



New Zealand 2011

Team 2011 Uniform Distribution Guidelines

August 2011



GENERAL

This document is written to provide all (Regional) Workforce Managers guidelines for the distribution of the Team 2011 Uniforms in August and September 2011.

Team 2011 Uniform

The following groups of people are part of Team 2011 and will wear the Team 2011 Uniform:

- Volunteers
- Provincial Union Staff
- Rugby New Zealand 2011 Staff
- Match Day Medical Teams & City Medical Officers
- Venue Staff
- Ball Boys

The Team 2011 Uniform includes the following items:

- Stadium Jacket
- Rugby Jersey
- Polo Shirt
- Trouser
- Cap
- Beanie
- Water Bottle and Bag
- Backpack

All eight items are packed in a poly bag as a set for each individual, which is labelled with the person's name, TMS/ID number and region code.



Production and sizes

The production order has been placed last year, before the volunteers were recruited and their actual sizes were measured. Unfortunately the placed order does not match the required sizes. There is a shortage of small and women's sizes. This issue is partly solved by placing a secondary order and partly by upsizing people and giving men's garments to women. Unfortunately this will most likely cause discussion and frustration when people receive their uniforms, if they receive something different than requested. Because of the shortage we will be less flexible with swapping to a different size. We need to inform each region and the volunteers about this situation and ask for their cooperation. Also see 'Swaps' further on.

DELIVERY AND STORAGE

Distribution Centres

Every region will have a distribution centre where the people will collect their accreditation and uniforms. The locations, dates, times and contact persons can be found on the Distribution Schedule attached to this document. If there are any changes or updates of the schedule, please inform the Uniforms Logistics Coordinator.

Delivery

The delivery of the uniforms is split up in two lots. One delivery consists of the uniforms packed *Overseas* and the other lot is packed in *Auckland*. The majority has been packed overseas, but the uniform requests or adjustments that came in late, have been packed in Auckland.

The courier will deliver the uniforms on the scheduled location and time, packed in boxes (see sizes below), and depending on the total number, stacked on pallets. The courier can leave them on pallets if the storage area is on ground level and easy accessible. Otherwise the pallets will be unpacked on site and boxes will need to be carried to the storage or distribution area, which will require assistance of the region.

Within the delivery there will also be a box with the hardcopies of the attached forms and schedules, including a wear&care instruction sheet for each person.

Contact person

It is crucial that the contact person listed on the distribution schedule is present at the scheduled time of delivery of the uniforms. This person is the only one allowed to sign off the delivery of the uniforms. Please inform the Uniforms Logistics Coordinator, if somebody else will be on site instead of the contact person on the schedule.

Stock count

At time of delivery the contact person must do a stock count to check if the exact number of uniforms is delivered as scheduled. A form is attached to this document. If this is not the case, please inform the Uniforms Logistics Coordinator. The total number of uniforms will be sent to the Workforce Manager by email, prior to delivery.

Storage

The uniform sets will be delivered in boxes. In average there will be about 11 uniform sets per box. The average volume of is about 0.02m³/uniform set, so there will be about 50 uniform sets per 1m³. This should be taken into account when calculating the storage area, if storage is required.

All uniforms need to be hold in a lockable and dry room, with limited access. It is the he Host Workforce Manager's responsibility to ensure the uniforms are stored secure. Please note that each uniform set has a retail value of over \$700 and is a wanted item.

DISTRIBUTION

Set up

Each Regional Distribution Centre is different, so the set up will vary. People will first collect their accreditation, before they will continue to pick up their uniform, so the routing needs to be set up in that order. There should be plenty of space available for the distribution of the uniforms. This will give the possibility to spread out the boxes with uniforms, which will give a better overview. Distribution will be based on TMS/ID number of each person. All uniform sets are numeric packed in boxes and the content of each box (TMS/ID numbers) will be listed on a label on the outside of the box. It is recommended to line-up the boxes in numerical order; this way it is easy to find the right number. The boxes are split up in 'packed overseas' and 'packed in Auckland'. The ones 'packed in Auckland' can be recognised by a bright coloured sticker on each box. It is recommended to split up the layout of the boxes, which will make it easier to find the right person.

In front of the area with the boxes there should be a line of trestle tables on which the distribution lists or laptop will be located. People will receive their uniform set at these tables.

Tools

The following items are required for uniform distribution:

- Trestle tables and chairs
- Paper / Sticky paper (to write down TMS/ID number)
- Pens
- Markers
- Highlighters
- Knife/scissors (to open boxes)
- Tape (to close boxes)
- Measurement tape (for possible alterations)

Assistance

It is recommended to ask for assistance of volunteers to run the uniform distribution smoothly. Volunteer assistance will depend on the total number of required uniforms per region.

Data lists

Two types of distribution lists will be sent to the Workforce Manager by email, prior to distribution, with the following data:

Order List (to find the right uniform):

- Volunteer name, arranged alphabetically on last name
- TMS/ID number Volunteer
- Region code
- Packed overseas or in Auckland

TMS List (to sign-off the uniform):

- Volunteer name, arranged alphabetically on last name
- TMS number Volunteer (**Note:** this number might vary from the Order List, as a temporary ID number was given to some people when placing the order)
- Sign-off spot

Procedure

When picking up the accreditation information, people have to identify themselves. If a person does not receive an accreditation pass (e.g. photo not taken, recently recruited), the person should be approved for accreditation, by somebody at the Accreditation Desk, or show their Photo ID to collect the uniform. The goal is to give out as many uniforms as possible.

Note: Venue Staff, Match Day Medical Teams & City Medical Officers will not pick up their accreditation at the Distribution Centre, but only their uniform.

The uniforms are packed in the boxes in numerical order by the TMS/ID number. When people pick up the uniform the following process should be followed:

- Check the person's accreditation pass or Photo ID
- Find the name on the *Order List*
- Use the number and where the uniform is packed, next to the name, to find the right uniform (it could be a six digit number, so it is recommended to write down the number on a piece of paper, and give this to the person who will look for the uniform).
- Hand over the uniform and the wear&care instruction sheet
- If available on time: hand over a Pocket Guide and three Team 2011 pins per person
- Let the person sign off, by putting their initials on the TMS List, as an agreement of receiving the right uniform and accepting the wear&care responsibilities. This way you can also track down who has picked up their uniform and who hasn't.
- If everything is okay, the person can go. If not, it is recommended to have a separate Uniform Enquiry Desk (depending on the scale of the region) for possible swaps, alterations, uniform order or general questions.

If a person's name is not one of the Uniform Distribution Lists, and is approved for accreditation (so should receive a uniform), use the Uniform Order Form for the person's measurements and return to the Uniform Logistics Coordinator.

It is not required to have a fitting room at the Distribution Centre. It will not be encouraged to try on the uniforms, as this will slow down the procedure and will raise more discussion.

Notes: Venue Staff has been split up in different categories. People with category C will not receive a Stadium Jacket. If this is the case, it is written on the label of the uniform set.

The Ball Boy Coordinator will pick up the uniforms for all the Ball Boys within the region.

AFTERWARDS

It is likely that not all people will show up at the Distribution Centre. The remaining uniforms should be divided into two groups: the ones that still need to be picked up (select these by using the gaps on the Sign-Off List) and the excess ones. After distribution, the stock count form should be completed by the (Regional) Workforce Manager, providing a summary of the delivered, given out, and left over uniforms. This form needs to be sent to the Uniforms Logistics Coordinator.

Excess uniforms

The amount of excess uniforms can vary per region. The reason for this is that the uniform order has been placed, before some volunteers officially accepted their role. The excess uniforms should be sent back to the warehouse in Auckland, as they can be used as spares for swapping. At the end of the last distribution day, all left over uniforms should be packed in the boxes to prepare them for courier pickup, on the scheduled day and time. See 'Returns' for more details. It is important to get this excess stock to the warehouse as soon as possible, so there are more spare garments available for all regions.

Still to pick up uniforms

Depending on the region, the uniforms which still need to be picked up, could stay at the Distribution Centre, or if possible, they could already be transported to the Regional Workforce Centre. Both storage areas need to be lockable. Transport of uniforms within the region should be organised by own cars or by the RNZ Logistics Team (in case of large quantities). If organised transport is required please advise the Uniforms Logistics Coordinator about this. The people who still need to pick up their uniform will have a last chance to pick it up at the Regional Workforce Centre within the first couple of days after opening.

Returns

Returning uniforms to the warehouse in Auckland will happen at a scheduled time, which is listed on the Distribution Schedule. The boxes should be available for pickup at that time. The (Regional) Workforce Manager will need to inform the Uniforms Logistics Coordinator what the amount of boxes and the content are, pack the boxes, and use the attached label, or label them with the following:

Sportfolio Ltd

Attn. Team 2011 Uniforms Returns/Swaps/Alterations - region X (fill in the region)

145 Nelson Street

Auckland 1010

Box _ of _

SWAPS AND ALTERATIONS

Swaps

Unfortunately there are not many spares available, so in general it will not be possible to swap garments. If a garment is more than one size too large, a swap will need to be organised. Please first try to organise this within the region; swap between volunteer or with the available excess uniforms. If this is not possible, the (Regional) Workforce Manager will need to fill out the attached form and inform the Uniform Logistic Coordinator, who will try to organise a swap. The swap won't take place within the distribution period, but if a swap can be arranged the replacement uniform will be sent to the Regional Workforce Centre. The uniforms will need to be stored in a secure place, until pick up. The original garments will need to be sent back to the warehouse in Auckland.

Alterations

It is prohibited to make any modifications or alterations to the uniform including changes to the manner which the uniform or uniform items are worn. The only garment that is approved to perform alterations is the trouser. Sportfolio has offered to provide a free alteration service. People who want their trousers to be adjusted have to fill in a form at the Distribution Centre (attached to this document) with their name and preferred length. The trouser will need to be kept separate and labelled with the person's name. All trousers should be gathered in a box and send back to Sportfolio, combined with the pickup of the excess uniforms. The adjusted trouser will be sent back to the Regional Workforce Centre as soon as possible. The items will need to be stored in a secure place, until pick up.

We are not going to promote this alterations service, to limit the amount of alterations. If people suggest doing it themselves, they are allowed to do so.

Damaged uniforms

Damaged uniforms will be dealt with on a case by case basis. Decisions regarding replacement of items will be at the discretion of the (Regional) Workforce Manager. If repairing is an option, Sportfolio is able to do this. New items can be ordered by using the Uniform Order Form.

FIRE SALE

From around mid September it may be possible for volunteers to buy extra uniform items at discounted prices. These items will only be available for Team 2011 members and not for the general public. The sizes and numbers of items can be limited. The fire sale will be organised through the RWC 2011 Volunteer Online Shop, which also gives discounts on general items in the shop, for volunteers only. This online shop is accessible through the link on the Team 2011 Facebook sites. The uniforms items will be for sale until the end of November.

ATTACHMENTS

- Team 2011 Uniform distribution schedule
- Team 2011 Uniform distribution details
- Team 2011 Uniform distribution days and times
- Team 2011 Uniform distribution procedure
- Team 2011 Uniform stock count form (original and PDF)
- Team 2011 Uniform swap request form (original and PDF)
- Team 2011 Uniform alteration form (original and PDF)
- Team 2011 Uniform order form + size guide
- Wear & Care information sheet
- Label for return boxes (original and PDF)
- Signs