



General Safety Guidelines

- Provide general customer service duties to event patrons.
- Be familiar with the layout of the event environment and the general locations used by patrons and employees, including contractors.
- Make sure you know who the Event Coordinator and the next point of contact are. If you are the Event Coordinator, please ensure this information is communicated to all who are working at your event.
- All “fire and emergency routes” signs must be kept clear. It is your responsibility to maintain a clearway to ensure that free access is available to vehicles at all times.
- Event staff or volunteers should only be allocated tasks if safe to do so.
- Do not perform any tasks that you are not trained or able to do safely.
- Familiarise yourself with the location of all first aid facilities (or level 2 trained individual) and other emergency equipment (do not actively use this equipment unless trained and qualified to do so).
- No person is allowed to perform any work or volunteer duties under the adverse influence of any medication, drug or alcohol.
- Ensure good housekeeping so that litter does not accumulate to increase the danger of fire or trip hazards.
- Report any problems/accidents to the Event Coordinator (or relevant point of contact). Contact Event Management immediately in event of any situation you think may be potentially dangerous e.g. overcrowding.
- Ensure you have two Emergency Evacuation Assembly areas.
- Consume adequate liquids and wear appropriate clothing and protection for the weather conditions.
- Extension leads must be fixed overhead away from pedestrian or vehicular traffic. All electrical equipment including extension leads must be tagged with a current test/tag. Event staff/volunteers should not move or unplug leads but report them to the Event Coordinator.
- Safe Lifting Techniques to be used at all times - assess load, bend knees, carry load close to body, and team lifting.
- Working at heights: Unless you have good reason and appropriate training/supervision/equipment and the ladder and/or structure is adequately supported, you must not venture on, beneath or near any temporary structure, ladder etc.
- Stay clear of mobile plant equipment (forklifts, scissor lifts, mobile scaffold towers etc).