



# Volunteer Handbook

## Welcome to Greenbox Events!

Welcome to the team! We hope your time with us is both challenging and rewarding, and a chance to meet some great people in a fast moving industry.

This handbook outlines the key information you need for your role and must be read as part of your agreement with Greenbox.

Please feel free to read our policies, Code of Conduct, and Health & Safety Procedures on our website before arriving as these detail exactly what's expected of you. These will be covered again on site, but reading them in advance will give you a good head start. If you have any questions before arrival, contact the office using the details at the back of this handbook.

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Greenbox Events was established in **2011** and now delivers waste management services across more than 20 festivals and events each year throughout England and Wales. Our purpose is straightforward: to manage waste responsibly, maximise recycling and reuse, and continually improve our approach in partnership with event organisers.

We are committed to doing things the right way — supporting our staff, maintaining high standards on site, and working in a way that minimises environmental impact. A large number of our team return year after year, which reflects the positive, hardworking culture we aim to create.

We are also entering an exciting new phase as we transition towards becoming an **employee-owned company**. This means that, over time, the business will be owned collectively by its employees, giving staff a genuine stake in how Greenbox operates and develops. Employee ownership is about sharing success, encouraging involvement, and ensuring that the people who contribute to the company also benefit from its future growth.

As part of the Greenbox team, your contribution matters. We actively encourage feedback and ideas to help improve how we work. Clear communication and teamwork are essential, particularly when living and working closely together on site. Those who show commitment, reliability, and a positive attitude will find strong opportunities to return and **grow with us** in future seasons.

#### **Our Values:**

- To respect and promote equality and diversity within the team and the wider world*
- To lead in an environmental benchmark for others to follow*
- To be recognised for our honesty, transparency and approachable stance*
- To be effective in providing sustainable outcomes for the event industry*
- To consider the wellbeing and safety of all those we work with and around, including customers, clients, other site crews and local residents*
- To uphold our reputation as a positive, hardworking crew*
- To leave no trace!*

## Signing Up

You're reading this because you've been given a volunteer role at one of our events. Keep checking your profile on our website for updates about your shifts and event details. We'll usually send this by text and email too, but it's your responsibility to check your profile in case you miss anything.

You'll be sent an information sheet with your shift details, usually along with a link to complete an induction form. This must be completed before you can be issued a wristband on site.

If you have any concerns about your health or wellbeing, please complete the Wellbeing Form before arriving on site so we can put any support in place.

The QR code for this form can be found at the end of this handbook.

## Planning Your Stay

You'll need to bring your own camping equipment and suitable weather protection for the event. Make sure you come prepared for all conditions, as we can't guarantee spare equipment will be available.

## Weather & Preparation

We can't guarantee good weather at any event. Poor conditions can have a big impact on your experience, so it's important you come properly prepared. While we may have some spare equipment, we can't guarantee enough for everyone — priority will always go to those whose gear has failed on site

## ★ What to Bring ★



- Accommodation (tent/live in vehicle)
- Sleeping mat and bag (and possible extra items for warmth earlier and later in the season)
- Waterproofs (trousers, jacket, shoes, plus spares!)
- Sun protection (eg hat, sun cream)
- Water bottle
- Reusable serve ware, especially water bottle and mug for tea
- Appropriate footwear such as fully waterproof boots
- Enough underwear to last your full stint!  
We can not guarantee a laundry service on site.
- Snacks and food
- Torch
- Shower gear eg flipflops, towel, toiletries
- Hi Viz tabard (we do issue these before shifts, but some sites require the wearing of them across the site as soon as you enter)



## Personal Responsibility & Support

You're expected to take a reasonable level of responsibility for your own welfare while on site. That said, if you're new to this type of

environment, let us know — we'll support you in getting set up and comfortable. The team are generally great at helping each other out, but please don't rely too heavily on others or take advantage of their generosity.



### LIVE-IN VEHICLES

**Live-in vehicles** are allowed but must be declared when signing up or by contacting the office in advance. This ensures you are issued the correct onsite pass.

While we'll do our best to accommodate undeclared vehicles, space cannot be guaranteed. Once your vehicle is parked on site, it should not be moved until the event has finished.



### TRAVEL & LIFT SHARING

**We encourage lift sharing** where possible.

If you don't drive or may struggle to get to site (especially more remote locations), let us know as early as possible so we can try to help. Lifts aren't guaranteed, so the sooner you tell us, the better chance we have of helping you find a solution.

We do have a Greenbox facebook page that can facilitate with lift shares, the link to which can be found at the back of this handbook.

## Arrival

You must arrive within the times stated in your show information pack. These times are set by event licensing, and gates will be opened and closed accordingly. If you arrive outside these times, you may be asked to wait outside or leave and return later, and we cannot guarantee entry.

We strongly recommend arriving at least the day before your first shift to allow time to settle in, avoid traffic delays, and complete accreditation.

Your information pack will confirm if you need to complete an event induction before receiving your wristband. This is separate from your Greenbox briefing, which your supervisor or manager will organise on site.

You should also receive directions to the campsite or contact details for the site manager. If you're unsure where to go, ask security, accreditation staff, or other crew members for directions to the Greenbox campsite or waste yard.

## Campsite Setup & Facilities

When you arrive, please check in with other team members so they can direct you to a suitable place to camp. If you decide to camp with friends or in a different area to the Greenbox team, please be aware that on the Monday it is recommended you pack up your belongings to avoid them being raided while you are on shift, as we cannot guarantee any security in areas outside of the official staff campsite.

We aim to provide basic welfare and sanitation facilities at all events. Toilets and running water will always be available. Showers are usually provided, but as they depend on site infrastructure, they may be limited, moved, or removed before our final shifts. If this happens, we will let you know in advance so alternative arrangements can be made. Where possible, we also provide a team shelter, hot water facilities, and access to electricity to help improve comfort on site.

We may sometimes share campsites with other teams, but the same standards apply. If there are any issues, report them to your supervisor or site manager as soon as possible. In emergencies, contact your manager, a radio holder, security, or emergency services no matter what time of day or night it is.

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## CAMPSITE CONDUCT

While staying on site, staff are expected to be respectful, helpful, and considerate of others. Please don't extend your stay beyond your final shift – one extra night is usually fine, but anything longer must be agreed in advance.

Our Code of Conduct applies both on and off shift. Even when not working, you are still representing Greenbox. This means:

- ✓ No excessive drinking
- ✓ Keep noise and language respectful
- ✓ Do not invite non-Greenbox guests without permission
- ✓ Treat others with respect
- ✓ Keep the campsite clean and tidy
- ✓ Follow all health and safety procedures
- ✓ Report any issues
- ✓ Leave no trace

### Before Your First Shift

Take time to find out where key areas are, including:

- The waste yard
- Toilets, showers and water points
- Fire evacuation routes and meeting points
- The welfare shelter

It's also a good idea to check a site map and familiarise yourself with the layout, including venue and area names.





## STARTING YOUR SHIFT

Arrive at the meeting point at **least 15 minutes** before your shift and allow time for travel.



Your supervisor will brief you on the day's work and health and safety, and give you your PPE. This will always include a high-visibility tabard and gloves. Some roles may need different gloves or extra equipment, such as eye or ear protection. If you need any extra PPE, please ask.



## AT WORK

### General Greenbox Roles:

- Litter Picker
- Table Clearer
- Bin Emptier
- Bin Decontaminator
- Vehicle Loader
- Recycling Sorter
- Bag Handing Out

You may do one or several of these roles during a shift. Your supervisor will explain your tasks and where to work. Please follow these **general rules at all times**:

- 1 Stay in the area given by your supervisor and keep it tidy.
- 2 Keep recycling separate from general waste (in bins, picking bags and piles). You must always carry both general waste and recycling bags on your person.
- 3 Empty unfinished drinks onto the ground.
- 4 Tie all full bags securely.
- 5 Take full bags to an agreed collection point.
- 6 Skim bins regularly to keep them decontaminated.
- 7 Report waste build-ups or problem areas to your supervisor or team.
- 8 Report any traders not following the rules to your supervisor.
- 9 Encourage others to recycle in a positive way.
- 10 If a bin is overflowing, arrange for it to be emptied as soon as possible—either by doing it yourself (if able) or reporting it.



## RECORDING YOUR HOURS

Your supervisor will record your shift worked and will pass the information onto the Site Manager to ensure you are marked as **all shifts completed**, so that your deposit is returned in good time.

**If your attendance isn't marked down you may lose your deposit!**

## Rubbish Section! (2)

### Recycling

We are proud to be a recycling company and aim to improve recycling rates at every event. If you see something in the wrong container, move it to the correct one—no matter your role. We use **green** or **blue** 'picking bags' for recycling, and grey picking bags for general. You are expected to carry two bags to enable you to collect general waste and recycling at the same time. Please find your preferred way to carry spare bags. Most will take a small rucksack onto shift with them.

### Waste Streams

We usually collect at least 5 types of waste, often more. We don't collect the same streams at every show so please be sure to know what is being recycled at each show you work at.

These are the most common streams:

- General Waste
- Dry Mixed Recycling (plastic bottles, steel cans, sometimes aluminium)
- Aluminium Cans
- Cardboard
- Glass
- Food (sometimes includes biodegradable serveware)
- Wood
- Batteries
- Vapes
- Reusables
- Mixed Metals (eg chairs, tent pegs)
- Medical
- POPS (e.g. sofas, mattresses, cushions, furniture)
- Reusable Cups
- Pressurised canisters (e.g. NO2)

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### Sorting Waste

Keep recyclable materials as separate as possible when collecting litter. Smaller items (except food) can go into green or blue bags to be sorted later.

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### Glass

Glass is heavy and loud, use the correct PPE if you are moving glass or dealing with broken glass. Use a glass bin if one is nearby (usually back of house). Wear ear protection near glass tipping areas. Sometimes you may not find a glass bin, in which case put into your blue bag for sorting if it is intact, or occasionally they are left between bins for later retrieval. Broken glass should be placed directly into a glass bin or securely wrapped and put into general waste.

## Food & Cardboard

We usually prioritise food and cardboard waste from traders and bars back of house (BOH), but customer waste front of house (FOH) should also be sorted where possible. It is becoming more common to use food bins FOH but to be collected they must be no contamination and so must be regularly skimmed to take out contamination from them. Any small or wet pieces of paper or cardboard from FOH will usually be put into general waste unless it's a substantial amount and is dry.

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## Other Materials

- Tetra packs/cartons and soft plastics are not often recycled—check each event
- Keep batteries, vapes, and electrical items out of general waste due to fire risk, put into recycling bag to be sorted.

Pressurised canisters are collected separately due to fire/explosion risk, put into recycling bag to be sorted

## Bins

Check the weight of the bag before lifting it out of a bin. If it is too heavy, detach the bin and tip it to the ground to slide the bag out. Ask for help if needed.

Bin stacks are very heavy and must be handled carefully:

- Do not leave full stacks upright unattended—lay them down
- Use two people to move stacks
- Check the ground is level before standing them upright
- Use mechanical aids (e.g. tail lifts) when loading
- When using ramps, check for slipping and use two people to move slowly



## Bags & Loose Litter

Do not carry bags against your body (e.g. on your shoulder or hip) due to risk from sharp objects.

Repeated bending can cause strain. Use safer methods such as bending at the knees or kneeling where safe. Report any aches to your supervisor—you may be given a different task or equipment such as a litter picker.

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## Tent Pegs

- May go into metal recycling (if available), otherwise general waste
- Wear eye protection when removing
- Pull from the ground by the peg itself—do not pull the elastic that attaches it to the tent to avoid it becoming a high-risk projectile
- If you're unable to get a peg out, ask a colleague to have a go. No peg left behind!

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## Safety & Handling

All waste types have risks. Always use correct PPE and follow safe handling:

- Be careful with unknown items or bags
- Know what you're picking up before you pick it up
- Use puncture-proof gloves for sharp materials
- Watch for slippery food spills and clean them quickly
- Do not let cardboard build up near generators (fire risk)
- Do not handle medical waste—report it
- Use a bag-over-glove method for vomit or faeces
- Do not lift bags from underneath, always grab them from the top to avoid risk of puncturing your skin with sharp objects.



## Health, Safety & Welfare (3)

Waste, festival sites, and equipment can all be hazardous. Rather than listing every risk here, we use our Risk Assessments and Method Statements (RAMS) and Health & Safety Procedure Manual for full guidance. These are available on site and on the website for you to read at your leisure. All risks and hazards and how to avoid injury by them will be pointed out to you on site, but reading these documents will ensure you are extra safe while working with us.

This handbook covers the most common risks and injuries. Your supervisor will brief you before each shift and continue to guide you on risks and safe working practices.

You must follow all health and safety procedures as part of your role. Posters and signage on site will also highlight key hazards.

You can report incidents using the QR code, but you must also report anything directly to your supervisor or manager.



### GOLDEN RULES

- 1 Safety comes first.** If you feel unsafe, stop what you're doing and ask. Do not put yourself in danger.
- 2 Report hazards, injuries, damage, and near misses** to your supervisor as soon as possible. Be ready to complete an Incident Report Form (QR code).
- 3 If safe, remove the hazard** or warn others until help arrives or report as a near miss if able to remove safely fully.
- 4 Carry a phone** or know where to find a **radio** or a phone holder.
- 5 In an emergency,** contact Event Control by radio with the incident and location. Follow instructions. If this route is unsuccessful, call **999** and inform your supervisor straight away.
- 6 Always wear your PPE** as instructed.
- 7 Always be aware of moving vehicles** and don't wear headphones where vehicle movement is expected.
- 8 Be prepared** for the weather during your shift.
- 9 Do not drink alcohol on shift** or in the working yard at any time.
- 10 Follow all safety signs** and warnings.
- 11 Wear suitable footwear** for the task and conditions. No open-toed shoes.
- 12 Protect your hearing**—ask for earplugs if needed.
- 13 Avoid working** while overly tired.
- 14 Maintain good hygiene.** Wash and sanitise hands regularly, and report issues with toilets or showers.



## First Aid

We aim to have a Greenbox first aider on site. They can assess situations and provide support.

First aid kits are located in the working yard, on Greenbox vehicles, with supervisors, and in the Site Manager's accommodation.

Event sites also have their own first aid teams, who can be contacted by radio and may provide additional support.



## Manual Handling

Always assess the task before lifting. Do not attempt heavy lifting unless you have been shown how to do it safely.

Check the weight and make sure your path is clear.

Use a secure grip, keep your feet shoulder-width apart, bend your knees, and keep your back straight when lifting and lowering.

Do not lift anything over 15kg without help or mechanical assistance.

Please watch this video to understand the basics of lifting heavy loads:

<https://tinyurl.com/pndyvb4f>



## Safeguarding

Safeguarding means protecting people from harm, abuse, bullying, exploitation, and unsafe conditions. It applies to everyone on site.

If something feels wrong, unsafe, or inappropriate, report it using the Safeguarding Reporting Form (QR code on the back of this handbook) or speak to your supervisor, manager, or a member of the safeguarding team.

Safeguarding team members will be listed on posters on site.

Safeguarding concerns may include:

- Violence or sexual misconduct
- Bullying or harassment
- Serious drug or alcohol misuse
- Mental health crisis
- Unsafe living conditions
- Risks from extreme weather or faulty equipment

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### **In an Emergency**

If someone is in immediate danger, contact Event Control by radio through a radio holder (preferred) or call 999. Then inform your supervisor or manager.

If not an emergency but needs quick attention, contact your manager or supervisor who will assess the situation and take action in non emergencies.

This may include separating people, removing someone from duties, changing accommodation, disciplinary measures or contacting emergency or local services.

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### **If Someone Reports a Concern to You**

- Listen and reassure them
- Make sure they are safe
- Encourage them to report it to the safeguarding team or their supervisor/manager
- Secure any evidence if needed (especially in cases like sexual assault)



## Your Safety

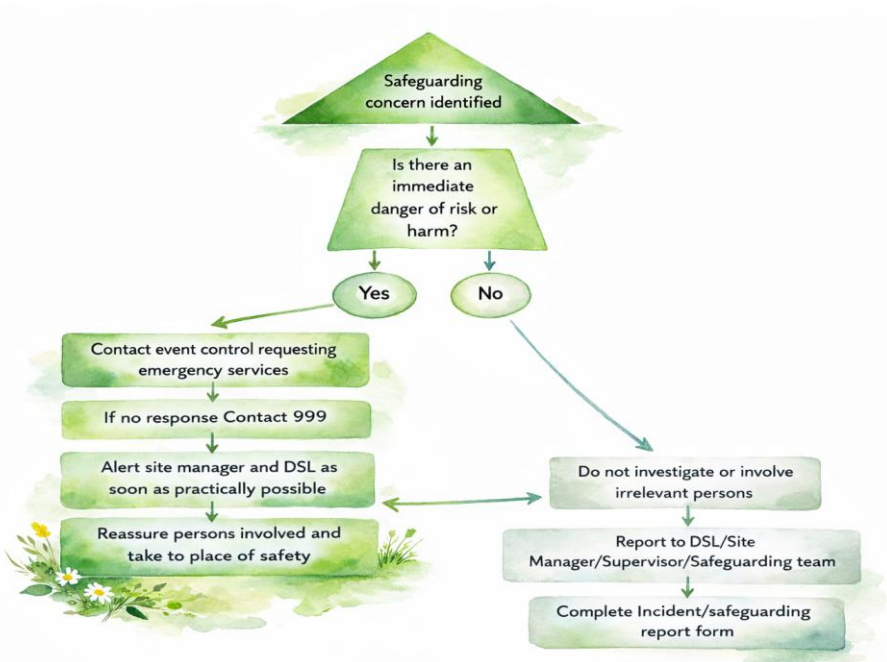
If you feel unsafe or at risk, remove yourself from the situation and report it immediately. In aggressive crowds, take off your hi viz. Report any aggressive behaviours towards you and take note of description, badge numbers, company names, time and place so that the incidents can be investigated.

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## Other Important Information

- All safeguarding concerns must be recorded and are handled in line with GDPR and our Privacy Policy
- Children are only allowed on site with permission, must be supervised at all times, and cannot work

If you are struggling with your physical or mental wellbeing, you can submit a confidential Wellbeing Form before starting work, the QR to which can be found at the end of this handbook.





# Safety Information for Campsites & Work Areas



Please read carefully – these rules protect you, your team and everyone on site.



## Fire Safety

Fire extinguishers are available in work areas and campsites.

- ✓ Only use them on small fires if it is safe and you are trained to do so.
- ✓ Fire emergency procedures will be covered during your site induction before you receive your wristband. If not, your manager will explain the evacuation procedures for your work and living areas.



## Gas Safety

Do not bring unsafe or untested gas appliances into the campsite.

- ✓ Dispose of gas canisters responsibly.



## Electrical Safety

Do not connect to power supplies without permission

- ✓ Do not turn on generators unless authorised
- ✓ Do not leave electrical equipment or cables where they may get wet
- ✓ Do not bring unsafe or untested electrical items into the campsite

## Key Reminders

- Follow all instructions from your manager
- Attend site induction before starting work
- Look out for others – report hazards
- If in doubt, stop and ask

## Using the correct extinguisher for the right type of fire

Never attempt to put out a fire unless you have been trained to do so. Choosing the right extinguisher can prevent property damage and save lives.

FIRE TYPE & CLASS	WATER	FOAM	POWDER	CO <sub>2</sub>	WET CHEMICAL
<b>A</b> Safe for use on: Wood, paper & fabric fires	✓	✓	✓	✗	✓
<b>B</b> Safe for use on: Flammable liquid fires	✗	✓	✓	✗	✓
<b>C</b> Safe for use on: Gaseous fires	✗	✗	✓	✗	✗
<b>F</b> Safe for use on: Cooking oils & fats	✗	✗	✓	✗	✓

This sign is for guidance only and should not be used as a substitute for recognised training

## In an emergency

- Alert your manager** or site control
- Follow evacuation** instructions
- Go to the nearest assembly point**



If you are working in the yard, take extra care. Vehicles and specialist equipment are regularly moving. Your supervisor will explain specific risks, but you must stay alert and avoid getting in the way of work. Stay clear of moving vehicles, especially around the front and sides of skips. Keep the yard tidy and clear your area before the end of your shift.

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### Working Around Skips

Skips can be hazardous. Always take care:

- Hard edges can cause injury
- Doors are heavy and can swing—keep clear and make sure they are fully secured open or closed
- Do not climb into skips
- Do not use ladders unless trained to do so safely
- Check no one is inside before adding waste
- Check no one is nearby before throwing bags in
- Use a platform to reduce throwing height where possible
- Stack waste carefully (especially wood) to avoid collapse or spillage
- Keep the inside door area clear so it can close properly



## Sorting Recycling

Set up your work area to avoid unnecessary lifting, twisting, or carrying.

- Sort materials into the correct containers (usually bins)
- Empty or replace containers as needed if no dedicated emptier
- Only lift bags from the knot—never from underneath
- Open bags carefully to avoid spills
- Identify items before handling them

## Storage & Equipment

- Do not stack waste against unstable or moveable structures (e.g. fencing), unless instructed
- Return reusable equipment to where it came from
- Keep containers closed to protect from weather
- Do not damage equipment through rough handling or incorrect techniques.

## The Can Baler

- Do not operate the can baler without prior training
- Do not put anything or any limb into any part of the can baler
- Regularly check the ground for oil leaks and small bits of waste and clear regularly. Keep ground protection underneath
- Do not move or lean on pallets of bales that have not been strapped



## Vehicles & Transport



When working with vehicles, follow these rules at all times. Drivers will guide you on safe working as a passenger or loader.

- Never climb on, load, or leave a vehicle while it is moving
- Only travel in designated passenger seats (not in trailers)
- Close any doors after use
- Do not direct (bank) vehicles unless trained. Never bank non-Greenbox vehicles
- Keep the area around vehicles clear of obstructions
- Keep vehicles tidy
- Be ready to warn others of vehicle movement
- Wear sturdy footwear
- Take care when lowering trailer ramps
- Do not use tail lifts unless trained
- Keep vehicle and trailer floors clean and free of slips
- Help ensure loads are secure
- Make sure the driver knows where you are at all times
- Load bags of rubbish safely and securely, being sure not to split bags or spray or hit anyone with waste





## Sickness

### Sickness

Staff may become **unwell on site**. **Illness** caused by substance misuse or lack of sleep is taken seriously, and repeated cases may affect future work opportunities.

All **illness** will be treated with welfare as the priority. **Site Managers** will arrange **medical support** where needed, either on site or by transport to a local doctor or hospital. If you are unable to continue working, Greenbox will help arrange your return home within the UK.

You must report sickness to your **Site Manager** as soon as possible, either directly or through a colleague. This allows proper care and monitoring. In some cases, you may be asked to isolate or leave site to prevent the spread of illness.

## Sanitation & Hygiene

Good hygiene helps prevent illness.

- ✔ Always wear gloves when handling waste
- ✔ Wash hands regularly, especially before eating and after using toilets
- ✔ Use hand gel or wipes where soap and water are not available
- ✔ Do not share bottles, utensils, or towels

Staff are encouraged to check medical advice on any vaccinations they may need.

## Pertaining to Volunteer matters (4)

### **Rest Breaks**

Litter pickers and sorters are usually given a 15-minute break during 4–6 hour shifts. Break times are set by your supervisor based on workload, weather, and fatigue.

For shifts over 6 hours, you are entitled to a 1-hour unpaid break.

You will usually receive at least 11 hours' rest between shifts.

You are not required to stay on site during breaks, but must return for your scheduled shift.

### **Smoking**

Smoking is only allowed during scheduled breaks. Avoid smoking near others and never smoke in work vehicles. Never throw your butts on the floor!

### **Training & Development**

You will receive an induction at your first assignment and training for your tasks.

Always ask for instruction if you are unsure before starting a task.

Volunteers are encouraged to learn multiple roles to support the team. Training may include on-site guidance, documents, or online resources

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### **Grievance Procedure**

1. Informal - Speak to your line manager to try to resolve the issue quickly.
2. Formal Grievance - If unresolved:
  - Put your complaint in writing
  - Send it to your manager (or another manager if needed)
  - Clearly state it is a formal grievanceYou will be invited to a meeting and may bring a colleague or union representative.
3. Outcome - A written decision will usually be provided within 5 working days.
4. Appeal - You may appeal in writing within 5 working days. A final decision will be given after the appeal meeting.

## Whistleblowing Policy

### 1. Raising a Concern

If you have concerns about wrongdoing, you should raise them as soon as possible with your line manager or Site Manager. If you feel unable to do this, you may raise the issue with another manager.

### 2. Formal Disclosure

If the issue is not resolved or needs to be raised formally:

- Put your concern in writing
- Send it to a manager
- Clearly state it is a whistleblowing disclosure
- Include relevant details where possible

### 3. Outcome & Protection

All concerns will be taken seriously and handled as confidentially as possible. An appropriate investigation will be carried out, and you will normally be informed of the outcome within a reasonable timeframe.


Greenbox is committed to ensuring that no one is treated unfairly for raising a genuine concern. You will not be dismissed, disadvantaged, or subject to discrimination for speaking up in good faith. Any form of retaliation will be treated as a serious disciplinary matter.

If you feel your concern has not been properly addressed, you may escalate it to senior management or, where appropriate, to an external authority.



## Lost Property






- ✔ Please hand in all lost property to either your manager or supervisor, or if the show is still running feel free to take lost property to the info or welfare points or hand to security.
- ✔ Please note where the item(s) were found as this is sometimes recorded by the festival site.



## Lost Children

It may be you come across a child who has lost their parents or a parent that has lost their child. We refer to these situations as either a 'found child' or a 'lost/missing child', depending on whether the parent or the child have approached you.

Most shows will have their own protocol for these situations but there are some rules to follow at every show:

<p>1  Do not take the child or parent away from the area they last saw their child/parent.</p>	<p>4  Do not broadcast the child's name over the radio.</p>
<p>2  Find a radio holder to report the situation.</p>	<p>5  Stay calm and friendly and reassure that we will be able to reunite.</p>
<p>3  Ensure you can describe the exact location of the situation.</p>	



## EMERGENCY PROCEDURES



### MEDICAL EMERGENCY

- 1 Find your nearest radio holder and ask them to contact **Event Control** and request medics.

**DIAL 999 IF NEEDED.**

- 2 If you **cannot** find a radio holder, or if the process fails, **dial 999** if an immediate response is needed.
- 3 Observe the patient's approximate age, type of injury, sex, and any medical conditions known to you to pass onto medics.
- 4 **Note** the precise location of the incident using **map grid references** if possible. Otherwise, describe your area using the site's location name or landmarks around you.
- 5 Security staff can assist with and are trained in dealing with emergencies—they will nearly always have radios. Be aware of the location of your nearest security personnel, they will act fast in any emergency situation.



### FIRE EMERGENCY

**Tackle the fire if confident:**

- 1 If confident and it is safe **to** do so, tackle the fire with an appropriate extinguisher (given in your volunteer briefing), but only if you are competent and cannot wait for emergency services to arrive.

**Contact the emergency services:**

- 2 Immediately evacuate people away from the area to a safe distance.
- 3 Notify **Event Control** or security personnel and request the emergency services. Security personnel are trained to manage emergencies, and will nearly always carry radios.
- 4 If you cannot make contact this way, **dial 999**.
- 5 Never put your own life at risk.



### SECURITY ASSISTANCE

Security staff are trained to assist with emergencies and will nearly always carry radios. Know where your nearest security personnel are located so that in an emergency they can act quickly.

## Contact Information

**Website:** [www.greenboxevents.co.uk](http://www.greenboxevents.co.uk)

### Address:

The Office & Yard, Goldings, Charfield Road, Wotton-Under Edge, GL12 8RL

### Phone numbers:

Clive (Trustee of the Board of Employees): 07771 333588

Lauren (Operations Manager): 07425 114323

Emma (Project Manager): 07484 670646

Amy (Staffing, Accreditation and Scheduling): 07847 890282

### Emails:

Staff matters: [staff@greenboxevents.co.uk](mailto:staff@greenboxevents.co.uk)

Site/Safeguarding matters: [emma@greenboxevents.co.uk](mailto:emma@greenboxevents.co.uk)

Pay matters: [payroll@greenboxevents.co.uk](mailto:payroll@greenboxevents.co.uk)

### Links to Related Documents

Incident Report Form: <https://forms.office.com/e/7DWP8eHyF9>

Wellbeing Form: <https://forms.office.com/e/gHTJBp5Dh6>

Safeguarding Form: <https://forms.office.com/e/MwUpLxd0WZ>

Feedback Survey: <https://forms.office.com/e/pm0Yfb23QH>

Expenses Form: <https://greenboxevents.co.uk/staffexpenses>

Code of Conduct: <https://greenboxevents.co.uk/sfdocs>

Health and Safety Procedures Manual: <https://greenboxevents.co.uk/sfdocs>

Staff Handbook: <https://greenboxevents.co.uk/sfdocs>

### Facebook Group:

<https://www.facebook.com/groups/193302618535497>

**Safeguarding Lead:**

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*QR codes for online forms:*

