

1. WELCOME TEAM

1.1 Aims

- Safety, safeguarding, protection and wellbeing of Conventioneers
- Safety and protection of all property
- Crowd management
- Development of good relationships amongst teams and with other providers.

1.2. Organisation

A Welcome Team Leader (WTL) is appointed to effectively manage four teams of stewards. He/she is supported by one or two deputies (DWTL), and Team Leaders (TLs) responsible for specific tasks. The WTL plans WT activities during the Convention, working in conjunction with the Convention Producer, Logistics & Delivery Manager and Site Manager. The WTL also develops a Duties Booklet, written instructions and daily duties aimed at supporting the event programme.

Prior to your arrival on site, you will be provided with essential information via the volunteer portal. This will include safeguarding, evacuation, security and communication.

Shortly after arrival, you will be given a practical briefing, summarising some key points of your training and provided with a Duties Booklet, site map and event programme.

1.3 Your Role

The Welcome Team (WT) is essential to the success of the Convention. It provides an important link between Conventioneers and the event management team. Various duties include – controlling entrances and exits, welcoming Conventioneers, showing them to their seats, controlling access to areas/events, patrolling public areas, securing hazards, preventing overcrowding, providing information regarding facilities, locations of events, programme details, reporting incidents and responding to emergencies. You will meet a variety of people of all ages, Christians and non-Christians from many backgrounds and different parts of the UK and beyond.

In the Main Tent (MT) you will be part of a team of six to eight volunteers responsible for an area or zone. You may be part of a larger 'Roving' Team that has a wider remit covering a number of venues: Base Camp and the three levels of the Pencil Factory.

Each Team Leader will have a two-way radio to communicate messages across the venue/site. Radios must be kept exclusively for this purpose as casual conversation blocks the frequency.

1.4 Essentials

To be effective as a team you need to be fit and active, suitably trained and competent to carry out the duties allocated to you and to follow certain disciplines:

- Always wear your hi-viz jacket on duty
- Be prompt at all meetings
- Keep your Duties Booklet with you
- Don't leave your post without permission from your TL
- Check with your TL for any specific instructions relating to your allocated venue
- Be aware that the MT Stage is out of bounds to WT Members
- Know the layout of the venue/site and be able to direct Conventioneers
- Know the signalling methods for calling attention, identifying the number of available seats in the MT
- Be aware of the various areas for: Sign Language, Visually Impaired, Disabled and Prayer Team and location of: Toilets, First Aid, Security, Café, Crèche, Event Centre and Reception
- Locate the nearest fire alarm, extinguisher and emergency escape route
- Eating is not permitted on duty or when wearing your hi-viz jacket
- Control entrances, exits and other strategic points
- Remain calm and courteous towards all members of the Convention
- Ensure you have sufficient rest
- Only guide dogs or hearing dogs are permitted on site
- Hot drinks must be capped when moving in public areas.



1.5 Duties Booklet

This provides a daily listing of duties allotted to various teams based on the Event Programme with actions prior to, during and after meetings. Your TL will often refer to the next duties at your daily team meetings.

Please note that the 'Time' column indicates when you must be at your post in readiness for duty. The official times for the start and finish of an event may appear under 'Notes' or 'Task'. Punctuality is vital for all meetings as updates or changes to programmes may occur.

A small number of activities require volunteers. When volunteering it is essential to note this on your Duties Booklet to avoid double-bookings.

1.6 Responsibilities

The areas of our responsibilities extend to:

- Fire prevention
- Health and Safety
- Conventioneer care
- Security including evacuation and lockdown

For details refer to sections 3 and 4 below.



2. VENUES & FACILITIES



- P** Car Parks
- i** Tourist Info
- C** Christian Campsite
(Run by volunteers only for duration of Convention)
- Scenic footpath route
- - - - Town footpath route

Local Churches

These are 4 of the local churches within Keswick. Keswick Methodist Church will be used as a relay venue.

- 1** St. John's Church
- 2** Keswick Methodist Church
- 3** Lake Road Church
- 4** Crosthwaite Church

A venue folder pack covering Health & Safety, Security and supportive information is provided. It is important to understand the contents prior to your initial engagement in a venue. A head count is required once a session is well underway. Please communicate this directly to your TL or WTL at the end of the event, along with any other feedback. These statistics are important.

2.1 Main Tent (MT)

The Main Tent, situated beside the Packing Hall on the Derwent Site, (capacity c3,100) will be used for Sunday's All Age Services, Bible Readings and Evening Celebrations. During the Keswick Lecture (Wednesday), Concerts and Seminars we aim to mainly use the central areas.

2.2 Base Camp (BC)

Base Camp, part of the Packing Hall, is a hub for a range of activities and resources including: a global mission exhibition, a bookshop operated by '10 of these', Summit Café, Service Station and Crèche.

BC will also be used for early morning Prayer Meetings, Seminars and the transmission of Bible Readings and Evening Celebrations.

2.3 Pencil Factory (PF)

All three levels of the newly refurbished PF will be in use by Children, Youth, PF Tours and additional ministry activities.

The lifts in the Pencil Factory are user operated but only for adults or C&Y accompanied by a member of the C&Y team



2.4 Keswick Methodist

Keswick Methodist (capacity c300) will be used as a satellite for Bible Readings and Evening Celebrations throughout the Convention.

2.5 Toilets

The main Derwent site toilet blocks, including children's and baby changing facilities, are situated on the Ground Floor of the PF with minimal availability in BC. The Rawnsley site has a few additional toilets in The Suite and in Rawnsley Hall (RH) but the latter are not for public use.

2.6 Car Parking

The car park situated behind The Suite will be allocated for Contractors and local permit holders only on a permit first come first served basis. It is anticipated that the WT will be allocated 5 permits per week. This carpark will be strictly permit holder only with parking enforcement.

The car park situated in front of The Suite will be allocated Disabled parking for blue badge holders only. This will be on a first come first served basis. Please be aware that there will be no disabled permits from Reception this year – it is for blue badge holders only



3. CROWD MANAGEMENT

3.1 Fire Prevention

- Be vigilant at all times
- Avoid build-up of rubbish – use waste facilities including skips
- Keep exits and corridors clear
- Know the locations of the nearest fire alarms, fire extinguishers and escape routes
- Be aware of the Evacuation Plans
- Do not attempt to fight a fire unless lives are in danger, or the fire is very small and you are familiar with the operation of the fire extinguisher
- Be aware that an extinguisher will operate for less than 10 seconds.
- Your safety and that of our guests is paramount. Equipment can be replaced.

3.2 Health & Safety

Keswick Ministries (KM) policy is to promote the highest standards of health and safety at work to avoid, reduce, wherever possible risks to the health and safety of all personnel who are involved or affected by activities on site. It is the responsibility of all to act in a safe manner so as not to place ourselves or others at risk.

Venue checks are carried out each day to limit the possible hazards that the public could be exposed to. Please look out for and report anything that concerns you.

3.2.1 POSSIBLE HAZARDS

- Electrical – trailing cables
- Poor lighting
- Unsafe equipment
- Objects/items that should not be there
- Unsafe stacking of equipment, etc.
- Unusual objects that cannot be accounted for: litter/ rubbish/empty boxes

Seating arrangements must be maintained to have easy access to exits. Pushchairs or wheelchairs cannot be placed at the end of rows, chairs must be moved to make space and replaced at the end of the meeting - all aisles must be kept clear.

- Report any hazards, accidents or incidents immediately to your TL, WTL or DWTL
- All accidents must be recorded in the Accident Book which is held in the Keswick Ministries Office
- Take care when lifting – know your limitations and ask for assistance when necessary
- Listen carefully and follow any instructions provided
- Ensure that Conventioneers and team are not putting themselves at risk in your area
- Approach your TL if you are unwell or overstretched.

3.2.2 ILLNESS DURING MEETINGS

A First Aid team and vehicle will be situated onsite; they can be contacted via the radio at all times.

Your role is to:

- Summon help and stay with the person
- Contact your TL or nearest Team member with a radio
- Keep yourself and others calm and preserve dignity where possible
- Make sure safety is maintained, i.e., no electric wires and water!
- Provide gentle and calm reassurance
- Try to find out what happened
- If the person is in the middle of a row of chairs you may need to ask guests to quietly vacate their chairs and move to the rear of the venue to allow ready access
- If the person is having a fit, protect the person's limbs and head with soft objects e.g., coats until help arrives – do NOT try to restrain limbs or move head
- If anyone has fainted, if possible, please roll them gently onto their side (unless you have reason to suspect they have fallen and may have damaged their back or neck).
- Try to obtain helpful details to pass on to first aiders: name, age, any current health issues, diabetic, recent heart attack, asthmatic, next of kin.
- Ensure that another responsible adult stays with you at all times if the person is under 18 years. Try to find details of parents If the child is 'in programme'. The children's leaders must be notified as they will have the parents' contact details.



3.3 Conventioneer Care

- Ensure you have details of the Convention because we are often the first point of contact
- Make sure you have a copy of the Event Programme, an understanding of the site map and the locations of the venues in use
- Be aware of the nearest post box, telephone and pharmacy, as these are frequently asked questions.

3.3.1 ASSISTANCE FOR THOSE WITH ADDITIONAL NEEDS

- *Impaired hearing* – an induction loop is installed in the front area of the MT. The extent of this is indicated by floor markings
- *Impaired sight* – signers are available at the front (right) of the Stage for all Bible Readings and Evening Celebrations
- *Mobility challenges* – wheelchair spaces are available in all venues and specific locations will be briefed onsite.
- A parking area for wheelchairs is available for those able to walk to their seat
- There are toilets for those with impaired mobility in BC and on the PF ground floor.

3.4 Signalling in the MT

- Hand raised high – emergency – immediate help is needed
- Thumb down – indicates a problem – assistance is required
- Tight fist held up – no seats are available in that area
- Hold 'x' number of fingers together, showing the number of empty seats
- If seats are separated e.g., 4 seats and 3 seats, use

two hands to indicate this.

3.5 Lost Children

The team leader of a children's group retains full responsibility. Remain at your post throughout an incident. Do not become involved in the hunt. If a child is reported lost from a Children's group, radio the WTL or DWTL immediately.

You should obtain an accurate description of the child, including name, age, clothing, and pass that on to the WTL/DWTL, who will then call Radio base. The WTL/DWTL will issue the appropriate response. The parent or carer will be advised to make their way to Convention Reception. When the child is located, radio the WTL or DWTL and update the Radio base, who will stand down the security and staff teams. Descriptions of lost persons MUST NOT be given over the radio.

A similar system must be followed for vulnerable adults.

3.6 Lost Property

All items left in venues must be taken to the Lost Property (Convention Reception) as soon as possible. Note the location in the venue (e.g., Zone X). The office will record the item, date, location and time.



4. SECURITY INCLUDING EVACUATION AND LOCKDOWN

A private accredited security company will be present at the Convention. They are employed by Keswick Ministries (KM) for random bag searches and to be a visual deterrent to anyone seeking to cause harm.

An Incident Management Command & Control Process with an Evacuation Process have been established that define the procedures to be followed in the event of a significant incident.

Lanyards are provided for certain team members containing specific instructions in the event of an emergency evacuation. Additional information will be provided at the WT Briefing.

In the event of an emergency, an announcement will be made from the Platform in the MT. Elsewhere it would be communicated to TLs or other radio holders. Be prepared for action and listen carefully whether the instructions are to evacuate or lockdown the venue.

a) **Evacuation** – *‘the orderly removal of Conventioneers, staff and volunteers from the venue or site, usually due to a fire or other incident within the venue.’*

Move into your pre-designated positions. Await an announcement before starting the evacuation. You should lead those evacuating to the emergency exits in an orderly fashion and on to the agreed Assembly Point. Follow all instructions by implementing the Evacuation Plan. Take control of the area – do not allow well-meaning Conventioneers to intervene. Keep calm, be firm and reassure Conventioneers that we have a safe plan. Your priority is to clear the area, without deviation. Please direct disabled persons to the appropriate assembly point. Hold wheelchair users until all able-bodied delegates have left the venue. Check all toilets, closets, along the route are clear

and close all doors when the room is empty.

The last TL checks that the area is clear and follows those evacuating to the Assembly Point for the venue. Inform the WTL/DWTL when this is achieved and pass on any information that may be useful to the Emergency Services, including any rooms not checked or any person remaining in the building. Remain at the Assembly Point until the ‘all clear’ signal is given and re-entry to the buildings/venue is permitted.

Where a total site evacuation is immediately required official instructions would be announced from the MT stage or via radio.

b) **Lockdown** – immediately secure doors and windows of a venue, making it secure, not permitting people to leave and restricting access. All persons are made aware of an incident and to follow instructions. They must not leave the venue but may require moving to another, safer area. Await further official instructions.

