



Team 2011

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Team 2011
Pocket Guide



1.6 **10,000**
MILLION RUGBY CATERING STAFF
WORLD CUP TICKETS

48 **3,840**
MINUTES OF MATCHES
INTERNATIONAL RUGBY

5,000+ **12** MATCH
VOLUNTEERS VENUES

900 **24** **45**
PLAYERS AND TEAM BASES DAYS
SUPPORT STAFF

1,388 **2,000**
MATCH BALLS FOR MEDIA REPS
TRAINING AND MATCHES

My personal details

This pocket guide belongs to

Name

Phone

Venue

Functional Area

My supervisor

Phone



► Other useful phone numbers

Workforce Manager

Phone

Emergency Contacts and phone numbers

Name

Phone

Name

Contact

If found, please return this pocket guide to a Workforce
Check-in, ticket booth or give it to a Team 2011 member.

Note:

If you are running late or cannot fulfil a shift, please contact your
supervisor or Workforce Manager as soon as possible.



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► Welcome to Rugby World Cup 2011!

On behalf of Rugby New Zealand 2011, thank you for your commitment and support to Rugby World Cup 2011.

This Tournament is the premier event in the international Rugby calendar and the seventh Rugby World Cup. It is fitting that in 2011, it is coming to a country where Rugby passions run deep. New Zealand's proud heritage in the Game promises a special experience that will live long in the memories of all who are a part of it.

For New Zealanders, it is especially significant that Rugby World Cup 2011 will take place in our country since we witnessed the birth of this wonderful celebration of Rugby at the inaugural Tournament in 1987. Then, just 16 teams participated and 600,000 fans attended.

When the opening match takes place at Eden Park on September 9 2011, 20 teams will be preparing to take part in 48 matches. More than 1.6 million fans will be preparing to take their seats over the next 45 days to enjoy Rugby at its best.

The Tournament has provided an outstanding platform to grow the great Game of Rugby and spread its wings to the far corners of the globe. We are determined to ensure that Rugby World Cup 2011 continues to build on that.

Team 2011 will play a critical role in Rugby World Cup 2011. Without the commitment and enthusiasm of the several thousand New Zealanders who make up Team 2011, New Zealand could not stage an event of this magnitude.

Our goal has always been one of operational excellence. This training programme is designed to assist you to play your part in achieving that goal. We hope you will find the training useful. It is an important process to understand the significance of the Tournament but also how you can personally contribute in your role to make Rugby World Cup 2011 a success.

This Rugby festival will be a success because of the immense contribution from the members of Team 2011 across a wide range of areas. Your individual and collective efforts will ensure that we provide the best possible Rugby World Cup experience and ensure that the players, teams and all our guests leave with fond memories from their time in our great country.

Once again, thank you for your time and effort. I hope you enjoy being part of this amazing and special experience.

Martin Snedden

Martin Snedden
Chief Executive
Rugby New Zealand 2011



► Embracing the spirit of Rugby...
...and welcoming the world



► Our Mission

Embracing the spirit of Rugby...

...and welcoming the world

Rugby World Cup 2011 will be a very special Tournament. Held across the country, New Zealand will transform into a stadium of 4 million to deliver a nationwide Rugby festival.

With over 85,000 international visitors expected and millions more to watch, Rugby World Cup 2011 will present a unique experience that only a country with such a rich Rugby tradition and passion can offer.

Central to the success of this international event is you. Team 2011 will be the force behind the Tournament, working to provide a welcoming, fun and memorable experience in a uniquely New Zealand way.

Rugby World Cup 2011 will be a celebration of the spirit, culture and passion of New Zealand.

... with open arms



► The Team 2011 Pocket Guide

This is your Pocket Guide, a reference book for you to carry with you when you are working as a Team 2011 member during the Rugby World Cup 2011. It contains essential information about Team 2011 workforce guidelines and vital facts about the Tournament.

In the back of your Pocket Guide, you will find reference cards which contain important information about your region and/or city, such as maps and walking routes to your local stadium. There is also entertainment information such as events at the Real New Zealand Festival. We hope you find this pocket guide useful.

Thank you for your valuable contribution to Rugby World Cup 2011!

► Did you know?

In the mid 19th Century, cobblers Richard Lindon and William Gilbert, started making balls for Rugby School out of hand stitched, four-panel, leather casings and pigs' bladders.



► My schedule – SEPTEMBER

MON	TUES	WED	THUR	FRI	SAT	SUN
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



► My schedule – OCTOBER

MON	TUES	WED	THUR	FRI	SAT	SUN
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
30						

► Your pre-match warm-up – GETTING READY

TRANSPORT

At your venue specific training, you will have received regional information regarding transport for Team 2011 members. Please contact your Team Leader if you are still unclear about this.

There is no or limited parking available at match venues. Please plan to take public transport where possible.

Transport tips

- Consider walking if you live close to the venue
- Official pedestrian routes between the CBD and match venues will be in place for spectators in most regions
- Please allow additional time to get to the venue, with high volumes of people in transit, delays are likely
- If you are travelling late at night we suggest:
 - Walking in well lit areas
 - Walking with a travel buddy
 - Carrying a mobile phone if possible



► Team 2011 uniform

Most Team 2011 members have been issued with a Workforce uniform, which consists of a stadium jacket, a short sleeve Rugby jersey, a short sleeve polo shirt and blue work pants.

Your uniform identifies you as a member of Team 2011. Wear it with pride! You are required to wear your uniform to all shifts. If you are not wearing your uniform you will not be able to work.

Please...

- Write your name in each of your uniform components
- Do your best not to wear or display any branding, logo or trademark on any item of clothing, footwear or other item which you wear in addition to your uniform
- Do not modify your uniform outside of necessary fit alterations
- Do not loan or give your uniform to any other person
- Be alert, friendly, courteous, and mindful of how your actions may be viewed by others
- Do not wear your Team 2011 uniform if you are at a venue as a ticketed spectator.

Note:

Please take great care not to lose your accreditation pass!



7 things to prepare for my shift

- 1) Am I wearing my full uniform?
- 2) Do I have my accreditation pass?
- 3) Have I eaten a good nutritious meal? It may be a few hours before I get an opportunity to eat another meal.
- 4) Have I planned my journey to the venue where I am working?
- 5) Do I know the location of my Workforce Check-in?
- 6) Have I left all valuable items such as music players, cameras and laptops at home?
- 7) Do I have:
 - ▶ This pocket guide
 - ▶ A pen or pencil
 - ▶ Sunscreen

Any special personal items, such as an asthma inhaler

Did you know?

Rugby balls were originally made of pigs' bladders and this is why they have a distinctive oval shape.



Out on the field – ON DUTY

WORKFORCE CENTRES

Your Workforce Centre is your clubroom, where you can check in, receive a meal voucher and get an update as to the day's events. There, you can also catch up with your team mates and, in the larger centres, take a well deserved break!

Workforce Check-in at match venues will be open 5 hours prior to the match and will remain open 30 minutes after the last scheduled shift has arrived on site. Please check with your Workforce Manager or Team Leader for specific information about your own region and Workforce Centre. There is no formal check out process, but please ensure you talk to your Supervisor or Team Leader before you leave when your shift is complete.

KAI FOR A CROWD

During Rugby World Cup 2011 you will be provided with a meal voucher when you are working longer than 4 hours. In the main Workforce Centres, Team 2011 members will be able to claim a meal with a voucher received at Check-in at their Workforce Centre. This catering may be done on-site or prepared centrally at the main venue and distributed to Workforce Centres. Meal vouchers are colour coded and the daily schedule will indicate who should receive a meal voucher or snack.

Note:

Each break time needs to be agreed upon by your Team Leader or Supervisor. You can expect to receive adequate breaks.



ACCREDITATION

It is very important that you bring your accreditation pass to every shift. If you do not have your accreditation on your person you will not be admitted into the Workforce Centre or be able fulfil your shift.

DO

- Wear your accreditation at all times while performing an official Rugby World Cup 2011 role
- Hang your accreditation around your neck with the photo side facing outwards
- Access venues only during your allocated shift

DON'T

- Attempt to access venues and/or zones other than those required to fulfil your role
- Attach items, such as stickers, to your accreditation pass
- Wear your accreditation when attending a match as a spectator
- Loan out your accreditation pass to anyone

ATTENDANCE

It is important that you are on time and fulfil all scheduled shifts. If you are going to be late or you will not be able to make your shift due to unforeseen circumstances, please let your supervisor know immediately. You will be given all the necessary phone numbers during your venue specific training. If you are aware you are unable to make a shift in advance, please complete a Tournament Shift Change Request Form at your Workforce Centre.



► Team 2011 around Aotearoa

WORKFORCE CENTRES

Ashburton	Ashburton i-Site	Cnr East & Burnett Streets
Auckland	Kowhai School – Eden Park	26 Onslow Ave, Kingsland
Auckland	Old Auckland Tourism Building	Cnr Viaduct and Quay Street
Waitakere	Trust Stadium	Central Park Drive, Henderson (West)
Manukau	Mangere Arts Centre	Corner Orly Ave and Bader Drive
Blenheim	Safer Communities	19 Kinross Street
Christchurch	United Bowling Club	North Hagley Park, Riccarton Ave
Dunedin	Octagon Lvl, Municipal Chmbrs	50 The Octagon
Hamilton	Hamilton City Council	Garden Place
Invercargill	The Scottish Hall	112 Esk Street
Nelson	Trafalgar Centre	13 Paru Paru Road
New Plymouth	Spotswood United Rugby Club	Tukapa St
North Harbour	Albany Civic Lakes	Civic Crescent
Palmerston North	Arena Manawatu, B&M Centre	13 Paru Paru Road
Queenstown	Queenstown i-Site	Clocktower Building, 22 Shotover Street
Rotorua	Rotorua Convention Centre	1170 Fenton St
Taupo	Taupo Library, Conference Rm	Story Place
Tauranga	Baycourt Theatre	38 Durham Street

Wanganui	Wanganui Rugby Union	Maria Place Extension
Wellington	The Boatshed	Queens Wharf
Auckland	Eden Park	Reimers Ave, Kingsland
North Harbour	North Harbour Stadium	Stadium Drive, Albany
Hamilton	Waikato Stadium	128 Seddon Road, Hamilton
Hamilton	Phoenix House (Main Centre)	Willoughby St
Rotorua	Rotorua International Stadium	Devon Street West
Wellington	Wellington Regional Stadium	Waterloo Quay
Napier	Rodney Green Events Centre	Latham Street
Dunedin	Forsyth Barr Stadium	Awatea Street
Invercargill (Chk-in only)	Rugby Park Stadium	278 Tweed Street
Invercargill (WRK/Break area)	The Bridge Club	50 Elles Road
Whangarei	Northland Events Centre	Okara Drive, Whangarei
New Plymouth	Stadium Taranaki	Maratahu Street
Napier	Napier City Council Cafeteria	231 Hastings Street