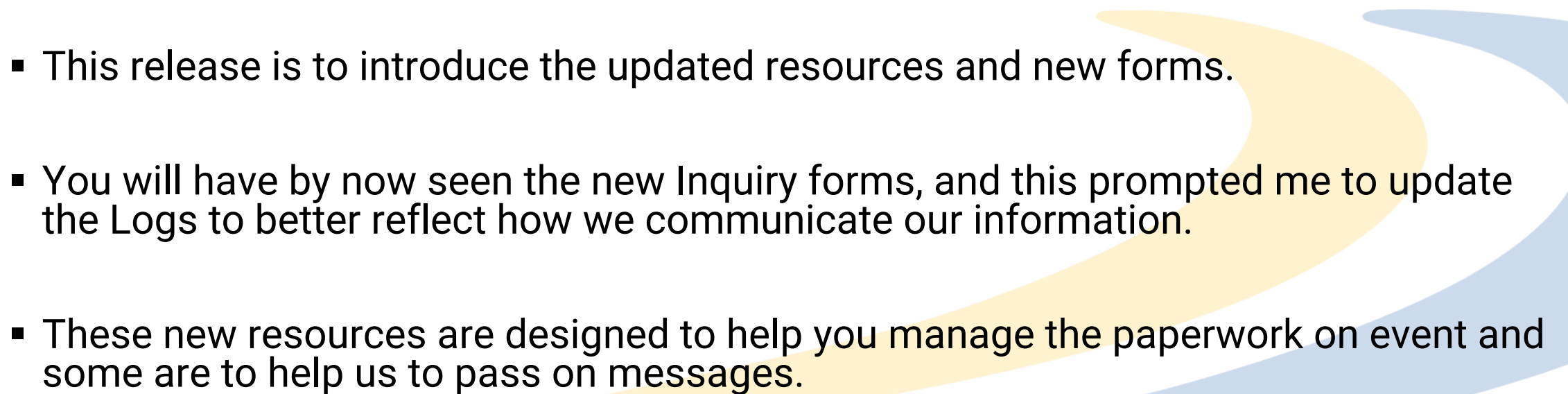


# CRO TOOLBOX RELEASE

MOTORSPORT NEW ZEALAND



# INTRODUCTION

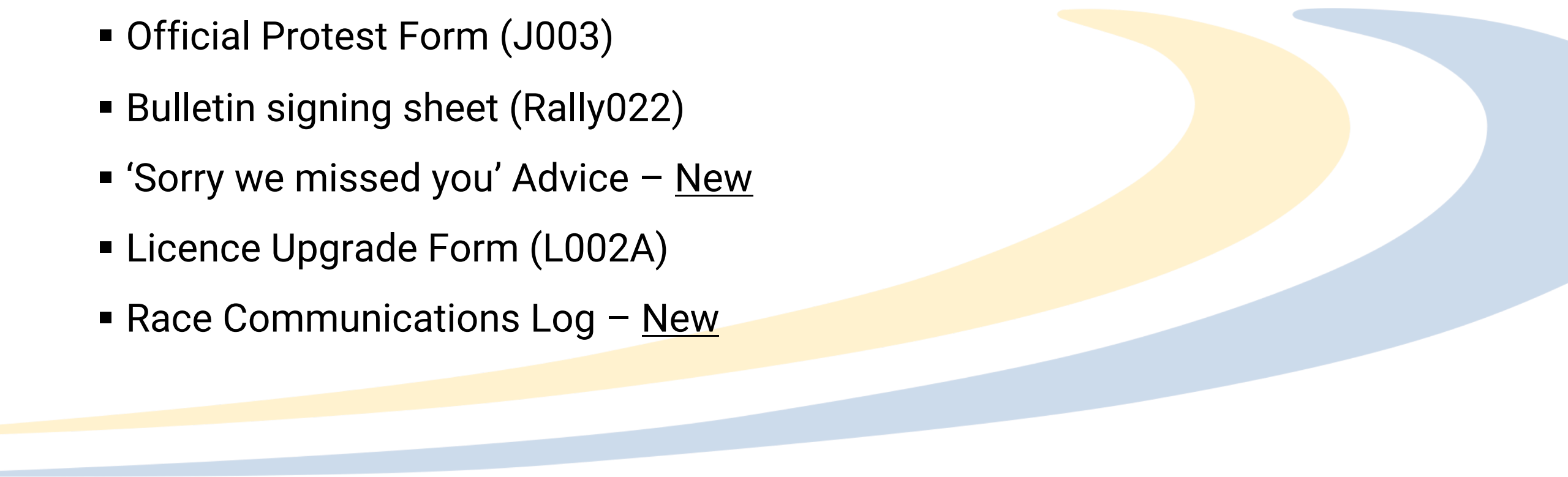
- Hi Team,
  - I have been developing our 'toolbox' and we now have a 'CRO Resources' Tab on the MotorSport New Zealand website in the forms section. This is where you will find any forms and or resources you may require on event, and it includes some new additions.
  - This release is to introduce the updated resources and new forms.
  - You will have by now seen the new Inquiry forms, and this prompted me to update the Logs to better reflect how we communicate our information.
  - These new resources are designed to help you manage the paperwork on event and some are to help us to pass on messages.
- 

# OUR 'TOOLBOX' AND WHERE TO FIND IT

- This is where you will find the CRO Toolbox:
- [Forms - MotorSport New Zealand](#)




# WHAT YOU WILL FIND IN THE 'TOOLBOX'

- CRO Role Profile – New
  - CRO Checklist – New
  - Inquiry Forms for Race and Rally – New
  - Official Protest Form (J003)
  - Bulletin signing sheet (Rally022)
  - 'Sorry we missed you' Advice – New
  - Licence Upgrade Form (L002A)
  - Race Communications Log – New
- 

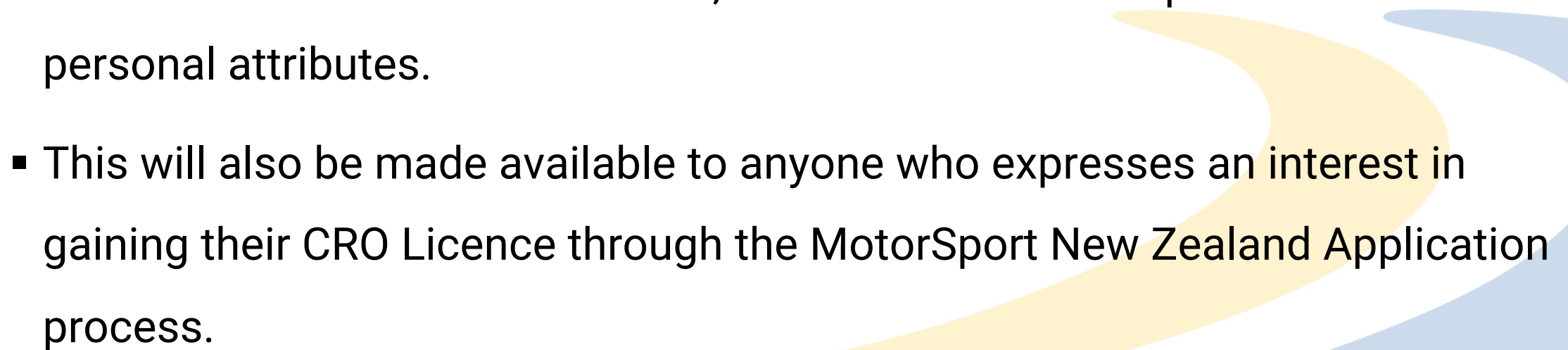
# WHAT YOU WILL FIND IN THE 'TOOLBOX'

- Circuit Maps – New
- Transponder Notice – New
- Rally Communication Log – New
- RallySafe Fault Form (Rally025)
- Notification of Temporary Withdrawal from Rally Form (Rally008)
- Notification of Withdrawal from Rally Form (Rally009)
- Notification of Rejoining the Rally Form (Rally010)
- Rally Traffic Infringement and Property Damage Report (CR0009) - New

# NOW, LET'S LOOK AT WHAT'S NEW

- As always, the resources we are introducing today are for your use if you choose to and if you do, it would be greatly appreciated if you can send them into the sport with the other event documentation to enable our team to have a communication pathway back to the sport and myself.
  - I have developed them alongside experienced members of our team, trialed a couple of them and am now pleased to be introducing them to you.
- 

# CRO ROLE PROFILE

- This document has been developed as a guide for anyone considering becoming a CRO.
  - It covers off the Vision Statement, the Role and Skills required and the personal attributes.
  - This will also be made available to anyone who expresses an interest in gaining their CRO Licence through the MotorSport New Zealand Application process.
- 



# CRO ROLE PROFILE

## COMPETITOR RELATIONS OFFICER ROLE PROFILE



### CRO Vision Statement

*Providing a professional and impartial service as the vital link between competitor and official, ensuring the best possible competition experience.*

### CRO Role Description

The Competitor Relations Officer (CRO) is the event official competitor liaison, tasked with building competitor relationships and ensuring a flow of information occurs. You are a conduit or link for competitors to make queries, request further information or as guides should they wish to inquire or protest. They must maintain a sound knowledge of the national sporting code and regulations and deliver this in an impartial, objective manner.

### CRO Description of duties

- Have their photograph included in the supplementary regulations or an addendum if possible
- Post a schedule of the CRO's timetable and availability on the Official Notice Board and include presence/location at during the Meeting or Event
- Be introduced to the Competitors at the Meeting briefing
- wear conspicuous identification
- keep the competitors informed of the current situation regarding the running of an event
- give accurate answers to all questions asked
- provide to the Competitors information or clarification of the standing and supplementary regulations
- avoid forwarding questions to officials which can be answered satisfactorily by a clear explanation
- Refrain from saying anything or taking any action, which might give rise to protests
- May attend the meetings of Stewards (except when they retire to consider a verdict)

One of your primary duties is making sure competitors have a face to the name and your location and availability at an event/meeting.

### Experience Required

Previous experience is an advantage but not required and can be gained on event.

### Personal attributes required

You will need to:

- be able to communicate to others clearly and concisely.
- be able to work in a high pressure environment
- be able to perform your duties while being impartial.

## COMPETITOR RELATIONS OFFICER ROLE PROFILE



- be able to actively work within the event team and be a team player.

You will need:

- integrity, understanding, confidence, passion and commitment.
- to be comfortable with all modes of transport to be able to travel to the events.
- to be able to focus on the tasks at hand without compromising any other issues.
- to be able to manage any conflict in a non-confrontational way and can hold your own in a highly emotional situation while still achieving your role.

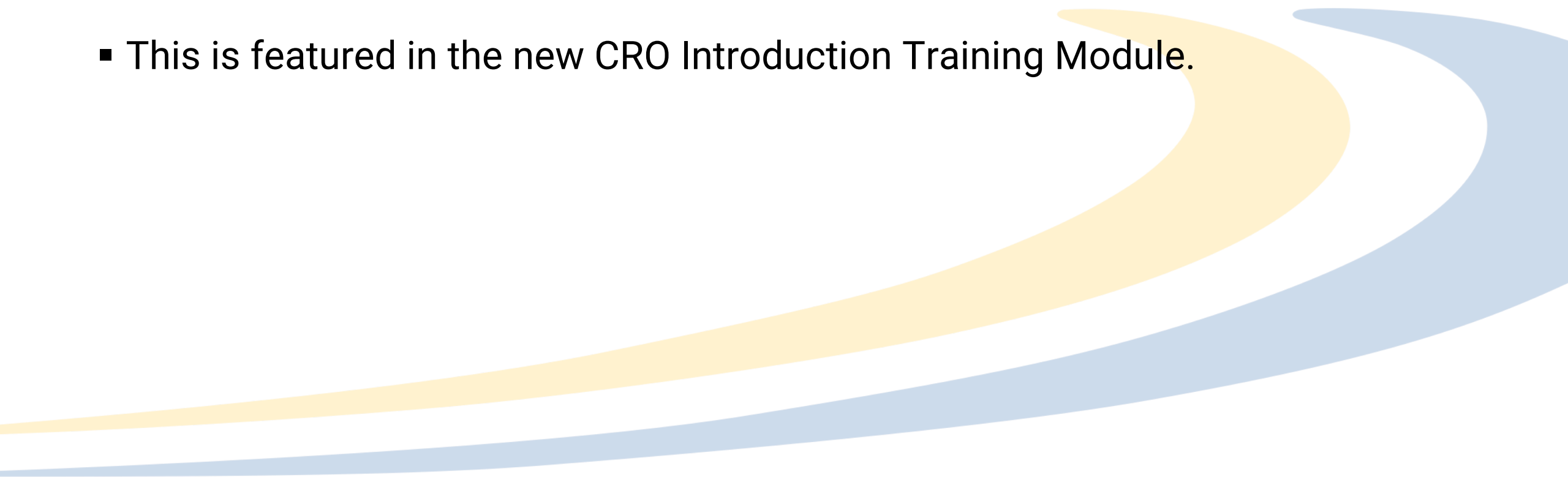
### Skills required

You will need:

- to be able to determine the importance of any communication received over the course of the event either by radio and or any other form of communication being used.
- to be able to handle Competitor queries in a calm and timely manner.
- to be able to work independently and manage your own time.
- to be able and willing to learn and use new technology if required to fulfill the role.
- to be able to work alongside other CRO's on event.
- a thorough understanding of the rules and regulations of the sport, the regulations of the event and the Articles of each class.
- to be able to, if required, identify potential risks and report them to the appropriate person.
- to be able to liaise with confidence with the local on event team to achieve your tasks i.e.: Timing, Secretariat, and Race Control.
- To acknowledge the various roles within the team and treat them with the respect and support the members to ensure the event team goal is achieved.
- to be willing to contribute to the team culture and wellbeing.
- to respect the privacy of other members of the team and be able to ensure any information obtained is held in confidence and not shared.
- You will not post social media comments on any event that you have been in attendance unless it is a personal positive experience post.



# CRO CHECKLIST

- This was developed after our first training zoom sessions as feedback was received that it would be helpful to have an idea of what would be required for a CRO pre-event and on-event.
  - This is featured in the new CRO Introduction Training Module.
- 

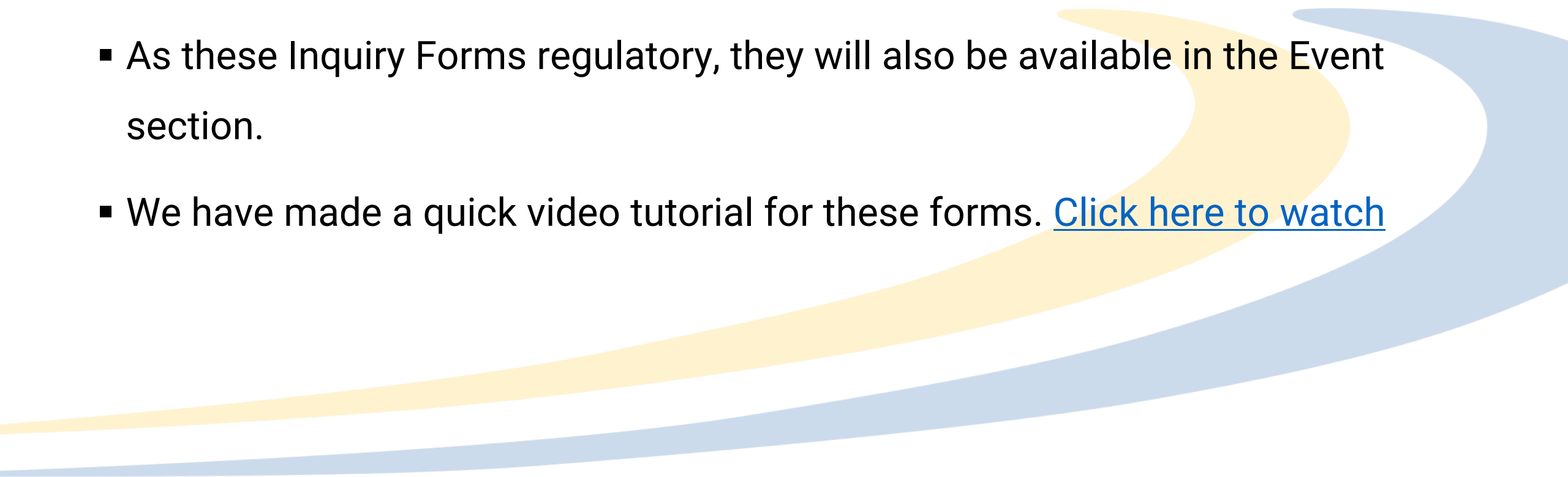
# CRO CHECKLIST

## CRO CHECKLIST



GEAR BAG		EVENT		RACE EVENTS		RALLY EVENTS	
Officials License	<input type="checkbox"/>	Contact organiser pre event	<input type="checkbox"/>	E022A Race Inquiry Form	<input type="checkbox"/>	E022B Rally Inquiry Form	<input type="checkbox"/>
Vest	<input type="checkbox"/>	On event check-in time	<input type="checkbox"/>	Circuit Map	<input type="checkbox"/>	CRO Rally Inquiry Logs	<input type="checkbox"/>
CRO Poster	<input type="checkbox"/>	Supp. Regulations	<input type="checkbox"/>	L002A Licence Upgrade Forms	<input type="checkbox"/>	Rally009 Re-join Forms	<input type="checkbox"/>
Notepad and pens	<input type="checkbox"/>	Supp. Regulations Part 2	<input type="checkbox"/>	Venue Layout	<input type="checkbox"/>	Rally008 Temp Withdrawal Forms	<input type="checkbox"/>
MotorSport Manual access	<input type="checkbox"/>	Drivers Briefing (if written)	<input type="checkbox"/>	Co-ordinator contact list	<input type="checkbox"/>	Rally010 Permanent Withdrawal Forms	<input type="checkbox"/>
• iPad/Tablet/Phone	<input type="checkbox"/>	Acceptance of Entry	<input type="checkbox"/>	CRO Race Comms Log	<input type="checkbox"/>	Route and Speed Schedule	<input type="checkbox"/>
• Offline availability	<input type="checkbox"/>	Bulletins (if issued)	<input type="checkbox"/>	Pit Paddock/Parking Plan	<input type="checkbox"/>	Service Park layout	<input type="checkbox"/>
<b>PERSONAL ITEMS</b>		J003 Official Protest Forms	<input type="checkbox"/>	Schedule Z	<input type="checkbox"/>	Spectator Map	<input type="checkbox"/>
Good walking shoes	<input type="checkbox"/>	Drivers briefing time	<input type="checkbox"/>		<input type="checkbox"/>	Road Book *	<input type="checkbox"/>
Food and Drinks	<input type="checkbox"/>	Drivers briefing location	<input type="checkbox"/>		<input type="checkbox"/>	Service Crew Book *	<input type="checkbox"/>
Sunscreen & Lip balm	<input type="checkbox"/>	Accredited Series Articles	<input type="checkbox"/>	<b>CLUBSPORT EVENTS</b>		Vehicle Door banner *	<input type="checkbox"/>
Medication	<input type="checkbox"/>	Championship Articles	<input type="checkbox"/>	Schedule C	<input type="checkbox"/>	CRO Movement Plan	<input type="checkbox"/>
Cell phone	<input type="checkbox"/>		<input type="checkbox"/>	J003 Official Protest Forms	<input type="checkbox"/>	Communication Pathway Set	<input type="checkbox"/>
Phone data and call ability	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	Dry socks and extra dry clothes	<input type="checkbox"/>
Chargers for electronics	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	Damage Notification Forms	<input type="checkbox"/>
Sunhat or Beanie & Gloves	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	Rally025 RallySafe Fault Form	<input type="checkbox"/>
Jacket and or umbrella	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	Bulletin Sign-off sheet	<input type="checkbox"/>
Torch if expecting a long day	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	Traffic Infringement Forms	<input type="checkbox"/>
Cash for coffee	<input type="checkbox"/>		<input type="checkbox"/>	* Denotes organiser will provide	<input type="checkbox"/>	Schedule R	<input type="checkbox"/>

# RACE & RALLY INQUIRY FORMS

- The new Race and Rally Inquiry forms were released in an earlier tutorial – please contact us if you didn't receive it as it explains the new layout and the expectation around completion.
  - As these Inquiry Forms regulatory, they will also be available in the Event section.
  - We have made a quick video tutorial for these forms. [Click here to watch](#)
- 



# CRO COMMUNICATIONS LOGS

- As Race and Rally are different from an operating and paperwork perspective. I have renewed the CRO Inquiry Log's and developed separate forms for each discipline.
- **CRO Race Communication Log**
  - You will find this new log has the option to record Inquiries, Notices to Appear, Decisions and 'Other' items you might get.
  - I have included these in the log to enable you to get a better record of all the work you have completed over an event as opposed to just recording the inquiries that may only represent a small proportion of your workload.

# CRO RACE COMMUNICATION LOG

**CRO RACE COMMUNICATION LOG**

Page: \_\_\_\_ / \_\_\_\_

[illegible]

# RALLY COMMUNICATION LOGS

- **CRO Rally Inquiry Log** – this has been developed to better reflect how this information is advised to Rally HQ
- There is a time and method column where you can record how you advised HQ and or the competitor – i.e. WhatsApp, Radio, Text etc.
- And the confirmed column is to tick that it has been received.
- **CRO Rally Communication Log** is for the recording of all the other information we communicate to HQ.
- The Withdrawals have a column for Reason as ChrisSport appreciates this information and a reminder to return the RallySafe if you receive a Permanent withdrawal.



# CRO RALLY INQUIRY LOG



Page: \_\_\_\_ / \_\_\_\_

## CRO RALLY INQUIRY LOG

Event:				Date:	
Car #	Name: Inquiry:	Inquiry #	Time	Method	Confirmed
		Received	:		
		COTC advised	:		
		Decision Received	:		
		Competitor advised	:		
		Received	:		
		COTC advised	:		
		Decision Received	:		
		Competitor advised	:		
		Received	:		
		COTC advised	:		
		Decision Received	:		
		Competitor advised	:		
		Received	:		
		COTC advised	:		
		Decision Received	:		
		Competitor advised	:		
		Received	:		
		COTC advised	:		
		Decision Received	:		
		Competitor advised	:		
		Received	:		
		COTC advised	:		
		Decision Received	:		
		Competitor advised	:		

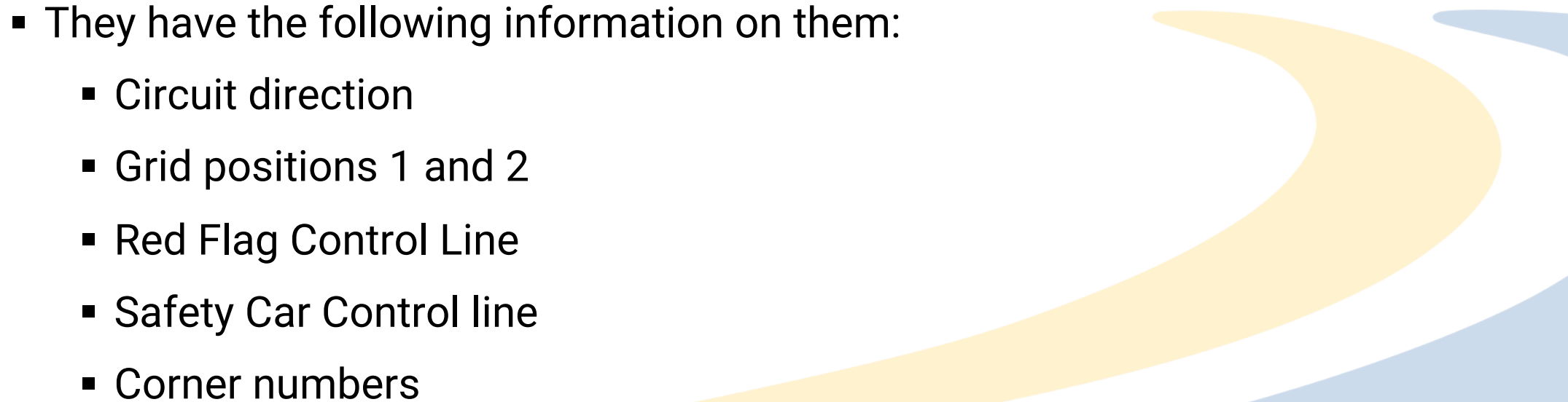
# CRO RALLY COMMUNICATION LOG



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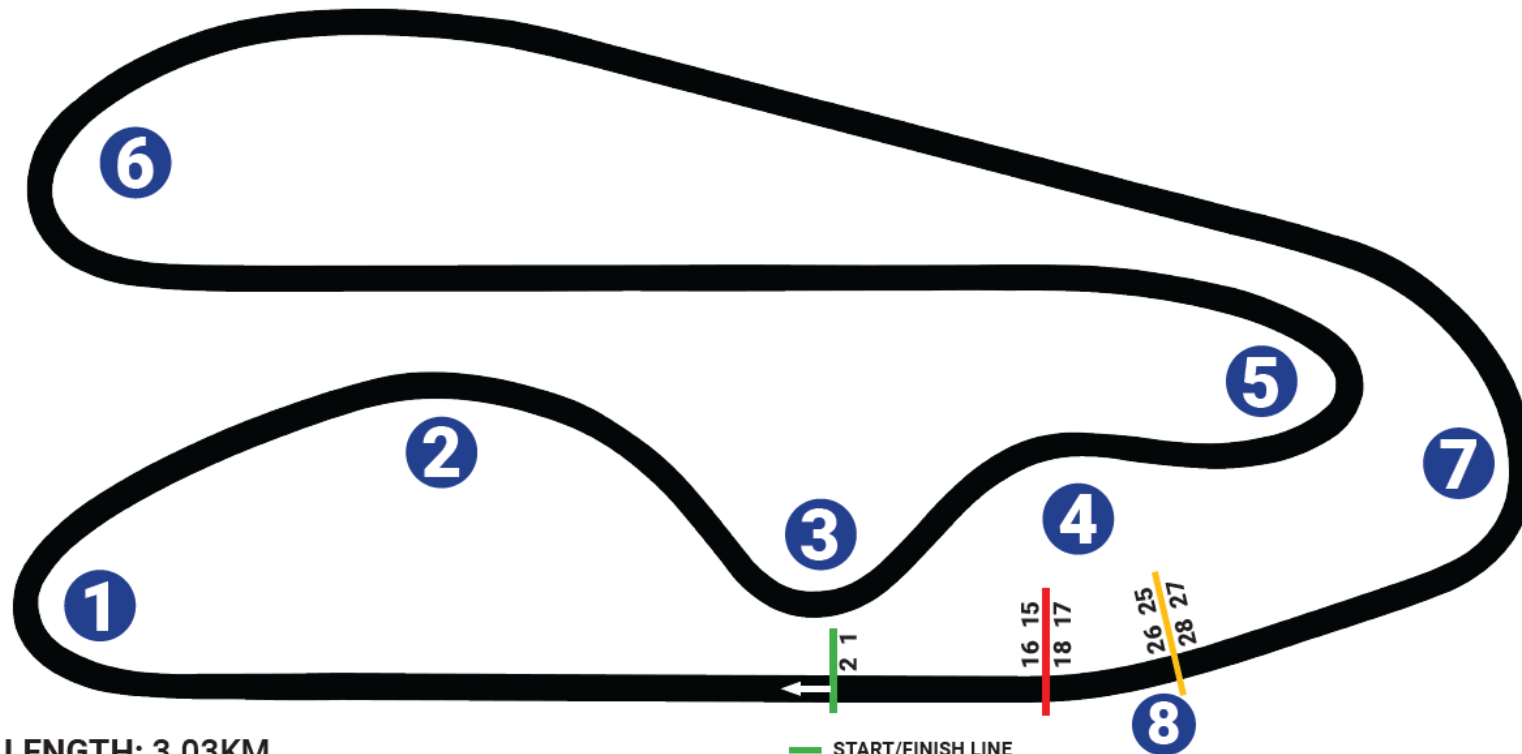
**CRO RALLY COMMUNICATION LOG**[illegible]

# CRICUIT MAPS

- Raewyn, our Sporting Manager has developed these Circuit Maps and they are a great addition to our 'toolbox'.
  - There is one for every circuit and as a visual tool they are great.
  - They have the following information on them:
    - Circuit direction
    - Grid positions 1 and 2
    - Red Flag Control Line
    - Safety Car Control line
    - Corner numbers
- 

# CIRCUIT MAP EXAMPLE

MANFEILD CIRCUIT CHRIS AMON



LENGTH: 3.03KM  
DIRECTION: CLOCKWISE  
ADDRESS: 59 SOUTH STREET, FEILDING

- START/FINISH LINE
- RED FLAG CONTROL LINE
- SAFETY CAR CONTROL LINE

**MANFEILD**

# CRO TRANSPONDER NOTICE

- This notice I discovered at a recent event at Teretonga (*thanks Dan!*) and I felt that it was another great 'tool' for our toolbox.
- This will enable us to leave a message to advise that the Transponder is not working without having to double back to check if we were unable to personally deliver the message the first time.



## TRANSPONDER NOTICE

THE TRANSPONDER FOR THIS CAR IS NOT WORKING CORRECTLY

### PLEASE CHECK:

*It has a clear line of sight to the track  
It has power or is charged  
Is your subscription up to date?*

**If you are still having trouble, please come and speak to a CRO**

Notice Delivered at: \_\_\_\_\_

# 'SORRY WE MISSED YOU' ADVICE

- This 'tool' has been developed to enable you to leave a message if you have been unable to track down a competitor.
- The intention is that this will not be used unless you have exhausted all other avenues to make contact with the competitor.
- We pride ourselves on our personal contact with our competitors and this is not to replace that.



## ***SORRY WE MISSED YOU***

To the competitor of car # \_\_\_\_\_

We have been unable to locate you.

Please contact the event CRO listed below at your earliest convenience

Thanks!

CRO Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Notice Delivered at: \_\_\_\_\_

# SUMMARY

- Thanks, Team, for taking the time to read through this release and I hope you like and are keen to use the new Resources we have in our 'toolbox'.
  - As always, feedback is appreciated as these forms will only be tested once you start using them, so I am looking forward to hearing how they go.
  - Take care and keep up the great work – see you at an event sometime soon.
  - Tracey – Chief CRO
- 