

CASUAL STAFF

This is important information – Please take time to read it!

EOS staff handbook has been prepared for our casual staff to understand what's required, it's our intention to provide you with as much detailed information. It covers general regulation & customer questions. It also reminds you about safety, highlighting key points, and details what is required from you in an emergency.

Please apply your common sense in the area you are working & pay particular attention to the general public, their wellbeing & safety. Please remember every member of the public wants to enjoy their day out!

Remember team work is paramount, civility & being courteous costs nothing!

The success of EOS & our operation at any event relies on your valued contribution, being friendly & approachable.

HOURLY PAY

Your hourly rate of pay will be provided to you prior to the event via confirmation of being employed or advertised via social media advertisements. PLEASE note your hourly pay rate includes holiday pay, hourly pay rate it is totally inclusive! Please make sure you know your basic working hours, which is generally an 8 HOUR shift with an hour for lunch, you get paid for 7 hours & not for the lunch break.

Overtime work maybe offered, if you accept this opportunity the overtime is paid at the same basic hourly rate.

At some events, which may include pre-show/post show work the hours offered could equate to more than 48 hours, if you are happy to work more than 48 hours at an event you must state you are happy to do so. Any 1 day of a show your working day would be a basic 8 hours or if you agree could be as much as 12 or more hours.

WHAT DO I WEAR FOR WORK?

Gate & car parking staff, you will be provided with high viz (tabard) as part of your uniform, fastened up at all times. Where appropriate staff will be provided with dust masks & goggles. Depending on the weather or where you are working suitable clothing would be provided.

Please wear dark trousers & a white shirt/blouse, comfortable shoes, boots in a dark colour.

Do not wear sports clothing!

WHAT SHOULD I BRING WITH ME?

Please be prepared for all types of weather, shower proof clothing is advisable.

Please bring plenty of water with you, there our water points to refill up. NO ALCOHOL!

Please bring sun-cream, sunglasses & a cap to protect yourself in hot sunny weather.

Please bring a packed lunch as food is very expensive at all events.

Please remember to look after all your belongings! EOS will not be held responsible for any losses.

ON ARRIVING AT THE EVENT

Please arrive 15 minutes before your start time, if you have had a pre-show/event briefing you would have been made aware of where you are working & would have been in most cases introduced to your supervisor. Go straight to where you are working at and meet your supervisor. If you haven't had a briefing you will be made aware via text or email where the main EOS gates or EOS car parking office is situated. On arrival at the EOS office you will be in most cases taken to your supervisor or your supervisor will collect you from the main EOS office.

ESSENTIAL INFORMATION

On arrival at your point of work, you must acquaint yourself with the following information. Make sure you know the name of your supervisor. Put the Event Manager & your Supervisors mobile number in your phone, or write it down if you don't have a mobile phone.

Generally, you would go straight to your area of work each day, unless something has changed during the event a change of work area may take place.

Your Supervisor will have a radio to communicate with EOS operation control office!

Check where the nearest toilets are to you & the nearest perimeter gate for exit route from the showground.

Where is your nearest First Aid, emergency service access route?

Where is your nearest fire prevention equipment point?

Where is your nearest RVP (Rendezvous point in case of an emergency evacuation)?

Where are the nearest refreshment points, public will always want to know!

DUTIES

1. Carry out your duties as instructed by your supervisor.
2. Always be polite & courteous to all customers and offer a warm welcome at all times-you could be talking to the event organiser. You are representing EOS!
3. Please be helpful and assist in any way you can with customer queries, if you can't assist please ask your supervisor to help the customer.
4. Wear your high visibility uniform fastened up at all times whilst you are working. Looking smart & presentable is very important.
5. You are expected to remain at your point of work & carry out the instructions of your supervisor, please remember you have been placed there for a very good reason & should not abandon this point unless you are instructed or authorised by your supervisor. For health & safety reasons you must notify your supervisor if you are able to continue working.
6. You need to remain standing up straight and keep a watchful eye whilst you are working. If there is a quiet part of the day, don't just sit down, ask your supervisor if you can assist elsewhere.
7. Always maintain a calm & collected manner, do not get agitated. If you have a problem, see your supervisor.
8. You must conduct yourself professionally at all times, treating others with dignity, respect & consideration. You are an ambassador for EOS while you are working at the event. The way you conduct yourself reflects on us all at EOS. Unacceptable behaviour will not be tolerated.

APPEARANCE – APPROACH – ATTITUDE – POLITE – POSITIVE – PROFESSIONAL

WHEN AT WORK – SOME DO'S AND DON'T'S

DRINKING: EOS has a strict zero tolerance policy regarding alcohol consumption while on duty working, anyone found drinking or under the influence of alcohol when on duty will be dismissed instantly & asked to leave the site. Soft drinks & water can be freely consumed.

DRUGS: EOS has a very strict zero tolerance policy regarding drug taking while on duty working, anyone found using drugs or under the influence of drugs will be dismissed instantly & asked to leave the site.

EATING: You are not permitted to eat while on duty, breaks are provided at appropriate times.

MOBILE PHONES: The use of mobile phones is not permitted while working, except if in an emergency or your supervisor has given you permission to do so. If you are working in a carpark & you use a mobile phone this will distract your focus & concentration. A carpark can be dangerous if you are not concentrating, you need to be diligent at all times.

SMOKING: You are not allowed to smoke while on duty, your supervisor will at a convenient time allow you to have a smoking break in addition to your lunch break. You will be asked to remove your tabard & smoke away from your working area.

ENTRY INTO AN EVENT: Please note, entry to an event is not automatic. EOS managers or supervisors will make sure entry has been organised to make your entry a smooth & efficient experience. EOS contracts which are carparking only, if toilets are only accessible via entry to the showground EOS will contact the company in charge of the gates to arrange access for EOS staff to use the toilets. Please remember while onsite you must still be professional, anyone found to be using inappropriate behaviour will be immediately dismissed and asked to leave site.

HEALTH & SAFETY AT WORK: EOS will ensure that you are given the appropriate uniform to wear while working for EOS. Your Manager or Supervisor will provide you with the relevant staff hand book and provide you with additional information, training & supervision necessary for you to complete your work safely.

CAR PARKING

IMPORTANT INFORMATION FOR CAR PARKING MARSHALS PLEASE READ THIS SECTION!

HOW WE PARK CARS: EOS car parking marshal, it's your responsibility to ensure each vehicle is directed to the next available car parking space. Your Supervisor will show you how you can achieve this quickly & efficiently. Your hand/ extended arm signals need to be made very clear so the vehicle driver knows exactly where to drive, your supervisor will demonstrate the correct way to use your hand/ extended arm to provide the correct signal to the oncoming vehicle.

EOS park vehicles in two rows, one behind each other, we call these double rows. We leave adequate space for each vehicle to exit the row safely.

Cars are parked in straight lines & normally indicated by a mown line/signage or cones.

First row of cars is parked on the mown line and the second car behind the first parked car.

It is very important you don't create a 3-car parking as the middle car won't be able to leave until the car in front or behind has moved.

Most car parking staff learn very quickly & become efficient at the work; this is important as the speed & efficiency helps to reduce traffic on the roads & keeps it all moving.

POSITIONING YOURSELF SAFELY & COMMUNICATING WITH DRIVERS

Please try to avoid conversations with the drivers who have entered the parking area, a 30 second chat can create unwanted hold ups, keep your hands/arm waving the vehicle on towards the next row for car parking.

Please make sure you make eye contact, important because you then know they have your attention.

At no point do you ever stand directly in front of a moving vehicles, always stand to the side & direct the vehicles. Always stay visible to the drivers & on-coming vehicles, if they can't see you, they won't know what you want them to do.

Never position yourself between moving vehicles and a stationary one.

When reversing vehicles, position yourself on the driver's side, towards the rear/side of the vehicle.

BE AWARE: Always be prepared for a driver doing the unexpected, for instance, turning right but signalling left. Be aware of drivers doing the opposite to what you have asked them to do.

Be aware that vehicles handle differently in bad weather conditions, for instance turning on wet grass, they might start sliding or get stuck. Try to keep them moving.

ACCIDENTS: If an accident occurs along the car parking route, you should follow this procedure. Contact your supervisor immediately, check for any injuries, if no injuries & it's safe to do so direct the traffic around the incident to minimise any possible delays.
DO NOT OFFER ANY FIRST AID UNLESS YOU ARE A QUALIFIED FIRST AIDER! If this is required your supervisor will contact emergency services via their radio.
If you are involved in any way with an incident or accident do not admit liability. Contact your supervisor immediately & they will deal with the situation.

TEAMWORK: Working in a car park is definitely a team effort, if one of the team doesn't work well it can undermine all the good work already completed. Please always pay attention, if your supervisor requires immediate action then react immediately to their command.
Provide excellent communication to all your team members & clear instructions to the drivers is paramount to achieving an efficient car park.

EXITING STRATEGY: when traffic starts to build up on the exit routes you may be required to explain to the drivers about any hold ups that might be occurring. Many event sites are situated off minor roads, these roads can get congested at peak times as traffic heads towards a major road connection. The main issue for any hold up is the volume of traffic wishing to leave site at the same time. Try to explain this to drivers who may ask you why the hold up. There are other factors that can create congestion, events being held at stately homes, parking in large farmers fields, an accident on a main road. Large music festivals there is often a lock down on vehicle movement for a short period as there is a large number of pedestrians that need to disperse & they get priority. Explain to as many drivers as possible, people feel better when they are being kept informed.
Always keep calm, do not lose your temper, even if faced with abuse, which is rare but unfortunately does happen.

TICKET SELLING & LABELS

Always make sure you follow your manager or supervisor's instructions.

TICKET SALES:

1. All sales are now done by Ticketsrv kiosks. Always take the cash and check it before issuing customer the ticket. If you are left with an unsold loose ticket, speak with your supervisor.
2. Payment by card. Double check correct amount entered and ask customer to check it is correct. Double check payment is approved before printing off any tickets. Give the customer a ticket as a receipt for payment. There are ticket checkers who confirm this action.
3. Make sure you issue the correct change.
4. Never give out a ticket on receipt of any voucher unless this has been authorised by your supervisor.
5. Do not issue any refunds unless your supervisor has given permission.
6. Refer any customer queries regarding admission cost to your supervisor.
7. Do not exchange any of your collected monies or any of your tickets with another sales person without the prior knowledge of your supervisor.
8. Before you leave your post or area of working you must hand over your money & tickets to your audit supervisor, who will count your monies against tickets sold and will take note of your sales.

LABELS:

1. When operating outside in a field or open space, pay lanes will have been set up pre-show, there will be vehicles that will have passes visible in their windscreens. At some events there are many different labels, these indicate different access areas for the vehicle & the passengers. Before you start work you will have a briefing given by your manager or supervisor, you will be briefed on how the operation will work and the significance of each pass. Please be focused & listen carefully at the briefing.
2. Some vehicle labels will indicate that specific vehicles can access certain areas & at specific times. You should be made aware of these labels by your supervisor. Example, AAA (access all areas), SV (site vehicle) or (service vehicle), production or contractors passes. VIP passes, the list can be quite a lot.
3. Please remember general public vehicle passes, you must check that all passengers have a valid ticket to enter the event.
4. Disability drivers, front of every car park there should be an area specifically for these vehicles to be parked. Your supervisor may call it the forward parking area. At some events there may be a specific car park for disabled drivers, or less able drivers such as an elderly person or pregnant women. Your supervisor will advise you where the disability or forward area car parking is situated.
5. No label no entrance for that vehicle until they have purchased that correct accreditation, always be polite & diplomatic. Don't get involved with any conflict, let your supervisor deal with it.
6. If someone arrives at the wrong car park, this can happen quite a lot, be courteous & try to establish where they are trying to get to. If they have a pass direct them in the correct gate for entrance to park up. Your supervisor in busy periods will normally assist here to let you concentrate on doing your job.
7. Refer to a site map if possible, your supervisor would normally have been given a few site maps to aid your operation.
8. If you have volunteered for overtime, you might find yourself working in a car park, so please read exiting strategy which is found towards the end of the car parking chapter. You will be introduced to your new supervisor for this period of work.

IMPORTANT: EOS expect all casual staff to comply with the operating procedures in this booklet. If you don't follow EOS procedures you are likely to be told to cease working & vacate the site. The EOS procedures are there for all casual staff, because they are in place for health & safety of contractors, staff, the public. They are there for everyone attending the event in what ever capacity that is, this includes you.

A – Z GENERAL INFORMATION

Abandoned Vehicles: If there is an unattended vehicle causing an obstruction, inform your supervisor who will resolve the issue.

Access to the event: Your supervisor will provide you with the manning times regarding your specific car park.

Animals/Pets – access into the event: Events have different rules on this, check with your supervisor.

Animals/pets – in vehicle: If you find/see an animal in a vehicle distressed, contact your supervisor immediately, they can contact the RSPCA or police through show control via their radio. Animals can get seriously distressed or even die if left in unattended vehicles in hot weather without adequate ventilation and water.

Banking Facilities: Events do normally have mobile cash machines on site, your supervisor will inform you where they are on site. Larger showgrounds may have actual banks & cash machines.

Bus Service: Certain events will operate shuttle bus service to & from the show & its car parks. Your supervisor will have location, first & last bus timetable.

Camping: For health & safety reasons, overnight parking & camping is not permitted, unless a designated area for camping has been provided. If you see a member of the public camping on a car park, please inform your supervisor immediately who will deal with the issue.

Children: Please be aware of children being allowed to run around in the carpark & look out for their safety. Inform any concerns to your supervisor.

Collection of Tickets: There is normally a box office or ticket collection point, often situated at the main public entrance.

Crowd Safety/Management: Any crowd safety occurrence during the event in the car parks which gives you or any other staff member cause for concern (E.G. drunkenness, organised protests, overcrowding & ticket touts etc.) Report it immediately to your supervisor who will inform show control via their radio.

Emergencies: In an emergency, contact the nearest person with a radio! I.E. Security, Event staff, your supervisor. Be very clear & precise with your details. You may be the one who has to call 999 if it is required.

First Aid: ESO always has a first aid provision, all events have first aid facilities, usually St Johns Ambulance. Medical centres are also provided at all major events. Please take note where these facilities are at the event you are working.

Hazards: If you come across a hazard contact your supervisor! Hazards, broken glass, overflowing waste, boulders, bent pole/pins. Be clear when explaining what & where the hazard is as your supervisor will inform show control, they will relay message to the appropriate service provider. Hazards may put visitors & contract staff at risk, stay diligent at all times.

Hospitality/VIP/Guests: At a lot of events, particularly music there is a VIP parking or an area designated for special guests. Your event manager & supervisor will tell you where this is.

Injuries: If you are approached by someone who is injured or you witness a person falling over and injuring themselves contact your supervisor immediately, its possible St Johns ambulance are close by so contact them to. They will ask you for a brief statement of what happened, they will record the

witness incident details. If you are the witness, be clear & precise with your details. You can take a photo of the incident scene.

Lost & Found: You may find items that have been dropped or left behind by a person, hand these to your supervisor immediately who will follow procedure.

Most events will have a lost child facility, if a child approaches you stating they are lost, contact your supervisor immediately. You maybe asked by your supervisor/official or even the police to be diligent in the area you are working. If it's you who finds or is approached by a child, keep that child with you & contact your supervisor immediately or a policeman or any official with a radio. Keep calm as this generally helps a child who will be frightened.

Programmes: Sellers of official programmes are usually situated near the public entrances; programmes contain important event information for visitors.

Radio Contact: EOS managers & supervisors will all have a radio for communication during our event operation. If you need important information to be relayed back to EOS control contact your supervisor immediately. The Security contractor & event staff all have radios to, on different frequency's but all have a direct procedure to the show control.

Security: All events have some kind of official security in place, if there is a security issue forward it to your supervisor, security staff or a member of the event staff. Please be clear & precise with what you say.

GENERAL STATEMENT OF POLICY

It is the policy of EOS Ltd to comply with the terms of the health & safety at work act 1974 and any subsequent legislation and to provide, maintain & ensure a healthy and safe working environment. EOS Ltd.'s health and safety objective is to minimise the number of instances of occupational accidents & illnesses & ultimately achieve an accident free work place.

EOS Ltd recognise and accept their duty of care to ensure that they are complying with their obligation to protect the health & safety of all their clients, employees, contractors & casual staff, as well as all members of the public who might be affected by any operations.

While EOS Ltd management will do all that is within their powers to ensure health & safety of all concerned, it is recognised that health and safety at work is the responsibility of each and every employee/casual staff member, contractor & individual associated with them at the specific event.

If any health and safety issues occur, first on the scene must report it immediately, an incident log book is always at the EOS site office, a written record of the incident details will be taken down. However small an incident may seem details must be recorded.

EOS Ltd health and safety policy will be continually monitored & updated, particularly when change in the scale and nature of operations.

EOS Ltd
Name: David J Morris
Title: MD
Date 18th October 2022

