

Peace in the Park, The Ponderosa 9 th June 18 Stewards Information Sheet

General Points

- Please wear shoes that are not open-fronted and clothes suitable for the weather on the day. Please do not drink alcohol before or during your shift
- We will:
 - supply you with a high-visibility jacket, important contact details and a map of the festival
 - take contact details from you
 - provide you with a meal ticket and drinks
 - give you a notebook to record important information
- As a steward you are the face, eyes and ears of the festival to the public.
- They will come to you for information and assistance, so please be friendly, polite, calm and helpful.
- **As a steward YOU ARE NOT SECURITY!** If you are not comfortable dealing with a difficult person or situation, or if you don't know the answer to the questions you're been asked please radio for assistance.
- A programme is available for people coming into the festival at the Info Tent.
- **Patrolling stewards should check the toilets once every hour.**

Radios

- Stewards will work in pairs with one radio per pair.
- The radio should be set to channel 4. Do not change the channel setting unless instructed to do so.
- Use the radio to talk to Kinder – Head Steward and other stewards.
- If the radio bleeps it has low batteries. Return to the Info Point.
- Each radio will be marked with a call sign.
- **All radio communication should use a call sign announcement, where X & Y are appropriate call signs:**
 - **"X, this is Y. Come in please"**
 - **"Y, this X. Go ahead"**
- Say "Over" when you stop speaking and require a response
- Say "Out" when you have finished speaking
- Say "Standby" when you require further time before speaking

Glass

- Be vigilant against glass. It is likely that people will bring glass bottles into the festival. Please put any glass left on the ground in the recycling bin. If you see

people with glass bottles remind them politely about the recycling bins.

Incidents

The following are examples of incidents that you may encounter:

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|-------------------------|--------------------|
| • Anti-social behavior | • Dangerous dogs |
| • Drunkenness | • Drug use |
| • Lost / Found children | • Illness / Injury |
| • Medical emergency | • Fire |

Incidents should be reported immediately. This will be relayed to security and safety staff as necessary. An incident is reported in the following order:

1. **The words 'incident, incident'**
2. **Your name**
3. **Await acknowledgement 'go ahead your name'**
4. **Location of incident**
5. **Brief description of incident**

Security

- Trained security will be patrolling the festival site
- When you start your shift find the nearest security staff and say 'Hi!'
- Security staff are trained to deal with incidents – let them do their job!

Lost & Found Children - The Lost Children point is – Face Painting in the Kids Area.

LOST CHILD - (Parent, no child)

Radio in on Stewards channel. **Direct person to Info Point. Escort if distressed.**

Do not broadcast a child's name or description over any of the PA systems.

KILO 5 BLUE for a boy.

KILO 5 PINK for a girl

Do not issue description of lost child over radio at any time.

FOUND CHILD (Child, no parent)

Radio in on Stewards channel. **Await instruction for 2 steward escort to Kids Area.**

USE NOTEBOOK TO TAKE NOTES

Fire

- Fires are not allowed but BBQs (preferably raised) ARE allowed.

Vehicles

- Only designated vehicles and emergency vehicles are allowed on the park during the festival.
- No vehicle movement without permission and escort 1100-2200.
- Report the location and registration number of a moving vehicle immediately.