Green Man – Loo 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

The Loo Crew is back at Green Man for its second year running, after a hugely successful first year! The team is our largest volunteer team and an essential part of WaterAid’s work at the festival. It’s a fantastic opportunity for WaterAid to highlight the important issue of decent toilets for everyone, everywhere.

Loo Crew volunteers clean toilets across the festival site, pick up litter in and around the toilets, refill hand sanitiser, and chat to people as they use the toilets about WaterAid and the importance of clean water, decent toilets and good hygiene.

Operational hours: Thursday - Monday, 6am - midnight

Shifts: 4 x six-hour shifts, shift times will rotate each day

Management and supervisors

You will have one Onsite WaterAid Supervisor per shift. They will:

- Deliver a quick briefing to you before you head out on your shifts, and ensure you have the relevant equipment and resources from the campsite.
- Aim to visit all teams working at any one time during their shift
- Support all Loo Crew volunteers on shift, relaying any problems to relevant people, writing down feedback and working with the event’s site team to ensure you have enough stock and materials.

You can contact your supervisor/team leader on shift by phone

Before your shift:

- Make sure you’re wearing closed toe shoes and your WaterAid hi-vis
- Meet your WaterAid Supervisor 15 minutes before your first shift, in the sign-in tent at the WaterAid campsite to sign in and receive a quick briefing before you go out on shift

On your shift: Equipment and materials

- You will be given a map of the toilet locations you will be cleaning and where the nearest cleaning shed is. Make sure to familiarise yourself with this. You will be cleaning the same set of toilets every shift.
- Equipment will be stored in the cleaning sheds around the festival site
• 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

1. Your first task will be to head to a cleaning shed to collect all your cleaning equipment. Collect the following per team:
   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
   o Box of hand sanitiser

2. You can then move on to your first toilet position.

3. Once at toilet position, the team should be divided into jobs: The first volunteer picking the position, being followed by the second volunteer with the mop and bucket cleaning each cubicle. The third volunteer should be restocking hand sanitiser, cleaning the sinks with the Blue cloths. Only the Blue cloths should be used on taps and sinks. Once finished with the cloths, these should be put into bin bags and not into the toilet.

4. Once the litter picker and the restocker are finished, one should join in with the mop and bucket cleaning of the cubicles, followed by the other person doing a wipe down of the seats with the red cloths. Again, once finished, these cloths are to be thrown away. Please put them in bin bags and not down the toilets.

5. Once this routine is finished, all members of the team should move on to the second position that you cover and repeat the above. This should be continued throughout your shift.

6. Once you have a full bin bag, tie it closed and put it in the general waste bins nearest to the toilets.

7. If you run out of any stock in your shed, let your supervisor know as soon as possible so that they can restock this position from the main stores.

After your shift:

• You will need to return all cleaning equipment to the WaterAid sign in marquee and make sure this is put back tidily and in a condition you would like to find it.
• You will sign out with your supervisors and can feedback to Supervisors how the shift went – any problems, comments from event-goers and your achievements!
• For health and safety reasons we recommend that all Loo Crew volunteers return to the campsite to take a shower after their shift.
Health and Safety specific to this role

➢ If you, or any of your team members, feel ill, please report to a 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 at the longdrops, 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.

Health and Safety

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 campers
   • Sometimes we may experience some verbal abuse from campers, 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.