



Notes for briefing stewards

***In Town, Without My Car!* Notes for briefing stewards**

Well briefed stewards will help events run more smoothly. It is suggested that where possible, all stewards assemble a few days before the event to be briefed. Time should be allowed at this briefing session for questions and answers.

The notes below are intended as an aide-memoire only, to be adapted as appropriate for local use. Once the local briefing note is prepared, each steward should receive a copy of it together with a copy of the site map, events schedule, supply of leaflets relating to the local event etc.

It is suggested that the local briefing notes for event stewards should cover the areas listed below:

General Rules

- This event is for the public and they must be respected and looked after at all times. Please be polite, courteous and helpful.
- Please make yourself aware of the different events that are taking place during the course of the day (where & when). An event schedule is included in this pack.
- Stewards should have a basic understanding of the aims and objectives of *In Town, Without My Car!*
- No drugs to be consumed at any time.
- Discourage the use of glass receptacles of any kind on the festival premises - if possible ask people politely to consume their drinks outside the festival area or transfer their drink into a plastic receptacle.
- People are allowed to bring their own food and alcohol into the festival area.
- No unauthorized traders are allowed on the premises.
- If in any doubt about any of the above, contact the Site Manager, [name here]
- If an emergency should arise, please contact the Site Manager, [name here]

Site Map

Showing all relevant detail - extent of car free area, barrier location, toilets, events, first aid post, lost children, positioning of stewards, central control post etc.

Events schedule

Include a copy of the schedule in the briefing pack

Shifts

If stewards are working in shifts, include details here

What to wear

Stewards should be immediately identifiable as such by their clothing, e.g. *In Town, Without My Car!* T-shirt, fluorescent jacket, etc. This will help give them authority. Advise wearing of stout comfortable shoes, and bring suitable protection in case of rain / cold / wind etc.

Subsistence expenses

A £25 food allowance for stewards is suggested. One way to work that could be:

- Include a claim form in the briefing (name, address, and details of claim)
- Receipts to be stapled to claim form and handed in to [name] at the end of the day.
- Issue refund cheques

Emergency vehicles access

A lane has been left clear for emergency vehicles (police, fire, and ambulance) to pass through at any time. Stewards manning barriers must permit access to emergency vehicles immediately, including unmarked emergency vehicles on production of suitable ID.

Emergency evacuation procedure

In case of emergency contact [named person] immediately. An immediate assessment of the situation will be made, if the situation warrants it, the site will then be evacuated.

List of evacuation points

Stewards must assist disabled people with evacuation.

All toilet areas must be checked to ensure that everyone has been evacuated.

When all people are out, secure your area to prevent re-entry until the all clear is given.

On completion of evacuation remain in your position, but if you need to evacuate site report to the rendezvous point for a roll call. The rendezvous point is

All other personnel should report to the rendezvous point on hearing the emergency announcement.

Our rendezvous point is in case of emergency this will be our meeting point.

Fire Safety

- Stewards shall insure that members of the public and other third parties are immediately moved away from the fire area to an area of comparative safety.
- If possible, and only if safe to do so, stewards shall attempt to extinguish the fire with any available portable fire extinguishers. You must not place yourselves or others at risk.
- All fires, no matter what size or whether dealt with, must be reported to who will notify the fire brigade if it is deemed necessary.
- The following types of equipment / structures should be equipped with suitable fire fighting equipment:

Marquees
PA systems
Generators
Hot food vendors

Disorderly Behaviour

Stewards should attempt to isolate the person from other persons. Then immediately contact

First Aid

Details of first aid provision here

Information Unit/ Lost Children/Lost Property

Will be situated

Communications

Ideally key personnel will be issued with two-way, multi-channel radio handsets, in which case Channel Traffic should be kept to a minimum and users should remain on their own channels. Alternatively, use mobile phones, in which case list numbers here:

Contact details, e.g.

Control / rendezvous point

Tourist Info Centre

Site Manager

Production Manager

Head Of Security

Others?

Litter

Issue each steward with a small supply of large bin bags and ask them to try and litter-pick periodically throughout the day - this will speed the clear-up process at the end of the day, and improve the quality of the event for everybody. Have a stiff broom and gardening gloves available to clear up any broken glass.

Vehicles allowed on site

Bicycles are permitted to enter the site; cyclists should be advised to ride slowly and give way at all times to pedestrians who have absolute priority in the car free zone.

No unauthorized motor vehicles are allowed on site. A list of authorized motor vehicles should be included in the briefing pack, and ideally authorized vehicles should be issued with passes. This list should be kept to an absolute minimum, ideally it should not exist - where possible all essential deliveries and collections should be arranged for times outside the road closure.