

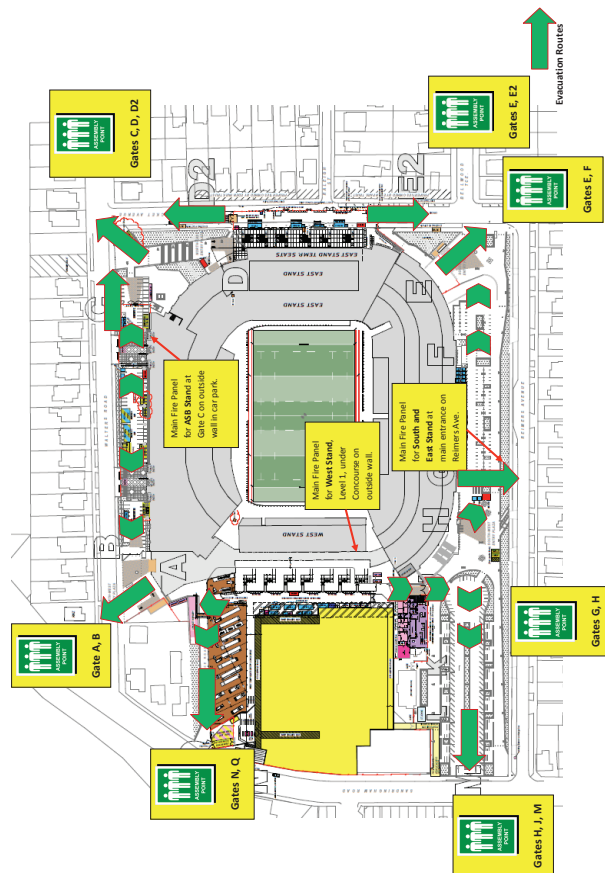
Key Contact List EDEN PARK, AUCKLAND

NAME	COMPANY	FUNCTION	COMPANY
Dave Syms	Rugby NZ 2011	Match Manager - Eden Park	027-480 4116
Andrew Hopper	Rugby NZ 2011	Match Manager - Eden Park	027-518 5575
Jo Godsalve	Rugby NZ 2011	Assistant to Match Manager	027-518 5373
Keith Parker	Eden Park	Operations Manager	027-558 6635
Megan Dixon	Eden Park	Assistant Operations Manager	027-675 3460
Steve Donaghy	Eden Park	GM Operations & Infrastructure	027-551 0235
Mark Perham	Eden Park	Turf Manager	027-571 0444
Ash Quensell	DRS Security	Senior Operations Manager	021-413 248
Matt McHardy	Auckland Rugby	Match Operations Manager	027-481 8151
Michelle Nauer	Auckland Rugby	Match Operations Coordinator	027-444 8432
Greg Watson	Auckland Rugby	Match Officials	027-683 9411
Ben Meyer	Auckland Rugby	Provincial Union Workforce Manager	027-215 6187
Brendon Bourke	IMG	Commercial Operations Manager	027-552 5296
Simon Bruce-Miller	RTH	Senior Regional Event Manager	021-582 011
Ion Hadjihambi	Rugby NZ 2011	Media Operations Manager	027-483 9893
David Boak	Rugby NZ 2011	Venue Technology Manager	027-742 8258
Clare Buckingham	Rugby NZ 2011	Regional Accreditation Coordinator	027-479 1088
Hiram Ryan	Rugby NZ 2011	Venue Security Manager	027-503 6186
Mark Rutter	Rugby NZ 2011	In-Venue Logistics Coordinator	027-446 7167
Ayliss Ripley	Rugby NZ 2011	Regional Workforce Coordinator	027-502 7235
Chris Hossell	Rugby NZ 2011	Venue Catering Manager	027-502 7236
Sharon McGeown	Rugby NZ 2011	VIP Coordinator	027-488 9133
Mark Birtwistle	Rugby NZ 2011	Regional Transport Coordinator	027-518 5394
Sharon Stevens	Rugby NZ 2011	Ticketing Venue Manager	027-488 9121
Nick Young	Great Big Events	Sports Presentation Manager	021-823 341

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EDEN PARK TRUST

EVACUATION PLAN



▶ WAIKATO STADIUM

128 Seddon Road, Hamilton
CAPACITY: 30,000

Where possible Team 2011 will be provided with options for free public transport to and from their home to their place of work. Where free public transport is not available, there may be options for free car parking in close proximity to the Workforce Centre, stadium or place of work.

Team 2011 will need to be wearing their workforce uniform and accreditation pass to access free public transport.

Public Transport

Public transport will be the easiest way to get to and from Waikato Stadium. There will be free public transport on match days.

Car

There is little public parking adjacent to the venue so it is recommended that public transport is used or walking in from central Hamilton.

Walking

It is a short walk from central Hamilton to Waikato Stadium. The route is clearly signposted.

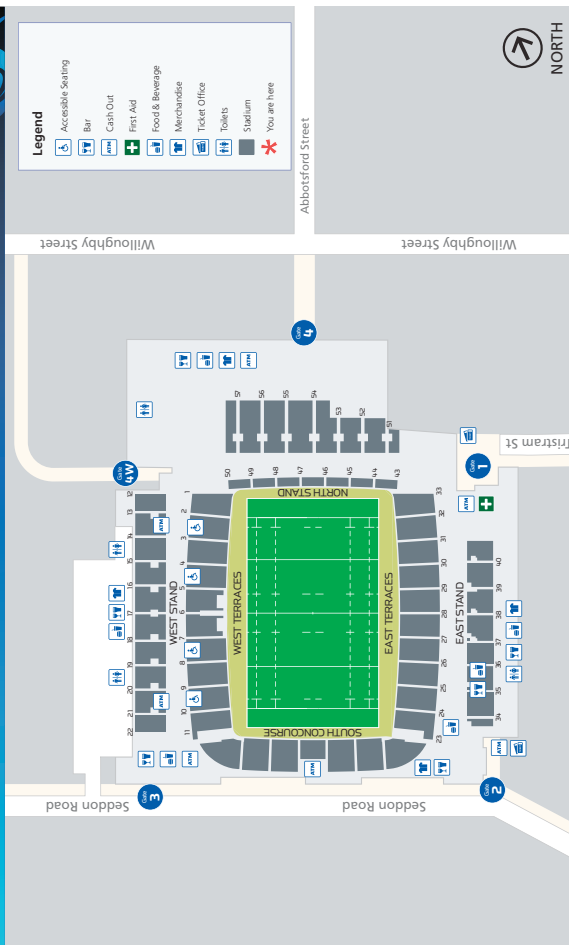
Late Night Transport

With evening games and Fanzone activities, a large number of the workforce will have shifts that run until late in the evening. All Team 2011 are encouraged to:

- Travel in pairs or groups
- Use free public transport provided
- Ensure the health and safety of others (i.e. escort someone to their car)
- Take responsibility for their own health and safety.

Hamilton is a fast-growing city on the banks of the Waikato River. From magnificent parks and gardens to a thriving cultural precinct, the city offers an eclectic mix of experiences.

Waikato Stadium, Hamilton



Scotland v Romania
Saturday Sept 10, 13.00

Scotland v Georgia
Wednesday Sept 14, 19.30

Argentina v Romania
Saturday Sept 17, 15.30

RUGBY PARK

278 Tweed Street, Invercargill
CAPACITY: 17,000

Where possible Team 2011 will be provided with options for free public transport to and from their home to their place of work. Where free public transport is not available, there may be options for free car parking in close proximity to the Workforce Centre, stadium or place of work.

Team 2011 will need to be wearing their workforce uniform and accreditation pass to access free public transport.

Public Transport

Free bus route from 9am – 2pm.

Car

Street parking is available in the area around the stadium but it is recommended that you park in the central city and walk to the stadium. There may be some free parking by the swimming pool (Splash Palace).

Walking

Rugby Park is located an easy 2km walk from central Invercargill. The route will be clearly signposted.

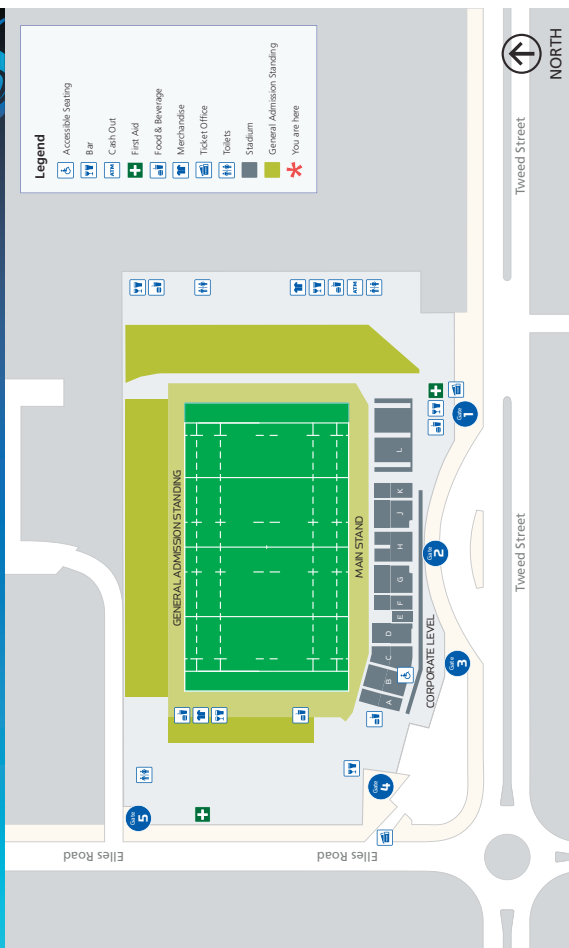
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Invercargill sits at the foot of the South Island and is the hub of a flourishing farming community. Just south of Invercargill is Bluff which houses the city's port and fishing industry and is home to the famous Bluff Oysters.

Rugby Park Stadium, Invercargill



▶ MCLEAN PARK

Latham Street, Napier
CAPACITY: 15,000

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Team 2011 will need to be wearing their workforce uniform and accreditation pass to access free public transport.

Car

Parking is available around McLean Park but it is recommended where possible to use public transport.

Walking

Napier's McLean Park is a 1.5km walk from the central city. The route will be clearly signposted.

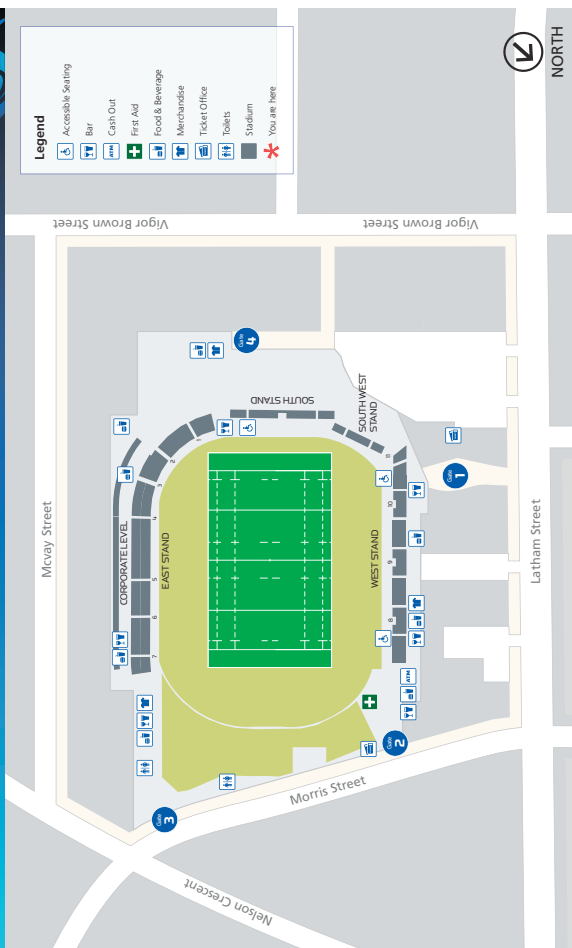
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- Use free public transport provided
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- Take responsibility for their own health and safety.

Napier, the Art Deco City, sits on the edge of the Pacific Ocean and has become famous downunder for its architecture.

McLean Park, Napier



Italy v Russia
Tuesday Sept 20, 19.30

Italy v USA
Tuesday Sept 27, 19.30

Australia v Russia
Saturday Oct 1, 15.30

▶ TRAFALGAR PARK

Trafalgar Street, Nelson
CAPACITY: 18,000

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Team 2011 will need to be wearing their workforce uniform and accreditation pass to access free public transport.

Car

Free car parking is available at Trafalgar Park.

Walking

Trafalgar Park is a short walk from the city centre and is clearly signposted.

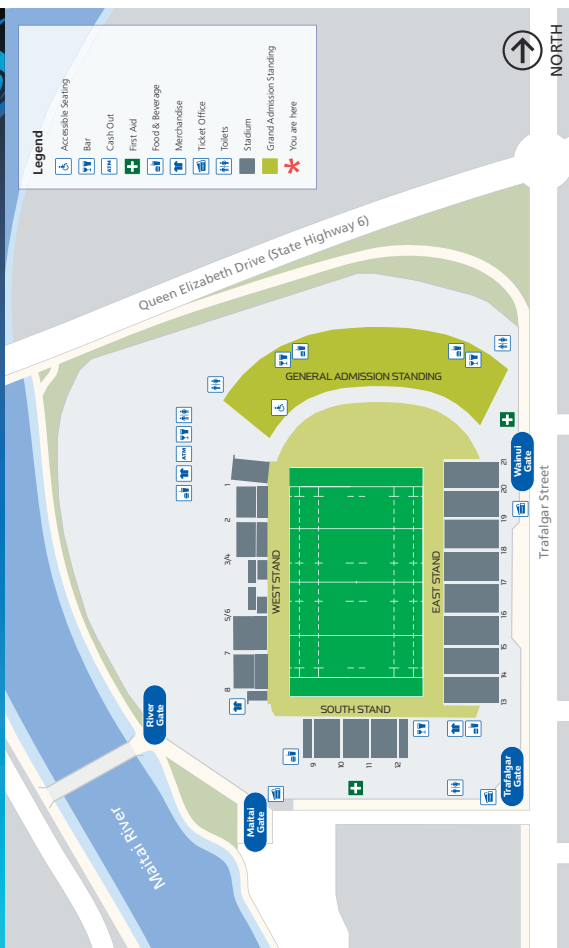
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- Take responsibility for their own health and safety.

Nelson is the sunshine capital of New Zealand and the birthplace of Rugby in New Zealand. It boasts stunning rivers, mountains, beaches and forests.

Trafalgar Park, Nelson



Ireland v USA
Sunday Sept 11, 18.00

Russia v USA
Thursday Sept 15, 19.30

Wales v Namibia
Monday Sept 26, 19.30

STADIUM TARANAKI

Maratahu Street, New Plymouth
CAPACITY: 26,000

Where possible Team 2011 will be provided with options for free public transport to and from their home to their place of work. Where free public transport is not available, there may be options for free car parking in close proximity to the Workforce Centre, stadium or place of work.

Team 2011 will need to be wearing their workforce uniform and accreditation pass to access free public transport.

Public Transport

Free buses will be available and New Plymouth City Council providing shuttles from city to venue.

Car

Parking is limited around the stadium so you are encouraged to walk or use the free buses. Some limited parking will be available 200m from the stadium.

Walking

The walk from central New Plymouth to the stadium is 2km and the route will be clearly signposted.

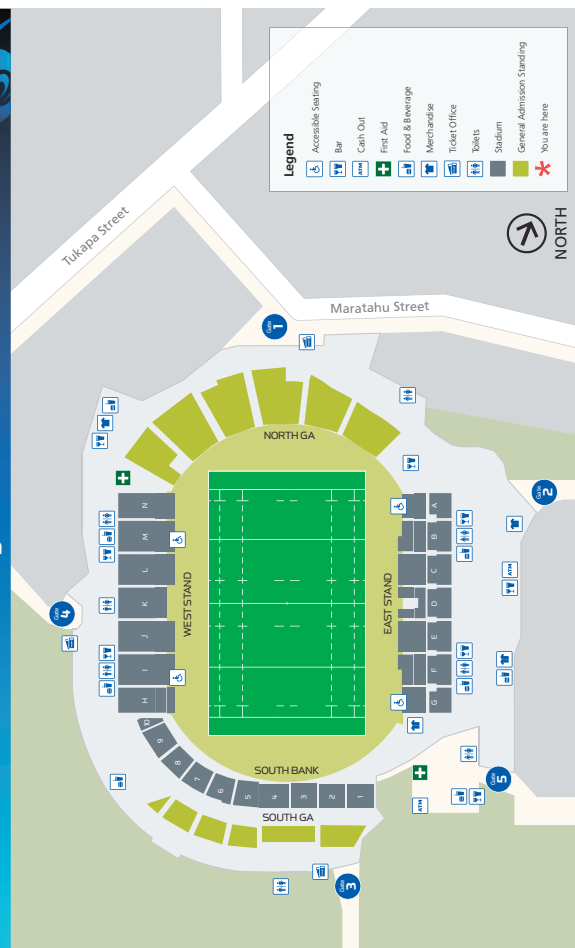
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- Travel in pairs or groups
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- Ensure the health and safety of others (i.e. escort someone to their car)
- Take responsibility for their own health and safety.

New Plymouth is a modern city set against a stunning landscape that stretches from the Tasman Sea to Mount Taranaki.

Stadium Taranaki, New Plymouth



▶ EDEN PARK

Reimers Avenue, Kingsland, Auckland

CAPACITY: 60,000

Where possible Team 2011 will be provided with options for free public transport to and from their home to their place of work. Where free public transport is not available, there may be options for free car parking in close proximity to the Workforce Centre, stadium or place of work.

Team 2011 will need to be wearing their workforce uniform and accreditation pass to access free public transport.

Walking

Eden Park is 4kms from the central city and there will be a dedicated walking route to and from the stadium for all Rugby World Cup 2011 matches.

Public Transport

Free public transport will be available throughout Tournament time on buses, trains and all ferries (except Waiheke).

Car

Parking restrictions apply around the venue on match days. It is recommended that free public transport is used.

Late Night Transport

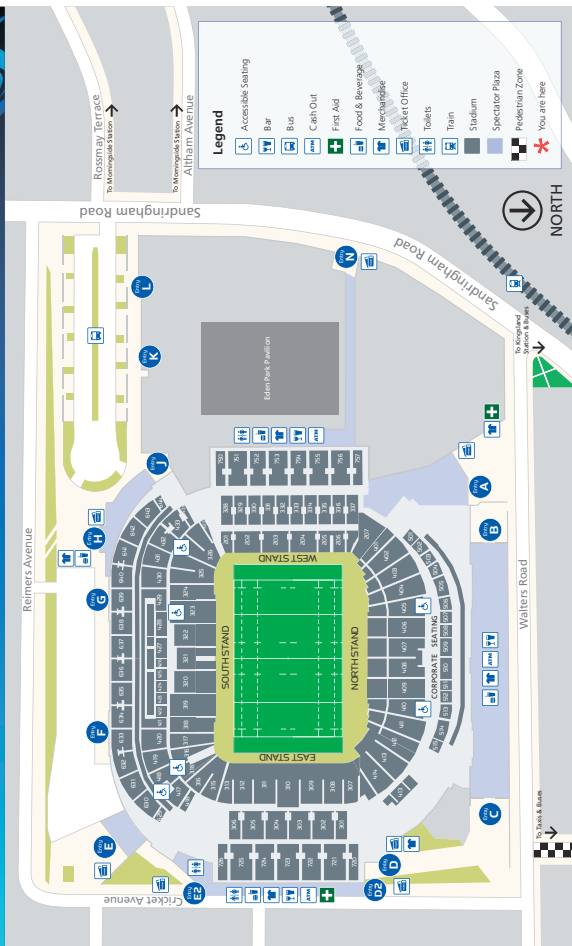
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- Use free public transport provided
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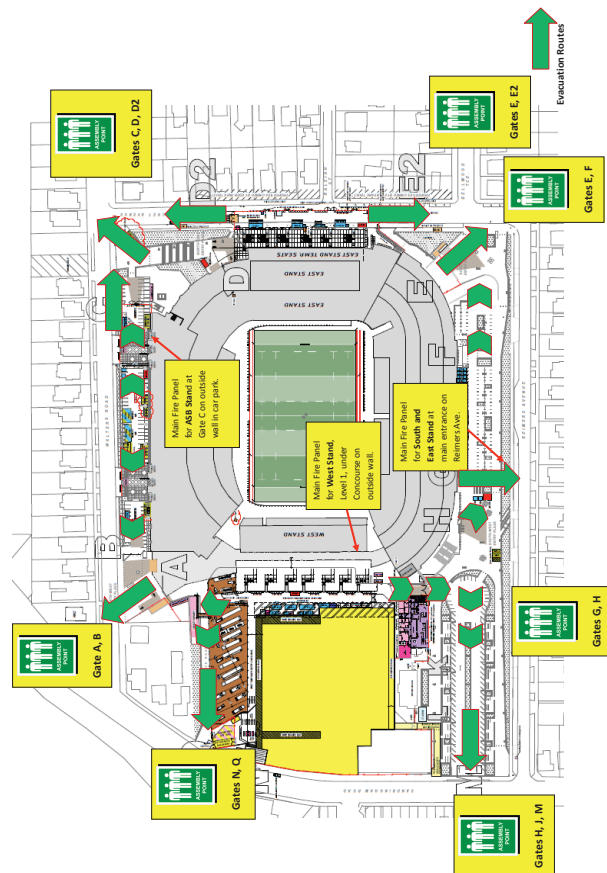
Auckland is known as the 'City of Sails' and stretches from the wild, expansive west coast and the Tasman Sea, to the white sand beaches of the Pacific Ocean in the east.

Eden Park, Auckland



Match Schedule EDEN PARK

New Zealand v Tonga Friday Sept 9, 20.30	Quarter-final 2 Saturday Oct 8, 20.30
Australia v Ireland Saturday Sept 17, 20.30	Quarter-final 4 Sunday Oct 9, 20.30
New Zealand v France Saturday Sept 24, 20.30	Semi-final 1 Saturday Oct 15, 21.00
Fiji v Samoa Sunday Sept 25, 15.30	Semi-final 2 Sunday Oct 16, 21.00
England v Scotland Saturday Oct 1, 20.30	Bronze Final Friday Oct 21, 20.30
	Final Sunday Oct 23, 21.00



NORTH HARBOUR STADIUM

Oteha Valley Road,
Albany, Auckland
CAPACITY: 30,000

France v Japan
Saturday Sept 10, 18.00

Australia v Italy
Sunday Sept 11th, 15.30

South Africa v Namibia
Thursday Sept 22, 20.00

South Africa v Samoa
Friday Sept 30, 20.30

Where possible Team 2011 will be provided with options for free public transport to and from their home to their place of work. Where free public transport is not available, there may be options for free car parking in close proximity to the Workforce Centre, stadium or place of work.

Team 2011 will need to be wearing their workforce uniform and accreditation pass to access free public transport.

Public Transport

Public transport will be the easiest way to get to and from North Harbour Stadium.

Car

Parking restrictions apply around the venue on match days with some free parking at Westfield Shopping Centre.

Late Night Transport

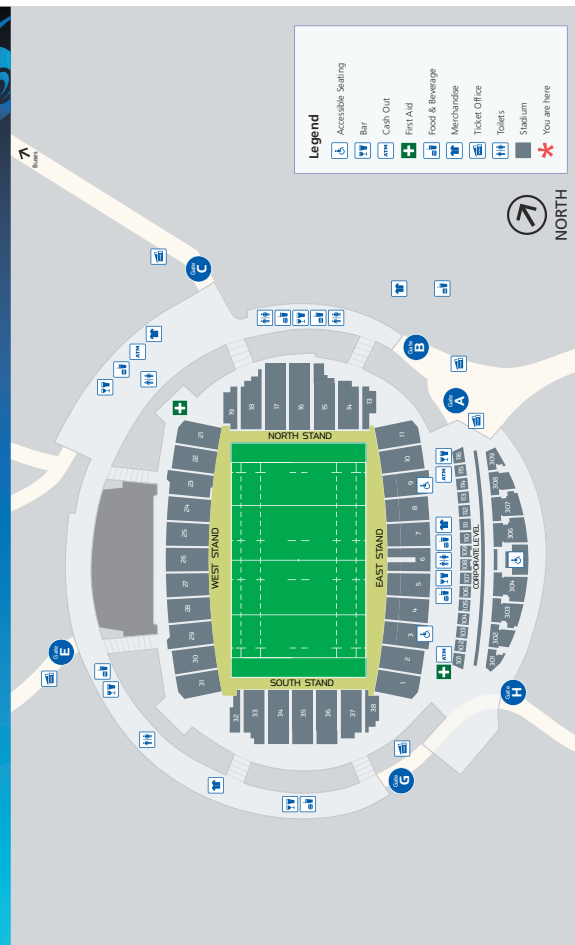
With evening games and Fanzone activities, a large number of the workforce will have shifts that run until late in the evening.

All Team 2011 are encouraged to:

- Travel in pairs or groups
- Use free public transport provided
- Ensure the health and safety of others (i.e. escort someone to their car)
- Take responsibility for their own health and safety.

Auckland is known as the 'City of Sails' and stretches from the wild, expansive west coast and the Tasman Sea, to the white sand beaches of the Pacific Ocean in the east.

North Harbour Stadium, Auckland



▶ ARENA MANAWATU

Pascal Street, Palmerston North
CAPACITY: 15,000

Where possible Team 2011 will be provided with options for free public transport to and from their home to their place of work. Where free public transport is not available, there may be options for free car parking in close proximity to the Workforce Centre, stadium or place of work.

Team 2011 will need to be wearing their workforce uniform and accreditation pass to access free public transport.

Car

There will be some free car parking at Marist club rooms and free on-street parking.

Walking

Arena Manawatu is located right in the heart of Palmerston North and the route will be clearly signposted.

Late Night Transport

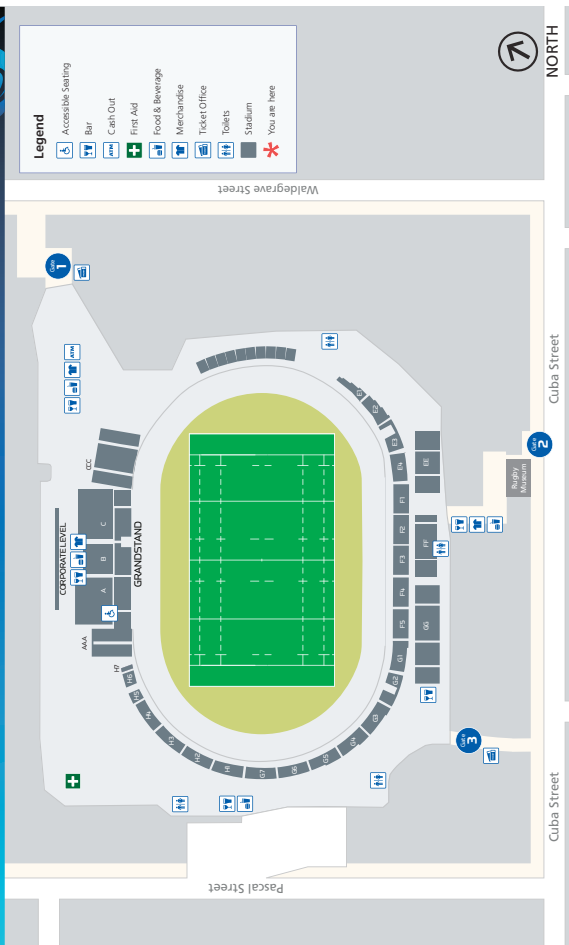
With an evening game and Fanzone activities, a large number of the workforce will have shifts that run until late in the evening.

All Team 2011 are encouraged to:

- Travel in pairs or groups
- Use free public transport provided
- Ensure the health and safety of others (i.e. escort someone to their car)
- Take responsibility for their own health and safety.

Palmerston North is in the Manawatu region which runs from the Ruahine and Taranui mountain ranges, through the spectacular Manawatu Gorge. The New Zealand Rugby Museum which contains New Zealand's biggest and most comprehensive collection of rugby memorabilia and records is also based here.

Arena Manawatu, Palmerston North



▶ WELLINGTON REGIONAL STADIUM

Waterloo Quay, Wellington

CAPACITY: 40,000

Where possible Team 2011 will be provided with options for free public transport to and from their home to their place of work. Where free public transport is not available, there may be options for free car parking in close proximity to the Workforce Centre, stadium or place of work.

Team 2011 will need to be wearing their workforce uniform and accreditation pass to access free public transport.

Public Transport

There will be free public transport throughout the Tournament on buses and trains.

Car

Parking will be limited so it is recommended public transport is used.

Walking

The stadium is a short walk from Wellington's central business district. The stadium is joined to the elevated 680m-long walkway from the Wellington Railway Station which takes you directly to the stadium entrance.

Late Night Transport

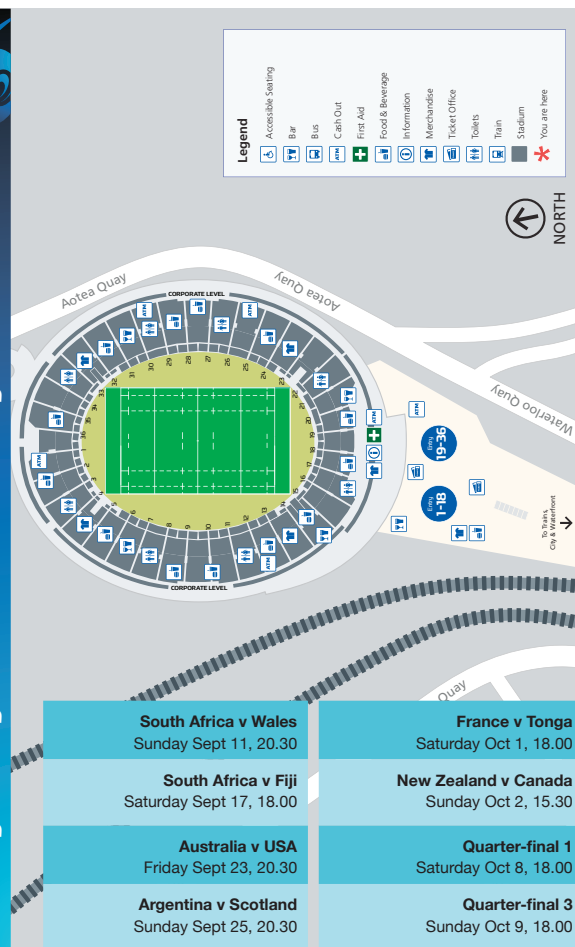
With evening games and Fanzone activities, a large number of the workforce will have shifts that run until late in the evening.

All Team 2011 are encouraged to:

- Travel in pairs or groups
- Use free public transport provided
- Ensure the health and safety of others (i.e. escort someone to their car)
- Take responsibility for their own health and safety.

New Zealand's capital city, Wellington sits on a scenic harbour and is a very walkable, compact city with wall to wall restaurants, bars and cafes.

Wellington Regional Stadium, Wellington



NORTHLAND EVENTS CENTRE

Okara Drive, Whangarei

CAPACITY: 18,000

Where possible Team 2011 will be provided with options for free public transport to and from their home to their place of work. Where free public transport is not available, there may be options for free car parking in close proximity to the Workforce Centre, stadium or place of work.

Team 2011 will need to be wearing their workforce uniform and accreditation pass to access free public transport.

Walking

The Northland Events Centre is an easy 1.5km walk from the central city and clearly signposted.

Car

As parking will be limited near the stadium the easiest option is to park in the city centre and walk to the stadium from there.

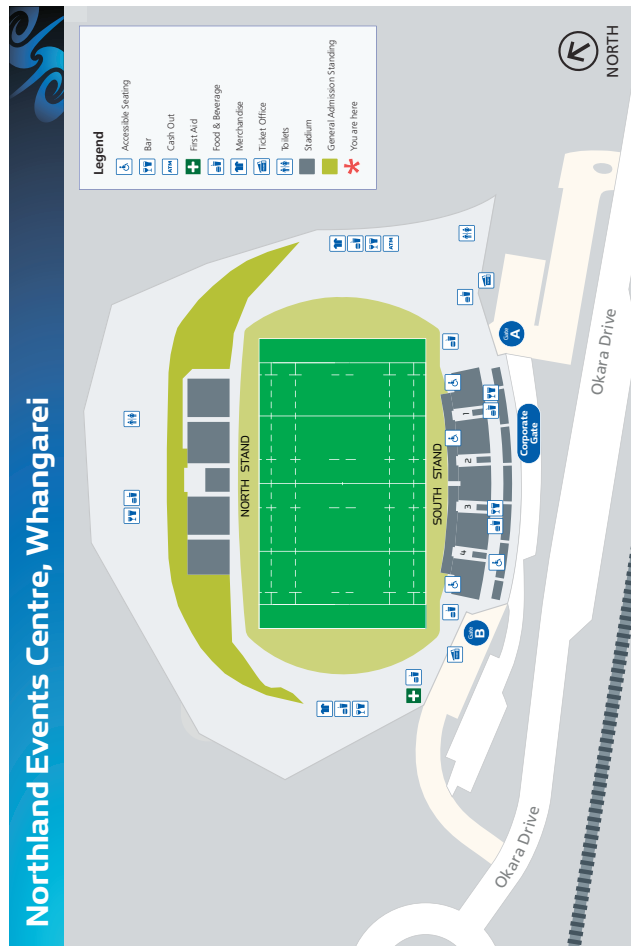
There may be some public parking provision at Cobham Oval.

Late Night Transport

With evening games and Fanzone activities, a large number of the workforce will have shifts that run until late in the evening. All Team 2011 are encouraged to:

- Travel in pairs or groups
- Use free public transport provided
- Ensure the health and safety of others (i.e. escort someone to their car)
- Take responsibility for their own health and safety.

In Northland, you're never more than 40kms from the Pacific Ocean and Whangarei is a modern city in the subtropical Northland region, an area of fertile farmlands and forest.



▶ OTAGO STADIUM

Awetea Street, Dunedin

CAPACITY: 30,000

Where possible Team 2011 will be provided with options for free public transport to and from their home to their place of work. Where free public transport is not available, there may be options for free car parking in close proximity to the Workforce Centre, stadium or place of work.

Team 2011 will need to be wearing their workforce uniform and accreditation pass to access free public transport.

Car

Free car parking around the Octagon on match days and it is recommended you walk to the stadium from there.

Walking

Otago Stadium is an easy 2km walk from the central city. The route will be clearly signposted.

Late Night Transport

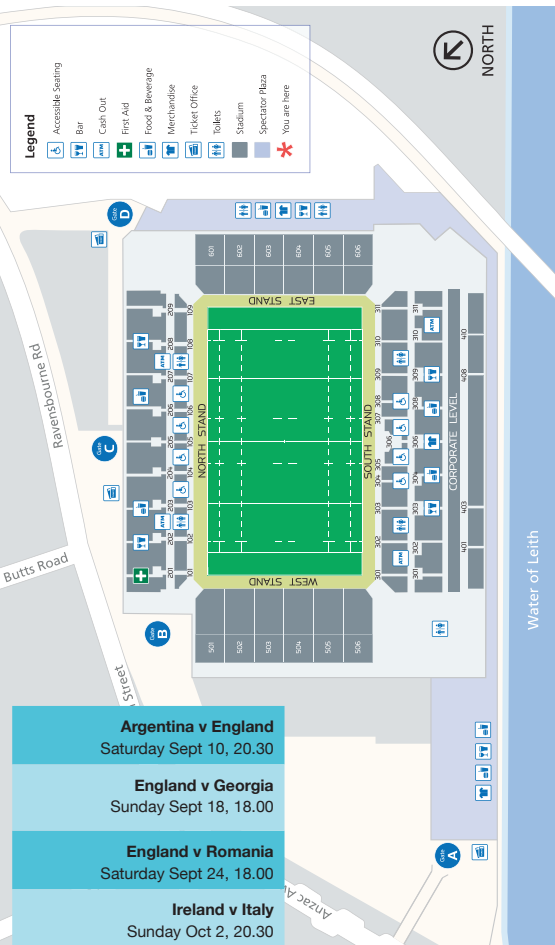
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All Team 2011 are encouraged to:

- Travel in pairs or groups
- Use free public transport provided
- Ensure the health and safety of others (i.e. escort someone to their car)
- Take responsibility for their own health and safety

Dunedin is nestled in the hills surrounding Otago Harbour and full of historic architecture and the Otago Peninsula hosts the world's only mainland breeding colony of the northern Royal Albatross and home to the world's rarest penguin, the Yellow Eyed.

Otago Stadium, Dunedin



Fiji v Namibia
Saturday Sept 10, 15.30

Samoa v Namibia
Wednesday Sept 14, 14.30

Ireland v Russia
Sunday Sept 25, 18.00

▶ ROTORUA INTERNATIONAL STADIUM

Devon Street West, Rotorua

CAPACITY: 26,000

Where possible Team 2011 will be provided with options for free public transport to and from their home to their place of work. Where free public transport is not available, there may be options for free car parking in close proximity to the Workforce Centre, stadium or place of work.

Team 2011 will need to be wearing their workforce uniform and accreditation pass to access free public transport.

Public Transport

Public transport will be the easiest way to get to and from Rotorua International Stadium. There will be shuttle from the city to venue on match days.

Car

Some parking is available around the venue but it is recommended that the Park and Ride service from the city to the stadium is used. There will be free public parking in town.

Walking

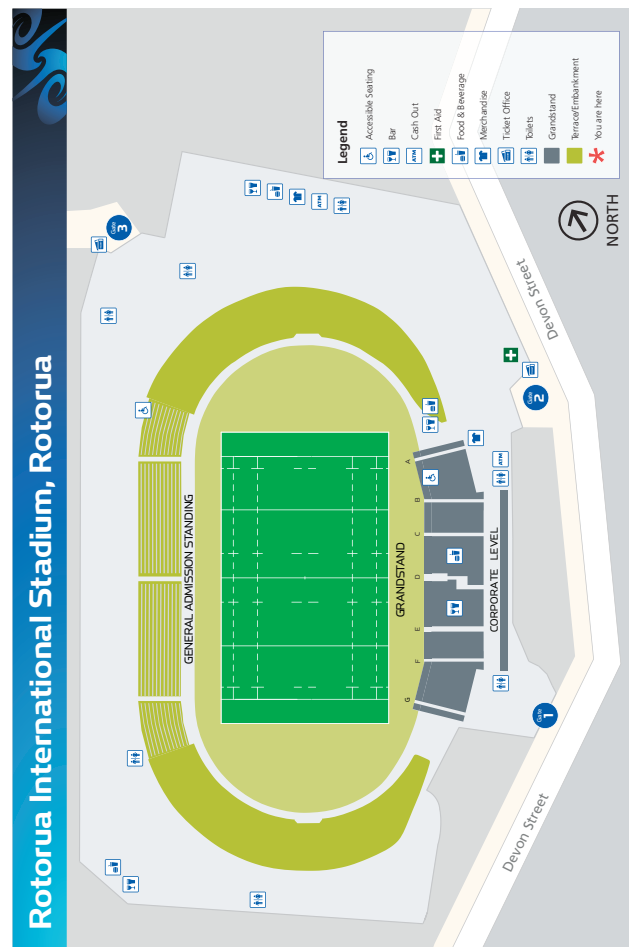
Rotorua International Stadium is a 3km walk from the central city. The route will be clearly signposted.

Late Night Transport

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- Travel in pairs or groups
- Use free public transport provided
- Ensure the health and safety of others (i.e. escort someone to their car)
- Take responsibility for their own health and safety.

Rotorua is an inland lakeside city in the Bay of Plenty renowned for its thermal activity and unique landscape.



▶ Team Briefing "TEAMTALK"

At the beginning of your shift, there will be an opportunity for you to introduce yourself to your team and have a group discussion to start the shift.

Here is a guide that can help.



- **THANKS** for your time
- Introductions around the **TEAM**



- A story or **EXPERIENCE**
- An **EXAMPLE** of great work being done



- **ACTIONS** or changes we need to know
- What to be **AWARE** of today



- **MEETING** time for debrief, and break times
- Where I will be if you need **ME**.

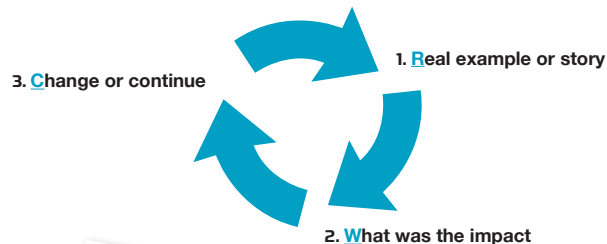


▶ "RWC" FEEDBACK

As leaders we will have opportunities to provide feedback to the people in our team, our colleagues, or even visitors.

Here is a process that makes it easy and effective to give **BOTH positive and constructive** feedback to people.

REMEMBER – Don't let yourself skip to Step 3 too quickly. People will often come to the answer themselves if you take the time to discuss the example and impact of it.



▶ Reacting TO A COMPLAINT

Managing complaints can feel difficult, but it comes down to our attitude towards the 'complaints' themselves. Rather than taking the complaint personally, if we treat every complaint as an opportunity to improve, we should be grateful, right!?

Let's think of every complaint the same way as when we're given any 'gift' – **"Thank you!"**

Here is a process to react to a complaint. Think of examples for your own Functional Area.

1. **Thanks** ("Thanks for letting me know!")
2. **Why you're thanking them** ("If you hadn't have told me, we might not have known")
3. **What you'll do** ("I'm going to...")
4. **Do it** (It might relate to both this incident and a process that can made better)
5. **Follow up – where appropriate** ("We sorted it out. Thanks again for telling me").



▶ Team Debrief "THANKS"

For an effective and interactive debrief of the shift with your team, keep these things in mind:

- Encourage any positive stories to be shared wider than just your team – e.g. The Team 2011 Facebook group!
- Make sure you tell your supervisor about any incidents, or great work by your team (forms will be available at your Workforce Centre).



- **THANK YOU!**
- Thanks for your time and effort today



- **HIGHLIGHTS** from the day
- Share a story of great visitor service you heard about or noticed by the team



- **ACTIONS**
- Sharing any updates from other Functional Areas during the shift



- **NOTIFICATION**
- Were there any incidents that need escalating?



- **KIT** and Administration
- Does everyone know their next shift time? Remember to keep your uniform clean and tidy



- **SEE YOU NEXT TIME!**
- Thanks again for your great work.

▶ My PLAYING PASSPORT!

Fill out this form to show you've put in the training to perform at your best in Team 2011, and take it to your Functional Area Supervisor.

- ☐ Accreditation – details correct
- ☐ Uniform collected
- ☐ Online Orientation completed
- ☐ Role specific material / manual received
- ☐ Pocket Guide – shifts written into calendar
- ☐ Venue tour, including health and safety briefing
- ☐ I know where to find further information / support
- ☐ Other (FA specific)

Name:

Functional Area:

Region:

Region:

I understand the tasks required of me during my shift, and the terms and conditions of accepting my role within Team 2011.

Signed:

Date:

▶ My 'GAME BREAK-DOWN'

Use this as a guide for thinking about your initial shifts, and how to prepare for your next one.

Highlight from the shift:

What I learnt about my role:

Questions I need answers to:

Preparation I can do before my next shift:

