



Instructor Handbook

This collection of documents represents the ongoing effort to improve the overall guest experience by providing the best in-car instruction possible. These “Best Practices” will be the standard at which all instructors will be reviewed against. Any changes that will be made to this document will be done so by the Instructor Advisory Board.

Table of Contents:

Flags*	2
Passing*	8
Warm-Up*	11
Track Risk Zone Classifications*	12
7/10th's and Testing Track Conditions	13
Communication*	14
Classroom	17
Front Lead Car	17
Rear Lead Car	19
Lead Car Red Flag Response	20

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Mentor Program	22
Instructor Registration*	23
Infectious Disease Hygiene Practices	24

****This information will be what new instructors are required to know.***

Guest Service vs Safety:

While both are important and should go hand in hand, Safety is our #1 priority. If the event is not safe, if cars are inoperable due to accident or failure, we have no product to sell. Likewise, if we're not friendly, helpful, upbeat, engaging, or providing the excellent entertainment the customer is looking for, we also have no product to sell. Common courtesy, being genuine, establishing a good rapport, friendly interaction and professionalism will go a long way, in both safety and customer service. Even in the event of an incident, remain positive and pleasant, allow the event Directors to mitigate and deal with the situation. Keep your conversations positive and succinct, don't speculate or share information that may not be pertinent. Applicable fines will be discussed between the GM and the Customer, it is not part of your job to cover this, but yes, there are fines associated with **ANY** off or incident.

Flags

Yellow

Black

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Red
Local Yellow
Meatball

Yellow Flag:

When Do You Call A Yellow Flag?

- 2 wheels off track surface (grass, dirt, gravel, curbs, rumble strip)
- **NO Contact** with foreign object (cone, sign, marker, wall, car, wildlife)

How Do You Call A Yellow Flag?

- Instructor call in (“**Yellow**” in whatever car you’re in) as to alert Pit Mgr./Tech so that vehicle and video may be evaluated once returned to pit lane. (Upon return to pit lane, have customer stop vehicle near the entrance and pull over to inside of pit lane, as to allow other vehicles to pass.)

What to Do If A Yellow Flag Is Called?

- Continue drive of remaining laps with customer, but now an **affirmative action** must be taken on the part of the Instructor.
- Once in pit lane, Instructor and customer remain in vehicle until released by GM, Safety or Pit Mgr.
- Video pulled for review/evaluation by GM/Tech and incident report filled out.

Black Flag:

When Do You Call A Black Flag?

- 2 wheels off with a transition **greater than 3”**.
- 4 wheels off track surface. (grass, dirt, sand, gravel, curbing)

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- Running over aggressive Gators. (concrete surface next to asphalt of substantial uneven design)
- Impact of any kind. (cone, sign, marker, wall, car, foreign object, wildlife)
- Unsafe or out of control driver.

How Do You Call A Black Flag?

- Instructor call in (“**Black Flag**” in whatever car you’re in) as to alert Pit Mgr./Tech so that vehicle and video may be evaluated once returned to pit lane. (Upon return to pit lane, have customer stop vehicle near the entrance and pull over to inside of pit lane, as to allow other vehicles to pass.)

What to Do If A Black Flag Is Called?

- Vehicle makes an **IMMEDIATE** return to the pits.
- Instructor and customer remain in vehicle until advised otherwise by GM, Safety or Pit Mgr.
- Video is pulled and given to G.M. for review/evaluation and incident report filled out.
- Relay information about unsafe, erratic or inattentive customers to Pit Mgr., Safety Dir., Lead Instructor.
- Tell, advise, warn about potential issues that were observed/experienced in current vehicle.
- If you feel unsafe, allow a member of the Xtreme senior personnel staff the opportunity to talk with a customer that has shown the potential to go off track.
- If we deem them unsafe or incapable of listening to achieve a safe and enjoyable drive, they will be parked.

Red Flag:

When Do You Call A Red Flag?

- Anytime a vehicle stops on or off track (track hazard, spin, mechanical issue, collision)
- Medical Emergency (on track or in the pits)
- Unsafe driving conditions (Weather, track hazard, track surface, visibility, etc.)

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- If the vehicle has a system failure, malfunction or incident that renders that vehicle in less than a safe operating condition (air-bag deployment, multiple simultaneous warning lights, windshield bird strike, loss of mechanical system)

If There is an Impact, What Do You Do?

- Stop Vehicle(s)-Assess Situation
- Radio Call-Check for Fire
- Talk with your Guest/Customer-Check for Injury
- Relay Information-Look for any Additional Track Hazard(s)
- Continue Customer Service and Wait for Emergency Assistance to Arrive
- Stay in the Vehicle unless **ON FIRE!**

How Do You Call A Red Flag?

***IMPACT Incident**

- Call goes out “**RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP! RED FLAG, RED FLAG, RED FLAG**” Radio silence from ALL not involved in call out.
- If there is a vehicle impact (car to car, car to wall, car to barrier), the first car on scene that is not involved in incident should relay information to Pit Mgr. The Instructor(s) involved in the impact incident should focus attention on customer.
- Once the Lead Car Instructor or Safety Director arrives on scene, responsibility for relaying information to the Pit Mgr./GM is turned over to the most Sr. XX personnel.

***Non-Impact Red Flag with an Unresponsive Instructor**

- Call goes out “**RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP! RED FLAG, RED FLAG, RED FLAG**” Radio silence from ALL not involved in call out.
- Instructor of first car close to vehicle involved in incident, acts as relay of information to Pit Mgr./Safety/GM until a Lead Instructor/Safety Director arrive on scene. Most likely the Instructor of the first car on scene will be the initial Instructor to call in the Red Flag incident.

***Non-Impact Red Flag with Responsive Instructor**

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- Call goes out “**RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP! RED FLAG, RED FLAG, RED FLAG**” Radio silence from ALL not involved in call out.
- Instructor of vehicle involved in Red Flag incident relays information to Pit Mgr./GM and waits for further Instructions.

What to Do If A Red Flag Is Called?

- **ALL CARS STOP IMMEDIATELY** towards right side of track surface. Do not pull off track surface if possible and avoid stopping in blind sections of track.
- Pit Mgr., Instructor calling **RED FLAG**, Safety Director, GM and in-car Lead Car Instructors switch to channel 3, all others remain on Channel 2 and continue to interact with customer in car, keep calm, reassure, stay alert for more info on channel 2.
- Calling Instructor relay precise information to Pit Mgr. (in calm fashion) as to what and where incident is: (Impact or Safe, Vehicle and location)
- Pit Mgr. and/or Safety will determine if Fire/Rescue/Med and Lead cars are to be dispatched to scene. If impact incident, Pit Mgr. will dispatch needed units. Responding Lead car Instructors will follow Lead Car Red Flag Response SOP.
- Safety Director, Tech and Media will respond to incident location as required.
- Safety Director/Pit Mgr. will release non-involved cars to return to pit lane once applicable to do so.
- Pit Mgr. will have **ALL** non-involved customers and Instructors stay with their vehicle for re-drive. USB's will be pulled and new ones issued for re-drive.
- Involved vehicle(s) will have USB video pulled at scene in the case of an impact incident, customer/Instructor evaluated by EMS, treated and transported if applicable. Vehicle will be inspected, incident documented, track environment evaluated for continuation of event or not, GM advised of situation and determination will be made for continuation or not.

Local Yellow:

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When Do You Call A Local Yellow Flag?

- An object (animal, blowing trash, rock(s), cone, vehicle part, person) that is in close proximity to the track surface and could potentially become a greater issue.
- Instructor calls in (**Local Yellow** in turn # _____, or between turns # _____ & _____) and gives “**brief**” description of object, so as to make the other Instructors aware of location and object.
- Pit manager to take note and dispatch lead car to mitigate if necessary and appropriate when possible.
- Instructors to monitor object each lap to assess necessity of calling “**RED FLAG**” if object become an on-track hazard.

Meatball:

_____ When Do You Call A Meatball Flag?

- A mechanical issue with the vehicle while on track
- If you notice a change with the vehicle while on track (warning light, windshield chip, minor noise) and it does not affect the function and performance of the vehicle, call “Meatball in the _____, and finish the three laps.
- If you notice a change with the vehicle that immediately affects the performance and/or function of the vehicle (engine noise, brake failure, power steering failure), call “Meatball Black Flag in the _____, and Immediately pit.
- If the vehicle you are in becomes disabled and is unable to continue at a prudent speed relative to the other vehicles on track, or becomes unable to continue moving period (flat tire, ECU failure, fuel issue), this is now a “**RED FLAG**” situation and should be treated as such. (see **RED FLAG**) When you switch to channel 3, inform the Pit Mgr. that this is a “Meatball” red flag, your vehicle and location on the track.
- Always get repeat confirmation of your radio transmission with regards to **ANY** type of flag call in.

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Passing

Passing Defined:

The safe completion of allowing one vehicle to pass another while on track. Passing is accomplished one way and one way **ONLY**, Instructor to Instructor communication or point by. Instructors in all vehicles involved in a pass should have their left hand by steering wheel at 3 o'clock (risk ready position). This serves as both a visual signal/reminder to the customer that they are being passed/passing, and is a safety precaution to enable the Instructor to control wheel during the pass if needed.

Communication for Passing

Instructor to Instructor:

- Pit lane positioning is a beneficial tool to mitigate passing (comfortable vs experienced). Watch your mirrors and listening to your radio! Use succinct and clear radio transmissions when needed.
- Preemptive preparations are a key component to any pass. Instructor in vehicle to be passed, should set-up pass in safe and adequate passing zone.
- Passing should be initiated with a **clear and obvious hand wave**, followed by a **clear and decisive point by signal using a steady and sustained point-by with the right hand**.
- Verbal confirmation of multiple vehicles to pass **MUST** be given as well. A separate point must be given for each car, which means your right hand **must break the plane of the window designating an additional pass**.
- Left hand should be in **"Risk-Ready"** position next to steering wheel at 3 o'clock.
- The Instructor in the vehicle giving the point is **committed to the pass/passes** once the point by is given, unless conditions have dramatically changed. If the condition does change, (animal running onto track, vehicle failure, track condition change, etc...) the **VERBAL** command of **"STAND-BY" on the radio MUST be given**.

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- It is **ALWAYS** at the discretion of the Instructor receiving the point, as to take the pass or not.
- It is the responsibility of the Instructor in the overtaking/passing car to make and complete any pass safely. If the given point-by for the pass is not going to be taken, radio communication should be given as to the refusal/delay of the given pass.
- Radio communication is always permissible when needing or giving a pass or passes.

Instructor to Customer:

- Passing can be greatly reduced with prior communication between Customer and Instructor while in the pit lane.
- Read and assess, ask if they are nervous/apprehensive and would like to go to the rear of the field.
- Ask if the customer has done the ride along. If not, it is recommended they go to the rear of the field.
- Ask about prior track experience. Ask if they have driven the track before. Ask if they have driven another car today. The front of the field may be a better option.
- Leaving a 3-5 second gap between cars when exiting pit lane always helps as well.
- While on track, stay positive and proactive in your communications, like ("there is a faster car coming, let's begin our procedure for being passed", "there are multiple cars we're going to allow to pass", "We're coming up on a slower car, so no closer than 3 car lengths to them and wait for my instruction to pass", "as soon as the first car gives us the signal to pass, we'll go with the car in front of us", "let's just back off, give them some space and then see if we can catch them again", "that's the lead car, so let's give them some room to teach and then we'll go catch him again" (fishing).)
- Instructor Ego, **REMOVE IT**, remember this is the customers drive, not yours! (Ride along or Right seat.)
- Stay positive, stay proactive, keep continual communication going.
- Be aware of your surroundings, not tunnel-visioned solely on your customer.
- Speak clearly and affirmatively about the instructions your giving. Be Direct.
- Use hand signals clearly and distinctly, both with customers and Instructors.

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- Error on the side of caution and safety.
- Prepare for the upcoming pass or being passed.
- Safety is **ALWAYS FIRST** with regards to passing!
- If you're on your final lap with just a few turns to finish, GO FISHING.
- No passing into a turn of 90 degrees or sharper, blind spots, hills, while in high speed areas.
- Attempt to time and plan your pass/being passed according to locations.
- Passing should be accomplished in lower speed areas whenever possible, vs the high-speed zones. Avoid passing in narrow sections, braking zones, and tight "esses".
- Most every customer wants to go as fast as they're comfortable or get "the most" out of their drive, passing only really becomes an issue if they feel they were not able to accomplish this. Following another car at a static distance of greater than 6 car lengths is totally acceptable.
- If your customer is clearly faster and within 3-4 car lengths of another car, accomplish the pass quickly and safely. Upon completion of the pass, return the focus to driving the line and smooth inputs.
- Most customers do not have a genuine issue with being passed, especially if their Instructor keeps it positive and it is accomplished quickly. Never dwell on the pass, instead refocus the customers' attention on driving the line, smooth inputs and positive reinforcement.
- If your customer is held up by another car, assess the situation. What can you do to reduce the frustration and increase the satisfaction? Is the car in front of you behind the Lead car? Are there multiple cars being held up? Is there a large gap to the next car behind you? Are you the last car in the group? Does the Instructor in the car in front of you have his/her hands full with a difficult customer? Has the Instructor in front of you, seen you? Can you slow your customer in one section of the track to allow them to finish on a positive note?
- Remember to ALWAYS STAY POSITIVE! It is up to you to change the dynamic in any situation that is within your control to do so.

Morning Warm-Up

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Morning Warm-up:

- Vehicles should be fully prepped and Teched each day prior to warm-ups. (Wheels torqued, air pressures set, brake pads and tire depth measured, oil and brake fluids checked, windshields, glass and mirrors cleaned, vehicle inspected and clean, full of fuel, overall condition checked, any warning lights noted and adjustments made as necessary).
- Vehicles should be started and allowed to reach a proper oil operating temperature prior to oil checks and warm-ups.
- On track vehicle warm-ups are designed to assess operating functionality of each vehicle.
- Only a qualified Instructor or Tech to conduct vehicle warm-ups.
- Ride-alongs during warm-ups may be offered to Safety/Medical personnel, XX TEAM members, XX contract personnel and track personnel. All participants must sign waivers first.
- Helmets and any other safety gear deemed appropriate, must be worn during warm-ups.
- Radio checks to be conducted prior to any vehicle going on track for warm-ups.
- Initial warm-up laps to be conducted at a reduced speed, as to get heat in the tires, transmission, differentials and feel/watch for any abnormalities. Initial warm-ups are also to be utilized to determine grip level and vehicle readiness for customers/guests.
- Warm-ups are also a time to familiarize yourself with the track layout, escape routes for possible on track issues, areas of concern discussed in morning briefing, passing zones and nuances specific to current track.
- Additional laps will increase in speed, but never to be driven over 7/10th.
- A 3 to 5 second gap between cars is to be maintained during the warm-up session.
- Warm-up laps will be a 3 to 5 lap session with an additional full or half lap cool down, depending on course length. Pit Mgr. to decide on amount of warm-up laps.

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- Warm-ups are also to be utilized for the Mentorship program where the New Instructor drives first, then Instructs while the Mentor drives for evaluation purposes.
- Passing drills are to be conducted, especially with the mentorship program during this time.
- A “RED FLAG” drill should be conducted during warm-up laps as to insure all Instructors are aware of the proper procedure during such an event.
- Air pressures and any other safety checks/adjustments to be made in pit-lane immediately following warm-ups.

Track Risk Zone Classifications

White Zones:

- Low risk.
- Usually a place you can speak to the driver.
- best areas for passing to be completed.

Orange Zones:

- Medium risk.
- Most common risk rating assigned.
- Typically, a section of the track where 7/10th's maximum is enforced.
- Passing may be allowed in these areas.

Black Zones:

- Highest risk area of the track.
- 7/10th's is most times too risky in these areas.
- Over encouraging a driver in areas like this presents a high risk to safety.
- Use 6/10th's maximum pace.

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- These areas are mandatory to be covered in the Lead Car to drivers and should be covered in a pit lane speech.
- These areas are typically no passing zones.

7/10th's

- If car is jumping or engaging ABS under braking; If car experiences understeer when entering a turn; If car experiences oversteer upon exiting a turn; if any of these situations occur, the driver (customer/Instructor) has gone beyond our 7/10ths driving threshold.

Testing Track Surface Conditions

If You Are Asked to Check Conditions:

- Track temp needs to be at 42 degrees or greater, and free of snow and/or ice. Rain and/or standing water may be acceptable, depending on the track compound and surface grip level.
- Take one of the lead cars with one additional instructor at a slow pace. Use the first lap to look for standing/running water. In a straight line, try an aggressive braking maneuver at low speed for an initial grip test. Roll in the throttle sharply through a slow corner as a final grip test. Report to Event Safety Director, Pit Manager, and Event General Manager.

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- If the grip level in the lead car is acceptable, a Sr. Lead, Event Chief Instructor or Safety Dir will take a more powerful RWD supercar with one additional instructor at a slow pace. Use the first lap to look for standing/running water. In a straight line, try an aggressive braking maneuver at low speed for an initial grip test. Use an aggressive acceleration technique to check for wheel spin. If neither happen, begin searching for the optimal rain line at a gradually increasing moderate speed. A grip level determination will then be made.

Communication

Pit Lane:

While in pit lane, instructors are to follow the **B.E.S.T.** practice.

- **Buckle:** Ensure the customer is buckled and has the proper seating position.
- **Explain:** Explain your hand signals and other essential terms.
- **Signal:** Signal to the pit manager that you have completed the essential communication needed and you are ready to stage.
- **Test:** Test the driver on the hand signals and continue to talk about what will happen on track.

What are the essentials to cover?

- **Name-** Establish Communication
- **Wristband/Stamp-** Ensure they attended class and have signed waiver
- **Past Experience-** If they are comfortable or experienced, other cars they drove that day, begin tailoring the program. Look out for qualifying statements and clues to ego or disposition. Watch for the attitude signals that may lead to communication or flag conditions as the guest gets more confident.
- **Hang Signals-** Covers most important information they receive on track

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- **Specific Verbiage**- Track specific, terms used (Big Brakes, roll in the throttle, brush the brake, etc.) At NOLA, instructors are expected to only use cone color when referring to a marker. Do not say “apex cone” for example, just use the color of the apex cone and direct their attention to the specified cone.
- **Set Expectations**- Based on prior experience and why they are there.

Hand Signals Used:

In addition to verbal communication, instructors are asked to use hand signals in the driver’s eye sight. The following are the most used hand signals.

- Braking- Closed fist
- Left (Your side)- Sweeping open hand to the left
- Right (My side)- Sweeping open hand to the right
- Lift- Upward motion with an open hand
- Accelerate- Forward or rolling motion with open hand
- Pointing- Index finger

In-Car:

When on track, instructors are to use the **B.E.S.T.** acronym for staying focused and on brand.

- **Breath**: Take a big breath, remain calm and focused, have your driver take a breath if needed to calm them down.
- **Eyes Up**: Your eyes should be ahead of your driver adjusting for their reaction time
- **Simple**: Keep your verbiage simple and easy to understand
- **Tip**: Provide them with some feedback on what they did well, a way to improve, and then another thing they did well.

Additional Communication:

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- **DO NOT** drive or push your customer beyond where they are comfortable. Their 7/10ths may be vastly different than your previous customer, certainly different than your 7/10ths. Allow your “comfortable” customer to drive at their pace.
- When on your last lap, calm your driver down before you approach the pit lane entrance.
- Communicate when passing is happening.
- Offer to join them again when possible.
- Explain if you are going “fishing” that it is to maximize their experience.
- If you feel the need to redirect or regain the attention of your customer, tapping their arm between the shoulder and elbow is permissible. At **NO Time** is touching or pressing on a customer’s leg appropriate or acceptable.
- If your customer is not driving the desired “driving/racing line”, but is still operating the vehicle in a safe and controlled manner, communicate to them how to better drive the appropriate line. Do not take control of the wheel and cause an incident. (driving off track or into a cone)

Emergency Communication:

- In the event there is an impact, the first vehicle to arrive on scene will be the communication link between the scene and the Pit Manager. The instructor involved will aid the guest if possible. It is important for all instructors to remain calm and professional during any emergency situations. The communication for this situation is as follows:
 - Stop Vehicle(s)-Assess Situation
 - Radio Call-Check for Fire
 - Talk with your Guest/Customer-Check for Injury
 - Relay Information-Look for any Additional Track Hazard(s)
 - Continue Customer Service and Wait for Emergency Assistance to Arrive
 - Stay in the Vehicle unless **ON FIRE!**

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Classroom

Mandatory Classroom Information:

- Introduction (Instructor/Customer/vehicle being driven, check for red wristband)
- Seating position and how to get into gear (seatbelt)
- Hand signals and verbiage used (listen to Instructor and be SMOOTH in ALL inputs)
- Vision (Eyes up, looking down track and through the turns)
- One thing at a time (Lift (off the throttle), Hard straight-line braking, roll through the turns (no gas, no brakes), Squeeze the throttle on exit as they straighten the wheel, be SMOOOOTH)
- Utilize the width of the track leaving 3 feet of edge safety (outside to the inside to the outside)
- Describe how the track is coned to assist them (Lift cones, Braking zone, Turn-in, Apex, Track-out and the positions and color of each)
- Passing and being courteous (describe the entire passing scenario and procedure from start to finish, both from the being passed and passing prospective)
- Warning of punitive repercussions from 2 off, 4 off and object contact (\$200, \$300 & \$500 +)
- Recommend Lead car and explain why
- Answer any questions
- Walk to pit lane queuing area and get them set (head sock, proper line, what will happen next)

XX Front Lead Car

- A Lead/Pace car lap time will be set in the morning during warm-ups for the maximum 7/10's lap.

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- This lap will be set for the current track conditions (dry/wet) and then adjusted accordingly as track/surface conditions change.
- Lead/Pace cars will remain with-in the set maximum lap time parameters for quick initial laps with experienced supercar drivers, as well as the entertainment/third lap.
- Lead/Pace cars are to focus on #1. Safety #2. Education #3. Entertainment *(Safety and Education should **NEVER** be compromised in the name of Entertainment)
- Remain vigilant for track safety issues (local yellow, changing track conditions, changing weather conditions, track hazards, yellow flags, black flags, red flags)
- Lap #1: On this lap, the Lead/Pace car should be focused on educating the individuals in this vehicle as to the information presented in the Classroom session. *(Eyes up and down track, the track layout, meaning and placement of the cones, proper use of the “driving line”, braking, smooth inputs with hands and feet).
- Maintain a proper distance (3-5 seconds ahead) from the first supercar on track. As you are in front of field, monitor the second and third cars behind the first car for possible need to increase gap on first car, as to allow passing from second and/or third car.
- Lap #2: On this lap, the Lead/Pace car should be focused on additional education of the individuals in this vehicle. Maintain a proper distance (3-5 seconds from the first supercar) if in front of field, monitoring the need to increase distance if second or third car is attempting to set a pass. Make call in to Pit Mgr. of “Checkered” to alert all of starting final lap.
- Lap #3: On this lap, the Lead/Pace car should continue the educational presentation of our program, while not exceeding the 7/10’s lap time set forth in morning warm-ups.
- At **NO TIME** is the 7/10’s lap time that is set forth in the morning to be exceeded. Also, the Lead/Pace car should not adversely impact the Supercar drives of the customers in front of them if lapping the field.
- Once the Lead/Pace car reaches the 1/2 to 3/4 completion point of their third lap, turn on your flashers and make the radio call for “all cars finish your final lap and pit, pit, pit”. If there were any lapped vehicles, relay what vehicle(s) and lap(s) remaining to Pit Mgr.
- ****Lead/Pace Cars are to be driven by Sr. Lead Instructors ONLY unless prior approval is given by the Chief Instructor.**

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XX Rear Lead Car

- A Lead/Chase car lap time will be set in the morning during warm-ups for the maximum 7/10's lap.
- This lap will be set for the current track conditions (dry/wet) and then adjusted accordingly as track/surface conditions change.
- Lead/Chase cars will remain with-in the set maximum lap time parameters for quick initial laps with experienced supercar drivers, as well as the entertainment/third lap.
- Lead/Chase cars are to focus on #1. Safety #2. Education #3. Entertainment *(Safety and Education should **NEVER** be compromised in the name of Entertainment)
- Remain vigilant for track safety issues (local yellow, changing track conditions, changing weather conditions, track hazards, yellow flags, black flags, red flags)
- Lap #1: On this lap, the Lead/Chase car should be focused on educating the individuals in this vehicle as to the information presented in the Classroom session. *(Eyes up and down track, the track layout, meaning and placement of the cones, proper use of the "driving line", braking, smooth inputs with hands and feet).
- Maintain a proper distance (3-5 seconds behind) from the last supercar on track. As you are at the rear of field, monitor the second and third cars ahead of the last car for possible need to alter the gap on the last car, as to monitor passing of second and/or third car in line.
- Lap #2: On this lap, the Lead/Chase car should be focused on additional education of the individuals in this vehicle. Maintain a proper distance (3-5 seconds from the last supercar), unless last car(s) are "comfortable", in which case passing at the instructional lap speed is allowed.
- Lap #3: On this lap, the Lead/Chase car should continue the educational presentation of our program, while not exceeding the 7/10's lap time set forth in morning warm-ups. As long as the same 7/10's lap time speed is being applied, passing is allowed.
- At **NO TIME** is the 7/10's lap time that is set forth in the morning to be exceeded. Also, the Lead/Chase car should not adversely impact the Supercar drives of the customers in front of them. At the 1/2-way completion point of your third lap, turn on your emergency flashers and further passing should not be planned on or requested for.
- If still at the rear of field, maintain the 3-5 second gap from last car in session.
- ***Lead/Chase car is to be driven ONLY by Lead Instructors or higher unless prior approval is given by Chief Instructor.**

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7/10th's Defined:

- If car is jumping or engaging ABS under braking; If car experiences understeer when entering a turn; If car experiences oversteer upon exiting a turn; if any of these situations occur, the driver (customer/Instructor) has gone beyond our 7/10ths driving threshold.

Lead Car Red Flag Response

- "Red Flag, Red Flag, Red flag, ALL Cars STOP!" call goes out. Pit manager, Safety Director, GM and In-Car Lead Car Instructors Switch to Channel 3.
- In-Car Lead Car Instructors listen to information passed between calling in Instructor and Pit Manager.
- Once the Impact vs Safe, Vehicle type and Location have been relayed to the Pit Manager, the Pit Manager should dispatch both Lead cars to the Incident.
- Lead Car Instructors should then advise the Pit Manager that they are proceeding to the incident location at a moderate SAFE pace.
- Do NOT drive through a debris field or past the Incident, but rather stop short of the Incident. Turn the Lead Vehicle away from the Incident and leave ample room for Safety Vehicles to pass when parking.
- Advise Pit Manager on channel 3 that you have arrived "On Scene". Keep all communications clear, calm and concise.
- Ask Guests (if any) to "please remain in the vehicle and no photography or video of this sensitive situation". Release trunk latch, exit vehicle, secure Fire Extinguisher from trunk, leave trunk open and proceed towards Incident.
- Approach Incident Vehicle from passenger side (if possible) and at a 45-degree angle, never straight on from front or rear.
- Look for signs of precarious placement, smoke, sparks or active flame as you approach. If you perceive imminent danger to your personal well-being, stay back at a safe distance and wait for the Safety Teams to arrive. Relay any pertinent information on Channel 3.
- If you deem it is safe to approach (no imminent danger to yourself) and smoke or flame is noted, pull extinguisher safety pin and continue at the 45-degree angle to the vehicle, holding the Fire Extinguisher in a ready position. Radio the Instructor involved in the

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vehicle incident that you see potential smoke/flame and advise them to exit the vehicle if possible.

- Once at the vehicle, insert nozzle into an open vent into the area involved with smoke/flame and release a 2 second burst of the dry chem ABC extinguishing agent. Do not breath-in agent. Stop agent release after the initial 2 second burst, remove nozzle from vent location and back away 6 – 10 feet with extinguisher.
- Re-evaluate current status of vehicle and repeat procedure if safe and necessary until situation is mitigated or extinguisher is exhausted. Vehicle vent entry location for fire extinguisher nozzle may need to be changed according to accessibility, visibility, vantage point and/or successfulness of initial agent discharge.
- Relay only pertinent information to incoming Safety units on Channel 3.
- Never compromise personal safety to create an additional victim situation.
- Remain watchful for possible flare-ups and other compromising complications.
- Remain calm, composed and professional to the best of your abilities.
- If no smoke/spark/flame is noted upon arrival at incident, assure no imminent threat is present to your personal safety and approach vehicle (passenger side) in same manner. Check with Right Seat Instructor as to current condition of occupants and relay information to incoming responding units. DO NOT attempt to extricate individuals from vehicle. Allow Medically trained personnel to evaluate, extricate, treat and transport occupants.
- If Instructor in vehicle involved in incident is incoherent, the responding Lead Car Instructor will be the informational radio relay from the incident until the Safety Director arrives.
- If you are the Rear Lead Car Instructor and first on the scene of a non-flammable involved incident, act in accordance with the aforementioned procedures of relaying information to the Safety personnel. Once the Front Lead and/or Safety personnel arrive on scene, update them with the current status and return to your Lead Car, switch to Channel 2 and Stand-by.
- Once Emergency and Xtreme Safety personnel have arrived on scene, Front Lead Instructor relay any pertinent information to responding personnel and return to your Lead Car. Switch back to channel 2, inform Pit Manager that you are back on Channel 2 and await further instructions for returning to Pit Lane. Do not speculate or provide false information about the possible causes of the incident or any actions that may have led up to it, to your guests.
- Once back in Pit Lane, if you discharged your Extinguisher, drop off your guests and Thank them for their patience and send them back to the front of the Lead Car line.
- Remove the Lead Car from service, remove the discharged extinguisher from the trunk and have Tech replace it with a fully charged one.
- If the extinguisher was not used, have Tech or Safety assure it is safety pinned and zip-tied properly, re-attached in the trunk securely and fully operational, prior to returning to Lead Car service once again.

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- Inform the Pit Manager when you are back in-service and ready to resume your Lead Car duties.

Xtreme Mentors Guide

Who Needs a Mentor?

- All instructors who have not been with Xtreme Xperience (XX) in the past 18 months.

Who Needs to do a Ride and Drive?

- All instructors who have been assigned a mentor.

When You Get to the Event...

- Introduce yourself to the instructor you are mentoring. Have he/she sign our waivers and get his/her red wristband. Also, please have them fill out any paperwork that is missing which will be noted on the sign-in sheet. Get them a shirt and name tag, and then accompany them to the classroom.

How Do I Complete a New Instructor Evaluation?

- The New Instructor Evaluation is to be answered truthfully and thoughtfully. If the new instructor struggles in an area it is important for us to know. This feedback helps us improve the onboarding process.

How Does a Ride and Drive work?

- XX Mentor will instruct the new instructor for a normal 3 lap session. They will demonstrate the hand signals used, constant communication, passing procedure, and video protocol. Upon return, a different XX instructor will then drive and have the new instructor duplicate the previous process. During this drive, the XX instructor will demonstrate common mistakes made by our drivers

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and see how the new instructor responds. If necessary, the XX instructor will request more laps to ensure the new instructor is ready.

What to do During the Event?

- Make sure you check in with them frequently during the first day to answer any questions they may have. Talk to them during lunch each day as well. After the first day, try to help get them interacting with the customers as much as possible.

When the Event Ends...

- A good mentor will follow up with his/her mentored instructor. Send a short email to find out how they enjoyed their time with XX and if they have any suggestions. Relay any important information back to XX.

Instructor Registration

Motorsportreg.com

- Motorsportreg.com will be used for all official registrations for instructors. Each instructor is automatically placed ON HOLD when they register and are then confirmed once registrations are reviewed.

How do I register?

- Once you have created a profile, you will select the event that you would like to attend. Most events are listed 12-15 weeks out from the start of the event. When registering, it is most important to know the days you are available, if you need lodging, your method of transportation, and the role you wish to fill.

How do I know which role I will be filling?

- If this is your first event with us, you will register as a New Instructor. You will then be assigned a mentor who will help you as you learn our program. If you have completed at least 1 event with us, you will then register as a Local Instructor. Once you have

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completed several events as a Local Instructor, you may be asked by the Chief Instructor to be evaluated to become a Regional Instructor. Regional Instructors who receive an invite to attend the annual training in Chicago and pass the written exam may then be moved to a Lead Instructor.

How are instructors chosen for each event?

- Each instructor is assigned a region. Each instructor is given the right of first refusal for events in their area. If more instructors than slots exist for a region, several factors will be used to determine who will get each slot including safety record, length of time with the company, other events they are attending, and more.

When will I know if I am chosen for an event?

- Instructors will be sent a confirmation email if they have been selected. Local Instructors are usually confirmed 2-6 weeks out from the event. Regional Instructors are usually confirmed 4-6 weeks out. Lead Instructors are usually confirmed 6-10 weeks out. Any instructor that is confirmed for an event is responsible for getting their travel info submitted at least 3 weeks before the event.

Instructor Handbook addendum for Infectious disease practices

EMPLOYEE TRAVEL / TRANSPORTATION

Automotive Transportation Etiquette (personal / rental vehicles)

- Prior to departing, individuals report any fever or symptoms of illness.
- Occupants will sanitize the surfaces and touch-points of their respective areas.
- Anyone fueling a vehicle, entering a convenience store, etc. will wash / sanitize their hands.
- Team-members will hold themselves and others accountable for practicing proper hygiene and use of PPE to protect themselves and their fellow passengers.

Airport Travel

- Prior to departing, individuals report any fever or symptoms of illness.
- PPE will be required for air-traveling passengers. Employees will be provided (1) KN95 per departure and (1) per return. If your travel plans do not have you returning for multiple events, please acquire the proper number of KN95 masks required for all departure / return segments. Gloves will also be available for those who prefer.
- Team-members will hold themselves and others accountable for practicing proper hygiene and use of PPE to protect themselves and their fellow passengers.

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GENERAL

- All XX personnel will report to have their temperature scanned each morning prior to work. Anyone exhibiting a temperature in excess of 100 F will be asked to sit idle for (5) minutes and their temperature will be retaken. If a temperature of 100 F+ persists with secondary measurement, the individual will be excused from duty to self-quarantine and receive care.
- Any XX personnel required to self-quarantine due to fever and/or multiple symptoms (body ache, dry cough, fatigue, chills, headache, sore throat, loss of appetite, loss of smell / taste) will be required to take a COVID-19 screening test and provide proof of negative test result before returning to work.
- All XX personnel are required to wear a mask while working on-site, properly covering nose and mouth. Precautions shall be taken when removing PPE to eat, drink, etc. This includes washing / disinfecting hands prior to donning or removal of your mask.
- When not wearing a mask, such as during meals, while drinking or sleeping, etc., personnel will maintain (6) feet distance (~2 arm-lengths) or more from another individual.
- All team-members will routinely disinfect frequently touched or communal surfaces and should avoid sharing personal items.
 - Examples include, but are not limited to: wallets, ID's, credit cards, currency, fuel-pump / handle / door, keys, convenience store items / surfaces, event equipment, tables / table cloths, chairs, doors, handles, switches, gates & fencing, coolers, radios, in-ear comms., office supplies, tools, storage bins, phones, headphones, iPads, computers & peripherals, recycled USB's, remote controls, appliances (coffee / microwave, etc.), cameras, printers, etc.
- Communication headsets will be issued (1) per person and become the individual's responsibility. Lost or misplaced headsets must be replaced at the expense of the individual (no "loaners").
- Radios must be disinfected by the user at day-end PRIOR to placing on charger.
- Label your personal effects, including reusable PPE / masks, clothing items, etc. Do not misplace.

PIT LANE VEHICLE SANITIZATION PRACTICES

- In consideration of the comfort and safety of our Team and guests, we are committing additional staff who will remain dedicated to sanitizing high-touch areas of our vehicles between drives. These staff members will be provided with proper PPE (masks and gloves). Our high-frequency vehicle disinfecting practices will be supplemented by all-available personnel – including management, instructors and other available staff.

Examples of areas to be sanitized between drives include:

Exterior:

- Door Handle (surface and inner-grip side) and surrounding area.
- Door Archway, including exterior (touch-point used as aid to get in / out of vehicle).

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- External Door Panel (upper panel touch-point near window)

Interior:

- Steering Wheel, including Grips, Grooved Areas, Adjustment Levers and Vehicle Controls
- Door & Ceiling mounted handles / grips (particularly in Lead Cars)
- Gear Selector / Paddles
- Seat Belt Buckle and Receiver
- Seat Adjustment Controls (electronic controls and physical levers)
- All Driver-Side Arm-Rests / Grips / Door Handles / Door Release Levers

Other Low-Touch Areas (as needed):

- VBox Camera Systems (Logging Switch)
- Window Switches, Stalks (signals / wipers), Various Switches / Knobs and Controls
- Vehicle Keys
- Rear-View Mirror
- Fuel Door / Release
- Hood / Trunk Release

- **Instructors who are relieved** are responsible for ensuring the Passenger-Side (Lead Car = Driver-Side Area) is properly sanitized. This means either completing the work themselves, or confirming the responsibility has been delegated AND accepted by another staff-member.

GENERAL SANITIZATION and PPE PRACTICES

- **Masks**

- **Must be worn**, properly (covering both nose and mouth).
- A reusable mask will be provided for employees for daily use. It is the individual's responsibility and they may be required to purchase a new one if lost or misplaced.
- Disposable KN95 masks will be provided for employee travel per terms listed in the "Travel / Transportation" section.
- Label / do NOT misplace your PPE (people often misplace hats / jackets, etc.)
- Wash all reusable masks at minimum 1x per day.
- Instructors will be provided disposable KN95 masks – (2) provided daily (1) AM / (1) PM.
- Event personnel operating in close-contact with other staff or guests will be provided with disposable KN95 masks as deemed necessary, or by request.
- In the event a guest does not have their own mask, we may have options available for sale.

- **Gloves**

- Nitrile gloves will be available for staff who request them.
- Nitrile gloves may be required for certain personnel based on role (for instance, Expeditors, individuals dedicated to disinfecting practices, etc.).
- Gloves should be sanitized hourly (hand-washing or sanitizer).
- New gloves should be worn each morning and afternoon.

- **Cleaning & Disinfecting**

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- Surfaces will be cleaned with provided disinfectant on a frequent (hourly) basis.
- Towels used to disinfect surfaces should be refreshed periodically. At the end of each day, all towels will be disposed of, or collected and sealed in a plastic bag.
- Disposable cleaning products (wipes, paper-towels, etc.) must be disposed of following use.
- Departments must thoroughly sanitize all surfaces and items at the end of the day, prior to pack-up / departure. If circumstances prevent this, defer to STEP 1 for the following morning (under approval of the Event GM).
- At event-end, the same disinfecting requirements apply prior to pack-up. Additionally, inventory must be taken of all PPE and Sanitizing / Disinfecting products to ensure the next event team has everything they require to maintain these practices. The GM must report these inventories to the VP of Operations and the 2nd GM via Basecamp communications.

- **Personal Hygiene**

- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing. If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry. **Avoid touching your eyes, nose, and mouth** with unwashed hands.
- **Wash your hands thoroughly** prior to eating, drinking, donning and removal of face mask.
- **Clean and disinfect frequently touched surfaces daily**. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- **Use a household disinfectant**. Most common EPA recommended household disinfectant cleaners will work.

If **NOT** wearing a PPE face covering:

Avoid close contact with people who are sick. If possible, maintain 6 feet between the person who is sick and other household members.

- **Put distance between yourself and other people outside of your home.**
 - Remember that some people without symptoms may be able to spread the infection if contagious.
 - Do not gather in groups.
 - Stay out of crowded places and avoid mass gatherings.

When wearing a PPE face covering:

- **Everyone** should wear a face covering (nose and mouth) when they have to go out in public, in social gathering spaces, shopping, close proximity with others.

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- The cloth face cover is meant to protect other people in case you are infected.
- The face cloth is designed to protect each of us from the respiratory droplets produced when an infected person coughs, sneezes or talks.

Monitor Your Health:

- **Be alert for symptoms.** Watch for fever, cough, shortness of breath, and other symptoms of **COVID-19**.
 - Especially important if you are running essential errands, like going into the office or workplace, and in settings where it may be difficult to keep a physical distance of 6 feet.
- **Take your temperature** if symptoms develop.
 - Don't take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen.
- Follow [CDC guidance](#) if symptoms develop.

INFECTIOUS PERSONNEL PROCEDURES

COVID-19 Suspected TEAM Personnel Illness Response

Should an individual present with or report any of the following symptoms: lethargic, fatigued, fever, dry-cough, chills, muscle aches, sore throat, shortness of breath or difficulty breathing, loss of sense of smell / taste. The following actions will commence:

- Mask, gloves and eye protection will be worn by personnel treating suspected infectious individual(s).
- Suspected infectious individual(s) will be in mask and immediately isolated. Temperature will be taken 2x (5-8min apart). A reading of 100F or higher on both readings will be considered a positive sign of some type of illness.
- A brief account of recent contacts with other individuals within the past 48hrs should be documented in order to notify those potentially exposed individuals.
- Hydration, rest and assessment from a medical professional will be advised for the individual. This may be in the form of transportation to an urgent care facility, returning to their hotel room / home, sitting in a comfortable isolated location on-site and offering water.
- The suspected infectious individual(s) will be assisted in their earliest departure from the event to seek medical attention.

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- Those individuals that were in close contact with the suspected infectious individual(s) should isolate and temperature scanning process initiated. If a temperature scan indicates a reading of 100F or higher, the previously mentioned processes will be enacted. If no high-temperature or combination of other symptoms present themselves, those individuals may be permitted to return to work – maintaining the proper PPE and sanitization protocols in place.
- All known and suspected areas of contact by the suspected infectious individual(s) should be disinfected immediately.

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