



# Team 2011 Training Manual

Accreditation Role Specific Section



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## Haere Mai!

Welcome to Accreditation! We thank you for your time, your enthusiasm and your commitment to being part of Team 2011.

The Accreditation team is critical to making Rugby World Cup a safe and successful event. We hope you enjoy your role and have fun!

## What is Functional Area Specific Training?

The first face-to-face component of your training covers general aspects of Rugby World Cup and includes information essential to all members of Team 2011.

Here, in Functional Area specific training, we go into more detail regarding the role you will be performing during the Tournament, including our expectations and job specific requirements.

We are very fortunate to have within Team 2011 an immense wealth of experience and skills which will enable us to present a world class event with passion and professionalism. We hope you will enjoy and learn from this more specific training session.

## Accreditation Overview

Accreditation is the process that registers and identifies all persons involved in the staging of the Rugby World Cup 2011. The accreditation pass is a necessary working tool to manage the large numbers of people participating and working at each venue. The pass ensures an individual has access to the venues and areas where they are required to perform their role.

### Responsibilities of the Accreditation Team

The accreditation team is an integral part of the overall security and workforce management of the Rugby World Cup 2011.

We are responsible for:

- Registering all participants with an operational role at Rugby World Cup 2011
- Assigning the access rights and privileges to which a participant is entitled
- The production and distribution of the accreditation pass
- Creation of clearly defined zoning plans for each match venue
- Managing Tournament time venue access requests
- Management of accreditation centres during the Tournament.

It is expected that over 60,000 Tournament accreditation devices will be distributed for Rugby World Cup 2011.

### Accreditation Objectives

The main goals of Accreditation are:

- To identify credible working groups and / or individuals (as well as their organisations) to support the execution of their Rugby World Cup 2011 operational role
- To ensure legitimate people gain access to the areas where they are performing their duties, preventing unauthorized people gaining access
- To contribute to the security and safety of the event, to minimize the risk of damage to individuals and / or facilities
- Supporting / monitoring the capturing of personal data of accreditation applicants and making it available to security agencies for screening purposes as required
- To control the number of people in an area.



An accreditation is not:

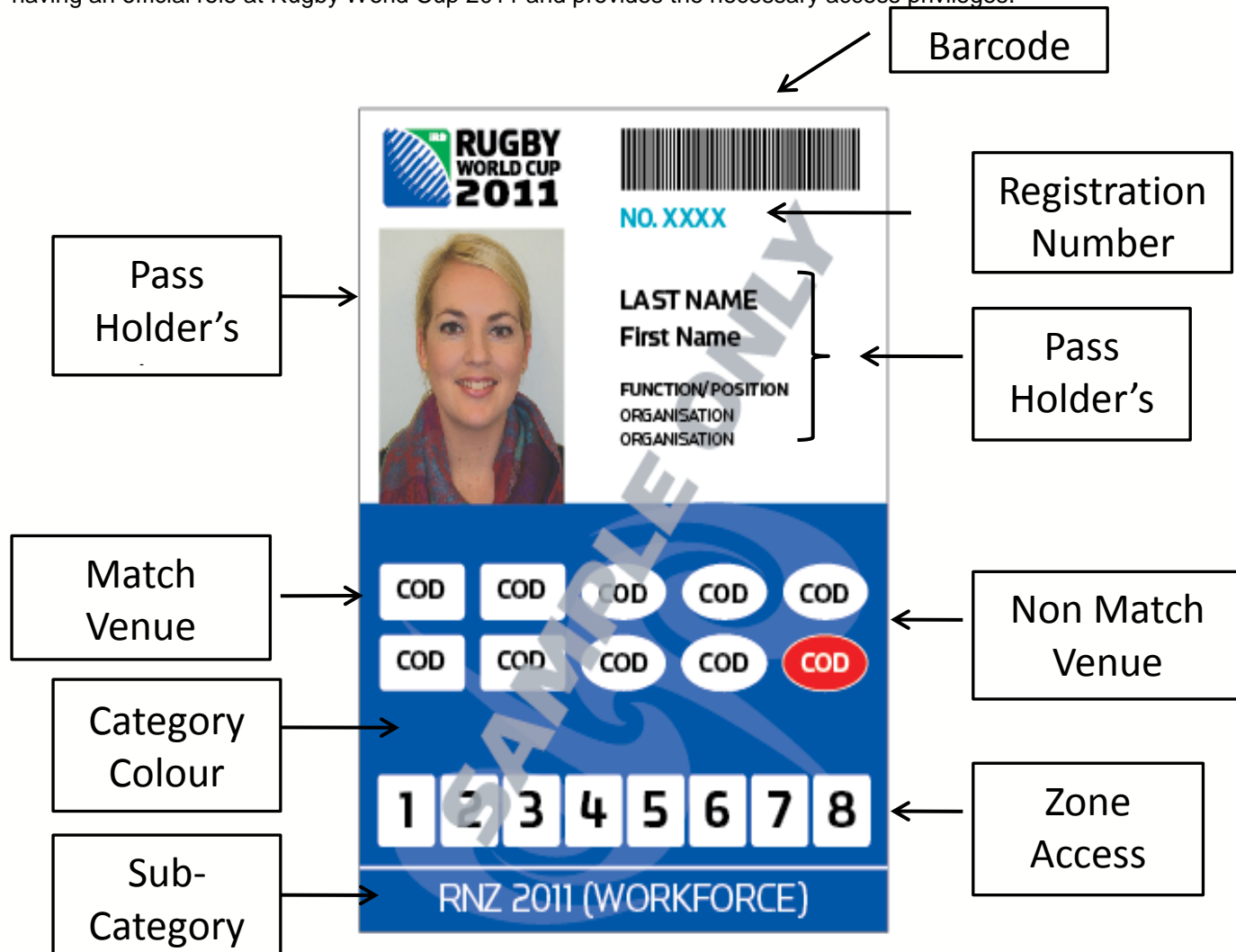
- A sign of a social or representative status
- An immigration tool
- A gift or courtesy item
- A ticket / invitation, nor does it grant the rights to a seat
- Transferable
- The property of the holder, but the property of the Rugby New Zealand 2011/Rugby World Cup Limited.

Notes:

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## Tournament Accreditation Pass

A Tournament accreditation pass is valid for the duration of the Tournament. It identifies the pass holder as having an official role at Rugby World Cup 2011 and provides the necessary access privileges.



Detail	Description
Barcode	A unique barcode is printed on each accreditation pass.
Registration Number	Every pass is printed with a unique registration number.
Pass Holder's Information	This information includes the pass holder's first and last name, the operational role of the individual and the name of the organisation the pass holder belongs to.
Pass Holder's Photo	A picture of the pass holder will be printed on the pass.

Detail	Description
<b>Match Venue Access Privileges</b>	Venue codes will be assigned to each individual based on their access requirements to Rugby World Cup 2011 venues. Each venue has a dedicated access code. On the pass match venue codes appear in a square.  For access to five or more match venues an individual will receive an ALL venue access code in the form of a stadium pictogram.
<b>Non Match Venue Access Privileges</b>	Non match venue codes will be assigned to each individual based on their access requirements to Rugby World Cup 2011 venues. Each venue has a dedicated access code. On the pass non match venue codes appear in an oval.
<b>Zone Access Privileges</b>	Zones to which a person has access to are displayed as numbers at the bottom of the pass.
<b>Category Colour</b>	The colour of an accreditation pass identifies the pass holder belonging to an accreditation category. There are 12 categories (see page 10).
<b>Sub-Category Description</b>	This information describes the specific function that the pass holder is a member of within their category.

## Two Part Pass

The two part pass consists of two components:

### First Part

The identity card contains the pass holder's personal information including name, photo, role and organisation. Alone the identity card will only allow an individual access into the workforce check-in area. The identity card will not provide access into the venue.

### Second Part

The access card displays the venue and zone access privileges. It is not valid without an identity card. The access card is issued by organisations to their staff at the beginning of a shift and collected in at the end.

Worn together the identity card and access card act as a Tournament accreditation pass and grants venue and zone access.



The two part pass allows organisations with large staff flexibility in scheduling. The access card is transferrable and allows an organisation to redeploy staff around a venue on a day-to-day basis.

Identity Card

Access Card



## Accreditation Categories

The colour of the accreditation pass indicates the accreditation category the pass holder belongs to. Below is a list of the categories and the organisations and roles captured within each grouping.

Accreditation Categories	
<b>Host Broadcast</b>	
Management and staff of SKY Television New Zealand	
<b>Rights Holding TV and Radio</b>	
Management and staff of rights holding TV and radio	
<b>Non Rights Holding</b>	
Management and staff of non rights holding TV and radio	
<b>Limited Rights Holder</b>	
Management and staff of limited rights holding TV and radio	
<b>Competition</b>	
Players, team management, match officials, anti-doping control	
<b>Media</b>	
Written press, photographers	
<b>Contractors</b>	
Service supplying staff including catering, hospitality, emergency services, security and ticketing	
<b>Organising Committee Staff</b>	
Rugby New Zealand 2011 staff and volunteers	
<b>Regions</b>	
Government and Council	
<b>Rugby World Cup Limited</b>	
Management and staff of Rugby World Cup Limited, International Rugby Board, and International Management Group	
<b>Sponsors</b>	
Tournament sponsor and corporate partners staff	
<b>Tournament Guest</b>	
Official Tournament guests	

## Access Privileges

Access privileges are granted on an accreditation pass through venue codes and zones.

## Accreditation Venue Codes

Venue codes represent the controlled Rugby World Cup 2011 match and non match venues. The right to access a venue is identified on an accreditation pass through the use of a 3-letter code.

There are match and non match venue codes. g

If an individual requires access to five or more match venues they will receive a pictogram that provides them access to all match venues.

Venue Type	Venue Code	Venue Access
Match Venues		All Match Venues
	WHA	Whangarei
	NHS	North Harbour
	AUK	Auckland
	HAM	Hamilton
	ROR	Rotorua
	NEW	New Plymouth
	NAP	Napier
	PAL	Palmerston North
	WEL	Wellington
	NEL	Nelson
	DUN	Dunedin
	INV	Invercargill
	IBC	International Broadcast Centre
Non Match Venues	MOC	Main Operations Centre
	MMC	Main Media Centre
	EP2	Eden Park Pavilion
	TRV	All Training Venues

## Zones

Zone access rights are represented on the accreditation pass by numbers. In order to gain access to a particular zone the corresponding zone number must appear on the accreditation pass. Zones are not applicable in non match venues.

Zone	Zone Description
1	Field of Play
2	Tunnel and Changing Rooms
3	Operational Areas
4	Media Areas
5	Broadcast Areas
6	VIP Areas
7	Hospitality Areas
8	Public Areas.

## Additional Codes

### PCC

In addition to the above zones, access to a match venue control room is denoted on an accreditation pass by the code: PCC.

### ESC

Certain groups are entitled to escort rights. This means that they are able to escort groups of non-accredited people through accredited zones. This access privilege is displayed on the accreditation pass as the code ESC.

### CER

A large number of people will be involved in Rugby World Cup for the Opening Ceremony only. As an integral part of the Tournament these participants will receive a Tournament Accreditation Pass; however the only access privilege on the pass will be the CER code. This will allow access on the days and times established pre-tournament to facilitate the necessary movements of this group, but restrict access at other times.

**Note:** There are times when certain zones in a venue require an additional access device and the zone number is not enough to grant access. Please refer to Supplementary Access Devices (SADs).

## Security Features of the Accreditation Pass

The accreditation pass has a number of features designed to reduce the ability to misuse the pass as well as prevent the likelihood of fraudulent passes being produced.

These security features include those visible to the eye such as:

- Personalization of a pass with the bearers name and photo
- Hologram sticker
- Custom designed and printed lanyard.

Covert features include:

- Printed UV ink pattern
- Watermark
- Customised perforated and folded paper.

With these elements the ability to identify the official Rugby World Cup 2011 Tournament Accreditation Pass should be possible.

It is imperative that materials used to make an accreditation pass are kept secure and safe. For this reason it important to ensure that all materials are accounted for at all times and properly stored at venue accreditation centres. Any missing or unaccounted for items are a serious security risk to the Tournament. An audit process will be in place in each centre to prevent issues arising.


## Notes:

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## Types of Accreditation Passes and Devices



### Venue Ground Entry Devices

Name	Description	Sample Pass
<b>Tournament Accreditation Pass/Two Part Pass</b>	<ul style="list-style-type: none"> <li>A fully personalised pass (in the form of a Tournament Accreditation pass or 2 part pass) issued to all personnel accredited to work on Match Day and Match Day -1 at one or more venues</li> <li>Tournament Accreditation requests are submitted to the Main Accreditation Centre pre-Tournament to be processed and approved</li> <li>Successful applicants will collect their passes at the venue accreditation centre nominated in their application</li> <li>To access a venue on match day, this pass must be complemented by an additional access device depending on your group: <ul style="list-style-type: none"> <li>Media and Non-Rights Holders Match Ticket</li> <li>Host and Rights Holding Broadcasters: Broadcast Entry Ticket</li> <li>Workforce: Match specific wristband</li> <li>VIP Guest: Match ticket</li> </ul> </li> <li>Distribution and collection of the access card for the two part pass is the responsibility of the each function/contractor and will take place at workforce check-in.</li> </ul>	




## Venue Ground Entry Devices

Name	Description	Sample Pass
Day Pass	<ul style="list-style-type: none"> <li>A day pass is a temporary accreditation pass that gives an individual venue and zone access privileges for one day only and is non transferable.</li> <li>Day pass requests must be made at the venue accreditation centre of the match venue where access is needed. Requests must be made the day before access is required. A day pass request form must be completed and submitted to the accreditation centre.</li> <li>Day pass requests are subject to the approval of the match manager and if required applicable zone owners.</li> <li>Approved day passes must be picked up by the applicant upon presentation of their photo identification.</li> <li>Day Passes can be requested in the following situations: <ul style="list-style-type: none"> <li>A previously accredited/registered person requires temporary access to a venue</li> <li>An accredited person requires additional zone access privileges to perform their operational role on venue</li> <li>A person forgets their accreditation and cannot reasonable be asked to retrieve it</li> <li>A person has lost or had their accreditation pass stolen</li> <li>An unforeseen situation requires an unregistered individual to request venue access</li> </ul> </li> <li>If an individual requires upgraded access privileges on a more permanent basis Tournament Accreditation pass may be issued/reissued to the person.</li> </ul>	

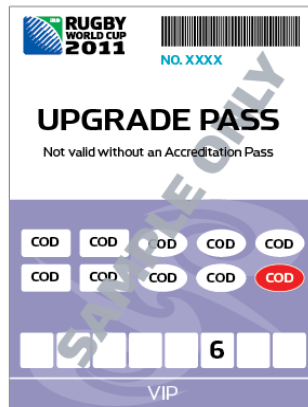
## Venue Ground Entry Devices

Name	Description	Sample Pass
<b>Tenant Pass</b>	<ul style="list-style-type: none"> <li>The tenant pass is provided to stadium tenants who have offices and regular work space located inside the Rugby World Cup 2011 venue. This pass allows the holder to access their place of work on all days except the day before a match and on match days.</li> </ul>	
<b>Set Up Pass</b>	<ul style="list-style-type: none"> <li>The set up pass is a manually completed pass that is utilized before, during and after the Rugby World Cup 2011 to provide access to controlled Rugby New Zealand 2011 match venues. This pass is not valid on Match Day -1 and Match Day.</li> <li>Set up passes are not issued through the venue accreditation centres. Initial applications are processed by the Main Accreditation Centre and distributed to individuals by the responsible Rugby New Zealand function. On venue, security will issue set up passes as deemed necessary.</li> </ul>	

## In - Venue Access Devices

Name	Description	Sample Pass
<b>Supplementary Access Devices (SADs)</b>	<p>Supplementary Access Devices are required at times in addition to zone access privileges. There are a number of different SADs used at Rugby World Cup 2011 including:</p> <ul style="list-style-type: none"> <li>• <b>SAD Cards</b> – access devices worn with an accreditation pass, transferable and match specific.</li> <li>• <b>SAD Bib Ticket</b> - is an access device worn in the chest pocket of the bib, transferable and match specific. Bibs are issued to certain groups who require access to the field of play. The bib itself does not grant access, it must be worn in conjunction with the correct SAD Bib Ticket.</li> </ul>	 
<b>Flash Pass</b>	Utilised by the Broadcast Venue Manager to control access to the Flash Interview Room post match.	

## In - Venue Access Devices

Name	Description	Sample Pass
Upgrade Pass	<ul style="list-style-type: none"> <li>An upgrade pass can be given to an already accredited person to provide them with additional zone access privileges not specified on his/her own Tournament Accreditation Pass. The upgrade pass on its own is not an access device into a venue but must be worn in conjunction with an accreditation pass. The pass is transferable among accredited persons but managed by the zone owner.</li> <li>Upgrade passes are held on venue by a number of individuals including zone owners (i.e. the VIP Manager will have upgrade passes for Zone 6 – the VIP areas), the venue operations manager, the match manager and the match commissioner. It is the responsibility of these upgrade pass holders to manage, distribute and ensure the return of their upgrade passes after use. Upgrade passes will not be replaced by the accreditation team if they are forgotten, lost or stolen.</li> </ul>	






### Escort Pass



- An escort pass is an identification device given to non accredited individuals to allow them access to zoned areas of a venue they normally do not have access to.
- An escort pass wearer must be accompanied by an accredited person who has:
  - The escort code (ESC) on their accreditation pass
  - The necessary zone access privileges
  - Any SADs relevant to the areas through which they are passing.
- Without the proper escort, an escort pass wearer does not have any access privileges.
- Escort passes are issued to a number of individuals on venue. It is the responsibility of the escort pass holders to manage, distribute, and escort individuals as required. A person with escort rights can escort a maximum of five persons at a time. Each person being escorted must wear an escort pass.





## Non – Match Venue Access Devices

Name	Description	Sample Pass
<b>IBC Visitor Pass</b>	The IBC Visitor Pass grants temporary access to the International Broadcast Centre. Pass requests are managed by the IMG Broadcaster Services Team and not accreditation.	 A blue pass for the IBC Visitor Pass. It features the IRB Rugby World Cup 2011 logo, the text 'New Zealand 2011', and a large red diagonal stamp that reads 'SAMPLE ONLY'. The pass includes fields for 'First Name', 'Surname', and 'Valid from' to 'Valid to', and the number '1234' in the top right corner. The bottom of the pass reads 'IBC VISITOR PASS'.
<b>Main Operations Centre Pass</b>	The Main Operations Centre (MOC) pass grants temporary access to the MOC. All visitors to the MOC must be registered by Rugby World Cup Limited (RWCL) or Rugby New Zealand 2011 staff at the MOC accreditation centre. A MOC pass will be issued upon registration and in exchange of a valid identity document to be held for the duration of the visitor's stay.	 A grey pass for the Main Operations Centre (MOC) Pass. It features the IRB Rugby World Cup 2011 logo, the text 'New Zealand 2011', and a large red diagonal stamp that reads 'SAMPLE ONLY'. The pass includes fields for 'First Name', 'Surname', and 'Valid from' to 'Valid to', and the number '1234' in the top right corner. The bottom of the pass reads 'MOC PASS'.
<b>Team Hotel Pass</b>	Team hotel passes can be utilized by teams to manage visitor access to their hotel. Team Hotel Passes are provided to each participating team and are managed and distributed at the team's discretion.	 A green pass for the Team Hotel Pass. It features the IRB Rugby World Cup 2011 logo, the text 'New Zealand 2011', and a large red diagonal stamp that reads 'SAMPLE ONLY'. The pass includes fields for 'Team', 'Date of birth', 'First Name', 'Surname', and 'Signature', and the number '1234' in the top right corner. The bottom of the pass reads 'TEAM HOTEL PASS'.

## Non – Match Venue Access Devices

Name	Description	Sample Pass
<b>Training Venue Pass</b>	<p>The training venue pass will be used to allow visitor access to a team's training grounds during closed sessions. The training venue passes are to be managed and distributed at the team's discretion. If necessary access at training venues can be further restricted by implementing the use of the ABCD codes.</p> <p>For example:  A = Changing Rooms,  B = Field of Play etc.</p>	
<b>Host City Volunteer Pass</b>	<p>The host city volunteer pass is to be an identifier of individuals volunteering for host cities in various capacities. The pass grants access to Host City Volunteer Centres. It does not grant access to Rugby World Cup 2011 match venues.</p>	

## Other Devices

Name	Description	Sample Pass
<b>Wristbands</b>	Wristbands are issued to certain groups who require venue access. These groups are not provided with an accreditation pass but must wear their wristband and be escorted into and around the venue by an appropriately accredited person.	
<b>Device Stickers</b>	Cameras and transmitting devices brought into a venue for operational reasons (e.g. Broadcast camera) must be identified as such. Device stickers will be placed on the equipment once they have been validated.	

## Notes:

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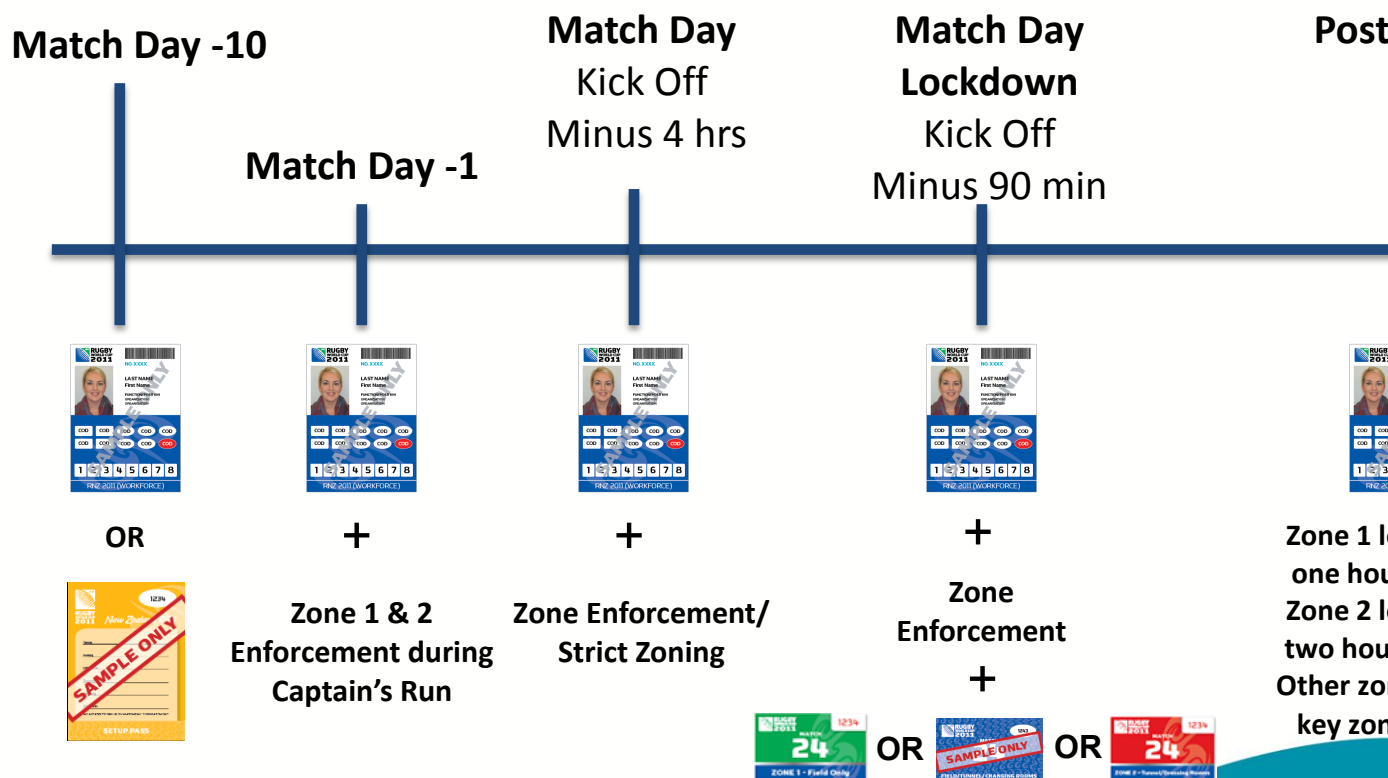
## When is Accreditation Required?

An accreditation pass or set up pass is required to access match venues from match day -10. On match day -1 and match day only the proper accreditation pass will grant access to match venues.

Zones 1 and 2 are enforced during the Captain's Runs which take place on match day -1.

On match day, zones will be enforced from 4 hours prior to kick off – this is called 'Strict Zoning'. In addition to strict zoning, at ninety minutes to kick off additional devices (SADs) are required in Zones 1 and 2 with the commencement of lockdown. The requirement of Zone 1 SADs ends sixty minutes after the end of the match. Zone 2 lockdown ends 2 hours after the match or when both teams have left the venue. Enforcement of other zones ends as key zone users leave the areas.

At midnight post match the venue will revert to accepting an accreditation pass or set up pass for access to the venue.

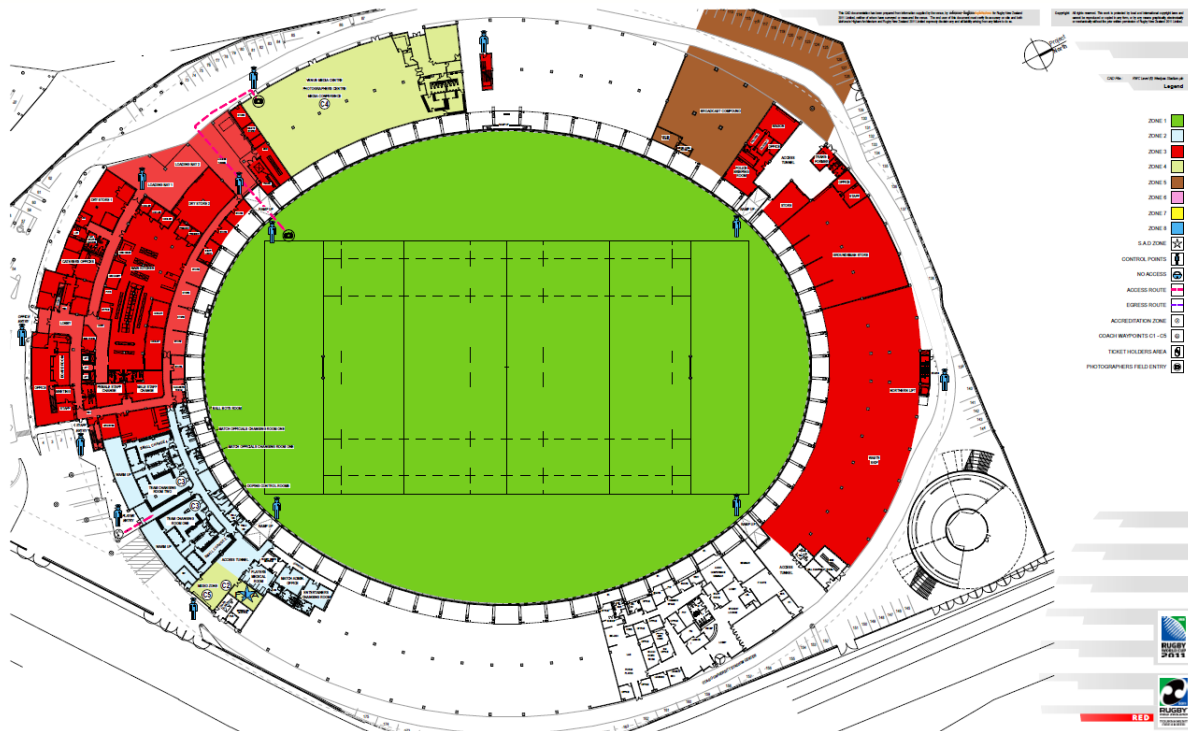




## Zoning

Venues are divided into public areas (access by spectator ticket or accreditation) and accredited zones. These zones are divided into the eight areas as listed earlier.

Below is a sample of a zoning plan in which the zone codes are translated into colours on a venue map to indicate the area the zone encompasses.



## Access Control Boards

Access control boards are located at control points in venue to indicate a secure accredited area. The board will display the access privileges and any additional access devices necessary to enter that space. Security personnel and accreditation access control assistants refer to these to distinguish individuals who have the right access entitlements to move into the area.

Access into the venue will be controlled by security during the entire Rugby World Cup 2011 exclusive use period starting 10 days prior to the first match in each venue. The zones will be enforced when key activities are taking place on venue. On match days the zone enforcement begins four hours prior to kickoff. The lockdown of Zones 1 and 2 (i.e. supplementary access devices are required to enter these areas) begins 90 minutes before kick-off.

## The Accreditation Process

### Requesting an Accreditation Pass

Pre-Tournament an accreditation pass is requested by an organisation on behalf of an individual. All persons accredited must be affiliated with an organisation recognized by Rugby World Cup 2011 as having an official role with the Tournament. It is the organisation that submits the application request for accreditation. For example, all Rugby World Cup 2011 staff and volunteer applications are submitted by the Rugby New Zealand 2011 workforce team.

All individuals who potentially require accreditation should be registered in the accreditation system. The accreditation team utilizes the Tournament Management System (TMS) to process accreditation applications.

A number of data fields must be completed to submit an accreditation request, including the applicant's name, organisation, Tournament role, address, nationality, email, and photo identification document number. It is the responsibility of the organisation to collect and submit the information necessary to complete an accreditation application including a photo of the applicant.

### Data Review

Submitting a completed accreditation application is the first step to obtaining an accreditation but it does not guarantee a pass will be issued. A review of applications is completed to ensure all individuals are eligible for accreditation. A background check will also be performed on some applications.

### Access Privilege Assignment

Lastly, based on the role the applicant will perform during the Tournament access privileges are assigned to the individual. Only the venue and zone access rights necessary to allow the individual to do their job will be granted.

### Production and Distribution of the Accreditation Pass

The accreditation passes will be produced in advance at the Main Accreditation Centre in Wellington. The passes will then be distributed to the applicable venue accreditation centre for pick up. In order to pick up an accreditation pass, the individual must provide the photo identity document as listed in the accredited system. Upon successful ID the accreditation pass is laminated and provided to the individual with a Tournament lanyard.

## Accreditation Facilities

For many individuals their experience at an Accreditation Centre is the first impression they will have of the Rugby World Cup 2011. This can shape an individual's entire perception of the Tournament. For this reason it is imperative that the experience is brief, efficient, welcoming and pleasant.

### Main Accreditation Centre (MAC)

The MAC is located in Wellington. It provides operational support to all accreditation centres. The MAC is not a distribution point for general accreditation pass pick up.

The MAC provides the following services:

- Problem resolution support for Venue Accreditation Centres
- Processing of late accreditation pass requests
- Answering phone calls to the general accreditation 0800 line. This number is printed on the back of all Tournament accreditation passes.

### Accreditation Collection Centres:

- The accreditation collection centres have been identified to provide a convenient accreditation distribution location for a number of pre-determined individuals, at non match venue locations.
- The accreditation collection points provide the following services:
  - Photo Capture (if required)
  - Pass Production and Distribution
  - Problem Resolution.

### Accreditation Collection Centres include:

Main Operations Centre - Accreditation Centre:

Located in Auckland, the MOC is the main operations centre for Rugby World Cup 2011.

The accreditation centre based at the MOC will provide the same services as a Venue Accreditation Centre, however it is open to limited customer groups. These groups are broadcasters, media, International Rugby Union, Rugby World Cup Limited, IMG, Sponsors, VIPS and Rugby News Service Staff.

### Accreditation Collection Points

Two accreditation collection points will operate in regions where no match venues are located. These centres will facilitate the delivery of accreditation to persons in need of their passes before visiting a match venue.

The two accreditation collection points will be on the South Island:

- Queenstown Airport (Pass distribution only)
- Christchurch.

### Venue Accreditation Centres

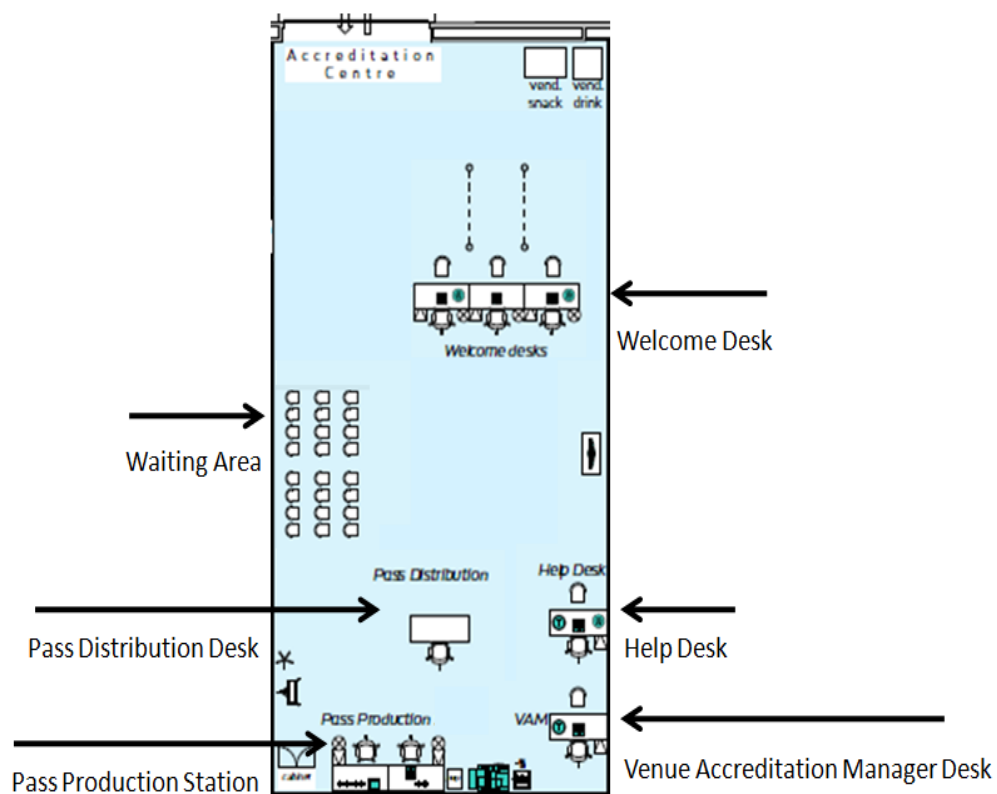
All 12 match venues have an accreditation centre. The venue accreditation centres provide the following services:

- Photo Capture (if required)
- Pass Production and Distribution
- Day Pass Registration and Issuance
- Problem Resolution.

Each venue accreditation centre follows the same principles in regards to the set up. Each centre is generally composed of six main areas.

- Welcome
- Help
- Pass Production
- Pass Distribution
- Waiting Area
- Venue Accreditation Manager Office/Desk.

**Note:** Each venue and region may vary in its layout and location but see below for a single example.





## Welcome Desk

Walking into an accreditation centre an individual should be greeted at the Welcome Desk and their journey to picking up their Tournament accreditation pass begins.

At the Welcome Desk the customer's record is searched for in the accreditation system based on the photo identification document and/or the accreditation letter they provide to the accreditation assistant. After locating the customer's record in the database, the individual is provided with a copy of the Accreditation Terms and Conditions and asked to proceed to the waiting area. The accreditation assistant performs the necessary system checks and electronically sends the customer's details to the pass production station for pass development. The Welcome station can take a photo of the individual to attach to the accreditation record if one has not been provided.

If during the Welcome Desk process the accreditation assistant encounters any problem related to the individual's accreditation, the customer is sent the Help Desk for issue resolution.

## Help Desk

An individual may be asked to proceed to the Help Desk for a number of reasons including:

- A record cannot be found in the accreditation system for the person
- There is an error in the personal information or access privileges on the accreditation card
- A request for a day pass needs to be made.

If an issue resolution cannot be managed by the Venue Accreditation Centre help desk (e.g. a new Tournament pass registration needs to be completed), the help desk can request support or directive from the Main Accreditation Centre Help Office.

## Pass Production Station

The pass production area is where an individual's accreditation pass is processed. If the accreditation pass is already printed the pass is located in the pre-printed cards file. A hologram sticker is placed on the pass to validate it, then it is laminated, placed in a pouch if required, and a lanyard is attached. Some passes (e.g. Media Accreditation passes) will not be pre-printed and the production station will need to print, perforate and fold the pass before lamination.

## **Pass Distribution**

Once a pass has been produced the pass distribution desk is responsible for issuing it to the correct individual. Before a pass is handed over to an individual we must receive a signed copy of the terms and conditions. If the person collecting their accreditation pass is a member of the media, a media kit will also be handed over with the accreditation pass.

Some venue accreditation centres will have a combined pass production/distribution area.

## **Waiting Area**

The waiting area is for our customers to have a seat while they wait for their pass to be distributed. It will also be a waiting area for individuals in queue for the Help Desk.

## **Venue Accreditation Manager Office/Desk**

The Venue Accreditation Manager has a desk in the Accreditation Centre.

If required the Venue Accreditation Manager can provide support to the Help Desk by acting as a second Help Desk Station or support other roles in the centre.

## **Other Functional Services**

Some Venue Accreditation Centres may also be a distribution point for media operations to allocate the match day media tickets to their customers. This is usually a desk located near the entrance of the accreditation centre and will be the responsibility of media operations to manage.

Another function with space in a number of Centres is radio frequency. The radio frequency desk is usually positioned near the entrance of the Accreditation Centre. This will be the area where customers bringing transmitting equipment into the venue for operational use must have them approved and identified.

## Accreditation Facilities Location and Hours of Operation

Venue	Address	Hours of Operation	Opening / Closing Dates
<b>Accreditation Centre – Main Operations Centre</b>	The Edge 269 Queen Street Auckland	Prior to event: <b>08h00 to 20h00</b>  During event: <b>09h00 to 18h00</b>	Opening Date: <b>August 16, 2011</b>  Closing Date: <b>October 24, 2011</b>
<b>Main Accreditation Centre</b>	17 Whitmore Street Wellington	Prior to event: <b>08h00 to 20h00</b>  During event: <b>07h00 to 22h00</b>	Opening Date: <b>August 16, 2011</b>  Closing Date: <b>October 24, 2011</b>
<b>CHR Canterbury Rugby Football Union Offices</b>	5 Durham St Level 1 Sydenham Christchurch	During event: <b>08h30 to 18h30</b>	Opening Date: <b>August 29, 2011</b>  Closing Date: <b>September 9, 2011</b>
<b>QST Queenstown Airport</b>	Airport Terminal Queenstown Airport	During the event: <b>TBC</b>	Opening Date: <b>TBC</b>  Closing Date: <b>TBC</b>
<b>WHA Northland Events Centre</b>	Northland Rugby Union Offices Okara Drive Whangarei	Prior to event: <b>08h00 to 20h00</b>  Match days: <b>08h00 to Final Whistle</b>  Match day -1 and 2: <b>08h00 to 20h00</b>  Other days between Matches: <b>Closed</b>	Opening Date: <b>September 9, 2011</b>  Closing Date: <b>September 22, 2011</b>
<b>NHS North Harbour Stadium</b>	Harbour Sport Building Stadium Drive Albany North Shore City	Prior to event: <b>08h00 to 20h00</b>  Match days: <b>08h00 to Final Whistle</b>  Match day -1 and 2: <b>08h00 to 20h00</b>  Other days between matches: <b>Closed</b>	Opening Date: <b>September 5, 2011</b> Closing Date: <b>October 1, 2011</b>

## Accreditation Facilities Location and Hours of Operation

Venue	Address	Hours of Operation	Opening / Closing Dates
<b>AUK</b> Eden Park	Old Barbarians Club Room, Level 2 New Stand Eden Park Auckland	<p>Prior to event: <b>08h00 to 20h00</b></p> <p>Match days: <b>08h00 to Final Whistle</b></p> <p>Match day -1 and 2: <b>08h00 to 20h00</b></p> <p>Other days between Matches: <b>09h00 to 18h00</b></p>	<p>Opening Date: <b>August 30, 2011</b></p> <p>Closing Date: <b>October 25, 2011</b></p>
<b>HAM</b> Waikato Stadium	WRU Offices Cnr Tristram & Abbotsford Streets Hamilton	<p>Prior to event: <b>08h00 to 20h00</b></p> <p>Match days: <b>08h00 to Final Whistle</b></p> <p>Match day -1 and 2: <b>08h00 to 20h00</b></p> <p>Other days between matches: <b>Closed</b></p>	<p>Opening Date: <b>September 11, 2011</b></p> <p>Closing Date: <b>October 3, 2011</b></p>
<b>ROR</b> Rotorua	Venue Response Offices Rotorua International Stadium Devon Street West Rotorua	<p>Prior to event: <b>08h00 to 20h00</b></p> <p>Match days: <b>08h00 to Final Whistle</b></p> <p>Match day -1 and 2: <b>08h00 to 20h00</b></p> <p>Other days between matches: <b>Closed</b></p>	<p>Opening Date: <b>September 5, 2011</b></p> <p>Closing Date: <b>September 26, 2011</b></p>

## Accreditation Facilities Location and Hours of Operation

Venue	Address	Hours of Operation	Opening / Closing Dates
<b>NEW</b> <b>Stadium Taranaki</b>	Sport House Ground Floor No. 2 Field Yarrow Stadium Maratahu New Plymouth	Prior to event: <b>08h00 to 20h00</b>  Match days: <b>08h00 to Final Whistle</b>  Match day -1 and 2: <b>08h00 to 20h00</b>  Other days between matches: <b>Closed</b>	Opening Date: <b>September 6, 2011</b>  Closing Date: <b>September 27, 2011</b>
<b>NAP</b> <b>McLean Park</b>	Main Hall Rodney Green Centennial Event Centre McLean Park Latham Street Napier	Prior to event: <b>08h00 to 20h00</b>  Match days: <b>08h00 to Final Whistle</b>  Match day -1 and 2: <b>08h00 to 20h00</b>  Other days between matches: <b>Closed</b>	Opening Date: <b>September 13, 2011</b>  Closing Date: <b>September 28, 2011</b>
<b>PAL</b> <b>Arena Manawatu</b>	B & M Centre Arena Manawatu Pascal Street Palmerston North	Prior to event: <b>08h00 to 20h00</b>  Match days: <b>08h00 to Final Whistle</b>  Match day -1 and 2: <b>08h00 to 20h00</b>  Other days between matches: <b>Closed</b>	Opening Date: <b>September 23, 2011</b>  Closing Date: <b>October 3, 2011</b>

## Accreditation Facilities Location and Hours of Operation

Venue	Address	Hours of Operation	Opening / Closing Dates
<b>WEL</b> Wellington Regional Stadium	Wellington Railway Station Bunny Street Wellington	<p>Prior to event: <b>08h00 to 20h00</b></p> <p>Match days: <b>08h00 to Final Whistle</b></p> <p>Match day -1 and 2: <b>08h00 to 20h00</b></p> <p>Days between matches: <b>Closed</b></p>	<p>Opening Date: <b>September 1, 2011</b></p> <p>Closing Date: <b>October 10, 2011</b></p>
<b>NEL</b> Trafalgar Park	Ground Floor Tasman Rugby Union Offices Ground Floor Nelson	<p>Prior to event: <b>08h00 to 20h00</b></p> <p>Match days: <b>08h00 to Final Whistle</b></p> <p>Match day -1 and 2: <b>08h00 to 20h00</b></p> <p>Days between matches: <b>Closed</b></p>	<p>Opening Date: <b>September 15, 2011</b></p> <p>Closing Date: <b>October 2, 2011</b></p>
<b>DUN</b> Otago Stadium	Otago Rugby Football Union Offices Logan Park Drive Dunedin	<p>Prior to event: <b>08h00 to 20h00</b></p> <p>Match days: <b>08h00 to Final Whistle</b></p> <p>Match day -1 and 2: <b>08h00 to 20h00</b></p> <p>Days between matches: <b>Closed</b></p>	<p>Opening Date: <b>August 31, 2011</b></p> <p>Closing Date: <b>October 3, 2011</b></p>
<b>INV</b> Rugby Park Stadium	Reception Southland Rugby Offices 278 Tweed Street Invercargill	<p>Prior to event: <b>08h00 to 20h00</b></p> <p>Match days: <b>08h00 to Final Whistle</b></p> <p>Match day -1 and 2: <b>08h00 to 20h00</b></p> <p>Other days between matches: <b>Closed</b></p>	<p>Opening Date: <b>September 5, 2011</b></p> <p>Closing Date: <b>September 18, 2011</b></p>



## Accreditation Customers

### Our Customer Groups

With over 60,000 accreditations to be produced we'll have a wide range of customers to interact with.

Our customers include:

- Written Press
- Photographers
- Broadcasters
- Contractors
- Team 2011 members
- Tournament Guests.

### Customer Service

A key to the successful delivery of the accreditation process at Rugby World Cup 2011 is customer service. As accreditation we are providing the access tool that allows individuals to do their job. This is a big responsibility!

Our role is to make that process as smooth as possible. A person's experience at an accreditation centre is often their first impression of the Tournament. We want to make sure that encounter is positive and sets the right tone for everyone's Tournament experience.

We want to provide our customers with:

- Efficient, courteous and friendly service
- Accurate and helpful information
- Proactive and positive attitude.

We have a unique challenge of providing a high level of service for our customers while still enforcing the accreditation policies and procedures. This can be quite a task when not everyone is aware of the guidelines that must be followed before a pass can be issued.

Despite our best efforts there will be times when these policies may be disputed but they are in place to ensure we maintain the integrity, legitimacy and security of the accreditation process.

## Accreditation Team

### Key Responsibilities

The accreditation pass is an important security element that enables us to manage access to Rugby World Cup 2011 controlled venues. Critical to the success of the Tournament, our team ensures all Tournament participants have the access they require so that they can fulfil their roles and duties.

By end of Tournament, thousands of individuals will have been issued an accreditation pass and we can take pride in knowing that our team delivered those passes and were integral to the smooth operations of the Tournament.

For the successfully delivery of the Tournament accreditations we can break our delivery into two key phases:

- Pre-Tournament
- Tournament Time.

All members of the accreditation team will need to be actively engaged in each phase.

### Pre – Tournament

Prior to the Tournament, key responsibilities include:

- Attend and complete all training and be ready for kick off!
- Become familiar with your role, responsibilities and the accreditation process
- Check your email regularly for relevant correspondence and reply promptly where required.
- Advise your Manager of any change to your availability.

### Tournament Time

The time has come to put all you've learned into action. In accreditation our "Tournament Time" starts earlier than many functions so that we give everyone ample time to pick up their accreditation.

Our accreditation team is operational on venue well before the first match gets played.

Depending on your venue, your first shift could be as early as 10 days before the first match day.

If you are supporting our MAC or the MOC operations your role may begin much earlier to ensure our venues are supported and prepared well before the start of the Tournament.

During the Tournament:

- Be welcoming, friendly and reliable
- Provide our customers a positive experience
- Be flexible, willing to adapt and help out where you can
- Make new friends with your teammates and enjoy the experience.

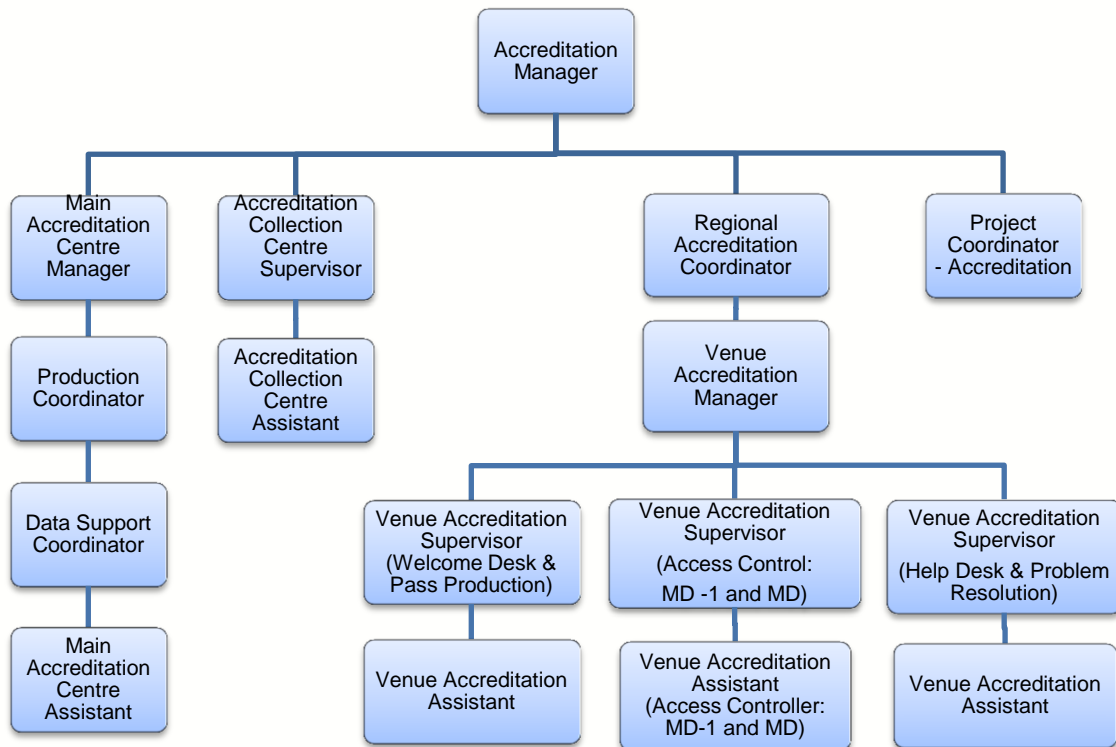
#### **TIP.....**

- Learn as much as you can about the venue you are working at
- Bring your Team 2011 pocket guide with you to each shift
- If you don't know.....DON'T GUESS...check with your Supervisor.

#### **Notes:**

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## Accreditation Team Structure



## Accreditation Roles

- Accreditation Manager
- Main Accreditation Centre Manager
- Main Accreditation Centre Assistant
- Accreditation Collection Centre Supervisor
- Accreditation Collection Centre Assistant
- Regional Accreditation Coordinator
- Venue Accreditation Manager
- Venue Accreditation Supervisor
- Venue Accreditation Assistant.

## Team 2011 Roles and Responsibilities

### Accreditation Manager

#### Description

The Rugby New Zealand 2011 accreditation manager is based out of the Main Operational Centre (MOC) during Tournament time and is responsible for overseeing the operations of the entire Rugby World Cup accreditation team.

### Main Accreditation Centre Manager

#### Description

The Main Accreditation Centre (MAC) Manager is a staff member of the Rugby New Zealand 2011 accreditation team and is responsible for all pre-Tournament data collection and timely delivery of pre-printed accreditation passes to each venue accreditation centre. During the Tournament they will oversee the operations of the MAC. The MAC Manager reports to the Rugby New Zealand 2011 Accreditation Manager.

### Main Accreditation Centre Assistant

#### Description

The Main Accreditation Centre (MAC) Assistant will support the MAC Manager to achieve successful pre-Tournament data collection, processing, pass production and delivery of all accreditation access devices to the appropriate Venue Accreditation Centre. During the Tournament the MAC Assistant will provide Help Desk support for all Venue Accreditation Centres by troubleshooting any issues remotely and continue to register late applications for Tournament Accreditation passes.

#### Responsibilities

- Understanding the accreditation system and related policies and procedures
- Processing data and producing passes to strict deadlines
- Assisting in the packaging and delivery of accreditation passes and additional access devices to Venue Accreditation Centres
- Fielding calls from the Venue Accreditation Centre Help Desks to provide remote issue resolution support
- Registering late Tournament Accreditation Pass requests and liaising with the Venue Accreditation Centres when these requests are time sensitive



- Report any issues to the Main Accreditation Centre Manager.

## Notes:

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## Accreditation Collection Centre Supervisor

### Description

The Collection Centre Supervisor will be responsible for overseeing the distribution of accreditation passes in regional centres. They will manage the collection sign out process, tracking and auditing of all activities in the centre.

### Responsibilities

- Assist the Regional Accreditation Coordinator in the set up of the centre
- Supervising and scheduling the Accreditation Collection Centre support staff
- Opening and closing of Accreditation Collection Centre as per published hours of operation
- Holding daily shift briefings and debriefings
- Management of accreditation paper, lanyards, laminates, accreditation guides and stationary
- Work with the Main Accreditation Centre to process new Tournament Accreditation Pass applications
- Escalate issues to the Regional Accreditation Coordinator.

## Accreditation Collection Centre Assistant

### Description

The Accreditation Collection Centre Assistant will support their supervisor to run the centre in a friendly and efficient manner. This will require direct interaction with customers requiring accreditation passes. As per the Accreditation Collection Centre Supervisors' direction an Accreditation Collection Centre Assistant could be placed in any of the following roles:

- Greeter
- Welcome Desk
- Pass Production
- Pass Distribution
- Help Desk

#### **Greeter**

- Welcome individuals to the accreditation centre
- Ascertain the individuals purpose for visiting the accreditation centre and direct them to the appropriate area
- Assists with queue and flow management of the Centre  
Provides information and direction to individuals as needed.

#### **Welcome Desk**

- Identifies and verifies the applicant through an ID check
- Search for applicant in the accreditation system
- Takes an individual's photograph if necessary
- Processes the applicant in the accreditation system for pass production
- Direct applicant to pass distribution or to the help desk for resolution of any issues.

#### **Pass Production**

- Produce, laminate and assemble accreditation
- Provide accreditation pouch if necessary.

#### **Pass Distribution**

- Distributes accreditation to individual
- Ensure individuals sign and hand in the terms and conditions.

#### **Help Desk**

- Assist in the resolution of customer accreditation issues
- Assisting customers through the application process of Tournament Accreditations
- Communication of outcomes to customers.

## Regional Accreditation Coordinator

### Description

The Regional Accreditation Coordinators are staff members of the Rugby New Zealand 2011 accreditation team and are responsible for overseeing the operational implementation of the Rugby World Cup 2011 accreditation process. Each coordinator will oversee a number of venues and will provide support and guidance to the Venue Accreditation Managers on key venue days. The Regional Coordinators report to the Rugby New Zealand 2011 Accreditation Manager.

## Venue Accreditation Manager

### Description

The Venue Accreditation Manager (VAM) is responsible for overseeing the day to day operations of the Venue Accreditation Centre. With direction and support from the Regional Accreditation Coordinator, the VAM manages the successful delivery of the accreditation process at the venue.

### Responsibilities

- Delivery of job specific training to venue accreditation centre staff
- Assist the Regional Accreditation Coordinator in the set up of the centre and display of access control boards
- Supervising and scheduling the Venue Accreditation Centre support staff including:
  - Venue Accreditation Supervisors
  - Accreditation Assistants
- Opening and closing of accreditation centre as per published hours of operation
- Holding daily shift briefings and debriefings with supervisors
- Attend venue team meetings during the Tournament as required and in absence of the Regional Coordinator
- Supply and management of accreditation paper, lanyards, laminates, accreditation guides, stationary and access control boards.

- On match day minus one (MD -1) and Match Day (MD) the VAM will work with the Regional Accreditation Coordinator, Match Manager and Security Manager to ensure all accreditation related operations are running smoothly including:
  - Implementation of zones
  - Proper access control boards displayed
  - Supplementary access devices are distributed including Zone 1 and 2 SADs, wristbands, upgrade passes and escort passes
- Liaise with the Match Manager and relevant function representatives to approve and process day pass requests
- Work with the Main Accreditation Centre to process new Tournament Accreditation Pass applications
- Escalate issues to the Regional Accreditation Coordinator.

## Venue Accreditation Supervisor

### Description

Venue Accreditation Supervisors play an important role at the accreditation centres in supporting the Venue Accreditation Manager. A Venue Accreditation Supervisor takes on additional responsibility to help supervise the operations and staff of the venue accreditation centre. As per the VAM's direction a Venue Accreditation Supervisor could be placed in any of the following roles:

- Welcome Desk/Pass Production Supervisor
- Help Desk/Problem Resolution Supervisor
- Access Control Supervisor.

## Welcome Desk/Pass Production Supervisor

- Supporting accreditation assistants at the welcome, pass production and pass distribution desks
- Oversee the efficient processing and issuance of accreditations
- Ensuring proper identification checks, image capture, and system checks of individuals are performed at the Welcome Desk
- Directing all issues as required to the Help Desk
- Managing waiting queues
- Ensuring all areas are well stocked with supplies (paper, laminates, lanyards, forms, pens and print ink) and accurate tracking of supplies occurs
- Ensuring quality control of accreditation distribution
- Scheduling of accreditation assistants' breaks
- Debrief with accreditation assistants after each shift
- Assist in the opening and closing of the accreditation centre
- Escalate issues to the Venue Accreditation Manager.

## Help Desk/Problem Resolution Supervisor

- Overseeing the issue resolution management of the Centre
- Collaborating with the Main Accreditation Centre to resolve incorrect data problems and new Tournament Pass requests
- Process day pass requests and pick up
- Managing centre equipment and troubleshooting any issues with cameras, computers, the accreditation system, and printers
- Scheduling of accreditation assistants' breaks
- Debrief with accreditation assistants after each shift
- Assist in the opening and closing of the accreditation centre
- Escalate issues to the Venue Accreditation Manager.



## Access Control Supervisor

- Ensure access control boards are properly displayed in venue
- Working with the VAM to position the access control assistants in required positions around the venue
- Briefing the access control assistants on match specific entry devices
- Build an intimate knowledge of the accreditation process and access devices applicable to the venue
- Identifying fraudulent accreditation copies if required by having an excellent understanding of the anti-counterfeiting measures built into the accreditation pass
- Communicating with security personnel to clarify access control point pass combinations, and known exceptions
- Managing change-over of access control boards to correspond to access requirements
- Liaising with security to ensure accreditation access control protocols are adhered to
- Liaising with the VAM to coordinate any necessary changes to access control boards and procedures
- Scheduling of accreditation assistants breaks
- Escalate issues to the Venue Accreditation Manager.

## Venue Accreditation Assistant

### Description

The Venue Accreditation Assistant can be asked to fulfil a number of roles at an accreditation centre. Most positions require direct interaction with customers requiring accreditation passes. As per the Accreditation Collection Centre Supervisors' direction a Venue Accreditation Assistant could be placed in any of the following roles:

- Greeter
- Welcome Desk
- Pass Production
- Pass Distribution
- Help Desk
- Access Control.

### Greeter

- Welcome individuals to the accreditation centre
- Ascertain the individuals purpose for visiting the accreditation centre and direct them to the appropriate area
- Assists with queue and flow management of the Centre
- Provides information and direction to individuals as needed.

### **Welcome Desk**

- Identifies and verifies the applicant through an ID check
- Search for applicant in the accreditation system
- Takes an individual's photograph if necessary
- Processes the applicant in the accreditation system for pass production
- Direct applicant to pass distribution or to the help desk for resolution of any issues or day pass requests.

### **Pass Production**

- Produce, laminate and assemble accreditation
- Provide accreditation pouch if necessary.

### **Pass Distribution**

- Distributes accreditation to individual
- Ensure individuals sign and hand in the terms and conditions.

### **Help Desk**

- Process of day pass requests
- Assist in the resolution of customer accreditation issues
- Assisting customers through the application process of Tournament Accreditations and Day Pass requests
- Communication of outcomes to customers.

### Access Control

- Support security staff at match venues in the interpretation and enforcement of the access control boards on Match Day minus one (MD-1) and Match Day (MD)
- Develop an extensive knowledge of the accreditation system, venue zoning, access control boards, pass combinations and known exceptions
- Working collaboratively with security to communicate access requirements to customers
- Advise on access control procedures on venue.

### Notes:

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## A DAY IN THE LIFE OF A TEAM 2011 ACCREDITATION MEMBER

### Before your shift

- Have a nutritious meal before leaving home
- Leave enough travel time to arrive at your workplace before your shift starts, ensure that you arrive 15 minutes before your shift start time
- Remember to wear your uniform, suitable footwear and accreditation pass
- Wear or pack enough layers for your shift. While accreditation is based indoors you may have to walk outdoors in changing weather conditions to reach the centre, workforce check-in and workforce break
- Pack your personal belongings into your Team 2011 issue backpack that you can carry with you for the duration of your shift. There may be no secure storage for personal belongings at your workplace.

### On Venue

- Report to the workforce check-in and sign in for your shift. This is important so that you are properly registered for your shift, and receive your meal voucher. Workforce Check-In may also distribute recognition items from time to time to recognise and thank you for your time and assistance as Team 2011 members
- After workforce check-in it's time to make your way to the Accreditation Centre. There you will receive more specific instructions on your role for the day. You may be assigned to a number of areas during your shift including:
  - Greeter/Flow Management
  - Welcome Desk
  - Pass Production
  - Pass Distribution
  - Access Control duties during captain's runs or on match day
  - Help Desk.
- During your shift you are likely to interact with many different customer groups...many from all over the world! No two customer interactions are the same
- You will receive many accreditation queries throughout your shift but you're likely to also receive many general questions about the Tournament and its operations

- During your shift we want to make sure you do get a break.
- Your supervisors will ensure everyone has an allocated meal
- break time. At most venues meal breaks will be taken in the Workforce Break Area
- Make sure your work area is left in good working order
- Debrief with your supervisor before leaving for the day
- Check your roster for any changes
- Pat yourself and your teammates on the back for a good day's work and rest up for your next shift!

## Notes:

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# Accreditation Principles

## Golden Rules

- Be welcoming, courteous and professional in servicing our customers
- Be patient, respectful and listen carefully to our customers and your teammates
- Always wear your uniform and accreditation when on shift. Be well presented, and clean and tidy
- Be proactive
- When in doubt don't guess an answer. If you don't know just ask
- Be a team player and support your co-workers. Remember there is more than one "I" in accreditation
- Be informed and knowledgeable of accreditation policies and procedures
- Enjoy the experience!

## Expectations and Behaviour

Every interaction that you have with a Tournament participant, fan or any other person while you are performing your role will reflect on the region you are working within, New Zealand and the Tournament. We therefore want you to perform your role in a way that will enhance the reputation of, your region and New Zealand as a fantastic place to visit, and New Zealanders as great hosts, thereby contributing to the success of Rugby World Cup 2011.

In light of this, we expect you to, at all times:

- Perform your role to the best of your ability
- Perform any other duties as reasonably requested by your team
- Provide assistance in a timely manner
- Act in a professional, courteous, pleasant, respectful, and friendly manner
- Be committed, enthusiastic, passionate, and helpful
- Be customer and solution-focused
- Go to the extra mile in order to deliver the best experience possible for all Tournament participants and fans
- Demonstrate a high standard of customer service when dealing with people, regardless of their age, ability, cultural background, or nationality
- When interacting with people with a disability, focus on the person, not the disability



- Work openly, co-operatively, and collaboratively with your fellow team members.

For further information on expectations and behaviour for all members of Team 2011, please refer to the Policies: Code of Conduct.

## Internet Usage

As an Accreditation Team 2011 representative you will likely be provided with access to computers and the internet. This access is given in order to facilitate our use of the Tournament accreditation database. The availability of the internet is a necessary working tool for accreditation and as such its use should not be abused. Personal use of the internet should be infrequent and limited. Please refer to the Rugby New Zealand Internet Policy for further information on the standards for acceptable use and appropriate behaviour for users (see page 55).

## Confidentiality

While performing your role you may be privy to confidential and/or commercially sensitive information. Confidential information will include any information relating to teams, individual players, VIPs, officials, or any other participant in the Tournament. This may include travel and accommodation arrangements, dietary requirements, matters relating to health or behaviour, selection decisions, incidents or any other matter.

Unless it is strictly necessary for the performance of your role, you must not use, discuss or disclose any confidential or commercially sensitive information (or any information which might reasonably be expected to be confidential or commercially sensitive in nature).

### You must not:

- Post any photo and/or video clip on any website
- Post any comment on any blogging or micro-blogging website, online forum, social media website, online newsgroup, or any other website
- Publish any information or make any comment in any public forum in relation to any matter or issue relating directly or indirectly to Rugby New Zealand 2011, any Tournament participant, including any player, official, VIP or the Tournament itself.

Your non-use and non-disclosure obligations apply before, during and after the Tournament.

## Contact with the Media

- You are not authorised to speak to the media
- Any request from the media for comment or information should be politely directed to your supervisor
- You must not give any interviews or appear in any promotions, advertisements or endorsements in relation to the Tournament

- You must not give any information to any media (including television, radio, print or internet) relating to the Tournament, except as is strictly necessary to perform your role.

## Privacy

As a member of Team 2011, you must respect the privacy of any Tournament participant you come in contact with while performing your role. Please do not request autographs from or photos with any Tournament participants or chat with Tournament participants except as necessary for your role. You agree to your voice, image and likeness being captured and recorded while you are performing your role and publicly disseminated by any means and in any format or media and waive all rights on an irrevocable, worldwide, perpetual basis to object to such recording and dissemination.

## Forms

- Accreditation will make use of a number of forms during the Tournament. The forms most frequently used will be:
  - Application for Accreditation
  - Accreditation Pass Replacement Form (applicable for lost, stolen and damaged accreditation replacement requirements)
  - Day Pass Request Form.

## Accreditation Policies and Procedures

There are a number of accreditation policies and procedures that guide the operations of Accreditation Centres. These include:

REF	Policies & Procedures
1.5.1	Lost Accreditation *
1.5.2	Forgotten Accreditation *
1.5.3	Stolen Accreditation *
1.6.1	Day Pass Policy *
1.8	Upgrade Pass Policy *
1.15.1	Collection of an Accreditation *
1.16	Acceptable forms of photo ID *

\* The policies listed above will be provided by the Accreditation Manager.

## ICT – Information & Communication Technology – GENERAL – 8.7

REF	POLICY	Functional Area	Policy Owner
8.7	Internet usage policy	ICT	CHO
PROCEDURES			
Procedure 1	8.7.1	Internet usage procedure	
DESCRIPTION			
Objective			
The internet usage policy sets out the required standards for acceptable use and appropriate behaviour for users in order to protect RNZ 2011 from actual and potential damage to its business interests, reputation, systems and information			
Description			
This policy and related procedures apply to all RNZ 2011 workforce (including employees, secondees and interns, contractors, and volunteers) and agents (and their employees) who utilise company or personally owned equipment, devices or services, in conjunction with their work for RNZ 2011.			
Internet Access			
RNZ 2011 will provide internet access to workforce members who require it to assist them in carrying out their duties for RNZ 2011 more effectively.			
Monitoring Internet Usage			
<ul style="list-style-type: none"><li>RNZ 2011 reserves the right to monitor, filter or restrict Internet access and to investigate or examine all internet activity conducted either through RNZ 2011's network or utilising RNZ 2011 equipment.</li><li>This includes monitoring individual's usage of the internet, including which sites have been visited and the duration of each visit.</li></ul>			
Software Download			
<ul style="list-style-type: none"><li>No software, software updates, or software patches should be downloaded from the Internet to the network, including onto any workstation, server network device, or network attached portable device, without prior authorisation from the RNZ 2011 IT department.</li></ul>			
Personal Use			
<ul style="list-style-type: none"><li>Limited personal use of the internet is permitted but should generally be infrequent so as to not cause any additional expense, not have a negative impact on overall productivity, not interfere with the normal operation of RNZ 2011 and not compromise RNZ 2011 in any way.</li><li>Websites for online gambling, including poker and other games of chance, must not be accessed during work hours.</li><li>Workforce are not permitted to view or download text or images which contain material that could be deemed to be pornographic, racist or of an extreme political nature, or which incites violence, hatred or any illegal activity.</li><li>Employees are not permitted to make any online posts that comment about RNZ 2011, any related shareholder or Rugby World Cup in general without prior approval of the General Manager, Marketing and Communications whether in personal capacity or otherwise.</li></ul>			
Non-Compliance			
<ul style="list-style-type: none"><li>Breaches of this policy that are found to be misconduct or serious misconduct will result in disciplinary action, which may include summary dismissal.</li></ul>			

## PROCEDURE 1

### 8.7.1 Internet usage procedure

#### Objective

The internet usage procedures sets out the required standards for acceptable use and appropriate behaviour for users in order to protect RNZ 2011 from actual and potential damage to its business interests, reputation, systems and information

#### Description

This procedure applies to all RNZ 2011 workforce (including employees, secondees and interns, contractors, and volunteers) and agents (and their employees) who utilise company or personally owned equipment, devices or services, in conjunction with their work for RNZ 2011.

To ensure compliance with the Internet Usage Policy, when using RNZ 2011's Internet access facilities you should:

Keep your use of the Internet for personal use to a minimum.

Respect the legal protections to data and software provided by copyright and licenses.

Check that any information you access on the Internet is accurate, complete and current. Not all the information out there is up to date or correct.

Check the validity of the information found. Not all websites are from credible sources. The web is a place of opinions and free speech – keep that in mind when searching for your material.

Check the padlock at the bottom right corner of your browser if you are at secure site. (One that starts with HTTPS://) This shows details of the websites certificate, which should match-up with the details of the site.

Take the appropriate steps to ensure that any data is free of malicious software before its release, particularly if that same data is to be published for a wide audience.

Print a receipt or copy of any on-line transactions, rather than relying on the website, in case details of transactions are later disputed.

Please ensure that you disconnect any mobile datacard when not in use and reconnect when required.

Not download text or images which contain material that could be deemed to be pornographic, racist or of an extreme political nature, or which incites violence, hatred or any illegal activity.

Not download content or stream (e.g.: radio, on-demand television) from Internet sites unless it is work related. Check with ITC if you have valid requirements.

Not download software, software updates or software patches from the Internet and install it upon RNZ 2011's computer equipment without checking with IT first. It could cause problems later!

Not use RNZ 2011's computers to make unauthorised entry into any other computer or network.

Not disrupt or interfere with other computers or network users, services, or equipment. Intentional disruption of the operation of computer systems and networks is against the law.

Not represent yourself as another person.

Not use Internet access to transmit confidential, political, obscene, threatening, or harassing materials.

Unless for valid work purposes, not use any on-line forum to post comment about RNZ 2011 or any related stakeholders, or the Rugby World Cup unless authorised by the GM – Marketing and Communications.

Refer to the Technical Accreditation manual for guidelines on the use of the Tournament Management System.

## Accreditation Glossary

Glossary	Description
ACC or ACR	Accreditation - Short form reference to Accreditation.
Exclusive Use Period	The time when a venue is for Rugby World Cup 2011 use only. Usually starts 10 days before the first match and ends 2 days after the last match.
FOP	Field of Play.
Functional Area/Function	Departments within the Rugby New Zealand 2011 organizing committee. E.g. Accreditation, Broadcast, Media Operations etc.
IPP	Internationally Protected Persons.
IT	Information Technology.
Lockdown	The period starting 90 minutes before kick-off when Zone 1 and Zone 2 require a supplementary access device to enter.
Look and Feel	Signage, Posters, Banners etc, with the branding of Rugby World Cup 2011.
MAC	Main Accreditation Centre - Located in Wellington, the main accreditation centre provides data collection, production and help desk support to venue accreditation centres. This is not a pick up point for accreditation.
MD -1	The day before the match.
MD	Match Day.
MOC	Main Operations Centre - Located in Auckland this is the Tournament operations headquarters during Tournament time.
RNZ 2011	Rugby New Zealand 2011 - The Organizing Committee for the Rugby World Cup 2011.
RWC 2011	Rugby World Cup 2011 - Short form reference to the Tournament.
T & Cs	Terms and Conditions - In order to obtain an accreditation pass every applicant must agree to the stipulated terms and conditions.
Team 2011	Term used to describe the Tournament workforce team. Includes volunteers, staff, and contractors.
TMO	Television Match Official - The Match Official who reviews the match play from the television feed.
TMS	Tournament Management System is the computerized database used by accreditation.

VAM	Venue Accreditation Manager - The VAM is responsible for overseeing the operations of the Venue Accreditation Centres.
VAPPs	Vehicle Accreditation and Parking Permits are provided to vehicles with vehicle access to Rugby World Cup 2011 venues.
VIP	Very Important Persons are official Tournament Guests invited to attend Rugby World Cup 2011.
Workforce	Is used in reference to Rugby World Cup 2011 staff, volunteers, provincial union staff and contractors. It is also used to refer to the Rugby New Zealand 2011 function that provides services to the entire workforce (paid staff, Provincial Union staff, volunteers and contractors working on the event.).

## Notes:

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