

Support Team Briefing – 2024 Rides

Support team briefing

We are delighted to have you as part of our support team. Our support team is made up of cycling guides, mechanics, non-cycling teams, photographers, drivers, event volunteers and medics.

With any of our rides the most important thing is the safety of our participants and all the support team. That is why we have produced the following brief for you which contains all the information you need to make sure you have the most enjoyable and safe ride.

Please do take time to read carefully and don't hesitate to ask Rebecca, Arun or Richard if you have any questions.

Dealing with incidents

When an incident occurs, be it a simple puncture or a serious accident, use the acronym **A.C.T.** to ensure you adopt the correct approach to manage the situation.

A.C.T. stands for:

1. **ASSESS**
2. **COMMUNICATE**
3. **TAKE ACTION**

1. ASSESS	2. COMMUNICATE	3. TAKE ACTION
<p>If you are the first person on the scene you need to assess how serious the situation is and who is involved before you take any action.</p>	<p>Whatever the nature of the incident, make sure your fellow guides and riders know</p> <ul style="list-style-type: none"> • what is happening • who is managing the situation • what others need to do <p>For a puncture, inform the rider with a puncture where to move to and advise other if you need support. If it's a major situation, advise guides and other riders</p> <ul style="list-style-type: none"> • what to do • where to wait • who's support you need • alert our medical team or emergency services • alert Event Director and Ride Leader when you can <p>If you need to share your location use the What3Words App to share your location via the WhatsApp Group.</p> <p>You may need to ask someone else to do this.</p>	<p>Your priority is to make sure all those involved are safe and moved out of harm's way.</p> <p>For example, if a rider has a puncture, you'll need to move them off the road to a location where the puncture can be safely repaired.</p> <p>If it's a more major accident and it's safe to move the rider they should be taken off the road.</p> <p>If they can't safely be moved, then you'll need to get support from other guides/people nearby to alert other road users.</p> <p>Ask your group to stop somewhere safely off the road and tend to the individual(s) involved in the incident.</p> <p>Remember to consider the safety of other riders, guides, road users and pedestrians as you act.</p>

Reporting an Incident

All incidents whether they are cycling related or not need to be reported. There is an incident report form that will need to be filled out as soon as it is practically possible.

Please inform the Event Director of all incidents no matter how minor they may seem.

The Event Director will fill in the form with the people who were involved in the incident and will follow the procedures for follow up after the incident.

Dealing with an injured person

If you are unsure if someone needs medical assistance, please do call the emergency services or our medical team as soon as possible.

In what we hope is the unlikely event that someone is injured please stay with the injured person, keep them warm, ask them to sit up if possible and breathe deeply until medical support arrives. Once the medical support has arrived and have taken charge of the situation you and your group should continue. If you're on your own, wait and join the next group or request a pick up.

Please note that each rider will be wearing a wristband with the Event Directors mobile numbers and local emergency numbers. On the underside of the wrist band any medical allergies will be listed as well.

Rider groups

Your Event Director & Ride Leader will allocate all the riders and guides into sub-groups. Each group will have up to 10 riders and will be looked after by at least two guides.

This will have to flex according to where we are (for instance we will ride as a larger group on traffic free areas or where we have separate lanes). Guides need to read the roads to allow for gaps so vehicles can pass or to slow their group down if approaching another group in a no overtaking area or if it is not safe to overtake.

When we start the ride groups will most likely be allocated by friendship groups and then after lunch on Day 1 groups may be changed based on the rider's ability.

Please remember that you are the guide for your group and if there is anyone riding in a way that you do not feel comfortable with, you should let them know. If this continues please do advise them, but also let Arun, Richard, Rebecca or the Ride leader know, who can speak with them at the next stopping point.

If you are riding in a group and you become split, guides should split so there is at least one guide in each further sub-group. If anyone needs to stop or starts to drop off your group, you should slow the group down so you can continue as a group or take a break to allow everyone to catch up. One thing we want to prevent at all times is lone-riders, so please be aware if your group is of mixed ability.

1. HAZZARD RIDER	2. GROUP RIDER	3. BACK MARKER
<p>We always have a guide who rides at the front of their sub-group at all times called a Hazzard Rider.</p> <p>This person rides 30+ metres out in front of their group and is there to spot and flag potential hazzards to the rider behind. This can be done using commands, signals or both.</p> <p>When specified by the Event Director or Ride Leader, no one must pass their hazzard rider unless instructed to.</p>	<p>Most guides will take on this role and this role requires you to be aware of what each. Rider is doing inform of you, behind you and be aware of the road conditions and layout.</p> <p>This guide should aim to ride in the middle of a sub-group and support the other riders in the sub-group. If the group splits (at a junction, pace etc) this person should become the hazzard rider of the new sub-group, not the back marker of the front sub-group.</p>	<p>Your priority is to at all times stay at the back of your sub-group.</p> <p>In the event of any rider needing to stop or dropping of the sub-group they were riding in the back-marker should stop/ride with them and inform the rider in front where possible.</p> <p>Remain with this rider until you can re-join the sub-group or until you reach the next stop location. If the sub-group behind catches up join their group.</p>

Guide & rider Identification

For safety reasons all guides must wear yellow bibs which will be provided. These on some rides will be numbered 1 -10 so all rider and other guides can identify the cycling guide team and which guides are riding with and in which sub-groups.

Each rider will have a wristband which will have UK & European emergency numbers on and our Event Medic mobile number.

Please note that each guide rider will be wearing a wristband with the Ride Directors mobile numbers and local emergency numbers. On the underside of the wrist band any medical allergies will be listed as well.

Routes and Bike Computers

We are going to issue final routes to everyone in the GPX files the week before the event. Guides should have a bike computer with these routes pre-loaded. Please get in touch with us in advance of the ride and we can discuss anything you wish to around routes and bike computers.

Communications

There are three ways to communicate with each other during the ride.

What's App groups

- Group WhatsApp Group – L2P/A/TQ Cycle Challenge
Use this group for general communication throughout the weekend to communicate about general logistics/timings/activities and sharing photos etc
- Emergency WhatsApp Group – EMERGENCY
Only use this in cases of emergency. You need to get a message to the group immediately following a serious incident. Use when there is a serious danger to the group.
- Guides & Support Team Group – [CLIENT NAME/RIDE NAME] Support Team
Use this for communications to the guides and support team only.

What Three Words

- Please ensure you download this app to your phone before the ride
- Use this to communicate your location to the Event Director, Rider Leader, Medic or Mechanic in the event of an incident where you are not able to give a clear location otherwise.

Communications to Rider Group

Whilst riding use one of the following communications (all the below will be advise to guides and riders in briefings during the ride):

- Verbal communications to alert and relay messages through the ride to your group.
- Or the use of a whistle if you prefer (available from TFA Events). When using a whistle please use the following alerts:
 - One intermittent blast on whistle to slow group down
 - Quick blasts on a whistle to stop your group

The use of the whistle is an additional way to alert your group, usually in areas where you may not be able to see the whole group. We recommend the use of verbal communications over the use of a whistle, but if you prefer to have as well please advise the event director.

- Mobile phones and radios will also be available for use throughout the ride.

Speed

This is a group ride and we are not time-trialling it to our final destination. No riders are allowed past the hazard riders, for not just the safety reasons above, but to ensure that the pace is appropriate and people don't get spread out, etc. There will likely be times where some groups might want to ride quicker, but this needs to be agreed with your Event Director & Ride Leader, but the same principle applies. No one goes past the hazard rider.

Rider behaviour

Most of the people you will be guiding will be lovely, but one or two might be tempted to push the boundaries we're setting (e.g. overtaking the hazard riders, not adhering to signals, etc). In this instance we expect people to gently and with good humour ask people to respect the rules. If you have any problems or concerns then flag to your Event Director & Ride Leader.

Participant Check In/Out

Participants will be checked in and out at key points during the day:

- Check in at start of day briefing
- Check in lunch time
- Check out lunch time
- Check in end of day location

Additional check in/check outs may be introduced at key stops to ensure everyone is accounted for.

Participants will need to sign their initials next to their name on the check in/out sheet.

Non - cycling support team

The non-cycling support team will be responsible for the helping ensure the smooth running of the event so that the cyclists have the best experience possible. In-particular they will manage:

- movement of support vehicles
- food and drinks at water-stops and pit stops
- meals
- accommodation (room keys and luggage)
- the movement of day bags and overnight bags
- storage of bikes

Where possible we ask that guides support the non-cycling team as much as possible. In particular the team will need your help loading and unloading day bags, overnight bags, helping with bike storage etc.

Support team responsibilities

- Travel and bike insurance is required – if you wish to use our recommendation, we would suggest getting a Performance Policy from Yellow Jersey.
- Every participant will need to sign a waiver in advance of riding.
- Transport to and from start & finish points is the responsibility of the guides.
- Please let Arun or Rebecca know at the earliest opportunity if you are unable to make the challenge
- Alcohol consumption – no member of the team is to consume any alcohol during the riding sections of any day. Evening is fine, in moderation.
- Manual handling - from time to time it is necessary for the support team to help with lifting items. Should you need manual handling training then please contact one of the Event Directors.