Glastonbury Abbey Extravaganza – Cleaning Crew

2022 Volunteer training guide

This training guide is to give you information on how to carry out your volunteer role onsite. This training guide should be read in conjunction with the WaterAid festival volunteer guide and your festival-specific guide, both found on the Festival Volunteer Hub.

You will receive onsite training for your role, in the context of your work area. You will be notified of the timing of this training when you sign in with us onsite.

Overview and background

We’re really excited to be bringing a volunteer team to the Glastonbury Abbey Extravaganza for the second year running, cleaning all of the event’s arena toilets and Back of House (BOH) areas.

Since 2016 we’ve been cleaning the long-drop toilets onsite at Glastonbury. We receive fantastic feedback from the festival and festival goers and we’re excited to be supporting the festival by taking on the cleaning of their toilets and touch points at the Glastonbury Abbey Extravaganza!

We will have one main volunteer team at Glastonbury Abbey, split into two groups, who will be responsible for cleaning the toilets across the Glastonbury Abbey Extravaganza arena and Back of House (BOH).

Arrival & training:

You will work in a small team and will work no more than 6 hours of volunteering during the day.

Operational hours: midday – 11pm

Shifts: 2 x three-hour shifts

Management and supervisors

You will have two WaterAid Supervisors. They will:

- Deliver a quick briefing to you before you head out on your shift, and ensure you have the relevant equipment and resources.
- Aim to visit you during your shift
- Support all Cleaning Crew volunteers on shift, relaying any problems to the management team, writing down feedback and working with the event’s site team to ensure you have enough stock and materials.

You can contact your supervisor on shift by contacting the main onsite phone number, 07733 947 516.

Before your shift:

- Make sure you’re wearing your own closed toe shoes, your t-shirt and your WaterAid hi-vis (given to you on the day)
On your shift: Equipment and materials

- You will be given the following:
  o 1 x litter picker
  o 2 x spray bottles with cleaning liquid (this should be made up of a ratio of 1:40, detergent: water)
  o 2 x mop and bucket
  o Red and Blue cloths, one pack of each
  o Pack of bin bags

- We will provide you with the necessary PPE for the role including:
  o Gloves
  o Face mask
  o Eye protection (if requested)

On your shift: Volunteer tasks

The site is very small and you will be shown where the toilets are on a map, in your onsite training. You will need to clean the following areas:

- Front of house portaloos
- Back of house and artist portaloos
- Accessible loos

You will be cleaning the toilets in teams and will need to complete the following tasks;

1. Litter picking inside and around the toilets
2. Managing the queues and directing festival-goers to empty toilet cubicles
3. Cleaning inside each cubicle with a mop and bucket
4. Wiping down the toilet seats using the red cloths
5. Restocking hand sanitiser and toilet roll
6. Cleaning the sinks with the blue cloths
7. Disposing of used cloths in bin bags
8. Reporting any issues with the toilets to your WaterAid Supervisor

After your shift:

- Bring Hi-vis jackets and any other equipment back to your onsite manager
- Do NOT wear your WaterAid clothing when you are not on shift.
- Feedback to the onsite manager how the shift went – any problems, comments from event-goers and your achievements!

Health and Safety

➢ If you, or any of your team members, feel ill, please report to your supervisor and maintain contact with your team so that they can monitor your health. Go to see the medics onsite if it persists.
➢ Don’t clean the mops and buckets at the sink positions, as this will contaminate the taps. Always wash at standpoint positions and clean away from the end of the tap.
➢ Always use the correct colour cloth on the correct job, it is important to avoid cross contamination between sinks with fresh water and toilets. **Blue cloths are to be used on sinks and taps, Red cloths are to be used on toilets.**
Always wear the gloves provided when cleaning and wash and use hands sanitiser on your hands after finishing your shift.

Take care of any equipment we give you to do the job, including returning the equipment at the end of the festival.

1. Slips, trips and falls
   - Wear suitable sturdy closed toed footwear
   - Use the correct equipment provided for cleaning
   - Never work in other areas aside from your designated work space
   - Do not leave cleaning materials and equipment unattended
   - Report any lack of lighting to your supervisor
   - Request anti-slip treatment such as sawdust for spillages
   - Regularly take waste bags to the disposal or recycling area so that they do not take up space inside or around the toilets and cause hazards

2. Contact with cleaning chemicals
   - All chemicals marked ‘irritant’ are being substituted for eco-friendly products where possible
   - Wear gloves provided when taking part in cleaning tasks
   - Clothing or gloves soiled with chemicals should be disposed of and new items requested
   - Report any health problems that may have come from cleaning (e.g. itchy skin)
   - Always wear appropriate clothing on shift – closed toed footwear, trousers or long shorts and WaterAid t-shirts

3. Injuries caused by materials or equipment
   - Ask for help when lifting heavy objects such as full waste sacks
   - Ensure bins and buckets are not over-filled
   - Use long handled mops, brushes and litter pickers to reduce the need to stretch and stoop.

4. Aggravation from festivalgoers
   - Sometimes we may experience some verbal abuse from festivalgoers, particularly if working at a busy area, where there is a long queue or weather conditions have made sites unpleasant.
   - Everyone should report any instances of abuse immediately to the nearest member of security and to your team leader or supervisor, who will feed this back to the management team for appropriate action.

5. Extremes of weather
   - Shelter when necessary
   - Take weather-appropriate clothing to each shift

6. Reputational risk to WaterAid
   - Ensure that on shift you are seen to be working hard and if possible, enjoying yourself!
   - Do not eat, smoke, or drink alcohol at your work area.
   - Report any problems as soon as possible so that we can rectify this and minimize any complaints about WaterAid.