

Pendle Beer Festival 2010 Staff Guide

Pendle Beer Festival is arranged, organised and staffed by volunteers so without you it cannot happen. Whether you work one session or the whole week you are all a vital part of this great event. We all want everything to run smoothly, so if you have any questions or problems before you start please contact one us. We are:

	
Martyn Pashley – Festival Organiser	John Ingham - Branch Chair & Press Officer
	
John Wells – Bar Manager (bottles and cider), H&S	Mark Chung – Bar Manager
	
Bob Wilkinson – Bar manager	Peter Carroll – Foyer and Front of House
	
Michael Osborn - Staffing Officer	

SAFETY

As volunteers working at our beer festival, we take your safety seriously and have conducted a risk assessment and produced this staff guide to ensure that risks are reduced to a minimum. A copy of the risk assessment is available for viewing at any time. As workers at the festival you have a duty to take care of yourselves, your fellow workers and members of the public at all times. If you have never worked at a festival before please inform the staffing officer prior to starting work.

If at any time you are unsure about any aspect of safety or the task you've been asked to do, please ask. Do not do anything that you feel compromises your own or someone else's safety.

You must also advise us if you are unable to comply with any of the health and safety guidelines prior to starting work.

Please read the following guidelines which have been created from the risk assessment conducted. It has been split into sections that are relevant to the times you have volunteered to work.

Section 1 – you must read this section before starting work for the first time and sign to show that you have both read and understood the contents and agree to abide by the guidelines.

Section 2 - you must read this section before starting work for the first time during set-up/ takedown and sign to show that you have both read and understood the contents and agree to abide by the guidelines. For purposes of this guide, set-up/takedown are Monday 1 February to 3pm Thursday 4 February inclusive and Sunday 7 February.

Section 3 - you must read this section starting work for the first time during the festival (5pm Thursday 4 February to 12pm Saturday 6 February) and sign to show that you have both read and understood the contents and agree to abide by the guidelines.

You **must** also sign on at the staffing desk on arrival, before starting each session. This is necessary for your safety and to be certain that you are insured should you have an accident. You must sign off at the end of your period of work and if possible notify the staffing officer so we know who is in the building should there be an emergency situation. You **must** sign off at the end of your period of work even if you are remaining in the building to socialise.

SECTION 1

CHILDREN

We would prefer it if no children were present but we also know that some of you need to bring your children along with you. We don't want them in any danger.

1. You must inform us if you have children under 16 that want to help so we can properly assess their task and inform you of the risks.
2. You must sign them in at the staffing desk before starting your session.
3. Children under 16 must be supervised at all times.

FIRST AID AND ACCIDENTS

1. Pendle Leisure Trust personnel are our designated first aiders. There are always a minimum of two Pendle Leisure Trust personnel present at all times.
2. First Aid facilities are located in the venue office (front desk) and cloakroom.
3. No volunteers are designated first aiders.
4. All accidents/incidents including any near misses will be reported to one of the committee at the first available opportunity. An Incident Report Form will be completed by the person involved with the aid of the festival organiser.

GENERAL

1. Familiarise yourself with the venue and its exits and safety features.
2. Access ways and exits are to be checked regularly to ensure they are not obstructed. If it is safe to do so, remove the obstruction, otherwise inform one of us or any member of Pendle Leisure Trust staff as soon as the obstruction is observed.
3. Any spillages should be identified and cleared at the earliest opportunity using suitable equipment.
4. The kitchen and stage areas are controlled by Pendle Leisure Trust personnel and there should be generally no need for us to use these facilities.

ELECTRICITY

1. No electrical equipment must be brought into the venue without permission of the festival organiser.
2. All electrical tools and equipment must be examined before use and be protected by a portable RCD (Residual Current Device).

FIRE PROCEDURE AND EVACUATION

1. In the event of an emergency it may be necessary to evacuate the building.
2. Fire safety arrangements are agreed between the venue management (Pendle Leisure Trust) and the local fire authority. Pendle Leisure Trust personnel (including fire warden) are on-site at all times and are responsible for the safe evacuation of the building. Please follow their instructions.
3. If you have been asked to evacuate, please stay calm and make your way to the nearest fire exit. Do not worry about the tills or valuables and don't stop to collect any belongings.
4. If you should discover a fire, report it immediately. Do not attempt to deal with fire unless it blocks your safe exit.
5. Once outside continue to follow the instructions of Pendle Leisure Trust personnel and proceed to the designated fire meeting point (Cenotaph) as directed.
6. Don't re-enter the building until advised safe to do so by Pendle Leisure Trust.
7. If the building is declared un-safe to enter make sure you are "signed out" before leaving the meeting point.

HAZARDOUS SUBSTANCES

1. Cleaning solutions for taps and pegs will be stored in clearly marked containers and only John Ingham or any suitably qualified person nominated by John Ingham are authorised to clean taps, pegs, barrel shives and keystones.
2. The glass washing machine is automatically fed with cleaning agent.

MATERIALS HANDLING - GLASS

1. Glasses are to be stored off the floor when removed from boxes
2. Glasses must be transported to and from the venue glass washing machine in suitable trays or boxes.
3. All glasses will be cleaned before use.
4. Clean glasses must be handled hygienically. Wash your hands before handling glasses and don't put fingers into the glass.
5. Glasses to be transferred between glass collection area and glass washer in suitable tray or box.

MATERIALS HANDLING – BROKEN GLASS

1. Clear all breakages as soon as possible
2. Where practical avoid direct handling of broken glass - use broom or brushes with a shovel or dustpan.
3. Suitable gloves must be worn where direct handling of broken glassware, or similar sharps, cannot be avoided
4. Put broken glass in the "broken glass" bins supplied.

HYGIENE

This sub-section of the guide is to remind you of the basic standards necessary to ensure the safety of the product we are selling.

1. Inform the staffing officer before signing on if you are unable to comply with any aspect of the hygiene sub-section.
2. You must not smoke in the venue. The festival is non-smoking throughout.
3. Any cuts or abrasions must be covered with a high visibility waterproof dressing.
4. If you are suffering from any stomach upset or have a sore throat you must tell the staffing officer.
5. If you are suffering from a contagious ailment you must not work.

The law regards beer served in open glasses as food and the following gives guidance on serving it in a safe and hygienic manner.

6. Always wash your hands before commencing work and always after:
 - Using the toilet
 - Smoking or taking snuff
 - Handling rubbish
 - Handling cleaning cloths, mops, brushes or dustpans
 - Eating
7. Personal clothing should be clean as dirty clothes harbour germs.
8. Jewellery, particularly dress rings provide a harbour for bacteria (germs) and should not be worn when serving or handling glasses.
9. While serving customers **do not**:
 - Put your fingers in a glass
 - Place your hand over the top of a glass (you touch the drinking rim)
 - Touch the glass with the tap or handpump nozzle when pouring beer
 - Take snuff
 - Pick your nose
 - Lick your fingers
 - Consume food
 - Sneeze into beer or food
 - Finger spots or boils
 - Make contact with anything that can be reasonably perceived as unhygienic

SECTION 2

SET UP AND TAKE DOWN

Potentially this is the most dangerous time with casks being unloaded and brought into the building, heavy scaffolding being moved and the stillage and bar areas being assembled or dismantled. Only volunteer for moving heavy or awkward sized equipment if you are able to lift the weights and have had no previous muscular injuries or back problems.

GENERAL

1. Safety shoes and gloves must be worn. Unfortunately you will need to provide your own safety shoes but we will provide gloves.
2. The weight of equipment and casks can be deceptive. Always assess the load before lifting and if in doubt ask for assistance. Do not lift heavy objects on your own – always ask for help.
3. You shouldn't drink alcohol during this time as you need to be fully aware of your surroundings.
4. Food, tea and coffee will be available at set up and take down times.
5. Ladders and stepladders will only be used when the work cannot be carried out at ground level. Where necessary a person "foots" the ladder to ensure it does not slip. If unsure, ask before using ladders or stepladders.

MATERIALS HANDLING

1. Whenever possible use a trolley to move equipment.
2. Keep loads as light as possible.
3. Scaffolding uprights and beams, bar tops and other awkward objects must be carried singly by a minimum of two people. Loads should be carried at waist height.

ASSEMBLY OF RACKING

1. Racking must be examined during assembly and checked for stability and engagement, and that uprights are vertical and beams are horizontal.
2. Locking pins are used to fix horizontal beams to vertical uprights.
3. Bar Managers, or another delegated person will inspect the racking for stability and engagement before any casks or heavy objects are loaded.

MOVING AND LIFTING CASKS

1. The unloading of full casks from the dray to the ground will be carried out by the drayman employed by the brewery or wholesaler. Keep a safe distance away from the dray while this is taking place.
2. Casks must be moved from delivery point to the stillage location as indicated by the bar manager using a cask truck or trolley. Casks must not be rolled.
3. Casks must not be stacked and must be left "stood on end" to prevent rolling.
4. Casks are loaded to the stillage under the direction of the bar managers.
5. Only assist in loading casks to the stillage if it is a task you have done previously.
6. 18 gallon casks (kilderkins) will be loaded onto lower beam by a team of seven suitable people – 2 each side, 1 at back of stillage guiding into position and 2 at front guiding and assisting. You must agree your roles during the lift and understand what each of you is doing.
7. 9 gallon casks (firkins) to be loaded onto the lower and upper beams by a team of four suitable people – 1 each side, 1 at back of stillage guiding into position and 1 at front guiding and assisting. You must agree your roles during the lift and understand what each of you is doing.
8. All racked casks will be secured immediately using suitable chocks.
9. Empty casks will only be removed from the stillage under the instruction of the bar manager.
10. Casks will be lifted from the stillage as soon as the chocks are removed.

SECTION 2 continued

MOVING GLASSES AND BOTTLES

1. Whenever possible use trolleys to move cases of glasses or bottles.
2. Boxes or cases should be examined for likelihood of collapse or disintegration prior to being lifted. They must be lifted individually.
3. Cases of bottles should be stably stored no more than three high.
4. Boxes of glasses must be stably stored no more than six high in a safe place (i.e. Municipal bar or racking at glass collection area).
5. Glasses must not be placed on the floor if not boxed.

SECTION 3

FESTIVAL

GENERAL

1. The hygiene guide is a sub-section of section 1 of this guide. Before starting work for the first time you must sign to show that you have both read and understood the contents of section 1 and agree to abide by the guidelines.
2. If you have never worked behind a bar before please inform the staffing officer.
3. You should not deal with confrontations. Inform the festival organiser, bar manager or a nearby member of the Pendle Leisure Trust security team.
4. Please be constantly vigilant while at the festival. If you see anything that "isn't right", no matter how small it may seem, report it.

GLASS COUNTER/FOYER

1. Cash handling - Keep security in mind – don't have money on display and ensure cashier removes cash from the till on a regular basis.
2. Ensure glasses are handled in a hygienic manner.
3. Ask for ID of anyone who appears under 21 "Challenge 21 – if a person appears to be under 21 they must prove they are over 18". ID must be in the form of a passport, picture driving licence or national picture proof of age card. Beer tickets should not be sold to anyone who you consider to be under 21 and cannot produce suitable ID. If they cannot provide suitable ID you should ask them to return with the appropriate ID. If they refuse inform the festival organiser or a member of the Pendle Leisure Trust security team.

WORKING BEHIND THE BAR

1. Children are not allowed at the bar. Please advise parents if this happens and ask them to move children away from the bar.
2. No money is to be taken over the bar. The only place it can be accepted is at the glass counter.
3. Do not tilt the casks when working behind the bar. Inform the bar manager.
4. Keep the bar area clean and deal with spillages immediately using cloths or mops provided.
5. Please be aware of the state of the person you are serving, whether drunk or under the influence of drugs. Vigilance is needed by all staff to minimise risk to everyone else.
6. Under-age drinking shouldn't be a problem as ID can be asked for at the entrance and ticket area. However, it is your responsibility to ensure that minors do not get alcohol. You must never sell to anyone under 18 or to anyone you believe is buying for someone under 18. If in any doubt about a person's age, ask for ID in the form of a passport, picture driving licence or national picture proof of age card.
7. You must use common sense to decide if someone is drunk and shouldn't be served. If you think someone has had enough and should not be served any more, advise the festival organiser or bar manager.

STAFF REFRESHMENTS

While working for us we like to do our best to make you feel welcome and we have tried to make this as fair as possible.

1. After a reasonable period of work you will be provided with ID to allow some free barrelled beer for that session only. Bottled beers are available at a special reduced rate to volunteers.
2. Free beer is not an invitation to drink as much as you want. Everyone working is a volunteer so if you get drunk you are of no use to the festival and your fellow volunteers. You will be subject to the same rules as the general public and as such we reserve the right to ask you to stop work and have you leave the festival. You may not be allowed to work further sessions or future festivals. Remember, you can always have a drink when your session of work ends.
3. Soft drinks and water are available at all times. Please use them.
4. There is no staff bar but the rest room (green room) is available to anyone who wants to use it.
5. Meal tickets are available to staff who are working two or more daytime or early evening sessions.

Above all, enjoy yourself - with your help we can ensure that this year's festival is as safe, pleasant, enjoyable and fun as last years.

Staff Guide

Name:.....

I have read and understood the contents of:

SECTION 1 YES/NO

SECTION 2 YES/NO

SECTION 3 YES/NO

and agree to abide by the guidelines

Signature:.....

Date:.....