



## SUPPORT CREW CODE OF CONDUCT & MOU

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Thank you for your interest in joining us on this unique opportunity and offering your services on the Nedbank Tour de Tuli. We are looking for volunteers that have the relevant skills and can offer a high service ethos.

If you are considering applying for one of these roles, please be aware that the work is physically demanding with long hours. The work is done on a volunteer basis and whilst we cover all relevant costs of hosting you, there is no further remuneration.

Please read the Support Crew Pre Event Manual carefully, before registering for the event. This manual clearly defines the roles and responsibilities and the expectations of the Support Crew.

When you register online the system will acknowledge receipt of your registration, however your registration is not yet confirmed.

Please ensure you register using correct personal information from you passport data page.

In March 2019 the team will review all registrations and will advise you on whether you have been allocated a volunteer role.

### ROLE OVERVIEW

Each Support Crew will be allocated a specific key responsibility area. These could include in-camp support, luggage and logistics, strategic stops, bar, brunch or tea stops and medical back up. Please keep in mind that all Support Crew members will not only be requested to serve within their specific area of responsibility, but may also be asked to help out in other roles as required. Being a Support Crew Member requires physical work, a sense of humour, flexibility and teamwork.

### OBLIGATION

Due to the fact that we cross informal borders, we are obligated to provide full passport manifests to the relevant government departments a minimum of two months in advance. For this reason, we ask that you do not register as a volunteer if you have any doubts from a work commitment or other as to whether you will be able to fulfil your commitment.



## INCLUSIONS FOR VOLUNTEER CREW

- Tented accommodation – Each person will be allocated a two-man tent and mattress (Land Rover team to provide own tents and mattresses);
- Event T-shirts to be worn during the day. All staff will be required to wear the event shirts so they can be easily identified;
- All meals from lunch on the first day to breakfast on the last day;
- Soft drinks;
- Staff ID bands will be provided to be worn so caterers and bar teams can identify staff;
- Each volunteer will receive a role-specific manual. Please read this manual prior to the event. You will need to bring this manual on event and refer to it should you have any questions. If you cannot find the necessary information in the manual please direct your question to Shona Erasmus or Nicola Harris.

## EXCLUSIONS FOR VOLUNTEER CREW

- Visa fees (if applicable);
- Alcoholic beverages supplied from the bar (cash bar basis);
- Memory stick with pictures from the event photographers;
- Items of a personal nature

## REQUIREMENTS FOR PARTICIPATION AS A SUPPORT CREW IN THIS EVENT

Working on this event is strenuous. Anyone that registers for this role should take into consideration the following recommendations beforehand:

- Valid passport
- You must be in good, physical condition and able to lift and carry boxes and supplies
- You must be between the ages of 18 years and 55 years old
- You need to be a team player with a high service delivery ethic
- You need to be available for the event dates and have the consent of your employer (if applicable)
- You need to be comfortable camping and being in remote areas
- It is a condition of entry that you have medical aid and or travel insurance – these details need to be captured on your online registration profile.

## EXPECTED ETIQUETTE AND BEHAVIOUR

All Support Crew on the Tour are representatives of the Nedbank Tour de Tuli, their associates and sponsors. Please be conscious of this with regards to your behaviour and language when around the participants:

- **Smoking** – Please do not smoke in public areas or in the vicinity of the participants. Please also be conscious of smoking and the dry bushveld.
- **Drinking Alcohol** – All Volunteer Support Crew have access to soft drinks at the bar. Any alcoholic drinks will be for your own account and is permitted only during off duty times. Unruly behaviour will not be tolerated and anyone displaying this type of behaviour will be asked to leave. (The Bar teams will charge all Support Crew for Alcoholic beverages. No exceptions.)
- **Illegal Drug Use** – The use of illegal drugs by any staff member during the Nedbank Tour de Tuli, is strictly prohibited. Should any person be found guilty of illegal drug use, they will be asked to leave the event immediately without compensation, and banned from volunteering on other CITW Fundraising events.
- **Dress Code** – All Support Crew provided with event T-shirts will be expected to wear them every day so that the Support Crew are easily identifiable.
- **Service Ethic** – Support Crew have agreed to join the Tour to provide a service to the participants and therefore need to be committed to providing a high level of service. If any Support Crew Members are asked to do something that they feel is not justified, please politely point the participants to the Support Desk. (In this event to please advise the Event Director Nicola Harris of the situation as soon as possible.)
- **Participants come first** – The participants are our guests and it is everyone's responsibility to ensure they have a good time. Please allow them to eat first and ensure they are served at the bar before staff.

- **Massage Appointments** – There are limited massage appointments and therefore these are for participants and Tour/Support Leaders only.
- **Appropriate Talk** – Please be aware of what you say in front of participants. They are our guests and inappropriate banter on fellow participants, event issues, political or emergency situations must not take place in the vicinity of the participants. The following needs to be taken into consideration:
  - Do not bad mouth or make fun of any of the participants/staff in front of other guests
  - Please do not talk about sensitive political issues in open forums
  - Please do not mention any negative opinions of the event, Children in the Wilderness, Wilderness Safaris or any of their stakeholders in this forum. If you have any complaints please direct these to the Event Director only
- **Tidiness** – Please note that aesthetics are IMPORTANT. All areas where the event takes place must be kept clean and tidy at ALL TIMES. Rubbish and spare stock must be screened out of view, dirty glasses and plates collected, tables wiped down and kept clean. It is EVERYONE'S RESPONSIBILITY to ensure that this happens.
- **Littering** – Support Crew will be expected to ensure that all rubbish is correctly disposed of at all times and all Support Crew are responsible for assisting in this role and ensuring sites are left in pristine condition.
- **Travelling** – The routes we use during the event are remote and one can get disorientated easily. Please ensure that you travel in pairs so that a) If you get lost you are not alone and b) if you experience a puncture or an issue with the vehicle, there is another vehicle there to assist. Tea and brunch teams please link up with the strategic vehicles and travel in convoy. Important: If you do happen to get lost or are late coming into camp for any reason, ensure that you contact someone in camp to advise them of the situation.
- **Bar Duty** – We will have a separate bar team whose primary role will be to man the bar from the time the first participants arrive in camp until the last participant goes to bed at night. However staff vehicle drivers and other staff may be expected to work in the bar in the evenings. Please make an effort to check with the bar team to see if you can assist at times to allow them to take a break.
- **Support Vehicles to Leave Camp First** – Timing is essential. All vehicle to leave camp before 05h30. Riders will leave at sunrise (approximately 6am), so all Support Crew must depart BEFORE the riders (except for the bar team, Bean There team and bike mechanics who will leave once the groups have all departed).
  - If you are part of the convoy leaving early in the morning, please keep noise levels to a minimum and consider those participants and other volunteers who are still sleeping.
- **The Official's Word is Final** – The safety precautions, rules and regulations need to be taken seriously and strictly adhered to. Anyone found in contravention of the officials or any safety regulations will be evicted from the Tour without compensation.
- **Medical Aid** – All Support Crew members must have medical aid or medical insurance cover for the countries through which we travel (i.e. Botswana, Zimbabwe and South Africa).
- **Indemnity** – Each Support Crew member will be required to accept an online Indemnity Form and this Code of Conduct in order to participate in this event. These forms acknowledge awareness of the risks involved in volunteering for an event of this nature as well as an understanding of your responsibilities. This is a condition of entry.
- **Vehicle Traversing Rights** – The Nedbank Tour de Tuli event traverses many reserves and areas which are not normally open to the public. The landowners see the benefit of the Tour and therefore give permission to all involved in the Tour to traverse their land. In order to make the Tour sustainable we need to respect the areas through which we travel and ensure they are left in the same condition as we found them, so we ask all Support Crew members and suppliers to take this into consideration and all pitch in to ensure these areas are left in a pristine state. If you see litter lying around please take the time to pick it up. Under no circumstance are any vehicles permitted to travel off road (unless there is a medical emergency) or go on a joy ride. Anyone not adhering to these event rules will be requested to leave the event.



I, (full name) \_\_\_\_\_ ID number \_\_\_\_\_  
the undersigned hereby unconditionally accept and agree to bind myself to the Terms and Conditions set out hereunder as well as those set out in the Code of Conduct and Indemnity:

1. I acknowledge the risks and hazards which exist in an event of this nature and I am working entirely at my own risk.
2. I acknowledge that I am fit and healthy and have no physical ailments that will affect my performance during the Tour.
3. I understand that I am representing the Event as well as associated organisations, sponsors and volunteers.
4. I understand that I am obliged to strictly adhere to all the applicable rules and directives of the Tour Director.
5. I understand that I am entering this event as a Support Crew member and therefore will be open to taking on any role as deemed in the best interests of the event and as directed by the Tour Director.
6. I understand and acknowledge that it is my role and responsibility to ensure that the safety protocols that the Tour Director has put in place are adhered to at all times.
7. If using my own personal vehicle, I acknowledge I have read and accepted the Terms and Conditions of the Private Vehicle MOU.
8. I understand that if I am allocated event equipment that it will be my responsibility to ensure it will be adequately charged during the event and acknowledge that I am liable should the equipment allocated to myself be damaged or lost.

I have read and understood the above information pertaining to the responsibility of my role as a Support Crew member and agree to ensure that my roles and responsibilities are performed at the best of my ability.

\_\_\_\_\_  
Name & Surname (Support Crew Member)

\_\_\_\_\_  
Signature (Support Crew Member)

\_\_\_\_\_  
Name & Surname (Witness)

\_\_\_\_\_  
Signature (Witness)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Location

