

Volunteer Staff Guidelines - Norwich 2023

- Thank you for volunteering, without people like you we would not be able to have a festival.
- Please make sure you have read, understood, and abide by CAMRA's Volunteer Charter.
- Please make sure you have read, understood, and abide by CAMRA's Health & Safety Volunteers Handbook. This covers fire safety, accident procedures, hazard reporting, first aid, electrical safety, hazardous substances, handling techniques, mechanical aides, work equipment, personal protective equipment, ladders, food hygiene, and food safety.
- You must wear your staff badge at all times you are working at the festival.
- You must sign-in each day, and please remember to sign-out at the end of your shift.
- Please try to arrive at least 15 minutes before the session starts.
- Bags and coats should be left in staffing, but **essential medical items should remain with you!**
- All bags must have a designated 'wrist band' with your name on.
- For those who use Social Media, without exception, any negative comments in relation to the festival are to be replied to by **authorised personnel only**.
- Festival glasses must be paid for at the glasses stand. They might be available free on the Saturday if excess stock is available.
- **If you have tested positive for Coronavirus or developed coronavirus symptoms** in the past 10 Days, **PLEASE** do not attend the festival.
- **Mental health and wellbeing:** Please consider your mental health and wellbeing before starting a shift, and put it above any commitments you have made to the festival.
- **You must** wash your hands with soap and water several times during the day.
- **You must** use hand sanitiser frequently when serving customers.
- You should avoid close contact with other volunteers and customers, and you should not share your glass with others.

Setup, Take-Down, and Cellar Work

- You must wear safety boots (provided) if you are moving heavy objects.
- You must wear a safety hard hat (provided) if you are constructing or taking down stillage.
- You should wear gloves (provided) when handling things like casks, stillage, and wooden bars.
- You must follow the instructions of experienced volunteers when performing potentially dangerous tasks.
- **Do not** perform a task if you feel you cannot perform it safely.

Health & Safety

- **Health & Safety is everyone's responsibility;** tell a manager if you see any hazards or issues.
- Familiarise yourself with the fire exit route and assembly point.
- Accidents requiring first aid (or near misses) must be brought to the attention of a manager. First Aiders are on-site at all time. St John Ambulance First Aiders are on-site when we are open to the public.
- Cuts and grazes must be fully covered with a plaster.
- If you have suffered recently from diarrhoea, sickness, or stomach upsets, you must inform the Volunteer Staffing Manager.
- Bar staff must be clean and presentable. Sandals, flip-flops, and open-toed shoes are not considered safe behind a bar.
- Make sure you wash or sterilise your hands before you start serving.
- **No eating behind the bar or stalls.** No picking of noses, scratching of spots, taking of snuff, etc..
- Do not drink or taste from a customer's glass; pour a little into a staff glass first.
- Spillages and trip-hazards are to be cleared up as soon as possible.

Counter Terrorism & Emergencies

- Make sure all your bags have a designated 'wrist band' with your name on.
- Be vigilant. Trust your instincts and immediately report suspicious activity, people, bags or packages to a radio holder. Radio holders are to immediately report this to the Stewards.

In the Event of an Incident or Emergency

- Do not take any personal risks. Do not engage unless trained.
- If appropriate, start to move people away from the area concerned.
- **DO NOT** try to video any incident, move to safety.
- Report incident or emergency to a radio holder. If it's a medical incident, please prevent others from videoing the incident.
- **PLEASE** don't speculate! It only confuses the situation further.
- Please don't gossip, or talk about the incident outside the festival.
- Don't be curious, don't go and 'have a look', you may be endangering yourself and others!

Licensing Act 2003

- **You must not serve anyone who is under 18** (birthday before **[today] Oct 2005**), or if you believe the drink is for someone under 18. You must ask for proof of age from anyone who looks under 21, unless they have an "Age Verified" wrist band, which must be on the wrist to be valid.
- **You must not serve anyone who is visibly drunk**, including staff. Check for swaying, stumbling, slurred or incoherent speech. Get a bar manager if necessary.
- Children are not allowed in the public areas when we are open to the public. The only exception will be specific volunteers over 16 who are with a parent or guardian. Such volunteers are **not allowed** to serve, or be served alcohol.
- It is the responsibility of each volunteer serving alcohol at this festival to comply with relevant licensing laws, and the Weights and Measure Act 1985.

Serving

- **You must not handle a glass by the rim, or put your fingers in the glass.** Keep your little finger under the bottom.
- If a customer has a stack of glasses (one inside the other), ask THEM to pull them apart (for your safety!).
- **You must not serve into a cracked or broken glass.**
- If a customer breaks a glass, if you can, ask them not to pick up the bits or kick them into a pile but leave it for a steward or member of staff to clean up.
- All broken glass is to be cleared up with the provided dustpan & brush while wearing gloves (unless using a long-handled brush). Broken glass is to go in the broken glass bin. Tell the bar manager of any breakages.
- We do not provide replacements for broken, lost, or stolen glasses, unless caused by a volunteer, in which case see a bar manager for a replacement glass.
- **If a customer asks if a drink contains a particular allergen (see list), and you don't know, you MUST get the bar manager. You MUST NOT say "I don't know", and you MUST NOT guess!**
The 14 allergens of concern are: Cereals (wheat, barley, rye, and oats), Milk (lactose), Sulphites (above 10ppm), Eggs, Crustaceans (eg, prawns, lobster, crabs and crayfish), Fish, Peanuts, Soyabeans, Nuts, Celery, Mustard, Sesame, Lupin, and Mollusc (eg, mussels, clams, oysters, scallops, snails and squid).
- If a customer wants a clean glass, they should exchange the glass at the glasses stand.
- When pouring, do not let the tap touch the glass or the drink in the glass.
- If a customer needs help deciding, you can give tasters, but not too much! Allow 3 tasters, then ask them to decide (but you can use your discretion).
- You are welcome to taste the beers, ciders & perries so that you can advise customers. You (and other volunteers with a badge for the current session) may have free drinks from the bar **during**

- your shift, but if you are, or become drunk, you will be asked to leave.** You are not allowed to give free drinks to friends or family. You will be asked to return your staff badge if you abuse the free drinks.
- All bars should have a container with drinking water for customers and staff. If not available, direct the customer to the Curiosity Bar or World Beer Bar (in the Marquee). Cheap soft drinks are free to customers.
 - Customers use pre-paid strike-off cards to buy drinks. You cross out the cost of the drink - **vertically** please. Please check that the strike-off card is this year's and genuine, and report any issues or forgeries to the manager. Cash is not to be accepted over the bar.
 - Always confirm what measure the customer wants – third, half or pint.
 - If there is **not enough in a cask or box to get to the 1st line, give it free.**
 - If there is **not enough in a cask or box to get to the 2nd line, charge to the 1st line.**
 - You can **only serve 1/3, 1/2, or whole pints** (and only where there is a line).
 - Please take care to fill to line (ie. try not to over-fill), even when it's busy.
 - You are **not permitted to serve into a vessel that is not lined; use a measuring glass** instead.
 - You are **not permitted to 'top-up' with a half; use a measuring glass** instead.
 - You are **not permitted to mix beer and cider.**
 - You are **not permitted to give discounts for a large order.**
 - You are **not permitted to serve less for striking-off less money.**
 - If a customer does not have enough money on their strike-off card, advise them to borrow some from a friend. Otherwise, they have to purchase another card from the Glasses or the World Beer Bar. If a customer cannot pay, keep their drink(s) under the bar until they return with a suitable card.
 - When the bar is busy and a customer asks for a taster, serve the taster and move to the next customer.
 - When the bar is busy, adopt the 'Type Writer Serving System': serve the customer to the right of the one you've just served, when you get to the end of your bar section, return to start of your section.
 - When Time is called, finish any order you've started, otherwise either leave the bar area, or start one of the clearing up jobs. You are **not allowed** to serve other volunteers or yourself after Time has been called (you must wait until told that we are 'wet', ie. can serve ourselves again).

Working Behind the Bar

- If a customer has a complaint, refer it to the bar manager (if you cannot deal with it by explaining the situation).
- If a customer is abusive toward you, step back, and tell a bar manager.
- Any tips or 'keep the change' should be crossed off before spent card is put in the bin.
- If you are offered a drink, cross off the money from the customer's card and get yourself a drink!
- Please do not place your staff glass on the stillage - it will get knocked over at some point!
- Dehydration affects each of us differently; make sure you have soft drinks throughout the day.
- If you need a break, just let the manager know. Meal breaks will be scheduled, but please return in good time so that other volunteers can have their breaks. Tea and coffee is available in the staffing area.
- At the end of the session, when the hall is being cleared, please do not stand around drinking or chatting with the public, as this makes it difficult to clear the hall.
- Being silly behind the bar is acceptable (nay, encouraged), being stupid is **not** a good idea.
- Please be nice to the customers and other volunteers.
- Any questions or queries, ask your bar manager.
- **Lastly - enjoy yourself !**