

The Show Volunteer Risk Assessment

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1 Introduction

- 1.1 This Risk Assessment covers the Hazards and Effects which could either happen to volunteers or which could be caused by volunteers at The Show event.
- 1.2 Information has been gathered and hazards identified using the experience gained from the organisation and running of The Show events in previous years. This has also been augmented by careful consideration of the site planning.
- 1.3 A volunteer refers here to our regular volunteers, volunteer committee members and Breast Cancer Care staff helping at the events in a volunteer capacity.
- 1.4 In undertaking the risk assessment, the following approach has been adopted:
 - Gather information/ identify risks in delivery of the event that bring a significant risk
 - Gather information / identify risks from contractors that bring with them a significant risk in their activities
 - Consider control measures appropriate to the identified risks
 - Evaluate residual risk

2 The Show

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| Date of Risk assessment | July 2017 |
| Assessed by | Charlotte Courtney, Breast Cancer Care Events Officer - Special Events |
| Signed off by | Sarah Godden, Senior Events Manager – Special Events |
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| Event | The Breast Cancer Care Show London |
| Date of event | Thursday 28 September 2017 |
| Event site address | Park Plaza Westminster Bridge, 200 Westminster Bridge Road, London SE1 7UT |
| Review date | 14/07/17 |

| Subject Area | Hazards & Effects | Relating to which volunteers | Control measures |
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| On site hazards | Collapse of unstable structures, e.g. stage, causing injury, tripping over cables. | Volunteers on site | Adequate lighting to ensure visibility of hazards to minimise risks throughout. Experienced and professional contractors to be used in set-up and de-rig - all contractors have used the venue a number of times. All cables and trip hazards to be kept out of walkways. Requirement for any cables running across floor to be minimised in event site planning. All cables running across any area of main site to be tunneled and highly visible. Concerns to be highlighted to venue manager promptly and decision on action taken in timely and coordinated manner. Any accidents/ near misses to be documented and evaluated post-event to prevent recurrence. |
| Volunteers/Staff | Fatigue | Volunteers on site and staff | All volunteers to take regular breaks and ensure they keep hydrated and eat enough food. All volunteers will be well briefed at the event or in advance so they know the expectations from them on the day. Adequate food and drinks provided for all volunteers |
| Manual handling | Back injuries, sprains, strains etc. | Volunteers setting up | All volunteers asked to declare any medical conditions in advance so that their role may be tailored accordingly. Volunteers will do minimal manual handling, limited to setting up guest places on tables in ballroom with goody bags on tables and programmes, lifting boxes of goody bag contents and branding if assisting with initial site set-up. Volunteers will be supervised by team leaders who have been briefed on manual handling techniques. Hotel First Aider(s) at the venue at all times in case of medical help or emergencies. Staff to report any incidents/ near misses. |
| Injury and/or illness | Pre-existing conditions or injuries, sudden on-set illnesses, injuries | All volunteers | Volunteers asked as part of the registration process if they have any medical conditions which Breast Cancer Care should be aware of. Hotel First Aider at the venue at all times in case of medical help or emergencies. Any incident |

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| | sustained during the period of volunteering. | | of illness or injury to be recorded by Breast Cancer Care staff. |
| Cash Handling | Theft or loss of money | Volunteers in the Information and Merchandise tent | Volunteers to keep a record of the money taken and merchandise sold, and to store cash in the bum bag provided. Team leader to check in with volunteer's midway through and at the end of the event to collect money. Only Breast Cancer Care events and finance staff to know where the Finance room is and to have access to the room. Staff to adhere to Breast Cancer Care cash handling policy |
| Fire/bomb threat | Injury or death by fire, smoke inhalation or explosion | All volunteers | Hotel fire procedure communicated during volunteer briefing with team leaders. Fire extinguishers on site, adequate number and variation in use. Venue specific emergency evacuation procedures in place, information made available to all staff, venue and contractors. All staff including volunteers aware of contingency plans and emergency protocols. Precautions and actions highlighted in on site briefings. |
| Impassable route | Fire/ bomb threat/ bottle neck/ overcrowding | All volunteers | Pre-event reces to risk assess junctions, crossing points, marshalling and signage requirements. Further recce completed on actual day of event and consistent with event timings during route planning stage. Regular checks of route in run up to event for any foreseeable issues. Adequate staffing levels around the venue to respond to any incident. All events and hotel staff aware of contingency plans and emergency protocols. In event of unforeseen incident, emergency response to be coordinated between hotel and the event senior staff. |
| Food/water | Food poisoning from food provided for staff | | All food provided for the volunteers to be stored and transported appropriately. No hot food is supplied. Volunteers reminded by team leaders of need for adequate hydration and nourishment throughout event. Bottled water also available for volunteers. |
| Overcrowding during event | Overcrowding leading to crush injuries or inability to evacuate in timely manner. | All volunteers | Venue has a capacity of 850 at any one time. We do not sell above this number. Ensure ticket enquiry desk is in an area within the drinks reception to avoid bottle necking. Adequate signage to avoid any confusion or congestion and manage clear event flows. Staff to communicate within site via radios, staff to back up problem areas e.g. ticket enquiries if issue identified. MC announcements to manage any congestion. Well briefed and adequate numbers of volunteers and staff constantly monitoring flows and trouble shooting any problem areas. Emergency evacuation plan in place and information made available to all volunteers and staff. |
| Communications failure | Breakdown of communication at event leading to incident | All volunteers | All staff provided with written briefing docs prior to event. All required information printed and presented to staff in individual staff pack. Verbal briefings to all staff and suppliers on site. Radios provided for all core staff on event, radio checked on morning of event, spare batteries available. Radios backed up by mobile phone communication. Directional and if needed, warning signage in place at venue. Volunteers on site briefed by their team leader so that they feel confident with roles. |
| Working hours | Fatigue from long volunteer shifts | All volunteers | Volunteers' ages and medical conditions taken into account when roles and timings assigned. Volunteers encouraged to tell their Team Leader if they require a break or need to return to the volunteer room for any reason. Volunteers encouraged to wear comfortable and suitable clothing and |

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| | | | footwear. Volunteers encouraged to take breaks and given a break by team leader. Volunteer break room provided with water and snacks. |
| Volunteer tasks | Volunteers with poor understanding of tasks/responsibilities putting their own and others safety at risk | All volunteers | Upon registration, volunteers are given a call and requested to declare any relevant medical conditions and to specify if they have a preference for their role. At the event there will be a structured support system for volunteers. Breast Cancer Care team leaders briefed by Special Events Team and volunteers briefed in turn by team leader. All volunteers provided with comprehensive information with regard to specific role and actions in event of an emergency. Team leader will constantly check back with volunteers throughout the event to ensure their safety and comfort. Volunteers will be provided with adequate food, drink and rest during event and the event will have adequate medical provision. |
| Personal belongings | Theft/ damage | All volunteers | Volunteers to keep their belongings in break room which is manned by member of Breast Cancer Care staff at all times and within hotel which has security staff. |