



Windshield Repair Competition in Honor of Walt Gorman 2019 Rules and Regulations

2019 Windshield Repair Competition Rules and Regulations

The Windshield Repair Competition in Honor of Walt Gorman (WRO), the “Olympics” of the automotive glass industry, is an international competition designed to recognize the best windshield repair technician. Not only does this event bring the best in the business together, but it raises the industry standard for repair. Congratulations on your decision to be part of this international competition, now in its 14th year.

Prior to competing, all competitors must agree, comply and adhere with all rules and regulations throughout the competition. The decisions of the judges and organizers are final and without appeal or contestation. The judges look for all proper procedures and it is up to each competitor to take each step properly.

Areas to be judged on the competition floor:

- Professional Attire
(Appropriate/In Good Repair)
- Customer Greeting
- Technician Comportment
(Professionalism/Conduct)
- Vehicle Preparation
- Proper Use of products
- Repair Technique
- Quality and Appearance of
Completed Repair
- Post Repair Procedures
- ROLAGS Proficiency

This is not a test of speed; it is a test of quality. You will be allotted up to 45 minutes in the preliminary heat and (1) one hour in the finals round to complete your repair at which time you must cease working. Time is a factor only in the case of a tie. In such a case, the faster time wins. All aspects of the repair, including customer service and professionalism, are considered in your final score. Study the ROLAGS Standard™ at <http://www.rolags.com> and be very familiar with its contents.

Mandatory Competitor Meeting

This meeting is for competitors, translators and judges only. Competitors will take part in selecting their heat and car number at random as well as having the opportunity to ask questions of the judges during the mandatory competitor meeting. Any competitor not arriving on time to the mandatory meeting may be disqualified. The most up-to-date schedule can be found on the official event website, www.autoglassweek.com until August 30. After that please refer to the official event app on-site. Any changes in time or location after August 30 will be provided by text message.

A brief quiz about proper windshield repair (based on ROLAGS™ Standard) will be given directly following this meeting. The 10 questions will be awarded one point per correct answer and will be included in the finalists' score after the finals round. A copy of the ROLAGS Standard™ can be found at www.rolags.com.

Preliminary Competitions and Finals

Any competitor not arriving by the start of their heat may be disqualified. We are sorry but no exceptions can be made. During the competition each competitor will repair a windshield. Even though the event is held inside – the repair is to be done as if you were outside during daylight hours. It needs to be repaired as if you were outside in the real world. Be sure to bring any lighting needed as if it were overcast.

The top 10% (maximum of 4) of the competitors from the preliminary heats will go on to compete in the finals. The repair in the finals round will be more advanced and must be completed within one (1) hour. For the finals round, the finalists ROLAGS™ test scores are added to their total points. The competitor who scores the highest in the final round will be awarded the first prize, trophy, gold medal and title “World’s Best Windshield Repair Technician” during the Closing Awards Ceremony.

Materials

Competitors are responsible for bringing all tools, materials and power supplies that are necessary to complete a proper repair. A standard 120-volt outlet for electricity may be provided for each station; however, competitors must bring their own source of power as backup. Competitors are responsible for their own extension cords and other items necessary. Please be sure to bring any battery-operated lighting needed as if it were overcast.

Neither canned nor compressed air is allowed. Competitors must bring a pre-inspection form and work order to be turned in at the end of the installation.

Every effort has been made to provide damage to the windshields of equal condition and difficulty, but on occasions where this is not possible, the judges will be made aware as this competition mirrors real world conditions.

Judging

All competitors must be present at the start of the heat in order to participate. If you are late or miss the start of the competition, you may be disqualified. Judges may speak to a competitor directly, but all communication from competitors must go through the proctor. No communication initiated by competitors to the judges directly is permitted. In cases of concern, have the proctor take note of the item and it will be given to the judges for consideration at the end of the heat. You have the opportunity to ask questions during the question-and-answer session with the judges during the mandatory competitor meeting.

No foul language will be tolerated and may be grounds for disqualification. Competitors are to refrain from any interaction (conversation) with spectators, other competitors, or competition judges or management unless questioned by a proctor directly. Interaction with any person during the competition is not permitted. Competitors may communicate a defect or issue with the windshield to their proctor.

Disruptive spectators will be asked to leave the competition floor following one warning. There can be no communication between spectators and/or competitors. Competitors are not permitted to respond to spectators and any response may be grounds for disqualification.

Any use of a cellular or electrical communication device by competitors and/or electronic translators is grounds for immediate disqualification.

Permissions and Additional Items

Once you are registered as a competitor a refund cannot be processed should a manufacturer wish to sponsor you. If you believe a manufacturer will be sponsoring you for the competition, please do not process the registration yourself, as refunds are not possible.

In order to compete, you must be employed currently as a technician in a bona fide auto glass repair company and have at least one year of experience as a technician in the auto glass industry. Owners or managers of supplier companies may not compete themselves.

Competitors must be 18 years of age by the end of the competition.

As a participating member of this event, this acts as a license for permission to use your name, photograph and image for future promotion. This license is irrevocable, worldwide in scope, royalty-free and covers all possible uses of the work in all media. By competing, you understand and allow event management to contact you via email, fax, phone and text in the future.

Competitors may not use cell phones, cameras, headphones, electric or video devices in the competition area.

Your own professional uniform should be worn for the closing awards Ceremony. If a winner is unable to attend the Closing Awards Ceremony they will receive their title, but will not receive the prize money. Competitors must notify the competition coordinator within 60 days of the

event closing if they have not received their award money or the award money may be forfeited.

Appeals

There is no right of appeal or contestation. Competitors will be provided their finals scores, but judges' notes and deductions will not be disclosed. Competitors understand that the decision of judges and event management is final and beyond contestation and that all decisions of the event management are final and not subject to appeal. These rules and regulations shall be governed by the laws of the Commonwealth of Virginia, County of Stafford. Venue for any dispute regarding the rules and regulations shall be in the County of Stafford, Commonwealth of Virginia and adjudicated there. Event Management reserves the right to make modifications to the competition rules and regulations at any time. If modifications to the rules are made, every effort will be made to notify competitors of those changes prior to the competition.