

VOLUNTEER TRAINING FOR THE CHARITY BEER FESTIVAL: ENSURING A SAFE AND SUCCESSFUL EVENT



Preparing volunteers with knowledge for event safety

Welcome & Introduction

- **Thank you** for giving your time to the Charity Beer Festival.
- **Your role is crucial** for a safe and successful event, benefiting Children in Need.
- **This training** covers key aspects to ensure legal compliance, health & safety, crowd management, and customer service
- **Risk Assessment:** You've already received this – please keep it in mind throughout this session



Key Awareness – Know Your Surroundings & Key People



- **Event Risk Assessment:** Copies are available in the Foyer, Hall, and Turner Cabin.
- **The Scout Association Green Card:** Take one, read it, and keep it with you
- **Event Management Team (EMT)** Ian, Dave, David, Alex: – know who they are.
- **First Aiders:** Debra, Phil, Annette, Dave, Rob, Helen all have armbands
- **Doctors** are on site during busy periods.
- **Licensed Security Personnel:** Located at the entrance gate during evenings



Key Locations & Equipment



First Aid Station: Kitchen – contains a First-Aid kit, a Bleed kit, and a Spillage kit

Defibrillator: 50 meters away on the ASDA building wall adjacent to the venue

Emergency Fire Call Points: Main building

Fire Extinguishers are near exits in the building, marquees, and around the BBQ.

High-Vis vests: Available at all bars.

Muster Points: Know the exits and muster points

Lost Children Reunification: Entrance gate/staff shelter.

After an evacuation on the ASDA carpark at the central trolley bay.

Smoking Area is near the rear double gates



Reporting & Communications



- **Report Accidents, Incidents & Injuries:** Immediately to the EMT.
- **Report Equipment Damage:** Immediately to the EMT.
- **Communication Channels:** PA system in each zone for announcements, festival app notifications (managed EMT Alex).
- **EMT, Security, & Gate Team:** Have walkie-talkies.
- **Volunteers:** Please save EMT mobile numbers.

Emergency Procedures – General Principles

- **Maintain Calm & Professionalism:** Build trust during incidents
- **Call for Help:** If necessary, call for help (First Aider, EMT).
- **Stay with Person(s):** Reassurance & monitor until help arrives
- **Keep Area Clear:** Preserve dignity, keep onlookers back
- **Emergency Vehicle Access:** Ensure clear access is maintained.



KEEP
CALM
AND
CALL
BATMAN

Evacuations When & How

EVACUATE



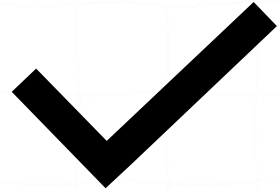
- **Triggers:** Weather, Structural failure, Fire, Security Threat, Disturbance.
- **Partial vs. Full Evacuations:** Prevents unnecessary disruption for localised incidents
- **Key Principles:** Clear signage, unobstructed exits, all external doors/gates unlocked
- **Coordination:** EMT declares evacuation/stops event
- **Emergency Services Liaison Officer:** EMT coordinate with Police, Fire, Ambulance
- **Dispersal Strategy:** For security threats, direct people away from site in different directions

Evacuation Routes

- **Illuminated Emergency Exit Signs.**
- **Building & Kitchen:** down the driveway towards Ladies Walk or to Asda carpark (assemble central trolley bay)
- **Marquees:** down the driveway to Ladies Walk or to Asda carpark (assemble at central trolley bay)
- **Special Attention:** Attendees with disabilities, limited mobility, and young children – help ensure clear escape routes for them.
- **Off-Site:** Reassure, wait for EMT/Emergency Services instructions. **DO NOT ATTEMPT TO RE-ENTER SITE**



Legal Drink Measures



- **Signs of Over-Intoxication:** Refuse service, notify EMT
- **Licence:** Posted in Foyer, Hall, Turner Cabin.
- **Drink Measures:**
 - **Beer:** Engraved festival glass only, fill to top, tasters permitted
 - **Spirits:** Cocktail glasses at gin bar, measures only
 - **Wine:** Miniature bottles only
- **Challenge 25:** Conducted at the entrance gate (wristbands issued). If unsure when serving, direct back to gate for verification
- **Security Personnel:** SIA licensed, assist with behavior/security, notify EMT

Health & Safety Manual Handling & PPE



- **Footwear:** Closed-toe footwear at all times. No sandals, high heels
- **PPE:** Mandatory for hazardous tasks (e.g., safety footwear, gloves, glasses, masks).
- **Handling Heavy Items:**
 - Assess load & route; clear obstructions
 - Use trolleys/mechanical aids if possible
 - For heavy lifts: lift with colleagues using proper technique (bend knees, not back)
- **Ask for Guidance:** If unsure about safe task completion, **STOP AND ASK!**

Crowd Management



- **Expected Numbers:** Near 500 at peak Friday/Saturday nights
- **Signage:** Clear signage for exits, toilets, etc
- **Barriers & Demarcation** restricted/hazardous areas
- **Congestion Control:** EMT/Bar staff/Volunteers manage choke points at entrances/exits/bars/kitchen
- **Maintaining Order:**
 - Zero tolerance for drunks, abusive, disorderly folk
 - Disorderly children/adults asked to leave
 - Use EMT/Security for assistance, remain calm, polite, safe. Avoid physical contact.

Customer Service



- **Courtesy:** Be courteous, even with complaints.
- **Complaints:** Refer complaints to the EMT.
- **Always Smile**
- **Hospitality:** Offer complimentary tasters upon request. Clearly direct attendees to facilities such as
 - Toilets
 - Top-ups
 - Food
 - Hydration water
 - Help where possible. Call for help if needed.
 - Report uncovered requests

Event Protocols & Other Info

- **Behind the Bar:** Volunteers **must not drink alcohol** whilst on duty
- **Wearing Identification:** Wear your identifiable Festival T-Shirt while serving
- **Feedback:** Please provide feedback on training and event aspects for continual improvement
- **Other Useful Information:**
 - ASDA parking is limited to 2 hours
 - Monies left on tickets donated to Children in Need
 - No £5 entry fee for volunteers on duty



Event Protocol