Team 2011

Proudly Supporting the Volunteer Programme

www.rugbyworldcup.com
www.facebook.com/rugbyworldcup
www.twitter.com/rugbyworldcup
www.youtube.com/rugbyworldcup
www.flickr.com/rugbyworldcup

Team 2011
Pocket Guide
Proudly Supporting the Volunteer Programme

- 1.6 million Rugby World Cup tickets
- 10,000 catering staff
- 3,840 minutes of international rugby
- 48 matches
- 1,388 match balls for training and matches
- 45 days
- 12 match venues
- 2,000 media reps
- 5,000+ volunteers
- 900 players and support staff
- 2,000 media reps
- 24 team bases

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

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Proudly Supporting the Volunteer Programme

My schedule – OCTOBER

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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.
ACREDITATION
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.
## WORKFORCE CENTRES

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