Green Man – Shower Cleaning

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

WaterAid will be once again be delivering Eco-shower cleaning at Green Man festival this summer! Our Eco Shower Cleaning & Attendant volunteers will be helping to keep the festival showers clean and tidy and ensure they are ready for the next person to use.

The showers will be provided by Green Tree Mobile Showers and are designed to be environmentally friendly – a suspended floor allows water to flow into an underneath tank which collects waste water and dirt.

Operational hours and shift times: We will be taking a team of 6 volunteers to clean the eco showers, split into smaller teams for cleaning.

The showers are open 6am – 9pm Thursday to Sunday, and volunteers will be cleaning in shifts to cover the period 6am – 6pm. Everyone will volunteer for up to 6 hours per day, Thursday – Sunday. You will be given your rota onsite at the festival.

Management and supervisors

You will have one Onsite Manager 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 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/ team leader on shift by phone.

Before your shift:

- Make sure you’re wearing closed toe shoes and your WaterAid hi-vis
- Meet at the WaterAid sign in marquee, 15 minutes before the start of your shift to collect your equipment and sign in

On your shift: Equipment and materials

Green Tree Mobile Showers will provide the equipment needed for cleaning and this will be distributed around the site for volunteers to access. You will be shown equipment during the onsite training.
You will also be provided with:

- 2 x WaterAid t-shirts
- 1 x WaterAid high-vis jacket
- 1 x bumbag (to keep your valuables in whilst on shift)

The t-shirts are yours to keep!

**On your shift: Volunteer tasks**

**Your main task is to move between the shower blocks cleaning and tidying the showers to ensure they are ready for the next person to use.**

There are peak times when showers are in use the most, and during these volunteers will clean reactively where needed the most. Other times when the showers are quieter, you will carry out a deeper clean.

The first team of the day will open the showers up, and the last team of the day will check and lock the showers ready for the next morning.

**After your shift:**

- Return your equipment to the sign in marquee
- Sign out and feedback to your Onsite Manager
- Make sure you change out of your WaterAid hi-vis and t-shirt – only wear these when you’re on shift

**Health and Safety specific to this role**

**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.