

# Festival Volunteer Handbook

## Introduction and Welcome

Thank you for volunteering at Ealing Beer Festival. The festival is organised by the West Middlesex branch and is supported by over 300 volunteers from all corners of the country. Like all CAMRA Beer and Cider festivals it is the volunteers such as yourself that make the festival such a success. **THANK YOU** for volunteering to work and regardless of your role, or the number of hours you work, we truly appreciate you giving us your time, enthusiasm and knowledge. We hope you enjoy working at this year's Festival.

Thomas Black

Volunteering Manager

**Oh PS. . . . It's important that you read through this Handbook as it contains important information including getting to the Festival, what you can expect when you arrive and rules that must be followed for the safety of yourself, other volunteers and the public.**



# Festival Volunteer Handbook

## Table of Contents

Introduction and Welcome .....	1
Table of Contents .....	2
Festival setup and opening hours .....	3
Getting to the Festival .....	3
By rail/underground .....	3
By rail/underground (alternative) .....	3
Travel by car .....	3
Accessibility .....	3
Local area map .....	4
Site Map .....	5
Set-Up & Take-Down Sessions .....	6
Volunteer Registration (All Public Days) .....	7
Job Allocation .....	7
The Daily Festival Routine .....	7
Health & Safety .....	8
Licensing Obligations .....	8
Allergens Legislation .....	8
Drinking water for customers .....	8
Smoking Policy .....	8
Volunteer Information .....	9
Festival T-Shirt, Glasses & Meal Tokens .....	9
Volunteers' Area & Facilities .....	9
End of day tasks .....	9
Volunteers' transport .....	10
Accommodation Payment of expenses .....	10
Medical conditions, accidents & emergencies .....	10
Emergency procedures .....	11
Volunteer social events .....	11



# Festival Volunteer Handbook

## Festival setup and opening hours

On-Site / Opening times / Shift Times		
	Access to venue (session times)	Open to customers
Sunday	Set-up 09:00 – 17:00	Closed
Monday	Set-up 09:00 – 17:00	Closed
Tuesday	Set-up 09:00 – 17:00	Closed
Wednesday	09:00 – 23:00 (11:00-15:00,15:00-19:00,19:00-23:00)	12:00 – 22:30
Thursday	09:00 – 23:00 (11:00-15:00,15:00-19:00,19:00-23:00)	12:00 – 22:30
Friday	09:00 – 23:00 (11:00-15:00,15:00-19:00,19:00-23:00)	12:00 – 22:30
Saturday	09:00 – 23:30 (11:00-15:00,15:00-19:00) Take-down 19:00 – 21:00 Volunteers' party 21:00 onwards	12:00 – 18:00
Sunday	Take-down 9:00 – 13:00	Closed

If you are working any “open” day, please ensure you arrive 30 minutes before your shift time as this will allow plenty of time for registration and training.

## Getting to the Festival

The festival will be held at Walpole Park, Mattock Lane, Ealing, London, W5 5BG. Access is easiest via the Mattock Lane entrance, although the park can be entered via the Lammas Park Gardens gate at the rear of the site, or the Culmington Road entrance to the side. At particularly early or late times of the day the Lammas Park Gardens and Culmington Road entrance may be locked.

### By rail/underground

The closest station is **Ealing Broadway** which is on the following lines;

Underground - Central Line

Underground - District Line

National Rail and TfL Rail out of Paddington

### By rail/underground (alternative)

**South Ealing station**, Underground - Piccadilly Line is a short walk from the park

**West Ealing station**, National Rail and TfL Rail out of Paddington is also a short walk from the park.

### Travel by car

There is no volunteer parking available on site. Please refer to the London Borough of Ealing website concerning nearby car parks and parking restrictions.

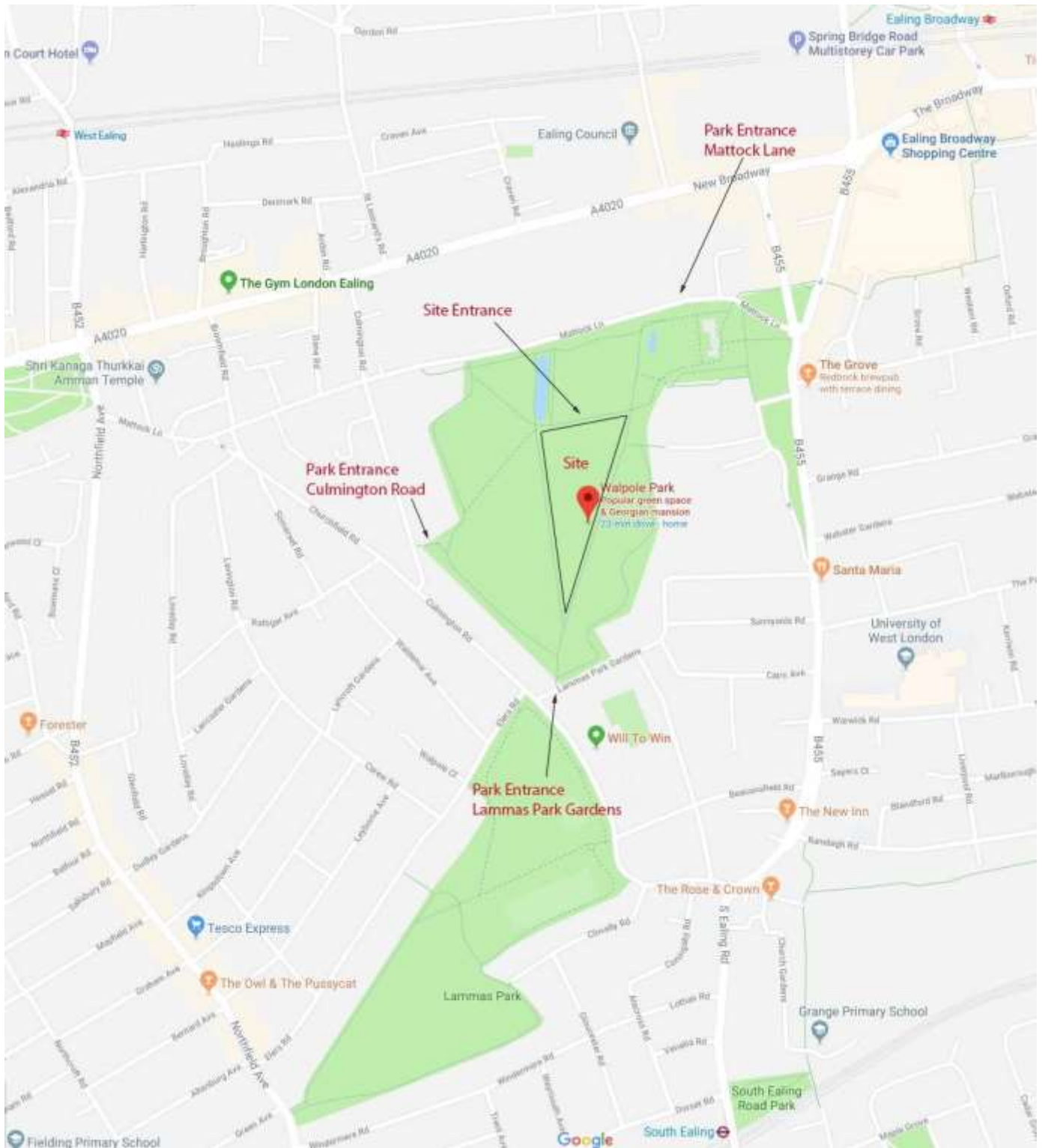
### Accessibility

The festival is located within a public park and is entirely on grass. The site is fairly level and the grass and grounds are generally in good condition. There is good access to the site via paved walkways through the park. Those with impaired movement or who use wheelchairs or mobility scooters should consider whether their form of assistance is suitable for this environment. Environmental conditions may change if there has been rainfall or an extended period of dry weather. If in doubt please ask the Staffing Officer in advance of volunteering.



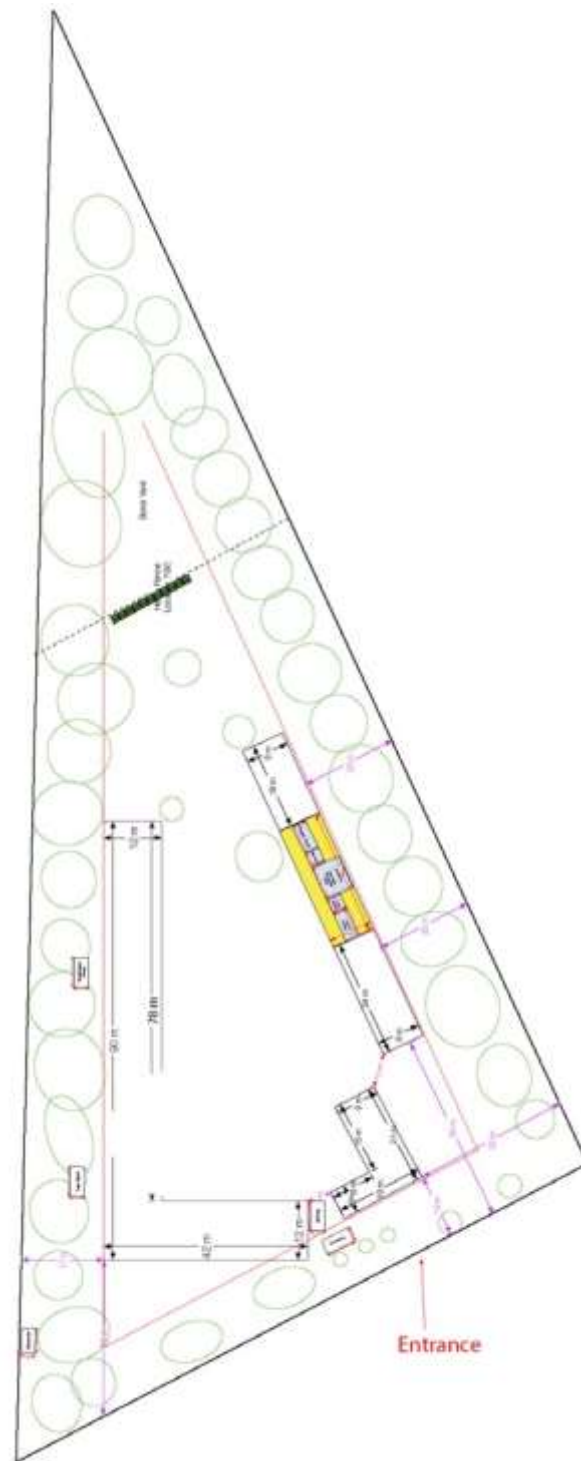
# Festival Volunteer Handbook

## Local area map



# Festival Volunteer Handbook

## Site Map



# Festival Volunteer Handbook

## Set-Up & Take-Down Sessions

Set up sessions are from **Sunday 7<sup>th</sup> July at 09:00** until **Tuesday 9<sup>th</sup> July**. Take down commences immediately following closing to the public on **Saturday 13<sup>th</sup>**, from 18:00 until 21:00 and continues on **Sunday 14<sup>th</sup> July**. To attend the volunteers' closing party we ask all volunteers to help with takedown for a few hours.

**We - including all equipment, ALL empties, in fact, EVERYTHING to do with the festival - must be off-site by Monday 15<sup>th</sup> July.**

The first few days of set up and also takedown will involve an amount of physical work - but don't worry there are other lighter duty roles available on these days too, such as putting up publicity and information. All help is appreciated.

**Food** will be provided at lunchtimes - the Volunteers' Office will advise arrangements and free beer will be available for lunch and at the end of the day. Hot & cold drinks will be available all days.

**If you can only spare a couple of days or hours overall please consider helping on takedown as it would be very much appreciated. We really need more people to assist with takedown on the Sunday in particular as we will be working to a very tight deadline to clear the site.**

The construction of stillages and bars can be rather dirty. It is therefore advisable that you bring some old clothes or overalls for this period, plus suitable footwear such as steel toe capped boots or shoes. There will be a stock of CAMRA safety boots available, but better to bring your own if you have some. If you require sizes below 6 or above 11 please advise the Volunteer team in advance. **SANDALS OR TRAINERS MUST NOT BE WORN.** We have personal protective safety equipment (gloves, hats, hi-vis tops, goggles) and anyone handling scaffolding or casks **MUST** use these. As we are an outdoor festival please dress appropriately for a July day. Don't forget the sunscreen.

During set up and takedown, the site will be a "High Visibility" zone. No unauthorised persons will be allowed on site and everyone permitted into the area needs to wear a hi-vis vest. Delivery and other vehicles will be driving around the site and you need to be seen by drivers who are more used to the highway than a populated field. Keep well clear of moving vehicles and **ALWAYS** follow instructions from the festival team, traffic marshals and CAMRA Stewards.

The racking of casks etc. will occur on Monday and Tuesday setup days. A minimum number of Volunteers will be required to assist with this activity.



# Festival Volunteer Handbook

## Volunteer Registration (All Public Days)

You must sign in at the Volunteers Desk on each day of the festival. The Volunteers' Office is located next to the "Real Ale Bar A" outside of the main marquee which can be reached through the main admissions entrance and following the signs. Ask any Volunteer for directions if you get lost.

**Please ensure** you have read the accompanying booklet "CAMRA Health and Safety for Volunteers" before arrival.

## Job Allocation

Once you have signed in at the Volunteers Office, The Volunteers Team will then assign you to a task and direct you to the Manager for the section you will be working on.

As you may already be aware, there are many areas of the festival that require volunteers including areas not directly linked with serving on bars - including for example admissions and glasses. Whilst the Volunteers Team will always try to allocate you to your preferred area(s) you may be asked to help in other areas. Your flexibility is very much appreciated to ensure that the festival runs smoothly and safely in all areas.

From glasses to pub games to stewarding, we have roles to suit most people and aim to accommodate everyone. If you are interested in a non-serving role and would like more information about what's involved, please contact the Volunteers Team at [volunteering@ebf.camra.org.uk](mailto:volunteering@ebf.camra.org.uk).

## The Daily Festival Routine

**Once issued, your volunteer identity badge must always be worn while you are working**

For each session (day) you work at the festival you are required to sign in for insurance and fire regulations purposes. Failure to sign in could invalidate insurance cover for you during that session. If your name is not on the day list, please complete a Volunteer registration form. **Do not just add yourself the bottom of the list.**

Most Volunteers will be issued a white Volunteer pass, either printed or handwritten. Anyone without a valid badge will be challenged by the Stewarding Team and Festival team. Only Festival Volunteers are allowed behind bars and the back area of the festival – If you see someone or something that doesn't look right "SAY IT" and we will SORT IT – tell your Manager or the Volunteering Manager.

If you have a physical or medical condition which may impact on your ability to do certain activities or roles, or if you feel unwell during the festival please advise the Volunteering Manager (in confidence).





# Festival Volunteer Handbook

## Health & Safety

Along with this guide you will have received (or be provided with an electronic link to) a copy of CAMRA's Health and Safety Handbook for Volunteers. By signing up to work at this event, you agree to abide by the instructions within it - you **MUST READ THIS DOCUMENT** as it contains information regarding food hygiene and bars service.

**IT IS IMPERATIVE THAT HYGIENE BEHAVIOURS, SUCH AS HAND WASHING, ARE FREQUENTLY UNDERTAKEN THROUGHOUT THE FESTIVAL.**

**At all times when behind the bar, wear sensible FLAT shoes! Anyone acting unsafely or in breach of these regulations will be asked to leave the festival.** Remember if you are unsure about something, PLEASE ASK. A lot of work has been put into risk assessments for all areas of the festival. Managers will be expected to read and take heed of the safe working practices contained within them. **All volunteers will be expected to read sections relating to areas in which they will be working.** If you note any unsafe act or condition, or a defect in any equipment, please report this in the first instance to your Manager.

**The Campaign for Real Ale Limited and its Insurers, will not accept liability for any loss, damage or injury, where it is shown that the responsibility for any accident or injury lies with the person whose accident or judgement was impaired by having consumed alcohol, or by deliberately ignoring CAMRA policy, instructions and/or training.**

## Licensing Obligations

Ben Hart, the Festival Organiser, is the Designated Premises Supervisor (DPS) for the venue and will authorise the sale of alcohol. That means that any abuses of the license make him liable for a £20,000 fine and six months in jail! Consequently, all volunteers are required to acknowledge and sign a document detailing duties and responsibilities with regards to the sale of alcohol. This will be done at the Volunteers Desk when you register initially. **Persons who appear to be under the age of 25 will be challenged by the Stewards on entry and issued with a wristband to show they have provided adequate proof of age. However, in law it is the personal responsibility of the individual server to ensure that the recipient of any alcohol is over the age of 18. If in doubt, ask for ID – it could save you from a £5000 fine. It is also illegal to server anyone who is visibly intoxicated (drunk).**

## Allergens Legislation

If you are working on a bar please be aware that we are legally obliged to provide allergen information for all the drinks that we sell on request. Bar managers will have access to allergen information.

Allergen information for food on sale at the festival will be available from the vendors.

## Drinking water for customers

We are legally obliged to provide customers with free drinking water on request. There will be bottled water available behind every bar. Serve the customer drinking water in their own glass. We do not sell Tea/Coffee to the public from any of the bars.

## Smoking Policy

All covered areas, including marquees and cabins are non smoking areas (including E-cigarettes). The Volunteers' area behind the bar marquees is also a non-smoking area. Volunteers & members of the public who wish to smoke may do so in the main open air area outside the marquees.





# Festival Volunteer Handbook

## Volunteer Information

### Festival T-Shirt, Glasses & Meal Tokens

Where available breweries and pubs have kindly sponsored the Volunteers t-shirts this year. You will be issued one Festival T-Shirt. Please help yourself a “volunteer glass” and write your name on it. The “volunteer glass” is an old festival glass not to be confused with the current festival glass (and is also less likely to be taken by the public). You may purchase a current festival glass for £1.50; please see admissions and glasses during festival opening hours to purchase.

When you sign in you will be issued your meal tokens for that day/shift. Tokens will be provided to volunteers and will have a face value of £3 to be spent at vendors on site. Most vendors will accept these. However, it is always at the vendor's final discretion. Volunteers must not barter or attempt to obtain free food from the vendors as this will jeopardise the vendors participation in our food token scheme. The scheme is designed to offer all volunteers an equal and fair discount on purchases at the festival. Food tokens will be provided at a maximum of one token per 3 hour shift with a cap of 2 tokens per day.

### Volunteers' Area & Facilities

During set up and take down the Volunteers Team will advise you when the set lunch break will be. You can take breaks whenever you wish as long as your Manager/nominated Deputy is aware. Please don't just wander off as it is important we can account for all volunteers.

Volunteers will have access to non-alcoholic drinks (hot and cold) next to the Volunteers' office as well as a covered rest area. The Volunteers' Office will be manned when we are open to the public so feel free to leave bags in the room – at your own risk

### End of day tasks

We need all available volunteers to help pick up litter and tidy the site as the public are leaving; the more that can help out the quicker this will be.

### Volunteer Drinks

A limited range of Beers and Cider for volunteers will be available during set up and take down at lunchtimes and at the end of each day (after the field has been cleared of the public on open days). Even when the opening of the Volunteers' bar is announced, you must wait for your Manager to indicate your work is completed. Remember we are all volunteers and a single team so the more people that can help the better for everyone.

When the festival is open to the public Volunteers can sample the Real Ale/Cider. However, remember that you are representing CAMRA when working at the festival, so don't overdo it. **PLEASE NOTE** if you get drunk, or appear to be, you will be ejected from the festival. You can try from any other bars if your manager knows that you have left your area and that you are wearing a valid, current session identity badge. Please note if you are wearing an orange shirt you **WILL BE REFUSED SERVICE**. Stewards are not permitted alcohol whilst on duty and it will be assumed that *you* are a Steward!

Once your shift finishes so does your free drinking period. Please check volunteer badged when serving other volunteers.

At the end of public sessions whilst the Stewarding Team clears the site, please do not serve yourself from the bar or drink within sight of the public, even if they are friends. This encourages the public to leave sooner and the volunteers' bar to open quicker. Once the site is clear of the public and all the tidying up has been done the volunteer bar will open once sanctioned by the duty organiser, where volunteers who have worked that session can socialize and enjoy some free drinks.



# Festival Volunteer Handbook

## **Volunteers' transport**

Volunteers' are expected to be able to get to the site under their own means. The festival will not pay petty cash for the use of any transportation to site.

## **Accommodation Payment of expenses**

Volunteers' must not incur expenses that have not been sanctioned by the Festival Organiser or Finance Manager (CAMRA West Middlesex Treasurer). The festival will not pay for unauthorised expenses.

## **Medical conditions, accidents & emergencies**

Public and volunteer incidents will be treated by the on-site First Aid team when we are open to the public. Please ensure that the festival Health & Safety Team are also informed of any incidents and 'near misses'. If you need anyone to contact you whilst you are at the festival make sure you leave them your mobile phone number.



# Festival Volunteer Handbook

## Emergency procedures

### SUSPICIOUS OBJECTS / BEHAVIOUR

If you see any suspicious packages or see any member of the public or any volunteer acting in a suspicious or an unsafe manner, please contact your immediate Manager or any CAMRA Steward (orange polo shirts).

### FIRE

If you discover a fire, raise the alarm immediately by contacting (or having a colleague contact) a manager or a CAMRA Steward. Fire fighting equipment is situated around the site but you should only tackle a fire if you are confident that you are safe to do so. Otherwise, evacuate the area immediately – your safety is the most important consideration.

### EVACUATION

If an emergency evacuation is necessary during the festival, it will be announced using a combination of the public address system, radio announcements and loud hailers. Follow the instructions of the CAMRA Stewards who will direct everyone, staff and public, through the nearest emergency evacuation paths. You should make your way to your assigned assembly point which is indicated on the fire escape plan displayed in your area of work. Walk steadily and DO NOT RUN.

Once at the assembly point, report to your Manager for that session - this way we will be able to account quickly for all volunteers on site at that session. For this reason it is important that you sign in at EACH session. Wait for further instructions and do not attempt to re-enter the site until the Chief Steward has declared that the area is safe and the emergency is over.

## Volunteer social events

Please fill out the staff feedback form on your experience of working at the festival.

We invite you to attend the festival “wash-up” meeting normally held in October.

As a thank you we may be running a day out to a pub/brewery – check your email and Facebook for information, usually in the new year.

We welcome any feedback on how you think the festival has gone, and as everyone can not make it to the washup meeting please feel free to email any comments to [volunteering@ebf.camra.org.uk](mailto:volunteering@ebf.camra.org.uk).

**Thank you for taking the time to read this handbook and guidelines for volunteering we hope you have an enjoyable and rewarding time.**

