



**CAMPAIGN
FOR
REAL ALE**

Health & Safety Handbook For Volunteers

(Revised June 2010)



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The Purpose of this Handbook

The purpose of this Handbook is to provide you with the necessary health & safety information needed to allow you to safely work at one of our events.

Clearly, we understand that although volunteering at a beer festival can be demanding, hard work, it can also be fun and is a great way of meeting new friends. We don't want to overburden you with masses of rules, regulations and paperwork but similarly we need to make sure that you, other volunteers, beer festival attendees and other members of the public are kept safe and are not hurt as a result of something we should or shouldn't have done.



It is with this in mind that we have prepared this Handbook which gives some of the guidelines by which we all need to abide.

Whether this is the first time that you have worked at such an event or you have volunteered at dozens of festivals all over the country, it is important that you are aware of these guidelines and that they are properly implemented – we simply can't hope that nothing will go wrong just because 'we have always done it this way'.

Before you start work, the Organiser or Safety Officer will need to go through some specific information relevant to the particular event at which you are working.

Finally, we wish to thank you for volunteering. Without people like you, these events could never be held. We hope that you thoroughly enjoy working with us and we look forward to seeing you at many more events in future.

Accident Procedures and Hazard Reporting

If you have an accident, you should firstly report to a first aider for treatment and after report to the Safety Officer.

The Safety Officer will record all accidents in the accident book using an Incident Report Form in accordance with procedures defined in the H&S Plan.

If you see anything which you consider to be a hazard and has the potential to cause injury or illness please report this to the Safety Officer or an official of the venue immediately.

Alcohol & Drugs Rules

Alcohol and drugs misuse have detrimental affect on health and safety at work and can place individuals and colleagues at risk.

Loss of productivity, poor performance, lateness and absenteeism are also potential implications to the event.

Beer Festival volunteers must not consume excessive amounts of alcohol or take any recreational drugs whilst at work, nor should they be under the influence as a result of consumption prior to starting at the event.

Without exception, a Beer Festival volunteer must not operate machinery, drive vehicles, work at height or undertake any other activity where safety relies upon judgment and co-ordination if they have consumed alcohol beyond the legal limit.

Whilst CAMRA reserves the right to take disciplinary action in relation to drugs or alcohol concerns affecting work, this will only be used as a last resort.

The Safety Officer and Festival Organiser will attempt to help any Beer Festival volunteer with alcohol or drugs related problems, and such matters will be treated in strict confidence.

Disciplinary Procedures

Clearly, we do understand that everyone is here in a voluntary capacity and we don't wish to dwell on the matter of disciplinary procedures too long. We have a good track record in this area and we certainly hope that we shall have no cause to take disciplinary action against any volunteer.

However, we must ask all Festival volunteers to follow basic safety instructions and those who refuse will be relieved of those particular duties they have been asked to undertake and be assigned another work activity.

Where a volunteer persistently offends then they will be asked to leave the festival site by the event organisers.

Examples include:

- Not wearing or using safety equipment or clothing
- Deliberate interference with signage or property provided in the interests of health & safety
- Misuse of safety equipment, including PPE, alarms etc

Electrical Safety

All portable electrical equipment used at the event will have been formally tested and a sticker should be affixed to the appliance to indicate that this has occurred. If there is no sticker, or it is clear that the test is out of date, don't use the equipment and bring this to the attention of the Event Organiser / Safety Officer immediately.

CAMRA volunteers must ensure they do not attempt any electrical repair or adjustment unless properly trained and authorised to do so. You are reminded that serious consequences can result from tampering.

Fire Safety

Notices advising of the action to take in the event of a fire should be displayed around the building. Please ensure that you pay careful attention to these, and note any differences there may be from the basic procedure detailed below.

Evacuation

- On hearing the fire alarm, stay calm and evacuate the premises in an orderly manner by the nearest fire exit.
- Always walk - never run.
- Report for roll call. Any visitor or contractor under your supervision must be included in the evacuation.
- Volunteers responsible for cash should take it with them when they leave provided it is safe to do so. DO NOT DELAY

THE EVACUATION.

- Do not stop to collect personal belongings.
- Do not use passenger lifts.
- Never re-enter the building unless told to do so by a designated authorised person.

First Aid

When you report for duty you will be asked if you are a trained First Aider and if you can be called on if an accident occurs. In this circumstance you will be asked to produce documented evidence of your qualification which will be placed on file.

Under no circumstances should any volunteer administer first aid unless they are a suitably trained and qualified first aider and have provided documented evidence to this effect.

Food Hygiene and Bar Working

Those working behind either bar must follow the strictest possible hygiene regime. Wash your hands before serving and follow the advice given during any training which has been given.

The following guidelines apply:

- Always remember to hold the customer's glass by the lower third, and do not touch it to the tap. Do not hold the glass at the top, and under no circumstances should you insert your fingers into the glass itself.
- Never drink from a customer's glass. If anybody complains about the quality or taste of their beer, contact the bar manager immediately.
- Do not leave your glass anywhere where a customer might be able to tamper with it.
- If you notice that a beer is starting to run out, please notify the bar manager. Never move or adjust a cask yourself unless you have been properly trained and are authorised to do so.
- Never, never, touch any part of cooling equipment unless trained and properly authorised. The cooling system is a complicated mixture of electricity and water. At best you might get wet; at worst you could be electrocuted. You might also damage the beer! If you notice a leak, tell a manager without delay.

Hazardous Substances

As a rule, the use of hazardous substances at our events is usually restricted to domestic cleaning products and chemicals for cleaning cellar equipment.

It is important that you do not use any substance which is deemed to be hazardous unless you have been provided with suitable training in its use and, where appropriate, have been provided with necessary personal protective equipment.

In all cases, an assessment will have been undertaken in the use of each substance, a copy of which will be issued to all volunteers involved in its use.

It is important that all hazardous substances are properly stored in accordance with manufacturer's instructions and if you have any cause for concern in either the use or storage of hazardous substances it is important that you discuss this with either the Safety Officer or Event Organiser immediately.

Health & Safety Plan and Risk Assessments

Each beer festival is required to prepare a Health & Safety Plan which defines H&S responsibilities and ensures the safety of volunteers, contractors, members of the public and staff of the venue.

As part of this H&S Plan we document all hazards associated with set up, running the festival and take down in a festival Risk Assessment together with control measures put in place to prevent injury or illness.

A copy of this risk assessment is available should you wish to see it. It is, however, worth pointing out that all volunteers must comply with the requirements of these risk assessments when asked to do so.



Housekeeping

It is important, for the sake of both appearance and also health & safety that work areas are kept clean and tidy at all times.

Under no circumstances should an accumulation of debris be allowed to occur, particularly where this might cause either a fire risk or tripping hazard.

We would also ask all volunteers to be vigilant and immediately notify the Safety Officer if they become aware of any problems of this nature. In particular, if you notice wet floors anywhere, e.g. in any of the lavatories, please either clean it up, or notify someone who can arrange this immediately.

Ladders

Contrary to what some people have said, ladders are not banned and are perfectly acceptable to use for certain jobs. It is important however, that the ladder being used is fit for purpose and used properly.

Depending upon where the festival is held, certain rules with regard to the use of ladders may be imposed by the venue itself and it is important that these rules are followed at all times.

Generally speaking however, you should simply consider the following points before using a ladder for any work activity.

As a guide, only use a ladder or stepladder:

- in one position for a maximum of 30 minutes;
- for 'light work' – they are not suitable for strenuous or heavy work;
- where a handhold is available on the ladder or stepladder;
- where you can maintain three points of contact (hands and feet) at the working position.



On a ladder or stepladder do not:

- overload it - the person and anything they are taking up should not exceed the highest load stated on the ladder;
- overreach - keep your belt buckle (navel) inside the stiles and both feet on the same rung throughout the task

When working on stepladders you should avoid work that imposes a side loading by having the steps facing the work activity. Where side-on loadings cannot be avoided you should prevent the steps from tipping over, for example by tying the steps to a suitable point. Otherwise a more suitable type of access equipment should be used.

You should also avoid holding items when climbing (for example by using tool belts):

- on a ladder where you must carry something you must have one free hand to grip the ladder;
- on a stepladder where you cannot maintain a handhold (eg putting a box on a shelf), the use of a stepladder will have to be justified by taking into account:
 - o the height of the task;
 - o a safe handhold still being available on the stepladder;
 - o whether it is light work;
 - o whether it avoids side loading;
 - o whether it avoids overreaching;
 - o whether the user's feet are fully supported; and
 - o whether you can tie the stepladder.

Mechanical Aids and Work Equipment

To reduce the risk of injury arising from manual handling, a number of mechanical aids may be used at the event at which you have volunteered.

These mechanical aids will usually be trolleys, cask trolleys, cask hoists, hand powered pallet trucks, roll cages and, in some cases, fork lift trucks (FLT). There may, of course, be other types of equipment available which is not covered by this list.

However, although the intention is to reduce the risk of injury arising from manual handling operations, the use of the equipment itself, particularly if proper training and instruction in its use has not been given, can potentially give rise to serious accidents occurring.

Therefore, it is important that you do not use any of the mechanical aids unless you have been properly trained to do so. Clearly, the level of training required will vary dramatically dependent upon the equipment. In the case of a cask trolley, a simple short demonstration by an experienced volunteer will generally suffice. Use of FLT however, will require that you be properly licensed and authorised to use the equipment.

You will be properly briefed at induction with regard to the equipment that is provided, and who is properly authorised and trained to use it. However, if you have any doubts or concerns, speak with the Safety Officer in the first instance.

Violence, Aggression and Harassment

We believe that the risk of violence and aggression to volunteers is low as there is usually access control to the venue and security staff or stewards are generally on hand. If you feel threatened at any time, please seek assistance or, if circumstances warrant, call the Police. We ask that you do not work alone at any time.

For volunteers who take monies there are specific controls concerning cash handling and you will be briefed accordingly.

Although incidents of racism or sexism are practically unheard of at a Beer Festival CAMRA wish it to be known that it would not tolerate racist or sexist or any other discriminatory behaviour by anyone connected with the festival. Festival managers are required by CAMRA to ensure that volunteers conduct themselves in keeping with CAMRA's policy on equality of treatment. A volunteer who is found to have acted in contravention of that policy will, after a fair hearing, be removed from working at the festival.

It is also important that you as a volunteer are aware that you do not have to tolerate any discriminatory treatment, be that actions or remarks, aimed at you by customers or by colleagues. You should tell your manager immediately of any incident that has occurred. Your manager will act upon that complaint.

Moving & Handling

Wherever possible we have tried to ensure that manual handling activities are reduced to a minimum by employing sack barrows, trolleys, cask lifters etc. but where items must be moved by physical effort due to confined space or a lack of equipment, some basic safety techniques must be utilised to reduce the risk of injury as far as possible.

Working as a Team – Most branches have a number of both older and younger volunteers who undertake work activities at Beer Festivals. These volunteers may be physically strong or may try to give the impression that they are and hence should be encouraged to work in teams where work activities mean that heavy items require man-handling. In general where practical to do so all volunteers are encouraged to work in teams.

It is imperative that volunteers pay attention to the Event Organiser / Safety Officer when being briefed to ensure these tasks take place in a safe and effective manner. Please ensure that their instructions are followed at all times

Duties of Volunteers

Volunteers have duties too. Essentially these are to:

- follow the appropriate systems of work laid down for their safety;
- make proper use of the equipment provided for their safety;
- co-operate with the Safety Officer on health and safety matters;
- inform the Safety Officer if they identify hazardous manual handling activities;
- take care to ensure that their activities do not put others at risk of injury.

Good Handling Technique

Listed below are some important points that persons involved with manual handling should be aware of:

- to stop and think to plan the lift;
- the correct position of the feet;
- to adopt a good posture;
- getting a firm grip;
- keeping close to the load;
- to lift the load smoothly;
- moving the feet so as not to twist the trunk;
- putting down the load and then adjusting its position.

Personal Protective Equipment (PPE)

Personal protective equipment e.g. gloves and safety footwear will be provided.

Safety footwear (i.e. with steel toecaps or steel toe covers) must be worn, when moving or lifting casks. Any volunteer wearing inappropriate footwear, sandals or ordinary trainers will not be allowed to undertake any manual handling activities.

It is also very important for volunteers who are on the 'working floor' during open hours that they present a professional image to the general public and take due consideration of their own health & safety. In view of this, CAMRA has, through risk assessment, deemed it is necessary that 'sensible' footwear be worn at all times by these



volunteers. For the avoidance of any doubt in this matter, we consider footwear which has an open toe, high heels or does not in any way enclose the entire foot to be unsuitable. Volunteers who present themselves wearing such footwear may not be permitted to work in these areas and may be re-deployed elsewhere.

It is important that all volunteers wear or use PPE when undertaking activities where it is deemed necessary to do so. Anyone found to be not adhering to this requirement will be asked to comply. Further breaches may involve either disciplinary action being taken, or in extreme cases, the volunteer being removed from site.

In particular, it is important that high visibility clothing (vests etc.) be worn at all times when directed to do so.

Also, it may be that noise levels present at an event exceed laid-down levels at certain times and in certain locations. If it has been assessed as being necessary that hearing protection is worn in such areas, it is important that you do so. The wearing of hearing protection in mandatory hearing protection zones is not optional and it is important that volunteers comply with this requirement at all times.

Experienced and trained volunteers will be required to wear goggles and rubber gloves when using line cleaner and steriliser.



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