

# Health and safety policy and procedures for **Litter Pickers**

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Greenbox Events has a responsibility, so far as it lies within its power to do so, to protect the health and safety of its employees, visitors to its premises and members of the public. The company takes this responsibility seriously and gives it a high priority. It is company policy to take all reasonable steps to protect the health, safety and welfare of employees, contractors, visitors to its premises and of all other persons who may in any way be affected by the activities of the company and its staff.

The company will make every reasonable effort to provide safe and healthy working conditions so far as is possible and provide equipment and appropriate clothing for its staff.

Information and instructions will be given to all company employees and temporary and voluntary staff on Health and Safety policies and procedures. Basic training will be given to the various groups of staff as is required by the nature of their work. Training will be given to promote safe and healthy working practices and to assist staff to comply with their health and safety responsibilities.

Safety can best be promoted by the constant vigilance and frequent reappraisal of working methods. Employees and contractors have a responsibility to work in such a way that does not put the health and safety of themselves or others at risk. It is the duty of all employees to conform to the companies Health and Safety policy. All employees have a responsibility in the first instance to alert others should their actions pose a risk to health and safety and when this fails to report the situation to the Health and Safety Co-ordinator. In exceptional cases the Health and Safety Co-ordinator should be notified immediately.

All employees are required to read this policy statement and the companies' Health and Safety policy. Staff should raise any matters about which they require clarification and should consult the Health and Safety Officer if they wish to discuss any issue relating to safety, health and welfare matters.

This policy statement has been prepared in accordance with the Health and Safety at Work Act 1974 and is issued for the direction, guidance and information of all employees, contractors, suppliers and members of the public to whom it may relate. The company will issue further guidance on matters of health, safety and welfare as this may be required to comply with changing circumstances, regulations and legislation.



Clive Phillips

Director - Greenbox Events

18<sup>th</sup> March 2012

## Creating a culture

Everybody has a responsibility to themselves and to their colleagues to create a safer working environment. We need to abide by the following policies, to report shortcomings in the policy if and when they are identified and to address and/or report abuse of health and safety practices.

## General

- Whenever you are at work you must wear all the protective clothing and equipment you have been issued with. If you lose it, if it breaks in some way or does not fit, you must ask for a replacement.
- When working with waste, always wear sturdy shoes or boots and long trousers. You will not be permitted to work in shorts or sandals.
- Anyone working with waste is recommended by the HSE to get inoculations against Hepatitis B, Polio and Tetanus. You should consult your GP on this matter.
- You must not work under the influence of alcohol or drugs, or take them whilst you are at work.
- If you have any injuries, you must make sure that they are protected and make your supervisor aware of them before starting work. Greenbox Events will provide any plasters or dressings you might need. If no suitable dressing is available then a suitable dressing must be found before commencing work
- Only do the work you have been explicitly asked to do in the areas you have been asked to work in.
- You must report to your supervisor any potential hazards you identify or are made aware of.
- Use your breaks to rest and refresh yourself; these are an important part of your working day.
- You must inform your supervisor of any accidents or near misses that occur so that these can be recorded.
- If you have any special medical conditions (e.g. extreme reactions to insect bites/stings) you should make your supervisor aware of them and remind them each time you work with them.

## • Your Health and Safety responsibilities for other staff

If you are responsible for directing the work of staff then you are also responsible for their health and safety.

- You must always carry or have immediate access to a radio or mobile phone
- Before starting work you must have the contact details of each of the following (phone numbers or radio channels)
  - On site medical support
  - On site security
  - The Greenbox Events site manager
  - On site production
- If a serious situation arises use your judgment to contact emergency services on 999
- Be aware of your location; the address of the event site and the specific location on site.
- Do not lose your team or the people you are working with.

If you need to work alone, tell your colleagues where you are going first.

Other members of staff may not be aware of the same safety issues. Be aware that:

- They may not have undergone the same training as you
- They may have less responsibility
- They may not have a good command of English. If you are concerned that a member of staff can not understand your instructions, inform the site manager
- Some people have a lesser awareness of danger and are likely to flaunt safety procedures. They should be reminded adherence to safety policy is part of their contract of employment and not for personal discretion.
- Some are more easily influenced by others so always create a good example.

## Personal Protective Equipment (PPE)

The table below describes the protective clothing essential to certain tasks; you may perform a number of these tasks simultaneously and therefore need to wear a combination of PPE.

If you are responsible for directing staff you must ensure they are issued with the correct PPE, trained in its use and instructed to use it.

**You must ALWAYS wear the appropriate PPE** for the task you are performing. You must not allow staff you are responsible for, to work without the correct PPE.

All PPE	All PPE should fit well, if it doesn't it should be changed.
	All PPE should be examined for damage, if it is it should be replaced
Gloves	Glove should be selected according to task and conditions
	Gloves should be replaced if they get wet inside, get waste inside them, are ripped or punctured.
	Gloves can be worn again provided they are dry and clean
	No gloves are puncture proof, greater resistance can be obtained and in cases such as sorting gloves with cut resistance of 3 and above should be used
	Always wash hands after handling waste even if wearing gloves
High-Viz Jackets	High-Viz Jackets should be worn fastened at the front, and should not be covered by coats or bags

Task	Nitrile coated palms	Cut Protect Gloves	Chemical Resistant	Hi-Viz Jacket	Eye protection	Ear protectors	Dust Mask	Kevlar Trousers	Steel-toe-capped boots	Hard Hat
Litter picking	x			X						
Moving bins/large items	x			X					x	
Collecting/ Moving waste		x		X				X	x	
Handling sharps and medical sharps		x		X						
Sorting Recyclables (non-glass)		x		X						
Working around vehicles				X	NO	NO				
Banksman				X	NO	NO			x	
Sorting glass		x			x	X		X	x	
Handling hazardous waste		x		X	x		X			
Any work where people are working overhead				X						x
Delivering to disposal sites				X					x	x
Tipping glass		x		X	x	X			x	

During winter events it may be necessary to use thermal gloves. The gloves selected should protect against cold and waste and will therefore be required to offer protection against liquids including water. Greenbox Supervisor should be able to provide funding for gloves recommended for these conditions, they will not be disposable, and workers should refrain from sharing.

## Handling Waste

Some general principles should always be applied when working with waste

- Handle all waste with care.
- Deal with items of litter and waste individually. Work methodically and be observant as there could be sharp or dangerous object concealed in waste piles.
- Do not sweep many items up with your hands; pick carefully, one item at a time where there is any uncertainty.
- Handle waste lightly do not grab, this will reduce the risk of cuts or puncture injuries.
- NEVER attempt to handle medical sharps (hypodermic needles and syringes). Follow the procedures later in this document.
- Be aware that medical sharps are sometimes found disposed of in cans or bottles.
- When handling bagged waste (including waste you have collected yourself) always hold the bag away from your legs and body to minimise the risk of injury from sharp objects. NEVER carry bags of waste or recycling over your shoulder.

## Handling and moving litter and bagged waste

- Do not put anything sharp (e.g. broken glass) into a bag.
- Only move or carry bags you have filled yourself, unless you have been equipped with blue gloves and Kevlar lined protective trousers.
- Tie bags securely, keep your gloves on when you do this.

## Strains from bad lifting and carrying of heavy objects can injure your back which could affect you for the rest of your life

- Do not collect or handle any single item weighing more than 15kg (maximum) or that you have to strain to lift.
- Tie up refuse bags when they are only half full with normal loose litter, don't put any large or heavy items in a refuse bag. When you tie them up they shouldn't weigh more than two bags of shopping (approx 5kg)

## Avoid throwing bags where possible and be aware of the following:

- Make sure there is no one directly in the way, or anywhere where they could be struck.
- Bags often split on impact; waste from inside the bag can fly out and hit people.
- Glass bottles inside bags break do not throw as the bag is unsafe to handle again
- Throwing bags onto a large pile can make the pile collapse.
- Transferring bagged waste to a vehicle or wheel barrow as soon as possible will reduce the risk of cuts and strains.

## Hygiene when dealing with waste

- If your gloves rip, become too wet or get waste inside them, ask for a replacement pair.
- Do not handle waste without gloves, even bagged waste.
- Do not handle any item that has been used to handle waste, without wearing gloves.
- When you take off your gloves during a break, or at the end of the shift, wash your hands as soon as you can. Always wash your hands before eating, using the toilet or smoking. Anti-bacterial hand wash will be provided.
- If you get splashed with liquid from waste ("bin juice") you should wash it off immediately. If it goes in your eye ask your supervisor for eye-wash.

## Litter Picking

If you stand on, kneel on, or brush against a sharp item of waste you might get scratched; this can cause infection.

- Litter picking must not be carried out in the dark or in conditions of poor visibility. It is the responsibility of the site manager to ensure adequate lighting is provided.
- Always wear footwear that covers your feet, not sandals.
- Wear long trousers when you work.
- Never touch or disturb an item you are concerned may be hazardous. Examples may include syringes, excrement, broken or cracked car batteries or bandages that might have blood on them. If you find something you are not sure about, stay with the item and alert your supervisor; if you leave the item you may not be able to find it again.
- Do not kneel or lean on an area of ground that has not been picked.

## Avoid strains:

- Change position frequently when you are picking; kneel, lean down, change hands. Varying your position will put less strain on your back.
- It is always better to pick going up-hill. The ground is closer, and you do not have to stretch as far, which will put less strain on your back.
- If you have a history of back problems, or if your back begins to feel stiff or sore, ask your supervisor for a pair of litter tongs.

When you have filled a bag, tie it securely. Bags should be left in clearly visible piles to reduce the risk of trips and falls.

## Litter picking at the roadside and around vehicles

- Do not wear ear defenders or headphones
- Be constantly aware of traffic.
- You must wear a high visibility jacket and not cover it with a bag or anything else.
- Do not leave bags or equipment in the roadway
- Only work in the area described by your supervisor. If you're not sure, ask.

## Emptying wheelie bins

If you are asked to empty litter bins, you will be equipped with cut protective gloves and in some environments Kevlar-lined protective trousers. These should be worn when handling waste bags you have not filled yourself. Do not wear light trouser or shorts.

- Try to empty bins before as the reach half full, dependent on the contents. Can and plastic bins are lighter than general waste. Glass bins should be moved with wheels on or with "Bin Boy" trolley and tipped with mechanical aid.
- If it feels easy to lift the bag out from the bin in position, you can do so, while avoiding contact with your body. This should not be attempted with loads over 10kg.
- If the bag is too heavy; detach the bin and lay it on its side, then slide the bag out.
- If the bin is over filled, remove items from the top into other bags until bin is half full.
- Bins for trade food waste or glass should not be emptied by hand.
- In case of bin with no bag or split bag and bin is heavy then place bag over and tip bin to bag (do not lift). With bin on floor decant contents to two or more bags.

## Collecting cardboard in dumpy bags

- Dumpy bags should not be filled above 25kg, and should only be used for cardboard or plastics. Two people should move and empty bags weighing more than 20kg.

## Using a wheelbarrow

If you use a wheelbarrow to move waste:

- Take care not to overfill it, as this will make the barrow unsteady
- If it begins to tip when you are wheeling it, let go. Do not try to stop it, as this can result in strains and other injuries.
- Go slowly and carefully downhill. If the barrow starts to run away with you, put it down. If you are in a crowd, get another member of staff to walk about 2 metres in front to keep the area clear.

## Sorting Recycling

If you are setting up or managing the sorting area;

- The area should be on even ground
- Clear the area of all debris or non-essential equipment
- Set tables near the recycling pile, but allow space for easy movement around the table
- Do not obstruct walkways when setting out containers for sorts.
- Set containers out so each material stream is easy to target for the sorter without having to throw a distance or across other sorters
- Encourage staff to adjust their own station to make it as comfortable as possible
- Supervise sorting staff to ensure that they follow the procedures below.

If you are working in the sorting area:

- Always wear the protective equipment that you are provided with, including hearing and eye protection.
- Keep the area tidy and free of debris and obstacles.
- Keep all containers within reach so you do not have to stretch or twist to deposit materials.
- Be careful not to strain yourself if you are moving bags of recycling. Bags over 15kg, or any bags that you have to strain to handle, should be managed by two people or broken down into smaller loads.
- Do not overload the sorting table – keep the waste in a single layer to make it easier to spot hazards.
- Clear area after each bag sorted, do not let waste build up on table.
- When sorting, look at the object when it is on the table, and identify it *before* you pick it up.
- Do not over fill containers so that they become difficult or unsafe to move.
- Bottles or cans containing unknown liquid should be put into general waste unopened. Others should be decanted to bucket or similar container and disposed to sewer drain or toilets for pumping.



## Loading collection vehicles

- Never load a vehicle while it is in motion.
- Never ride on the back of or hang off a moving vehicle
- Avoid loading on a slope. If you have to load on a slope make sure that the vehicle is pointing with the front end lower than the back
- Do not attempt to load bags that are too heavy. If you cannot handle a bag comfortably, get help or break it down into smaller loads.
- Make the height you have to lift objects as low as possible. Lower the drop sides or rave plate of vehicles or use a tail lift.
- Consider using mechanical means such as a tail lift to load the vehicle wherever possible, but only if you have received appropriate training in its operation.
- If a bag contains glass, take special care not to smash it. Do not throw the bag onto the vehicle, but place it to one side, where it can be identified when unloading.
- Generally, it is better to place bags than to throw them as this reduces the risk of strains and the risk of hitting anyone. If you must throw bags, ensure that the area immediately around you, and the space between yourself and the vehicle, is completely clear.
- Always check that bags are tied before throwing them – attempting to throw untied bags can be messy as well as dangerous.
- Never push a bag of waste onto a vehicle, there may be a sharp object inside which can pierce your gloves.
- Don't climb on or load vehicles in the dark where there is no artificial lighting
- If loading a bin lorry or tail lift vehicle, do not touch the controls unless you have received appropriate training *and* have been designated as the operator by the driver of the vehicle.
- The exception to the above rule is the red emergency stop button, which may be used by anyone.
- When climbing on vehicles:
  - Make sure that you only climb into an area that is free of rubbish and debris. When unloading trailers and cage vehicles where possible drop the tailgate and load through skip doors as much as is practical.
  - Where bags are too heavy they should be split into smaller ones or set aside for lifting later with telehandler.
  - Be aware that the bed may have become slippery.
  - Maintain 3 points of contact at all times.
- Do not load waste cooking oil onto a flat bed vehicle unless asked to do so by the driver. Waste oil needs to be managed separately, as spills can produce a serious slip hazard
- If emptying rubbish from the back of a van or lorry into a dustcart you should leave a gap of at least 1.5m between the back of the vehicle and the dustcart. So if you slip you will fall on the ground and not in the back of the dustcart. Before starting ensure surface is clear and not slippery.

## Be aware of your own physical condition

You are more likely to suffer a strain if:

- You are not used to physical work
- You have had a break from physical work (even just a couple of weeks)
- You have been working on one task for a large part of the day, then switch to another

Give your body time to adjust to new activities, take it easy, never work in a way that is uncomfortable.

## Assess the weight of the object before you move it

Unless you are certain how much an object weighs, you should assess its weight by carefully moving it a small amount with a small amount of force; the resistance it gives will indicate its weight. (Beware that the object is not stuck into the ground, or attached to another object in some way)

## Techniques of moving and lifting

If lifting or putting down an object;

- Bend your legs not your back.
- Keep the object close to your body (observe guidelines for handling waste)
- Hold the object symmetrically where you can, each arm carrying half the weight and in a similar position.
- Don't twist your body
- Move carefully and slowly, don't jerk

If tipping an object;

Example; Tipping bins, or stacks of bins

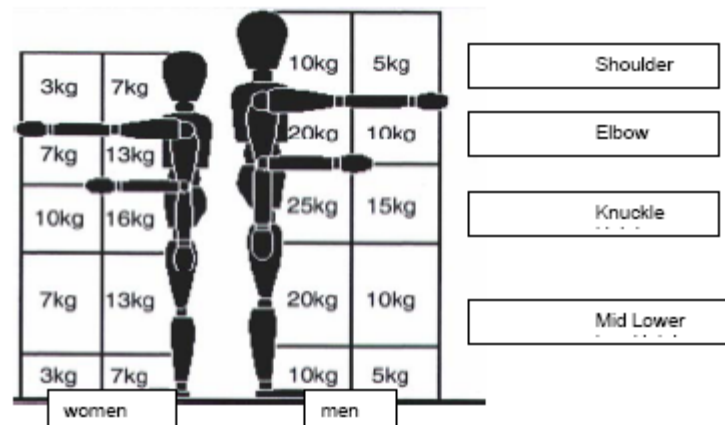
- Hold the object firmly
- Keep your hand close to your body and below shoulder height
- Keep your arms in one position and your back straight, and then take small steps away from the object to tip it.
- If you lose balance, let the object fall, don't try to stop it.

Pulling or dragging an object

- Keep your body symmetrical
- Hold the object with both hands in a similar position
- The force should come from stepping away from the object, not from your arms
- Walk forwards or backwards, never sideways.
- Don't twist your body
- Move carefully and slowly, don't jerk

Store items on tables to avoid low lifts.

The picture below shows guideline weights for lifting and lowering



Some people, depending on strength, stature and training, may be able to handle heavier weights; however it is recommended that all staff adhere to the guidelines to avoid injury. Recommended weights should be reduced if:

- Conditions are slippery
- Load is difficult to grip

Avoid lifting anything above shoulder height

Store items on tables to avoid low lifts.

## Handling bins

- 240 litre bins must never be stacked more than 8 bins high. Stacks of 6 bins or more should never be handled without wheels being in place on the bottom bin. The exception to this is the MBT grey bins which may be stacked in 10's
- Empty individual 240-litre bins may be manually lifted onto vehicles. Stacks of 240 litre bins must be loaded using a tail-lift.
- When splitting stacks of bins, do not strain. If you cannot split the stack without straining, seek assistance and even a jack. Try to separate each corner in turn. If two of you try first bottom corners together then top. Rotate bin and repeat.
- Full 240 litre bins that are not empty may be loaded onto vehicles using a two-person lift if the weight is less than 30 kg. Otherwise use a tail-lift.
- If lifting stacks of 240l bins using a tail lift, make sure the vehicle is on flat ground and that the bin handles are facing inwards. Make sure nobody is behind the bins as tailgate is operated.
- When lifting a stack of bins from a horizontal to a vertical position, make sure the area on the other side of the stack is clear, in case the stack topples over.
- Do not walk full bin stacks in areas where there is a risk to others when doing so. Reduce stack size to fours if necessary.
- If stack starts to fall when walking it, do not strain to hold it. Let it fall and start again.
- 1100l bins must never be stacked more than 3 high.
- Under no circumstances must 1100 litre wheeled bins be loaded by hand onto vehicles.
- Stacking 1100 litre bins is a 2-person operation in circumstances when 4 plastic bins are stacked together a tail lift on vehicle should be used to assist with the lifting.
- The brakes must always be applied when lifting or lowering bins on tail-lifts.

## Carrying litter pick bags

- Bags should be tied off and placed in collection piles before they become too heavy

## Sun exposure

Working on site during summer can lead to long periods of exposure to the sun.

- Always wear a hat, that protects the head and neck
- Use a hi-factor sun protection cream, ask if you do not have any
- Use your breaks to get shade
- Drink plenty of water and regularly
- When handling waste remember that clothing, gloves and footwear is there to protect you, do not compromise this safety by working without
- Supervisors and Site managers, if heat is intense, should consider measures such as
  - increasing break frequency and extending the day to compensate for longer and/or more frequent breaks
  - Restructuring working day to work in cooler hours of the day
  - Plan work schedule so it is in covered/shaded areas at hottest part of day where practical

## Exposure to cold and wet conditions

Temperatures can drop even in the summer and particular at night and in wet environments risk of hypothermia is possible. To avoid

- Ensure you have suitable rain gear including footwear
- Have warm clothing and consider bringing good base layers and thermal clothing
- Ensure you have adequate sleeping gear and a dry tent if in one
- Inform your site manager if you are having problems – even if in middle of night.
- Site managers in extreme/prolonged wet conditions should consider welfare and
  - Arrange for clothing to be dried out
  - Ensure hot drinks are available
  - Think about alternative sleeping arrangements
  - Delaying work in poor conditions
  - Plan work schedule so it is in covered areas during particularly wet periods

## Dealing with sharp objects and medical sharps

Broken glass, razor blades, Stanley knife blades, metal shavings are all examples of sharp objects occasionally found on events sites.

Litter pickers are instructed not to handle sharp objects or medical sharps.

- Stay with the sharps and send for a rigid box
- Use cut resistant gloves to handle
- Place sharps in box, close and seal
- Check area for evidence of other sharps
- Make all crew particular pickers and those handling bags, aware that sharps are present



## Medical sharps

Medical sharps such as the needles from syringes, insulin pen devices and lancets from finger-pricking devices carry a particular risk of serious infection from blood born diseases.



If you are called to collect a medical sharp, follow this procedure:

- Supervisors should have sharps box with them. These are yellow boxes used for this purpose, only use sharps boxes supplied by Greenbox Events, only use a box that is less than three quarters full.
- Make sure those around you know what you are doing
- Visually check the ground around the sharp before crouching down
- Use cut resistant gloves to handle
- Do not attempt to recap the needle
- Place item needle first into sharps box, avoid holding sharps box whilst doing this place on steady ground instead
- Check vicinity for evidence of other sharps
- Make all crew particular pickers and those handling bags, aware that sharps are present
- Don't force the sharp into the container; if there isn't enough room in the sharps box send for another but stay with the sharp.
- Report find using incident form and inform site manager
- If you do receive a needle-stick injury do not panic – the risk of infection is low. Follow the following procedures.
  - Carefully remove the needle and your gloves and encourage the wound (by shaking the affected area) to bleed for about a minute.
  - Do not suck the wound to draw blood, or squeeze the wound.
  - If water is available hold the wound under running water.
  - Wash and dress the wound before going to casualty.
  - Following the procedure above; put the sharp into an empty sharps box and take it with you to casualty
  - Complete an accident form when appropriate and after wound has been dealt with.

## Dealing with items that may be hazardous

This section only deals with the term hazardous as it relates to your health and safety, not with the impact a substance or object may have on the environment.

There follows a list of materials that have been found on events sites along with the proper procedure for dealing with them. There are some procedures that must be followed with all of these:

- Only crew members who have read and understood this document should deal with these materials
- Do not attempt to handle these items in a crowded area, or where there is a risk of being bumped; ensure that the immediate area is clear and make those around you aware of what you are doing.
- Move the object carefully – it is more important to do this work safely than it is to do it quickly.
- Do not handle or open containers that you suspect could contain a chemical or biological hazard. Do not release the contents of gas canisters or aerosols.
- Pay attention to containers that may be labelled as hazardous and if in doubt treat the item as a hazardous item.

Lead acid vehicle batteries	<p>Visually inspect the battery to see if the case is split, or if the acid is leaking out.</p> <p>Avoid splashes:  Cover the battery with a bag.  Put a rigid box on the surface next to the battery.  Carefully lift the battery into the box; batteries are heavy, so follow the manual handling procedures.  Move the box to the hazardous waste area.</p> <p>If you are splashed:  If any clothing is splashed, remove it.  Wash the part of the body with lots of water.  Report the incident to the Site Manager immediately.  If there is irritation, seek medical assistance immediately.  An accident form should be filled out.</p>
Brake fluid, mineral/synthetic oils, petrol/diesel, transmission fluid, Antifreeze	<p>All these liquids are dangerous when they make contact with the skin or eyes, even when they soak through clothes. Fumes from these substances may also be harmful if inhaled.</p> <p>Avoid splashes by:  Cover the liquid container with a bag.  Put a rigid box on the surface next to the container.  Carefully lift the liquid container into the box.  Move the box to the hazardous waste area.</p> <p>If you are splashed:  If any clothing is splashed, remove it.  Wash the part of the body with lots of water.  If there is irritation, seek medical assistance immediately.  Report the incident to the Site Manager.  An accident form should be filled out.</p>
Used fuel/oil filters	
Paint, varnish, paint thinners/brush cleaners, paint strippers	
Glass cleaners, oven cleaners, scouring cleaners, stain removers, bleaches, disinfectants	
Aerosols	<p>Do not expel the aerosol.  Aerosols are dangerous if punctured, so bag separately and put in the hazardous waste area.</p>
Offensive weapon	<p>Do not handle. Stay with the item and alert the site crew or the police  Fill out incident report</p>



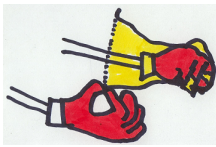
## Collecting Poo



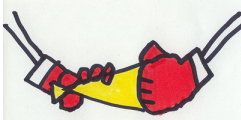
Put your gloved hand inside a waste bag



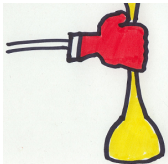
With your hand in the bag grab the poo



Holding the poo tight, pull the bag over your hand



Pull the neck of the bag away from the hand that is grasping the poo



Tie the neck of the bag. The poo is now safely contained.

## Illegal drugs

If you find drugs, or something you think might be drugs, you should hand it to the Greenbox Events Site Manager who will hand them to the police.

Remember, it is just as likely they were thrown away as lost; you don't want to be the next person to find out why.

## Finding food and drink

Do not eat or drink anything you find in the waste, even if it looks fine and is well wrapped.

## Fires

If you find a fire or the remains of a fire:

- Make an assessment whether it is likely to advance and may become a danger; look for proximity to fuel (e.g. card, marquees, and gas bottles), are there visible flames?
- If you think there is a risk, move away and alert the site crew, or the fire brigade.

If the fire appears to be unlikely to grow or cause any danger, you should leave it alone.

- Do not attempt to remove waste from the fire.
- Do not extinguish the fire, or pour water on it to cool it.

A fire can remain hot for a long time after it appears to have gone out. If in doubt then leave the fire for 48 hours

Once you are sure that the fire is extinguished and ash is cold, you can attempt to dispose of it.

- Use a shovel to identify the remains
- Wear cut resistant gloves and a dust mask

## Working in public areas

When moving waste or equipment, be aware of the public around you, they may not be in the most safety conscious frame of mind. If you need to, ask them politely to move.

## Avoiding violent incidents

Sometimes members of the public will behave in an offensive way toward our staff.

- Do not work alone or allow staff you are responsible for to work alone. You should always make sure you know where the rest of your team are.
- If the public in the area particularly drunk or disorderly then keep your team all together
- If you feel at risk of a violent incident, remove your team from the area and if necessary contact security or police. Always complete an incident report form so that risks can be assessed for future.

Never respond to taunts of confrontation with offence or aggressive behaviour, quietly leave the scene and advise your team following the points above.

Other contractors at events sites will occasionally act in an aggressive manner toward our staff. This may include security staff. Avoid conflict. If their actions are stopping you or your team from working, leave the scene and contact the Greenbox Events site manager.

## Electrical and gas equipment and installations

- Gas bottles should not be used unless upright.
- Gas units must be attended at all times when lit.
- Gas bottles and fuels must not be stored in a tent or marquee and must not be stored in any live-in vehicle unless for purely personal use. Regular checks should be done on all gas appliances by qualified person. Greenbox may request checks on staff vehicles from time to time – this is for your safety and the safety of others.
- 240v electrical equipment must not be operated outdoors. In such circumstances, 110v equipment must be used, and must be equipped with a residual current device.