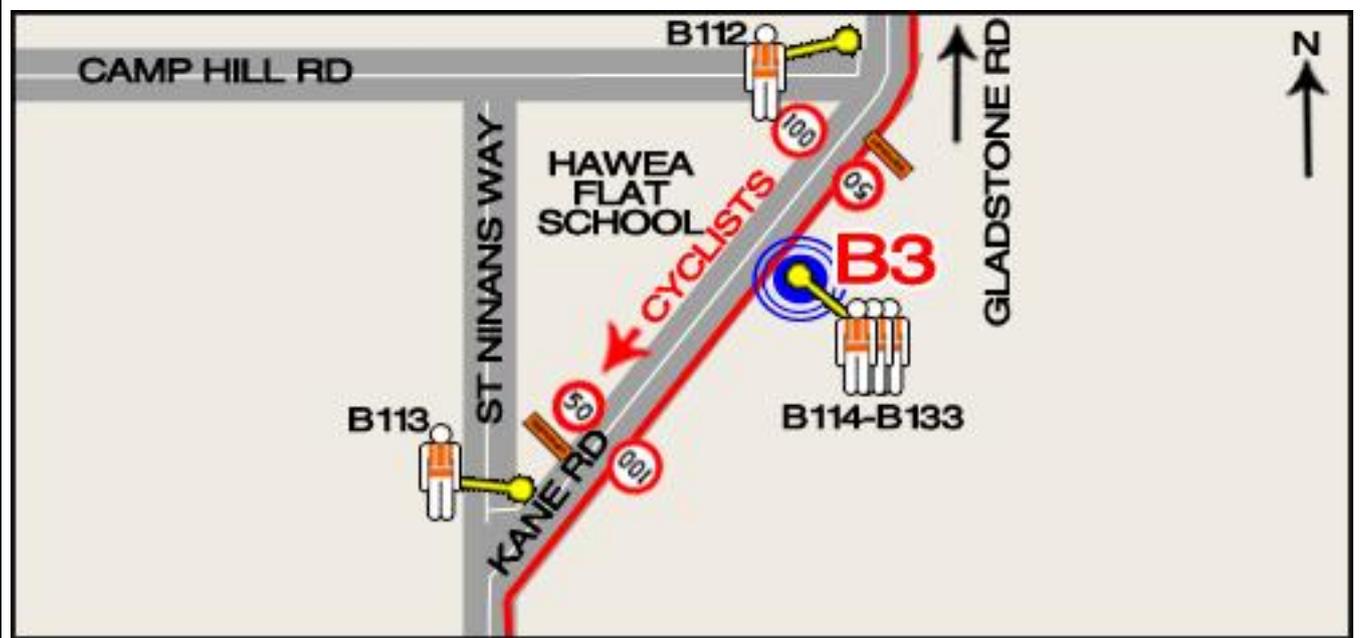


who have provided so much help and support to Challenge Wanaka and all our wonderful volunteers

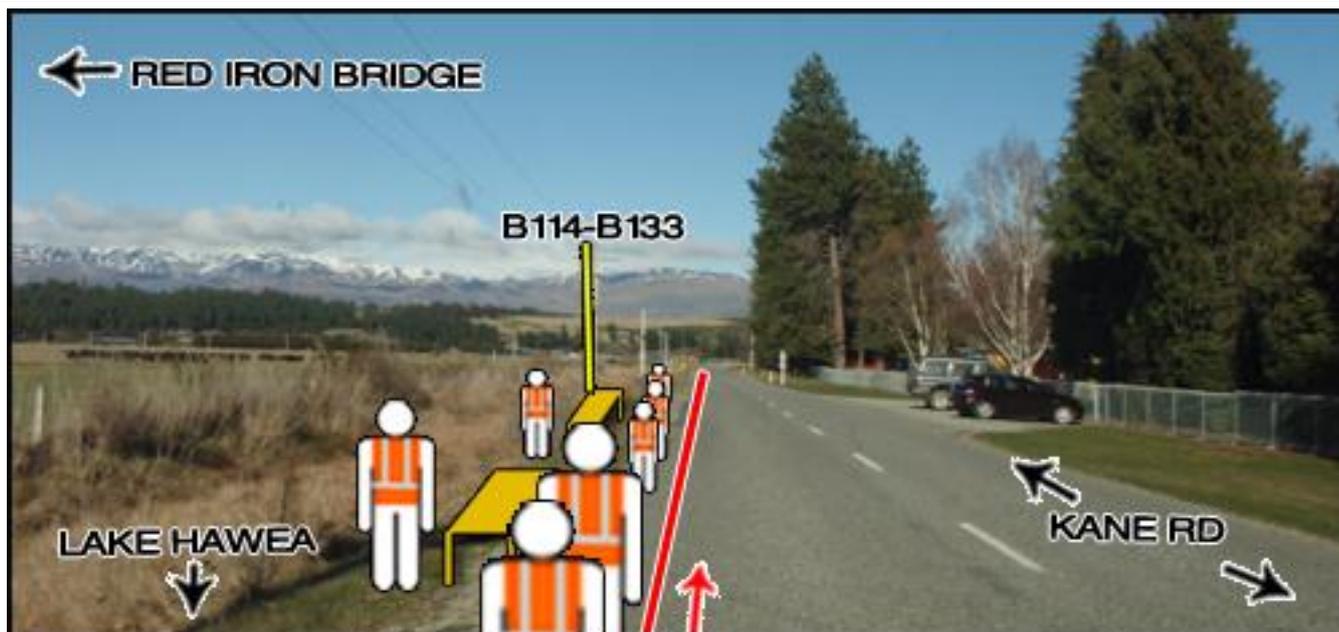
Volunteer Marshal notes - role: B132

TITLE OF POSITION	BIKE LEG - Bike Aid Station Marshal, B3 Aid Station - Handing Drinks to riders	JOB# B132
REPORTS TO	Bike leg Director	Note for role:
TIME ON SITE	8:00:00 AM to 1:30:00 PM, 21-Jan-2012	
LOCATION	Kane Rd, by Hawea Flat School, Hawea Flat	

LOCATION MAP



SITE PHOTOS / IMAGES



JOB DESCRIPTION

To work as a team with the other volunteers in co-ordinating the provision to athletes of nutrition as they pass by the aid station. This can be either liquid (water or electrolyte drink) or food (gels, bars, bananas or other fruit).

When handing out nutrition on the bike, it is much easier for the athletes to successfully receive it if you run with them.

Please ensure that you stay at the road edge (ie don't cross the white line at the road edge) when attempting to hand off nutrition - if the cyclist is wanting nutrition they will move towards the road edge

You are working on the edge of live traffic lanes - please be fully aware of vehicles that are likely to be going through your aid station as well

Be vocal and positive with your communications to cyclists - let them know what you have / determine what they want and whether you can supply it or someone else at this aid station can help them

Keep eye contact with the cyclists as they come through to collect from you

You may talk to the competitors and make sure they're OK – giving them your support, the louder the better(!) gives them a huge boost. However, please note that no outside assistance is allowed so helping an athlete outside of your job description eg helping them mend a puncture, will result in their disqualification.

It is important that you do not obstruct the athletes at any time.

KEY RESPONSIBILITIES

- Please wear the provided hi-vis vest at all times
 - Set up the aid station as per the briefing – all gear will be delivered to the site prior to your arrival
 - To prepare and provide food and drink to the athletes
 - To maintain a clean and tidy aid station area, including responsibility for collecting all rubbish relating to the aid station. Check for rubbish both before and after the aid station.
 - Wash drink bottles as they are dropped by athletes and refill. Make sure all drink bottles are filled to the top
 - Make sure there is always sufficient nutrition prepared but not to excess so as to avoid unnecessary wastage
 - At end of shift, please put all rubbish in provided bags, empty all drink bottles including those discarded by athletes and put in bags/boxes and empty all 20 litre containers and leave in tidy pile for collection crew to pick up
- Ensure that when you arrive that you park your vehicle in a location that is off the road, away from where you will be working and the cyclist will be coming through (look for side roads / gravel areas off the road / grass verges on the otherside of the road from the cyclist flow)

EMERGENCY PROCEDURES
Please refer to your emergency procedures hand out in your pack and ensure you are familiar with them

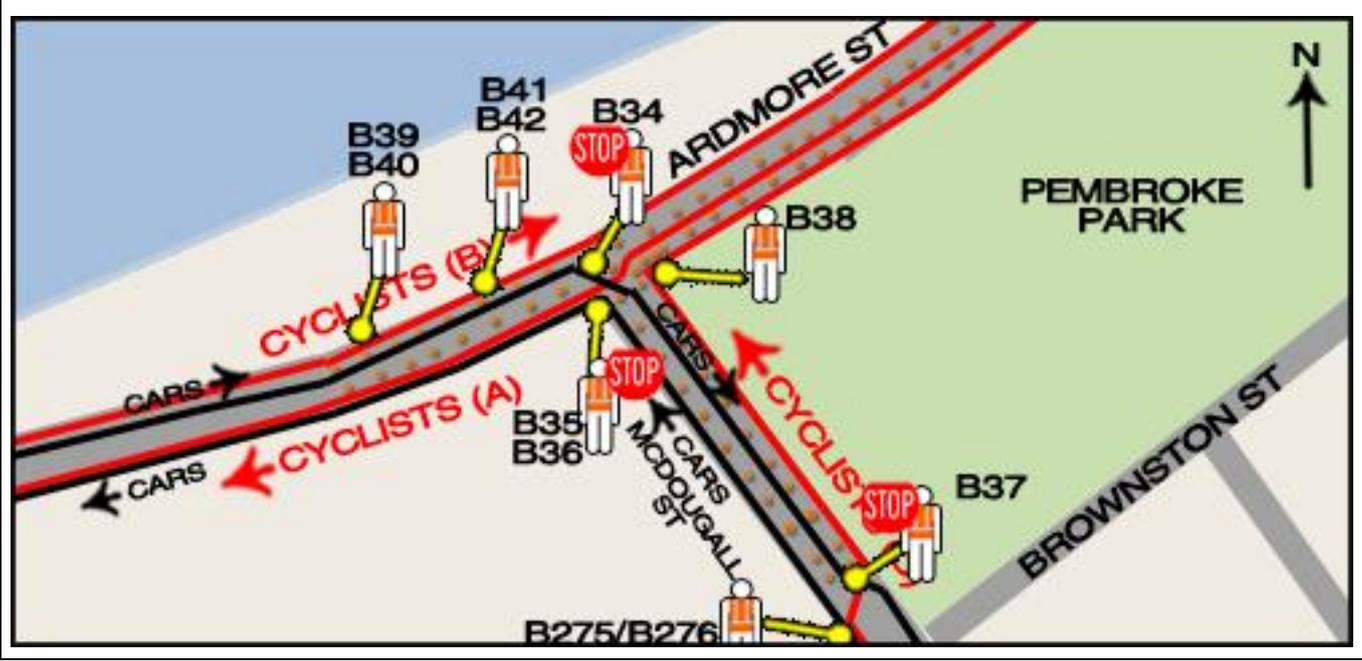
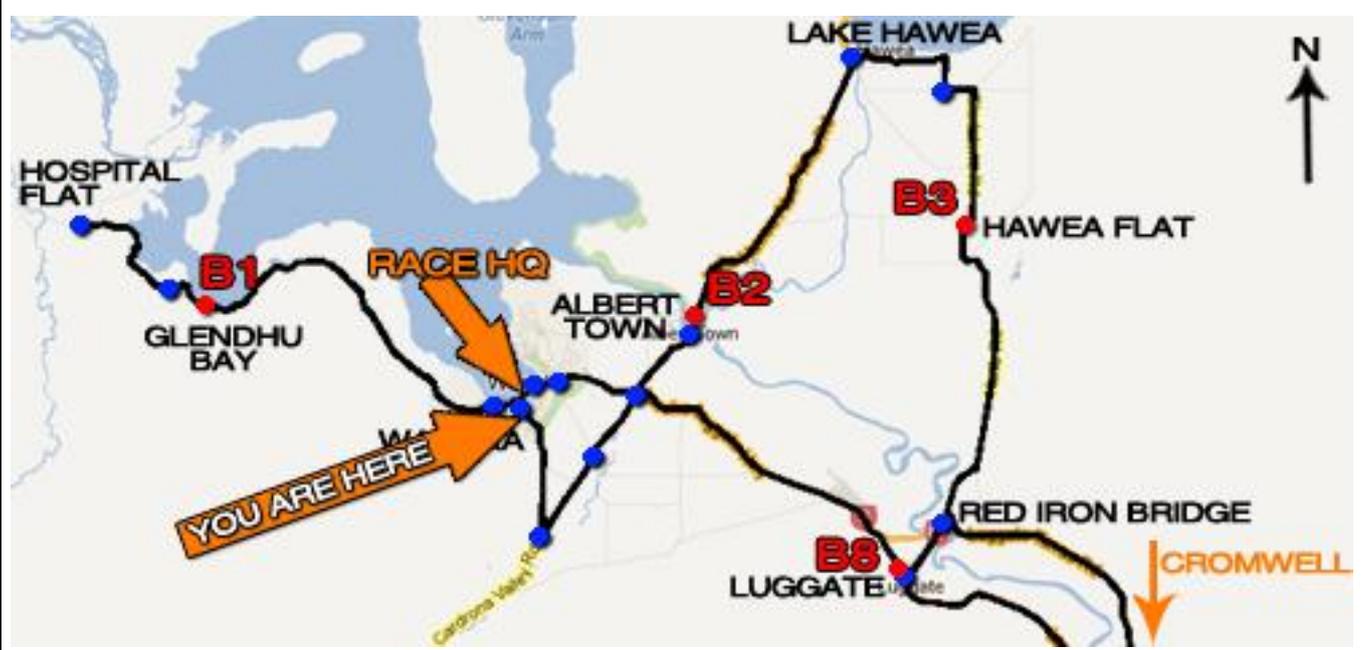
For any questions or problems, please contact your appropriate section director

Thank you very much for your support and for making the Challenge Wanaka Triathlon Festival such a success – you are the heart and soul of the event and we couldn't do it without you

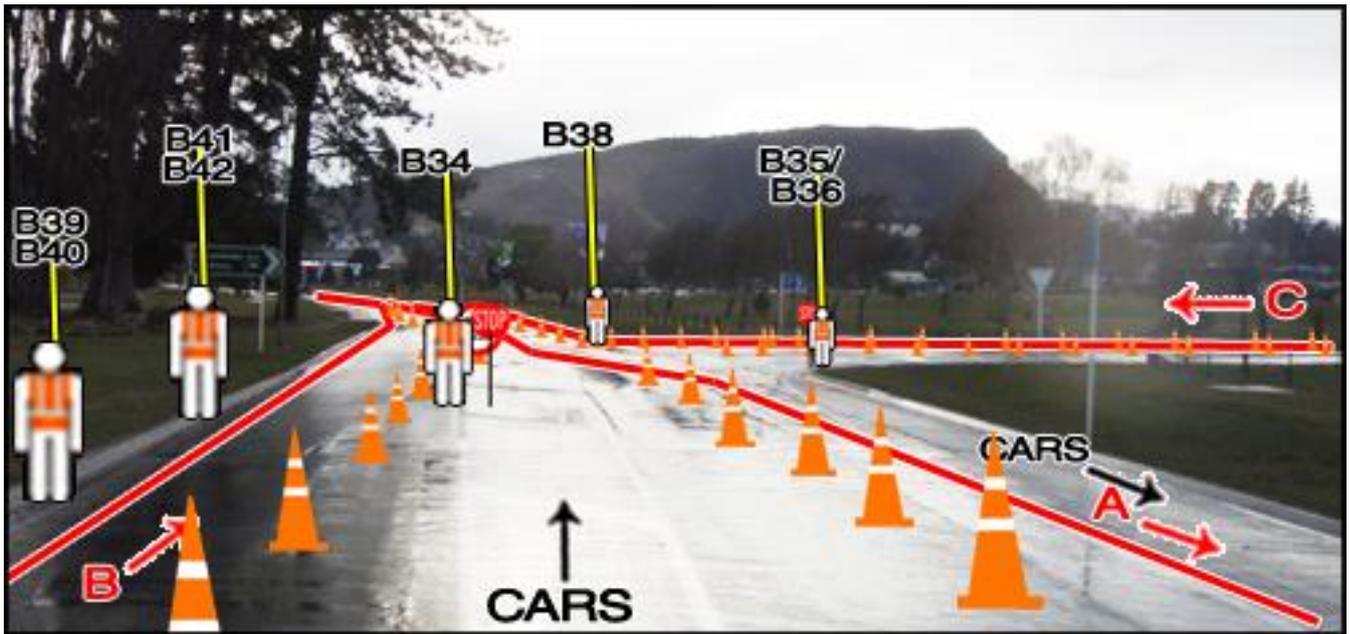
Volunteer Marshal notes - role: B42

TITLE OF POSITION	BIKE LEG - Road Marshal, Directing traffic	JOB# B42
REPORTS TO	Bike leg Director	Note for role:
TIME ON SITE	12:00:00 PM to 6:00:00 PM, 21-Jan-2012	
LOCATION	Public Toilet carpark driveway on lakefront (Ardmore Street) at McDougall St, Wanaka	

LOCATION MAP



SITE PHOTOS / IMAGES



JOB DESCRIPTION

Position yourself at exit / entrance to carpark on the edge or Ardmore street

You are responsible to control cars going into and out of the carpark without interfering with the flow of cyclists along ardmore st. ie - Stop cars going in / out while the cyclists/runners go pass

To help provide safe passage of athletes and road users during the race.

As you will be wearing a hi-vis vest, members of the public will ask you questions regarding the race so please make sure you have the basic timetable of events (included in your pack).

Please also ensure that you are polite and courteous at all times, some motorists can get frustrated by delays, however short.

Please be aware of traffic at all times to ensure your own safety.

Also, please feel free to cheer on the athletes, shout encouragement – it gives them a huge boost and they really appreciate it!

KEY RESPONSIBILITIES

- Please wear the provided hi-vis vest at all times
- Be assertive but polite at all times
- Always thank drivers for their patience with a wave and smile
- Always make sure the way is clear of athletes before waving vehicles through
- If necessary, direct athletes in the right direction

EMERGENCY PROCEDURES

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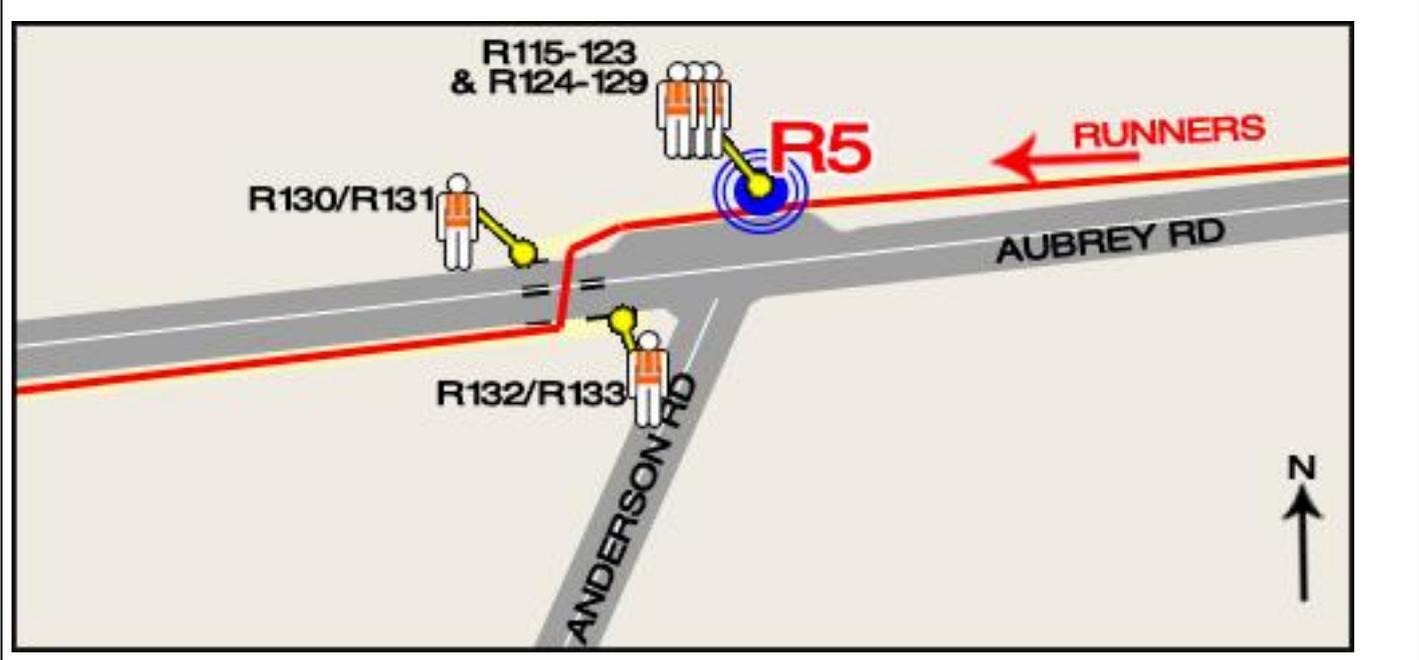
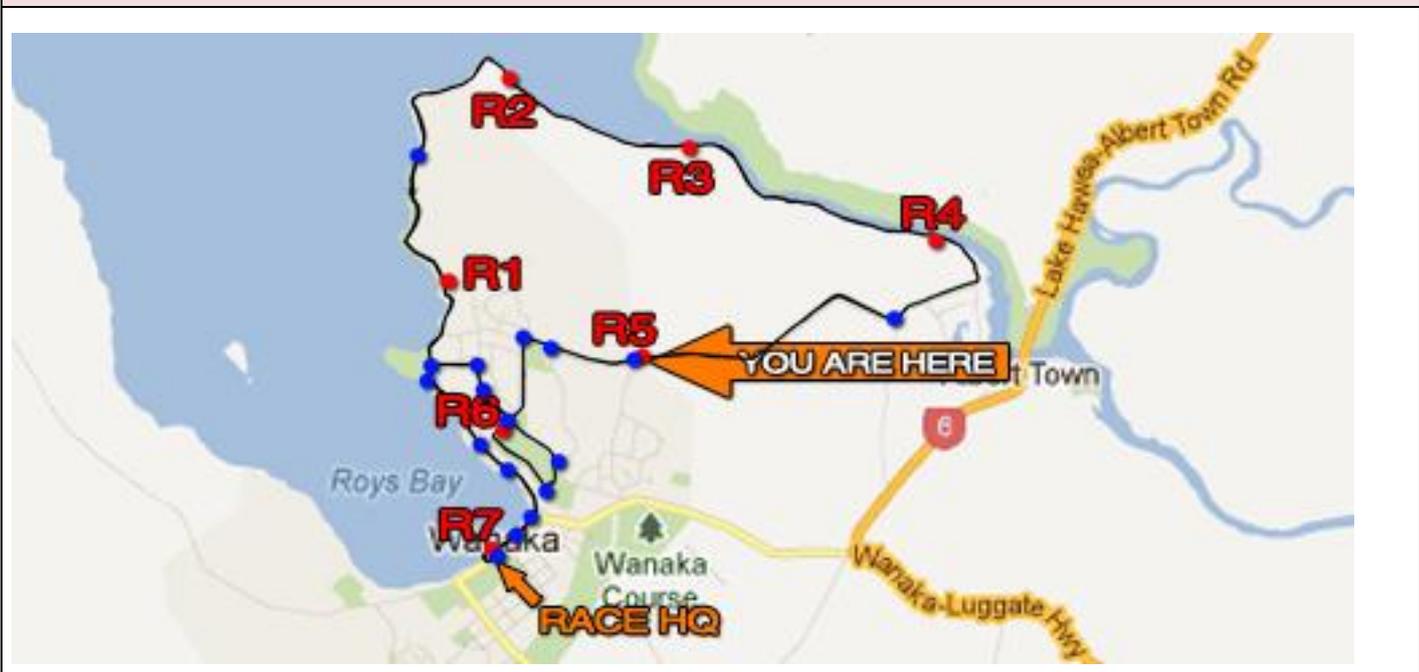
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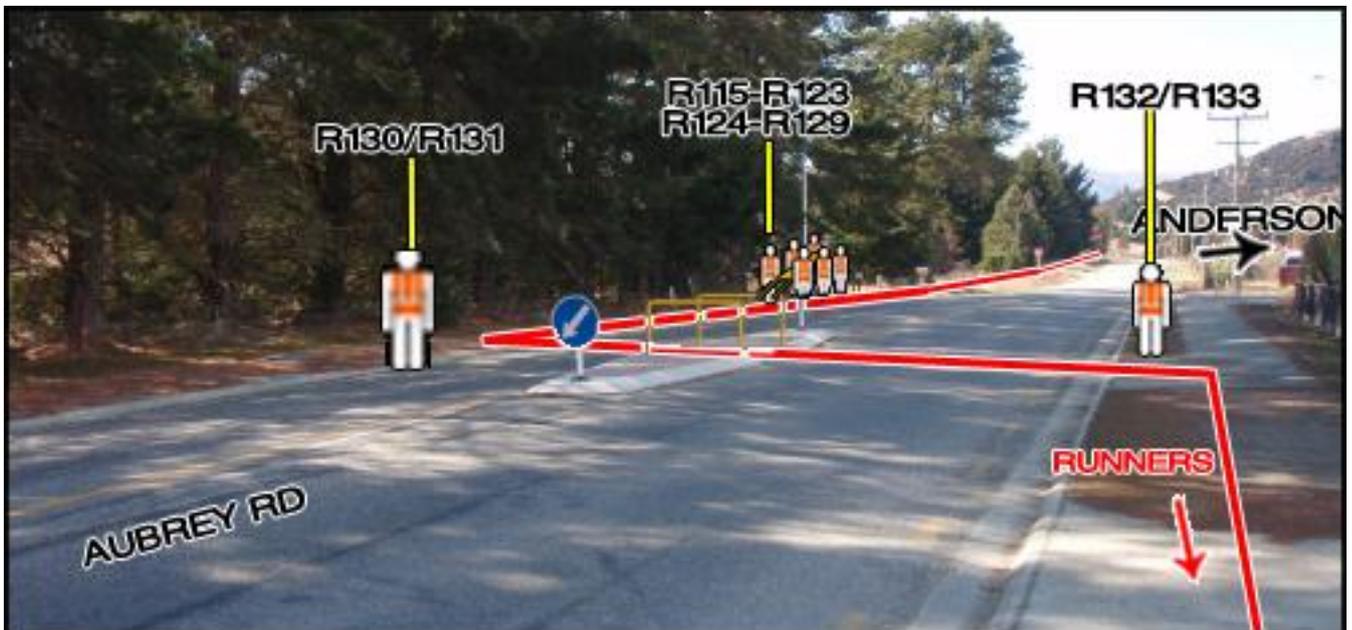
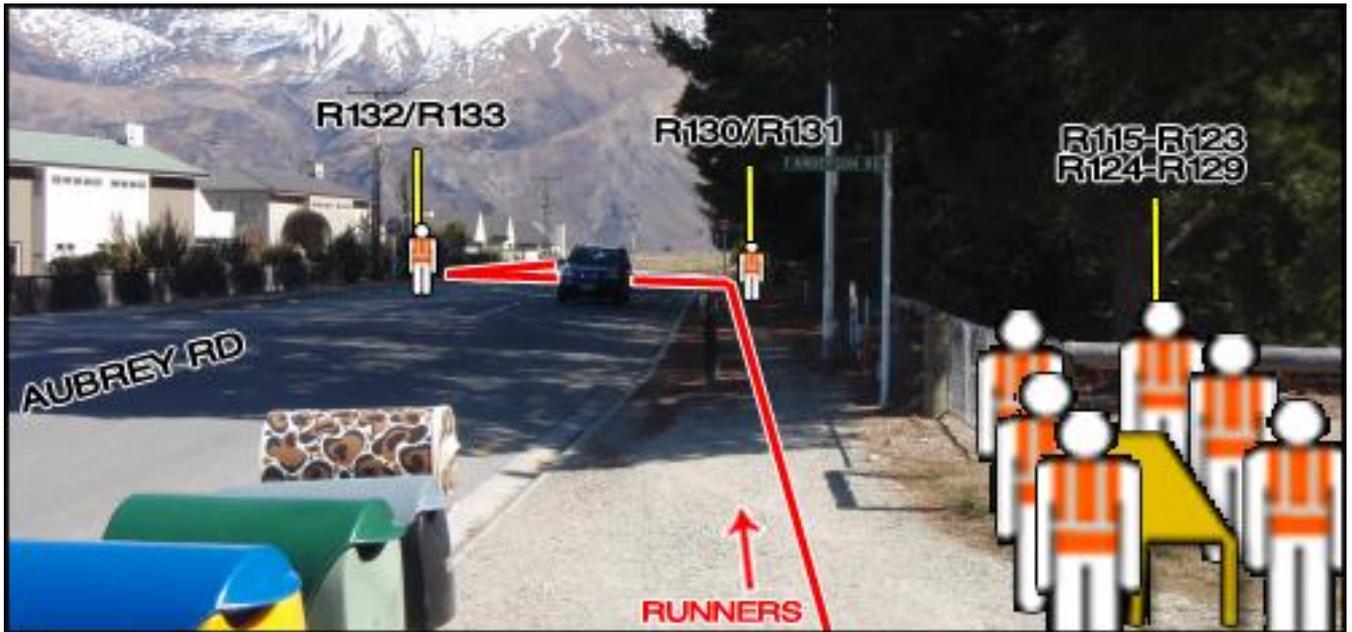
Volunteer Marshal notes - role: R132

TITLE OF POSITION	RUN LEG - Road Marshal, Stop/Go to allow athletes to cross Aubrey Road	JOB# R132
REPORTS TO	run leg Director	Note for role: Will need to supply a Headlamp (since will be on course in the dark)
TIME ON SITE	4:30:00 PM to 10:30:00 PM, 21-Jan-2012	
LOCATION	On Aubrey Rd, 50m West of Anderson Road intersection, Wanaka	

LOCATION MAP



SITE PHOTOS / IMAGES



JOB DESCRIPTION

Working in conjunction with other volunteer (on other side of road) to control Stop/Go of traffic so that runners can cross Aubrey Road without stopping

To help provide safe passage of athletes and road users during the race.

As you will be wearing a hi-vis vest, members of the public will ask you questions regarding the race so please make sure you have the basic timetable of events (included in your pack).

Please also ensure that you are polite and courteous at all times, some motorists can get frustrated by delays, however short.

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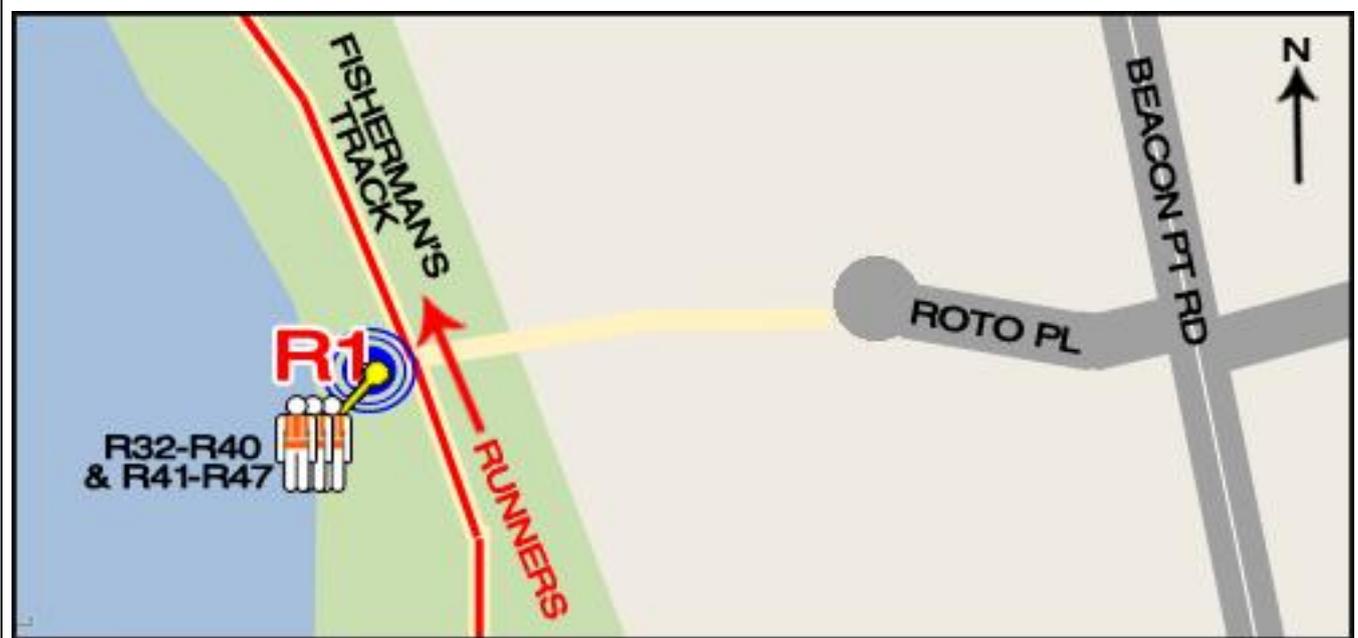
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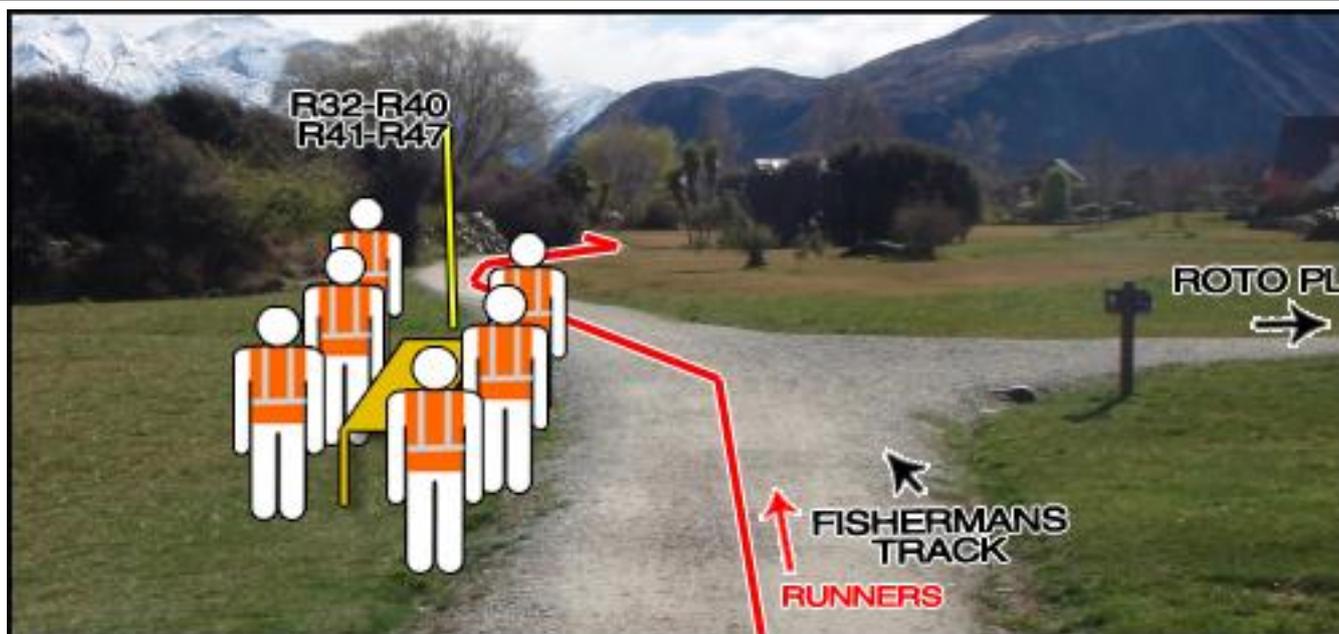
Volunteer Marshal notes - role: R32

TITLE OF POSITION	RUN LEG - Run Aid Station Radio Marshal, R1 Aid Station - Manning radio and giving reports	JOB# R32
REPORTS TO	run leg Director	Note for role:
TIME ON SITE	9:30:00 AM to 3:00:00 PM, 21-Jan-2012	
LOCATION	at intersection of Fisherman's track, and track down from Roto Pl (approx 3.3k into run lap), Wanaka	

LOCATION MAP



SITE PHOTOS / IMAGES



JOB DESCRIPTION

To oversee the smooth running of your allocated aid station and provide the comms manager with regular updates on athletes progress around the course.

Please refer to the radio protocol section of your volunteer manual for information on radio use.

To work as a team with the other volunteers in co-ordinating the provision to athletes of nutrition as they pass by the aid station. This can be either liquid (water or electrolyte drink) or food (gels, bars, bananas or other fruit).

On the run leg, walk with the runners with the nutrition, again to make it easier to get without stopping. Call out to the athletes what it is you have eg water, High5 (electrolyte), banana, bar etc. Make sure you are standing in the order of the aid station layout supplied.

You may talk to the competitors and make sure they're OK – giving them your support, the louder the better(!) gives them a huge boost. However, please note that no outside assistance is allowed so helping an athlete outside of your job description eg helping them mend a puncture, will result in their disqualification.

It is important that you do not obstruct the athletes at any time.

KEY RESPONSIBILITIES

- Please wear the provided hi-vis vest at all times
 - Set up the aid station as per the briefing – all gear will be delivered to the site prior to your arrival
 - To prepare and provide food and drink to the athletes
 - To maintain a clean and tidy aid station area, including responsibility for collecting all rubbish relating to the aid station. Check for rubbish both before and after the aid station.
 - ● Paper cups (on run course) should be filled half to two thirds full to prevent spillage
 - Make sure there is always sufficient nutrition prepared but not to excess so as to avoid unnecessary wastage
 - At end of shift, please put all rubbish in provided bags, empty all drink bottles including those discarded by athletes and put in bags/boxes and empty all 20 litre containers and leave in tidy pile for collection crew to pick up
- Ensure that when you arrive that you park your vehicle in a location that does not interfere with the runners flow around the course - please park away from where you will be working and the runner will be coming through (look for side roads / gravel areas off the road / grass verges on the otherside of the road from the runners path)

EMERGENCY PROCEDURES

Please refer to your emergency procedures hand out in your pack and ensure you are familiar with them

For any questions or problems, please contact your appropriate section director

Thank you very much for your support and for making the Challenge Wanaka Triathlon Festival such a success – you are the heart and soul of the event and we couldn't do it without you