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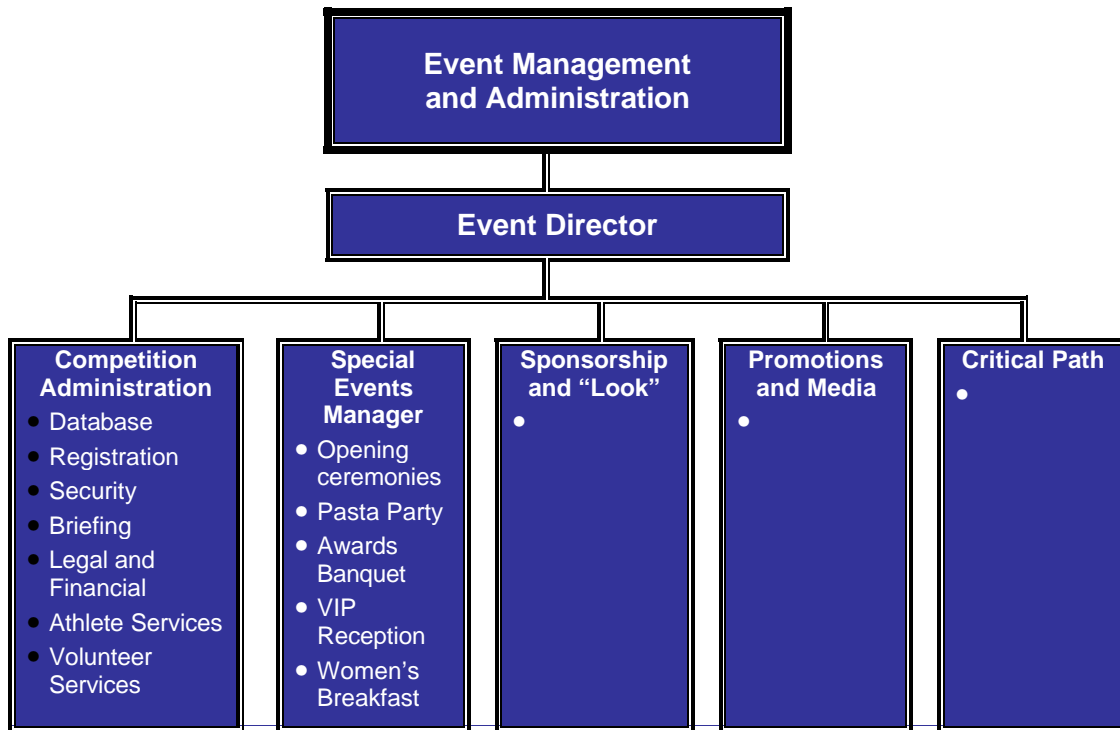
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2. Event Management and Administration

2.1 OVERVIEW AND ORGANISATION CHART

- a) General descriptive of set up, staffing and operations of a World Championship office complete with Organisation Chart that defines key personnel and their roles



2.2 COMPETITION ADMINISTRATION

- a) **Database, Registration and Accreditation:** The Organising Committee will input all information directly to ITU event database.
- b) **Eligibility:** Competitors must be a member of their National Federation, which is in good standing with ITU.
- c) **Competitor's ID:** ITU will assign an ID to each competitor and be registered on the ITU Athletes' database. Once assigned, athletes will retain this ID in perpetuity.
- d) **Competitor's Insurance:** each competitor must acquire insurance which offers the legally necessary guarantees for the country where the competition is being organised unless their National Federation has a license system including such coverage. Insurance information must be included on entry form.
- e) **Elite Eligibility:** The entry list will be completed by ITU based on:
- 75 men and 75 women will be eligible with a maximum of 6 men and 6 women per National Federation.
 - Place in the top three at the ITU Regional Championships: Africa, America, Asia, Europe, Oceania
 - The top 50 in the ITU Triathlon World Ranking, on a date fourteen (14) days before the World Championships.
 - Up to twelve (12) invited athletes may be awarded starting positions by ITU upon application from their National Federation no later than 30 days prior to

the date of the World Championships. ITU will have the sole authority to award any or all of the invited athlete starting positions

- All winners of ITU World Cup events in that season or the previous season, if not otherwise eligible.
- All athletes must also be a member in good standing of their National Federation and sign the ITU Competitor's Agreement as a condition of entry.

f) **Junior Eligibility:**

- The competition will be a "sprint" distance, draft legal
- Age: 16 - 19 years as of December 31st in the year of the competition. Each National Federation in good standing with ITU has the right to enter two (2) junior women and men.
- Based on the number of athletes the National Federation had in the previous year's World Championships results, they will be allowed one, two or three additional entries for a maximum of five (5) per National Federation.
- If the National Federation had three (3) or more athletes in the top 25 of the previous year, they will be allowed an additional three (3) entries.
- If the National Federation had at three (3) or more athletes in the top 50, they will be allowed two (2) additional entries.
- If the National Federation had two (2) athletes in the top 50 of the previous year they will be allowed one (1) additional place.
- Junior athletes competing in the World Championships must be registered on ITU athlete database and assigned an ID number.

g) **Under 23:**

- The competition will be a "Olympic" distance, draft legal
- Age: 18-23 years as of December 31st in the year of the competition. Each National Federation in good standing with ITU has the right to enter two (2) U/23 women and men.
- Based on the number of athletes the National Federation had in the previous year's World Championships results, they will be allowed one, two or three additional entries for a maximum of five (5) per National Federation.
- If the National Federation had three (3) or more athletes in the top 25 of the previous year, they will be allowed an additional three (3) entries.
- If the National Federation had at three (3) or more athletes in the top 50, they will be allowed two (2) additional entries.
- If the National Federation had two (2) athletes in the top 50 of the previous year they will be allowed one (1) additional place.
- U/23 athletes competing in the World Championships must be registered on ITU athlete database and assigned an ID number.

h) **Age group:**

- The competition will be a "Olympic" distance, draft illegal
- Age groups will be age as of December 31st in the year of the competition.

20 - 24yrs	50 - 54 yrs	75 - 79 yrs
25 - 29yrs	55 - 59 yrs	80 - 84 yrs
35 - 39 yrs	60 - 64 yrs	85 - 89 yrs
40 - 44 yrs	65 - 69 yrs	90 - 94 yrs
45 - 49 yrs	70 - 74 yrs	95 - 99 yrs etc.
		AWAD

- Each National Federation in good standing with ITU has the right to enter 18 men women and men in each category.
- i) **Entry Forms:** should include a brief profile section and contact details for entry to ITU database, as well as demographic statistics. See Appendix <<XX>> for sample entry form.
- j) **Entry Deadlines:** all entries must be received by the LOC 30 days prior to the event.
- k) **Entry List:** must be posted on event website and ITU website at least 14 days prior to the event. All athletes competing in an ITU event must have an ITU ID number and be entered into the ITU database.
- l) **Entry Fees and Payment:** The entry fee to the World Championships will be established in consultation with ITU. ITU will not provide administration for collection of entry fees.
- m) **Insurance:** (include this information on entry form.)
 - Liability: the Organising Committee is responsible for the organisation of appropriate liability insurance for the competition. A copy of the insurance policy will be submitted to ITU.
 - Competitor's Insurance: each competitor must acquire personal liability and health insurance which offers the legally necessary guarantees for the country where the competition is being organised unless their National Federation has a license system including such coverage. (This information must be included on the entry form.)

2.3 DATABASE:

- a) ITU Headquarters will provide the OC with the National Federation database, including mail addresses, telephone, fax and email. The OC will reciprocate with database information.
- b) The Organising Committee will treat database information with confidentiality and will use it for the purpose of communicating with the National Federations for this event only.
- c) As soon as a National Federation Delegation arrives, they must immediately inform the Organising Committee of their address during the competition. This complete list should be maintained by the organizer for use by ITU officials.
- d) The database management system and format must be set-up in consultation with the ITU Timing and Results Manager, and will include:
 - Athlete Registration and Package Pick-up
 - Timing and Results
 - Medical Information
 - Information for Race Announcers
 - Media Information
 - Media requirements delivery

2.4 **LEGAL AND INSURANCE:**

- a) **Accountability:** The LOC Legal and Insurance manager is accountable for the following:
- ITU-LOC Agreement compliance
 - Sponsor contract fulfillment
 - Payroll
 - Purchasing and Invoicing
 - Insurance and Athlete Waivers
 - Permits and Approvals
- b) **Insurance:** The LOC shall, at its cost, insure and keep insured with a reputable insurance company, a standard public liability and property damage insurance policy to cover the risks of insurable nature under this Agreement and the staging of the Event and the related events for an amount not less than US\$ 5,000,000. The policy of insurance shall name, as insured, LOC, ITU, the Global Partners, Global Sponsors, the ITU Executive Board and Staff, the ITU International Officials, and the respective LOC directors, officers, agents, volunteers, employees and contractors. LOC shall provide to ITU a certificate of insurance or other satisfactory evidence of the coverage no later than 30 days prior to the Event.
- c) **Tax Exemptions:** The Organising Committee will, if required, prepare all of the necessary forms to do its best so that tax is **NOT** deducted from foreign athletes. This information should be sent to the ITU Headquarters six months prior to the event.
- d) **Foreign Exchange:** The Organising Committee must make its best effort to ensure the Government issues a declaration guaranteeing the free import and export of all foreign exchange to and from the organising country and the exchange or conversion of this foreign exchange into hard currency. A conversion of currencies must also be possible within the host country at the internationally prevailing conditions of the foreign exchange market. Additionally, written authorization must be sought from the respective governmental authorities enabling all payments to be transferred abroad at the official rate. All Competition participants will benefit from this declaration.

2.5 **VIP AND SPONSOR SERVICES:**

- a) **Sponsor Servicing:** The VIP/ Sponsor Hosting Plan will meet the following minimum requirements:
- Appoint a Sponsor Liaison Officer and Sponsor Servicing Team
 - A VIP Venue host/hostess team who have full knowledge of the event should service the VIP tent.
 - Arrange VIP Airport Transportation (Pick Up & Drop Off) with Information pack
 - Arrange VIP Transportation to any other special events as required
 - Liaise with Special events committee to regarding details of VIP events
 - A supply of sunscreen and bug spray should be available
 - Prepare and distribute sponsor 'thank you' packages prior to the event;
- b) **Sponsor Packages:** to include:

- VIP (and guest) Accreditation for the event
 - Event Information and watching schedules
 - Invitations and RSVP instructions for all special functions
 - Transportation instructions for all events
 - Sponsor thank you gift
 - Special VIP gifts, with local flavour
 - VIP packages should be attractively wrapped when distributed
 - Exclusive VIP Area, with food and drink with view of the race action and access to live coverage.
- c) **Sponsor contractual obligations:**
- Ensure all sponsor contracts are signed
 - Sponsor contracts should be reviewed thoroughly to ensure delivery of all obligations
- d) **Sponsor Signage:**
- The plan for sponsor signage, both on-site and for all other event related functions must be incorporated into the overall 'look' plan as will be laid out in the ITU Kit of parts.
 - Any changes or exceptions to this must be agreed to through ITU.
- e) **Award Ceremonies:**
- Government VIP's or a representatives from a high level sponsor organization should be considered as awards presenters
 - Awards presenters for the Elite Athlete ceremony to be decided in consultation with ITU
 - The ratio of male to female presenters should be 1:1

2.6 VOLUNTEER SERVICES

- a) **Volunteer Coordinator**
- Responsible for maintaining the overall volunteer database, names, volunteer area, address, phone number and email
 - Responsible for planning volunteer training,
 - Responsible for distributing volunteer uniform and accreditation
 - Responsible for distribution and collection and post-event survey.
- b) **Volunteer Recruitment Plan**
- It is beneficial to first recruit personal contacts of committee members as they often provide the most reliable source
 - Triathlon clubs, colleges and universities, provincial or state associations are another good source
 - Online Volunteer application form
 - Stories in local media or celebrity volunteers.
- c) **Training**
- All field of play volunteers should receive Level 1 training
 - All volunteers to receive event and course overview, and general understanding and awareness information.
 - Specialized training required for; athlete services, spectator services, motorcycle drivers, communications and security
 - All volunteers should receive an information package.

- All volunteers encouraged to promote the event within their own community.

d) Volunteer Appreciation

- Volunteer Uniform provided by the LOC
- Volunteer food provided on event day
- Sponsor gifts
- A volunteer appreciation event is recommended

2.7 SPECTATOR SERVICES:

a) Access to Venue Information

- Road closures schedules
- Bus Schedules
- Bridges over field of play.
- Best viewing points
- Warning of potential dangers to athletes

b) Communication Sources

- Road closures will often result in extra considerations for getting spectators on site, it is essential that event access information is well communicated to spectators. Communication sources to be used include:
- City Road Closure Signage and alternative routes;
- Event created access signage for placement on City Streets (must be approved by City)
- Local newspapers
- Local radio stations
- Website
- Spectator access information should be incorporated into the overall event promotions plan;
- Flyers

c) On-site Spectator Services

- Spectator service volunteers should be located at all major site access points and in the central hub area of the Event Site
- Spectator service volunteers should be easy to locate on site
- Volunteers should be well versed in site and course information;
- An information sheet on “What is triathlon?” and “Who to watch?”

2.8 ATHLETE SERVICES

a) **Overview:** Athletes are the most important element of the event, their overall view of the event will be reflected not just in the race but in the consideration that has gone into anticipating what their needs will be.

- Basic Athlete Services to be provided by the LOC include:
- Airport Transportation, including provisions for bike transport.
- Access to the swim, bike and run courses for pre-event training
- Escorted tours of the bike course
- Athlete Services Information Booths
- An athlete handbook
- Lost & Found

- Massage and spa
 - Access to Physiotherapists and Physicians, translators
 - Provision of City Maps, specific to the event.
 - Internet booths in hotel lobby
 - Sunscreen and bug spray
- b) **Athlete Services Booth:**
- An athlete services booth should be set up at the airport to greet and assist arriving athletes, coaches and other personnel – especially if equipment is lost – translator needed.
 - An athlete services booth should be available during athlete registration at the registration venue and on site
 - An athlete services booth should be available on site at pre-event training sessions and on event days
 - Athlete services should be well versed in course & local city information
 - Athlete information board at host hotel, all athlete accommodation facilities and airport.
 - A provision for non-English speaking competitors needs to be made.
- c) **Athlete Handbook Information: The minimum athlete handbook requirements are:**
- Course Maps and descriptions
 - Accurate Event Schedule and Event Locations (please ensure that this is accurate)
 - Athlete transportation details, times and contacts;
 - Pools, tracks and weight rooms for training: telephone, address, hours available.
 - City Information – i.e. emergency numbers, phone information
 - Public Transit Information
 - Restaurant Information
 - Car rental Information
 - Tourist attractions
 - Medical clinics and local hospitals
 - Local entertainment;
 - Airlines telephone numbers
 - Assistance for family members traveling with competitors, i.e., facilities for children
 - Train and bus schedules: telephone, location of schedules
- d) **Airport Transportation**
- An athlete's first and last impression of an event is their ease of getting to and from the airport. Special travel considerations involve bike transportation.
 - In most cases the LOC will have to provide special athlete transportation. Encourage pre-booking and pre-paid transport. This must be managed carefully so no one is left stranded at the airport
- e) **Event Information for General Public**
- Signage should be placed on the roadways where athletes are training the week prior to the event to communicate to local drivers that there will be athletes on the road and they should exercise caution.

- Local websites, radio and free event publications

2.9 ACCREDITATION PROTOCOL:

a) **Accreditation Material Construction:** ITU has developed the following protocol for event accreditation:

- Ideally athletes will receive 'hospital style' wrist bands as their accreditation. Elite athletes should have a different colour of accreditation from Age Group athletes. Wrist bands should 'stick' together, the style of bands with a plastic clasp bother athletes.
- All other categories should be identified with a card (preferably plastic, laminated will also work) and lanyard that hangs around the neck. Assigning a colour to each category assists security personnel in quickly identifying areas of access.

b) **Accreditation Categories:**

- *Athlete:* Coloured wrist bands as outlined above. Colours - Elite-Red, Junior-Green, Under 23-Yellow, Age Group-Blue
- *All Access: Colour-Black (Max 16 per event):* Reserved for: ITU -TD, Race Referee, Team Leader, ITU photographers, Host Broadcaster (max. 3), ITU Web Live Coverage Manager, LOC-Event Director, Race Director and Site Director, Security Manager, Construction Manager, Medical Director, Protocol Manager. List to be approved by ITU.
- *Media:* The complete media list must be approved by the ITU Team Leader. Media will also wear ITU Media Vests. Level 1 and 2 will be distinguished by different colour vests. Accreditation card colour: Blue.
 - (i) Level 1: Reserved for the largest media organizations in attendance at the event. Level 1 media receive access to the best course vantage points.
 - (ii) Level 2: Other Media
- *Coach/ Team Manager:* Colour: Yellow. National Federations must provide a list of their approved Coach/ Manager or Team Support for their elite team.
- A maximum of six (6) coach/ manager accreditation cards can be handed out to teams over 100 and a maximum of three (3) to teams under 100 from the approved list provided by the NF.
- These cards should provide Coach/ Manager with the same level of course access as Level 2 Media.
- At the discretion of the event organizer a second level of team support accreditation may be handed out to allow access to the athlete village, pasta party or other venues as determined by the LOC and approved by ITU. However, this team support category will not have any field of play access.
- *Volunteer:*
- *Field of Play:* Colour: Green. Swim, Bike, Run, Aid Station and Medical volunteers (Field of Play) who require access to their respective area of work should have different colour of accreditation cards than non-field of play volunteers. Field of Play volunteers have course access only to their specific area.
- *Non Field of Play:* Colour: Red. All volunteers not associated with the course

should receive non- field of play accreditation

- *VIP: White*
- confined to VIP areas and VIP functions
- ITU will provide the event with a list of ITU VIPs requiring accreditation.
- Additional categories require the approval of ITU;

***See Appendix <<XX>> for Accreditation Template**

c) Determining Areas of Access:

- The LOC, in consultation with the chief of security for the event, will provide to ITU a site map indicating the areas of access available to each of the above categories for review by the event TD.
- It is essential that event security is able to control access
- When an individual receives an event accreditation card they must also receive instructions regarding the areas of the course available to them
- Each access area on site should clearly post the acceptable accreditation categories on a LARGE sign at the entrances