

YOUR ROLE

Depending on where you are working, you may be setting up and taking down the site and market, stewarding a workshop, ceilidh, concert or session or managing crowds. If managing the crowds on Cathedral Green, outside the Discovery Centre or around the Buttercross, you will be ensuring that those performing (musicians, dancers and children's entertainers) have space to do so and that the audience are able to view in comfort and that those wishing to pass have unobstructed passage. If stewarding at indoor venues, you will be ensuring numbers are within any limits set, that children under 16 years are accompanied by their parent or have written parental consent to attend and ensuring that exits are clear at all times.

YOUR ATTITUDE

Stewards are usually the first contact for the public. Your attitude and approach can make or break their experience. So it is essential that you do your job with efficiency, patience, a sense of humour and a friendly face. You really do set the tone and "culture" of the event. If you are flexible, friendly and welcoming, that's what the public will remember.

REPORTING FOR DUTY

Please report to the MAYfest Welcome Tent (gazebo) located just inside the gates that lead into Cathedral Green (by City Museum) at least 15 minutes before the start of your shift. Please bring your own mobile telephone as we may need to contact you throughout the day. You will be supplied with a badge and a supply of programmes to give to those asking for information.

BRIEFING

You will be appointed to particular duties, e.g. stewarding certain sites (dancers, etc), an indoor event or roaming the site to assist manage the crowds. When you arrive for duty, you will be briefed about your role.

COMMUNICATION WITH POLICE

If any matter requires Police attention, immediately contact one of the MAYfest Management Team. In turn, they will contact the Police. You should be helpful, conscientious and alert to anything that might need the attention of the Police. In particular, you should report anything you believe could lead to a breach of the peace or commission of a criminal offence. It must be stressed that you are an agent of MAYfest. Though you should take all reasonable steps to prevent disorder or breaches of the peace, you must NOT exceed the powers of the ordinary citizen or place yourself in danger. Where the directions of the MAYfest Management Team and those of the Police appear to conflict, you must be clear that if you ignore the instructions of the Police, you may be committing an offence.

ACCIDENTS & INCIDENTS

We do not expect you to get involved in security issues. However, in the event of an "accident" or "incident", you may be crucial to a speedy and satisfactory resolution, for example, by guiding the public to safe areas or emergency exits. It is crucial that you are familiar with the layout of the site or venue, especially the area you are stewarding.

We define an "**accident**" as when someone is hurt. Within the context of the events and venues that you will be stewarding, such accidents are unlikely. However, one only has to consider the possibility of falling equipment, someone tripping over unseen cables, etc to appreciate that accidents can and do happen. You should do all you can to eliminate such possibilities. For example, please check regularly that no cables, bags, etc are causing any obstacles.

We define an "**incident**" as having occurred if the Emergency Services (Police, Fire or Ambulance) are called for some reason, or when someone – a member of the public, performer, etc – is upset.

If either an accident or incident occurs, please assess the situation and, if possible, resolve it. If you are unable to deal with the accident or incident, immediately contact a member of the MAYfest Management Team. Irrespective of whether or not the accident or incident can be dealt with, a member of the MAYfest Management Team must be informed as soon as possible after any and all accidents or incidents occur so that an Incident or Accident Report may be completed.

EMERGENCY VEHICLES

If Emergency vehicles (Fire, Ambulance or Police) require access to or via the High Street or The Square, it will be vital that the public and performers are instructed to clear the road(s) and to stand well back. Whenever possible, the passage of Emergency vehicles will be announced in advance via loud hailer. If no such general announcement is made, please announce in a loud, calm voice:

- **LADIES & GENTLEMEN**
- **EMERGENCY VEHICLES ARE APPROACHING**
- **PLEASE CLEAR THE AREA**
- **MOVE QUICKLY AND CALMLY**
- **THANK YOU FOR YOUR CO-OPERATION**

SUSPICIOUS PACKAGE

If a suspicious package is discovered, **DO NOT TOUCH OR MOVE IT**. Immediately contact a member of the MAYfest Management Team and isolate the area. If the Police deem it necessary, they will order an immediate evacuation of the area.

ALCOHOL

MAYfest is taking place in Winchester City Centre that is designated as an Alcohol Exclusion Zone (AEZ). This gives the Police the power to request any individual not to drink in public. As several of the pubs hosting MAYfest events have licenses permitting eating and drinking on outdoor tables and chairs, there will be a number of people consuming alcohol legally. However, it is also possible that others may think that it is appropriate to do so. If you are concerned at the behaviour of any such persons, you are **not** to intervene but should, instead, contact a member of the MAYfest Management Team who, in turn, will alert the appropriate authorities.

LOST CHILDREN

It is vital that any lost child's name is NOT disclosed to the public.

If you find a lost child, contact either Clive Burgess or Richard Brecknock immediately. They are each CRB checked and will arrange to meet you and accompany the child and you (if you can be available) to the MAYfest Welcome Tent.

If a member of the public tells you that a child is lost, immediately contact a member of the MAYfest Management Team. They will ensure that all stewards are aware of the child's description and request them to look out for the child and to alert the MAYfest Management Team if a sighting is made. In either case, the Police will be alerted.

LOST PROPERTY

If found, take lost property to the MAYfest Welcome Tent. Any unclaimed property will be held for a period of 6 months. Following that period, it will either be given to a local charity or disposed of through waste collection.

MAYfest MANAGEMENT TEAM	MOBILE
Clive Burgess	07732 643751
Richard Brecknock	07779 266610
Graham Taylor	07929 119037
Nigel Sparkes	Tbc
Cath Watkins	Tbc
Judith Sparkes	Tbc



STEWARDS BRIEFING NOTES 2009

These notes are written to inform you and, we hope, to alleviate any concerns about matters with which you may be dealing. Your time as a steward is unlikely to be as complicated as these notes suggest, and we feel sure you'll have a really enjoyable and satisfying evening.

However, if at any time, you are unsure of what's expected of you, please ask any of the MAYfest Management Team

**THANK YOU FOR VOLUNTEERING IN 2009
AND PLEASE HAVE FUN!!**