



TOUR OF BRITAIN VOLUNTEER MARSHAL INFORMATION

Thank you for volunteering to act as a Volunteer Marshal for The Tour of Britain 2011.

Race Route 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 passing out information as required including advising spectators of local facilities.
- Staff your designated area and do not leave your post unless instructed to do so.
- Comply promptly with any instruction given in an emergency by a member of the Tour of Britain staff or Army personnel.
- Report anything dangerous or suspicious to a member of the Tour of Britain staff.
- Assist in giving out leaflets to the public if required. In the event of an evacuation leave the area along with the general public as directed. Always cooperate with the police and other emergency services as necessary.

PRIOR TO THE EVENT

When will I find out further information?

- You will receive an email during August confirming your allocated position, meeting point and meeting time.

ON THE DAY

Where should I go?

- To your allocated meeting point (starts & finishes – report to The Army, on route – at your designated meeting point.
- It is vital that you arrive on time at the meeting point as volunteers will need to be deployed to the varying positions quickly. If volunteers arrive late we cannot guarantee they will be able to take part.
- Volunteers are required to make their own way to the meeting points.
- Unfortunately travel expenses cannot be reimbursed.

What should I bring?

- Please bring a packed lunch with you and plenty of water if it's a hot day.
- Please bring your volunteer handbook with you on the day.



What should I wear?

- Please wear suitable clothing and comfortable, closed shoes e.g. trainers, but not flip flops. Jewellery and other valuables should be kept to a bare minimum for all volunteers for your own protection.

What happens at the meeting point?

- At a Stage Start & Finish: You will report to the Army located at the stage start & finish areas who will brief you on your duty and location for the day. For those wishing to marshal on the route, you will report to your designated location and report to a member of the Tour of Britain staff who will brief you on your duty and location for the day.
- At the meeting point volunteers 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 you have read this information and understood your roles and responsibilities. This also acts as confirmation of who has turned up and which then goes into a prize draw to win an exclusive Tour of Britain prize.

My allocated position?

- You must not leave your position without informing a member of Tour of Britain staff.
- You should comply with any reasonable requests made by The tour of Britain.

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

- Report to a member of Tour of Britain staff or nearest radio holder anything or anyone you see that looks suspicious. Do not attempt under any circumstances to approach the object or person.
- Report to a member of Tour of Britain staff or nearest radio holder anything that you see that is potentially dangerous. Do not attempt to 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.



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Do's 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'ts

- Obstruct the course or competitors at any time.
- Please do not smoke whilst on duty.
- Please do not seek autographs or take photography whilst 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.

What happens at the end of the day?

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

Who can I contact if I have any questions before the event?

- If you have any questions please contact Kathryn Brown at The Tour of Britain office during working hours on 0870 112 8650 or by email kathryn@thetour.co.uk
- The Army will be on site at the starts and finishes which is the place you should report to upon your arrival. John Hurlworth will be acting as our dedicated Volunteer Marshal Manager throughout the race and either he or a member of his team will greet you at the designated meeting points. He will be your point of contact during your time as a volunteer on the event.

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 Tour of Britain staff.

Q. Can I cross the course?

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

The London route (only) can be crossed by pedestrians at designated crossing points.



The majority of the rest of the event will not be barriered. Where there are barriers there will be, where possible designated pedestrian crossing points. In other areas, there will be no physical restrictions on spectators crossing the route. Therefore, you should remain alert to the approach of the various aspects of the event and advise spectators accordingly.

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

Q. Where is the closest first aid station?

A. A Tour of Britain member of staff 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, for example St John's Ambulance.

Q. I have lost my child where can I find them?

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

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

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

EVENT INFORMATION

Please refer to the Tour of Britain website for all event timings for the stage(s) you have agreed to volunteer on. The Race Manual will be available to download.

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 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 holder 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 and
- Do not attempt to perform any task that may have the potential to cause you or



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others harm.

- Always wear the hi-visibility clothing issued to you so that you are clearly 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 you consume plenty of water or soft fluids during the course of your shift.
- If the weather is cold you must ensure you wear a suitably protective and warm outer garment.
- Please remove any jewellery that could be considered hazardous training and suitable help.
- Do not attempt to tackle any outbreak of fire, please bring it to the attention of your nearest radio holder or supervisor.
- Do not attempt to give any form of first aid treatment.
- 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 of the way of the crowd to prevent yourself being crushed.