

EVENT STEWARD

THIS IS IMPORTANT INFORMATION - PLEASE TAKE TIME TO READ IT

- This handbook has been prepared by the SEP HR Management Team. It is intended to give you all the important information you may need.
- It covers general regulations and customer questions. It also reminds you about safety, highlighting key points, and details what is required from you in an emergency.
- Please apply common sense in the workplace and do your utmost to give the public a safe and enjoyable day at the event. Always be prepared to help another member of your team or other event staff.
- Remember that teamwork is the key, and that civility and courtesy cost nothing.
- The success of our operation at an event relies on your valued contribution, which will be boosted by a confident and friendly approach.

WHAT DO I WEAR FOR WORK?

You will be provided with a yellow or orange high visibility uniform which you are required to wear, fastened up, at all times.

- Please wear dark trousers.
- Comfortable waterproof shoes, boots or trainers in a dark colour.
- DO NOT WEAR SPORTSWEAR.

WHAT SHOULD I BRING WITH ME?

- Be prepared for all types of weather, shower-proof clothing is advisable.
- Bring plenty of water or non-alcoholic drinks.
- In hot weather bring sun-cream, sunglasses, cap etc.
- It is advisable to bring food with you as it can be expensive to buy at events.
- It is your responsibility to look after your own belongings. SEP will not be held responsible for any losses.

ON YOUR ARRIVAL

- Arrive about 15 minutes before your start time.
- Sign in at the arranged meeting point, meet your Supervisor, present your E-card and collect your uniform (a high visibility uniform).
- Familiarise yourself with your workplace.
- Be sure you know your shift hours. You will be paid for the number of hours that you or your substitute work, as signed for by your Supervisor.
- If your uniform is lost or is returned in an unreasonable condition, you will be charged for this item.

ESSENTIAL INFORMATION

On arriving at your point of duty, you must acquaint yourself with the following information. Make sure you know who your Supervisor is and take a note of their name. In case of an emergency key in the SEP Staff Managers telephone number.

- where the staff assembly point/signing off point is
- the location of the nearest Supervisor with a radio
- what your position is in relation to the event
- where the nearest toilets are
- the number/name of the nearest perimeter gate
- where the nearest First Aid point is
- where the emergency services access routes are
- where the nearest fire prevention equipment is and what it is
- where the nearest emergency exit is
- where the nearest refreshment point is

This information is for your benefit and will enable you to assist and inform both staff and members of the public of the whereabouts of these essential site locations.

DUTIES

1. Carry out your duties as instructed by your Supervisor.
2. Be polite and courteous to customers and offer a warm welcome at all times - you could very well be talking to the event organiser.
3. Be helpful and assist in any way you can with customer queries. If you are unable to do so, refer them to your Supervisor.
4. Wear the high visibility uniform fastened up at all times at all times whilst on duty. Please look smart and presentable at all times.
5. We expect you to remain at your post to carry out your work as instructed by your Supervisor. You have been placed there for a reason and should not abandon this point unless instructed or authorised by your Supervisor. For health and safety reasons, you must notify your Supervisor if you are ceasing work or if you are sending a substitute to carry out work on your behalf.
6. Remain standing up and keep a watchful eye whilst on duty. If there is a quiet part of the day, do not just sit down - ask your Supervisor if there is anything else you can assist with as your current position is quiet.
7. Maintain a **calm and collected manner** at all times. Do not get flustered or agitated. If you have a problem, see your Supervisor.
8. You must conduct yourself professionally at all times - treating all everyone with dignity, respect and consideration. You are a brand representative for SEP and the event you are working at. The way you conduct yourself reflects on all of us - unacceptable or inappropriate behaviour will not be tolerated.

The three **A's** are:

- Appearance** look smart, act smart
- Approach** be confident, convey trust
- Attitude** be enthusiastic, attentive and courteous at all times

And the three **P's** - always be:

- Polite**
- Positive**
- Professional** in your outlook and you will give a good impression.

Enjoy yourself while you are working with us.

WHEN AT WORK - SOME DO'S AND DON'TS

DRINKING

There is a strict zero tolerance policy regarding alcohol consumption while working. Anyone found to be drinking or under the influence of alcohol when on duty will be instantly told to cease work for SEP and leave the site. Soft drinks and water can be freely consumed.

DRUGS

We have a very strict zero tolerance policy regarding drug taking when at work. Anyone found using drugs or under the influence of drugs will be instantly told to cease work for SEP.

EATING

You are not permitted to eat when on duty. Breaks are provided at appropriate times.

MOBILE PHONES

Mobile phone use when on duty is not permitted, except in an emergency. A car park can be a dangerous place of work and you need to be fully

attentive at all times.

SMOKING

You are not permitted to smoke when on duty.

ENTRY INTO AN EVENT

Please note that entry into an event is not automatically permitted. Your Supervisor will advise you about any arrangements that may have been made for entry/access for SEP casual staff. If you do have access to the event for non-work related purposes, you **MUST** remove all company uniform prior to entry. Please remember that your behaviour within an event is still reflective of the Company and as such any unsuitable behaviour will not be tolerated.

HEALTH & SAFETY AT WORK

READ AND REFER TO 'WORKING SAFELY FOR SEP'

- SEP will ensure that you are given a hi viz uniform together with any relevant staff handbooks. Your Supervisor will provide you with all the information and supervision necessary for you to complete your work safely.
- If you sustain any injury whilst working for SEP, no matter how small, this **MUST** be reported to SEP Ltd. Inform your Supervisor and let them know exactly what has happened. They will escort you to first aid if necessary and fill out an Accident Report.
- If you have any concerns please contact your Supervisor, Staff Manager, Event Manager or head office.

HARASSMENT AND BULLYING

We have a very strict zero tolerance policy regarding any form of harassment and / or bullying which occurs both in and out of the workplace and at an event site. You must treat everyone around you with dignity and respect, and should always consider whether your words or conduct could be offensive to others. Even unintentional harassment or bullying is unacceptable.

VIOLENCE, AGGRESSION AND THREATENING BEHAVIOUR

There is a strict zero tolerance policy regarding any form of violence, aggression, threatening or inappropriate behaviour towards any other person, including staff members and the public both in and out of the work place and at an event site.

DISCRIMINATION

We do not discriminate against staff on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. We do not tolerate **any form of discrimination** by anyone working for or with us.

CAR PARKING

IMPORTANT! CAR PARK MARSHALS PLEASE READ THIS SECTION

HOW WE PARK CARS

- It is your responsibility as a Car Park Marshal to ensure that each car is parked as quickly as possible, in order to keep traffic queues to the event as short as possible.
- We park vehicles in two rows, one behind another. We call these rows "doubles". Parking in this way allows ample spacing between the parked double lines of cars, and allows the front line to drive out forwards and the back line to reverse out.
- Cars are parked in a straight line as indicated by markers (a mown line in grass, cones, ropes etc.)
- The first row is parked on the marked line; the second row is parked behind. The rear bumpers of the cars in the front row should be close to the front bumpers of the cars in the second row.
- By parking the cars in double rows you ensure that every driver can leave the event site whenever they want to.
- It is important to pay attention when parking vehicles to ensure that you do not create '3-ups' - this is when you park cars in rows of 3 instead of 2. 3-ups cause major problems as they completely block the middle row of cars in. Remember to be constantly aware of what is going on around you.
- You will at some point be able to manage parking several cars at once by directing them into allotted spaces. This is often done when parking the second row of cars, making sure that they are as close to the car in front as possible.
- Keep the traffic moving at all times.

POSITIONING YOURSELF SAFELY AND COMMUNICATING WITH DRIVERS

- Try to avoid talking to drivers who are on their way in – a 30 second chat can cause major hold-ups further down the line.
- When you start guiding vehicles into parking spaces, make sure that you have made eye contact with the driver and that he/she has seen you.
- At no point should you stand directly in front of moving vehicles – stand to the side and direct.
- The obvious thing to remember is to stay visible to the driver. If they cannot see you then they will not know what you want them to do or where you want them to go.
- Make sure the area you are directing the vehicle to is free of pedestrians before you show the driver where he/she is to park.
- When directing a vehicle, extend your arm and using a rigid palm, motion the vehicle to the area you want them to go. During the vehicle manoeuvre give clear and precise hand signals and/or verbal advice (where necessary). Do not touch vehicles i.e. banging on roofs or bonnets.
- Never position yourself between a moving vehicle and a stationary one.
- When reversing vehicles, position yourself towards the rear of the vehicle, always on the driver's side. Never stand directly behind a moving vehicle.

BE AWARE

- Always be prepared for a driver doing the unexpected e.g. turning left when indicating right.
- Be aware that drivers will sometimes do exactly the opposite of what you have asked them to do.
- Be aware that vehicles handle differently in bad weather conditions i.e. on wet grass they may slide or get stuck - try to keep them moving.

ACCIDENTS

If there is an accident along the route the traffic is taking within the car park, you should take the following actions:

- Contact your Supervisor immediately.
- Check for injuries.
- If there are no injuries, and it is safe to do so, direct other traffic around the incident, so as to minimise delay.
- Do not offer First Aid (unless you are a qualified first aider) - if this is required your Supervisor will contact the Emergency Services.
- If you are involved in any way with an incident or accident do not admit liability. Contact your Supervisor immediately and he/she will deal with the situation.

TEAMWORK

- Parking cars is very much a team effort and one person can undo all the good work of the rest of the team if they do not pay attention.
- Clear instructions to drivers and good communication between you and your team members is the key to achieving an efficient car park.

EXITING STRATEGY

When traffic starts to build up on exit, you may need to explain to drivers about any hold ups that may occur.

Many event sites are situated off minor roads. Such roads may, at peak times during events, become congested with traffic.

The biggest problem for hold ups is most commonly the sheer volume of traffic visiting an event. If there are hold ups, try to explain to drivers who lose their patience why it is taking some time for them to leave the show site.

Factors that can create traffic congestion are:

- Events being held at stately homes or green field sites which are not designed for such use.
- Traffic Management controls at exit points onto the highways, which could well be busy.
- External traffic lights controlling exiting show traffic but favouring highway traffic.
- Approximately 1100 cars can exit through one gate in an hour - at most events we deal with at least 5,000 cars.
- Rush hour traffic can cause major hold-ups, especially on Thursdays and Fridays.
- An incident on the highway may quickly cause a backlog of vehicles, which may then affect exiting vehicles from the event site.
- There may be a large number of pedestrians also leaving an event.

A brief explanation of one or all of the above points to most drivers will be enough to satisfy them. Try to explain to as many drivers as you can - people feel better if they are kept informed.

There will inevitably be occasions when you encounter verbal abuse from drivers. It is important not to retaliate in any way - just walk away from their vehicle, and inform your Supervisor as soon as possible.

Do not lose your temper at any time. There is nothing you can do to help the situation in these circumstances, other than being as polite and helpful as you can be.

View visitors' cars as the last grains of sand in an egg-timer i.e. it will inevitably take time for all of the grains to run out.

TICKET SELLING & LABELS

Always make sure that you adhere to the following instructions.

TICKET SALES

1. Never tear off a ticket from a book or roll until the customer has handed you their money. If left with an unsold loose ticket, see your Supervisor.
2. Give the customer a ticket as a receipt for payment. There are ticket checkers who confirm this action.
3. Make sure that you issue the correct change.
4. Never give a ticket out on receipt of any voucher unless authorised by your Supervisor.
5. Do not issue any refunds unless you have your Supervisor's permission.
6. Refer any customer queries regarding admission pricing to your Supervisor.
7. Do not exchange any of your money or any of your tickets with another seller without the knowledge of your Supervisor.
8. Before you leave your post you must hand your money and tickets to your Supervisor.

LABELS

9. When operating in vehicle pay lanes, there will sometimes be vehicles displaying passes or labels in their windscreens. At some events there may be a number of different labels – these indicate a different level of access for the occupants of the vehicle. Before you start work, your Supervisor will show you examples of all the different labels and will explain what they mean.
10. There are some labels that indicate that the vehicles are allowed access to certain areas at certain times. You should be made aware of these by your Supervisor. If unsure always check with your Supervisor. These labels may include the following:
 - AAA (Access All Areas) passes
 - Site Vehicle passes
 - Production passes
 - Contractors passes
11. Other labels will relate to Members, VIP's, and Disabled etc. Tickets and badges may have to be checked - your Supervisor will provide you with specific event information.
12. Disabled drivers/forward parking area: In the majority of cases there is what is known as a Forward Parking Area where disabled drivers, and sometimes other less able visitors such as pregnant women or the elderly, can park. This is generally situated at the front of the public parking area. However, at certain events, there could be a specific car park provided solely for disabled drivers. Your Supervisor will advise you of where the disabled and/or forward parking is for your specific event.
13. Any vehicle without a label is not permitted through a labelled gate or entrance. All traffic without labels should be directed to the public car park. Be diplomatic. In no way suggest that the visitor is attempting to gain access to areas that he/she is not allowed in (this does happen quite frequently with disabled car parking).

It is important that you do not get involved in any conflict. If a customer becomes agitated, contact your Supervisor immediately who will then deal with the matter.

14. If someone arrives at the wrong car park:

- Be courteous and advise the driver that they may have entered the wrong car park.
- Establish where their label/pass (if they have one) allows them access and then advise them as to where they should be.
- Refer to any site map you may have been provided with.
- Try and direct the driver back to his/her allocated route.
- If you are unable to assist, contact your Supervisor who will redirect them.

If your ticket sales duties end but you are still working, you will be given new instructions to assist in some other capacity. This could involve you working in the car parks and it is therefore in your best interest that you read the Exiting Strategy.

TM STEWARDS

WORKING ON ROAD CLOSURES, PEDESTRIAN CROSSING, TRAFFIC LIGHTS, STOP/GO AND RESPONSE VEHICLES

- Always be aware of your surroundings.
- A trained Lantra Operative will always be with you when working on Traffic Lights or a Stop/Go operation or in the line of sight.
- The use of mobiles phones is not permitted unless it is an emergency or you need to call your supervisor.
- Wear gloves when handling Stop/Go boards.
- Work in pairs when moving temporary traffic lights.
- Always listen to the instructions/whistle when used on a pedestrian crossing operation.
- Be aware of the traffic light sequence.
- When working in response, always exit the vehicle on the nearside – never into live traffic.
- When working on a Road Closure do not stand in front of the vehicle. If the driver persists in wanting to get passed you, then allow them and inform your supervisor. Under no circumstance should you remain in front on the moving vehicle.

IMPORTANT

We expect all our staff to comply with the operating procedures in this booklet. If you do not, then you are likely to be told to cease work on behalf of SEP. Remember casual staff must comply with SEP operating procedures because they are there for the health and safety of contractors, staff and the public – in fact, anyone attending an event in any capacity, including you.

QUESTIONS YOU MAY BE ASKED BY VISITORS

The following is a list of the questions you are most likely to be asked during your shift - try to ensure that you find out MOST of the answers as soon as you start work:

- What time does the event open
- What time does the event close
- Where are the toilets
- Where can I get a taxi/bus/train
- Where is the nearest First Aid point
- Is there a cash point on site
- Where can I buy a programme
- Where can I buy food/drink
- Where is the box office/ticket office.
- Where is Lost and Found
- Where is my car!!

A-Z GENERAL INFORMATION

Abandoned Vehicles

If there is an unattended vehicle causing an obstruction, inform your Supervisor who will seek to resolve the issue.

Access to the Event

Staff should check the operational hours for the car parks with their Supervisor at the start of their shift.

Animals/Pets - access into the event

Events have different rules on this and you should check with your Supervisor at the start of your shift.

Animals/Pets - in cars

If you see an animal in distress in a vehicle, contact your Supervisor immediately and they will request assistance from either the Police or the RSPCA. Animals can become seriously distressed or even die if left in unattended vehicles in hot weather without adequate ventilation and water.

Banking Facilities

There are usually cash machines on the event site. Your Supervisor will be able to inform you of their specific location.

Bus Services

Certain events operate shuttle buses to and from the show. See your Supervisor to get location and timetable information.

Camping

For Health and Safety reasons, overnight parking and camping is not permitted, other than in designated camping areas. If you see any member of the public camping on a car park, please inform your Supervisor who will deal with the matter.

Children

Be especially aware of children running around in the car parks and look out for their safety.

Collection of Tickets

Tickets are usually collected from a Box Office. This is generally situated outside the main entrance to the event.

Crowd Safety/Management

Any occurrence during the event in the car parks which gives any employee cause for concern (e.g. drunkenness, organised protests, overcrowding, ticket touts etc.) should be reported to your Supervisor.

Emergencies

In an emergency, contact anyone with a radio i.e. Security, Event Staff or your Supervisor. Be very clear and precise with your details. You may also call 999 if the need arises.

First Aid

There is always First Aid provision at events – usually St John's Ambulance. Be sure that you are aware of their location from the start.

Hazards

If you come across a hazard such as broken glass or a build up of waste materials, please report this immediately to your Supervisor. Be clear and precise with the details. Please be observant and look out for hazards that may put a visitors at risk – boulders, poles, cones etc. If you cannot remove or make good the hazard yourself, contact your Supervisor, who will arrange to have the hazard removed.

Hospitality /VIP /Guests

There will usually be an area set aside to accommodate such visitors. Your Supervisor will tell you where this area is.

Injuries

If someone is injured, immediately contact your Supervisor or your nearest St John's Ambulance medic. They will record the incident and will require information if you witnessed the injury occurring. In such cases, be clear and precise when giving details and where possible, take photographs at the scene.

Lost & Found

Hand over any items you find to your Supervisor. Visitors who have lost items should be directed to the Event Manager's office. Anyone who is lost should be placed in the care of your Supervisor who will organise for the relevant authority to care for that person.

Programmes

These are usually sited at the point of entry to the event or by ticket sales points. They contain most of the event's useful information.

Radio Contact

Any urgent information that needs to be relayed, speak to your Supervisor, Security or any member of the Event Staff with a radio. If you have to give instructions, be clear and precise.

Security

If there is a security issue, forward any information to your Supervisor, Security or a member of the Event Staff. Be clear and precise.

WOULD YOU LIKE TO WORK FOR US AGAIN?

If you have enjoyed working with us and are interested in doing further events in other locations around the country, then please visit our website www.sepevents.co.uk and go to 'Apply to work'.

We are always actively seeking new people to join our team for casual work during the season.

GENERAL STATEMENT OF POLICY

It is the policy of SEP Ltd to comply with the terms of the Health and Safety at Work Act 1974 and any subsequent legislation and to provide, maintain and ensure a healthy and safe working environment. SEP Ltd's health and safety objective is to minimise the number of instances of occupational accidents and illnesses and ultimately achieve an accident-free workplace.

All agents of SEP Ltd will ensure that their employees will be provided with such equipment, information, training and supervision as is necessary to implement the policy and achieve the stated objective.

SEP Ltd recognise and accept their duty to ensure that they are complying with their obligation to protect the health and safety of all clients, employees, contractors and casual staff, as well as any members of the public who might be affected by any operations.

While the management of SEP Ltd will do all that is within its powers to ensure the health and safety of all concerned, it is recognised that health and safety at work is the responsibility of each and every employee, contractor, casual and individual associated with them. It is the duty of each employee, contractor and casual to take reasonable care of their own and other people's welfare and to report any situation which may pose a threat to the well being of any other person.

An effective health and safety programme requires continuous and effective communication between staff at all levels. It is therefore the responsibility of each employee, contractor or casual to report immediately any situation, which could jeopardise the well being of himself or herself or any other person.

All injuries, however small, sustained by a person at work must be reported to SEP Ltd. Accident records are vital to the effective monitoring and revision of the policy and must therefore be accurate and comprehensive.

SEP Ltd's health and safety policy will be continually monitored and updated, particularly when change in the scale and nature of operations occur. The policy will be updated at least every 12 months. The specific arrangements for the implementation of the policy and personnel responsible for overseeing it are detailed below:

SEP Ltd
Name: Mike Rodgers
Title: Director
DATE: 16 March 2016

I hereby agree and fully understand the above and will ensure that SEP Ltd's Health and Safety Policy is implemented and effective at all times. I will ensure that the services that I supply meet with all current and relevant Health and Safety Legislation and Insurance requirements.

GENERIC RISK ASSESSMENT FOR TRAFFIC and ADMISSION CONTROL AT OUTDOOR EVENTS

The company is an established firm, which operates car parking and admissions at various events throughout the UK.

Throughout the year we will employ many hundreds of casual staff. The minimum age for staff is 16 years old. The elements of risk that may apply to young persons as detailed by the HSE in 'Young People at Work', aged between 16 and 18 years old have been assessed and the inexperience and immaturity of young persons together with their potential lack of awareness is deemed a risk and therefore particular care must be taken when briefing young persons.

It has been assessed that the type of work that SEP carries out does not expose young persons to work with machinery or in a high pressure atmosphere. It is also deemed that any physiological risks are no different to that of an adult worker.

The work takes place in a variety of locations and it was decided by the company director carrying out the assessment of the risks that the risks were generally standard to each and every location at which the company carried out its contracts.

The duties of the company are to: -

- Layout and manage the parking areas in an organised fashion. To achieve this a variety of signs are erected, lines mown in the grass to show the positioning for the rows of cars, create gangways along which vehicles are driven to arrive at their parking spaces by positioning cones and row markers to ensure traffic moves along orderly routes. Parking attendants direct drivers to a parking space. Wherever possible cars are parked in order that pedestrian flow does not conflict with vehicular movement.
- Collect money and issue tickets/badges either to cars and/or pedestrians. Money collected from cars is done in the field and pay lanes are erected to create an admission point into the car park. Money collected from pedestrians is done from either a booth or a pay cabin.

A detailed risk assessment was then able to be prepared following the general approach adopted in the five steps to risk assessment leaflet.

The main considerations are the safety of:

- i. The company's workforce.
- ii. Members of the public.
- iii.

The risk assessment is on the following pages.

STEP 1	STEP 2	STEP 3
Significant hazards	Groups of people who are at risk from the significant hazards.	Control measures to be adopted


A. Vehicles.	A. SEP staff and members of the public.	A. SEP staff all issued with high visibility coats/tabards complying with Regulation EN471. Clear Instruction and training given by Supervisors to casual staff, with attention paid to young casual staff. Casual staff are instructed to read the staff handbook on the website, explaining how to manage cars and parking. The creation of vehicle access routes and ensuring that those leaving their vehicles walk away from vehicles still entering the site. Clear signage Pay lanes created to slow vehicles and eventually bring the vehicle to a halt to enable a transaction to take place.
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B. Signboards, metal pins, string, cones	B. SEP staff and members of the public	B. Metal pins painted white. Roll up and collect string where not required, otherwise ensure string is strung between the metal pins above ground. Secure signboards into the ground and cable tie signboards to support poles. Ensure that cones are upright and visible at all times
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	C. SEP staff and members of the public	C. Ensure that particularly hazardous areas such as depressions in the ground are cordoned off. All areas to be kept free of obstruction so far as is reasonably practicable.
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D. Weather conditions	D. SEP staff	D. All staff are advised to wear suitable clothing and footwear for working outdoors and to particularly protect themselves from the effects of the sun. Emergency wet weather equipment available.
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E. Welfare/comfort	E. SEP staff	E. The company requires that there are adequate sanitary and washing facilities and a supply of drinking water is available when required.
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RISK ASSESSMENT FOR:	ASSESSMENT UNDERTAKEN	ASSESSMENT REVIEW
SEP Limited High Moor Yard High Moor Road Boroughbridge North Yorkshire YO51 9DZ	Name: <u>MIKE RODGERS</u>  Date: <u>16 March 2016</u>	1 March 2017

CASUAL WORK FOR SEP

1. Any person seeking casual work with SEP can report to the SEP base at the event, visit our website www.sepevents.co.uk to find out whether casual work is available.
2. When casual work is available, SEP will notify work seekers of the work to be done and hourly pay rates.
3. SEP is under no obligation to provide work to any particular work seeker and can require any casual staff to cease working and leave an event at any time without giving reasons.
4. Equally casual staff are under no obligation personally to do any work for SEP at any time and can leave an event without giving reasons and/or can send another person to do casual work on their behalf (a substitute).
5. Casual staff sending a substitute will be responsible for paying that person and notifying SEP.
6. For health and safety reasons casual staff and substitutes must comply with any operational guidance or health and safety rules provided to them.
7. This notice comprises the complete basis on which casual work is made available by SEP and no other document, action, omission or representation by SEP, casual staff or any third party shall convert the performance of casual work by any person into a contract of employment with SEP or a contract personally to do work for SEP.