

Pilton Party: Cleaning Crew 2023 Volunteer training guide

Please read this guide carefully before arriving, in conjunction with the 2023 festival volunteer guide, found on the festival volunteer hub.

You'll also receive onsite training in your work area. We'll let you know the time and location of this training when you sign in.

Overview and background

We're bringing a volunteer team to Pilton Party for another year, cleaning all the event's toilets across both the arena and back of house (BOH) areas.

Operational hours: midday – 11pm

Shifts: 2 x three-hour shifts

Management and supervisors

You'll have two supervisors, who 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 you during your shift
- Support all volunteers on shift, relaying any problems to the management team, recording feedback, and working with the event's site team to ensure you have enough stock and materials.

Before your shift

Make sure you're wearing closed-toe shoes and your WaterAid T-shirt and hi-vis (you'll receive these on the day).

On your shift: Equipment and materials

We'll provide you with:

- 1 x litter picker
- 2 x spray bottles with cleaning liquid (made up using a ratio of 1:40, detergent: water)
- 2 x mop and bucket
- red and blue cloths, one pack of each
- bin bags
- gloves
- face mask
- eye protection (if requested)

On your shift: Volunteer tasks

The site is very small, and we'll show you where the toilets are during your training.

You'll be cleaning the:

- Front of house Portaloo's
- Back of house and artist Portaloo's
- Accessible loos

As part of a small team, you'll be responsible for:

- Litter picking inside and around the toilets
- Managing the queues and directing festivalgoers to empty toilet cubicles
- Cleaning inside each cubicle with a mop and bucket
- Wiping down the toilet seats using the **red** cloths
- Restocking hand sanitiser and toilet roll
- Cleaning the sinks with the **blue** cloths
- Disposing of used cloths in bin bags
- Reporting any issues with the toilets to your supervisor

After your shift

- Return your hi-vis and any other equipment to your supervisor.
- Feed back how the shift went – including any problems, and comments from festivalgoers.
- Make sure you change out of your WaterAid T-shirt when not on shift.

Health and safety

- If you or any of your team members feel ill, report to a supervisor and maintain contact with your team so that they can monitor your health. Go to the on-site medical facility if it persists.
- Don't clean the mops and buckets at the sink positions at the long drops, 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, to avoid cross contamination between sinks with fresh water and toilets. **Use blue cloths on sinks and taps, and red 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 workspace
- 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
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2. Contact with cleaning chemicals

- Wear appropriate PPE when dealing with chemicals marked 'irritant'. These 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.
- 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 carrying out your volunteer role 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 them and minimise any potential complaints.