Congratulations

You have been selected as a Tour Maker for this year’s Tour de Yorkshire cycle race. Whether you are acting as a Tour Maker or a Flag and Whistle Marshall, you will be playing a major role in the success of this event. Without you the event wouldn’t be possible so thank you for your help.

This guide has been compiled using the experience and feedback of previous Tour Makers, it is designed to try and answer any questions that you may have about your role, and what happens from now until the event. Whether you are an experienced Tour Maker or completely new to the role, either way we hope you will find something useful in this guide.

What happens next?

You should have been informed about where you will be located over the four days. You may also have been given details of your meeting point and time, the race time, and the time you can expect to end your shift. If you have not yet got full details other than where you are located – don’t panic! Your Supervisor will soon be in touch to give you all the details you need. Please don’t contact the Organisers unless your supervisor has not made contact with you with only a few days to go to the event. The plan can change right up to the last minute - this is the nature of the event and we appreciate your patience.

Join your team - and get involved!

When your Supervisor first contacts you they will ask if you are happy to share your contact details with the rest of the team at your location. We encourage you to agree to this. Your details will only be shared with the rest of the team you are working with on the day, and it means that you can keep up to date with your team. You may find that
you already know someone else on your team, or find someone who lives near you who you could share a lift with etc. Your details will only be shared with the rest of your team, but this is a personal decision and if you’d rather not share your details then that’s completely fine.

**How can I help before the day?**

The answer is – in lots of ways! Whether you are part of a large team, or a small one, you may be able to help in several ways. You may live in, or be familiar with, your location but your Supervisor may not.

- The two most common questions from TMs who are not familiar with their location are:
  1) where can I park?
  2) are there any toilets?

- You may have the answers, and be able to share them with your Supervisor and the rest of your team. Any advice, or help you can share, before the day is valuable to everyone in your team. If you cannot for some reason make it on the day you must let your Supervisor know as soon as possible so that they can try to arrange cover for you. Please tell your Supervisor not the Organisers if you can’t make it on the day.

- You should have had a list of Supervisors/Deputy Supervisors for your stage from the Organisers so if you need anything please contact them. Only contact the Organisers if you cannot get any response from your Supervisor.

- Once you know your location and meeting point, please ensure that you can be there on the day. If, for any reason, you can’t be there please contact your Supervisor immediately and let them know. The event is based on a certain number of Tour Makers being at each location. If anyone fails to be there on the day it can cause a lot of problems, so please let your Supervisor know if you can’t make it.

- Some locations may have parking available for Tour Makers but it might be restricted. Please keep this in mind and work together to find a solution.

- Make sure you know exactly where you are going where you need to meet and what time you need to be there.
On the day

- Arrive at your meeting point at the time given by your Supervisor and check in with them. Any problems on the day, phone your Supervisor and tell them.

- Please wear suitable clothing on the day. It may be cold, wet, muddy or even sunny! Be prepared for anything. Depending where you are located, and the timings, you may need food, water etc. This is where team communication comes in, bring supplies with you research the nearest catering facilities.

- You should also bring with you a fully charged mobile phone (if you have one) and pre-load it with your Supervisor’s mobile number, and the TdY emergency contact number – just in case you need them.

- Please be prepared to be briefed by your Supervisor before they deploy you to your race locations. If you have any particular issues (mobility etc) make sure you have told your Supervisor in advance so they can accommodate your needs. We all want to have a great day, and keep all the spectators and riders safe, you can help by listening to and working with your supervisor.

- After the end of the race has gone through your location please make your way back to the meeting point and tell your Supervisor you are leaving. It’s a great chance to debrief and helps us to know everyone is safe after the race.
Deployment

Flag and Whistle Marshals

All of the above applies to both Tour Makers and Flag and Whistle Marshals. However, F&W Marshals have a very specific time, and location. If you can be there earlier, your Supervisor will be able to give you for general TM duties until your designated time to be at your post. Whatever time you arrive, you need to check in with your Supervisor, be at your allocated location at the correct time, and check out with your Supervisor when you are leaving. Your role is key for the safety of both spectators and the riders.

Don’t put yourself in any danger

This is very important. While you are there to ensure the smooth running of the event, you are not responsible for dealing with any conflict situations. If this should occur (and they are very rare) please walk away, and report the incident to your Supervisor/Deputy Supervisor, or any of the official security team personnel, or the police if you think it’s serious - they are trained to deal with these types of incidents. Do not get involved.
You have played a major part in making the Tour de Yorkshire the fantastic event it has now become. Without you the event wouldn’t be the same. We hope you enjoy your experience and we would love to see you again at next year’s event.

The key is to communicate and talk to each other.

Thank you so much for volunteering, and we hope you have a great experience.

Remember without you, the Tour de Yorkshire wouldn’t be the same.

Thank you

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Our way can help you take your career down any road you like

The Tour de Yorkshire peloton isn’t the only thing that moves fast here in Yorkshire. As Glassdoor UK’s 7th best tech business and 17th best place to work overall, and a Sunday Times Top 100 Company to work for, we’ve created the kind of working culture that helps our people move fast, too.

Join us and you’ll also be part of an amazing, talent-led team where you’ll take on mountainous challenges with brilliant colleagues who are at the top of their game.

And, unlike the Tour, there are no predefined routes to follow – you’ll be able to take your career down any road you like. Literally.

The only thing we don’t provide is the yellow jersey.

#findyourway at skybetcareers.com

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