

-SINCE-
1923



boundless

BY
CSMA



Health and safety basics for event volunteers

At Boundless, we're committed to the health, safety and welfare of all our volunteers, members and guests. This booklet covers the basics required for volunteers to confidently create a safe event with Boundless.





The Boundless pledge

We want to ensure our volunteers are confident in creating safe events for all to enjoy. To do this we pledge to do the following:

- ✓ **Provide our volunteers with the right tools for the right tasks**
We will provide our volunteers with training, give them clear instructions, information and the equipment and resources needed to build and maintain a safe place to carry out events.
- ✓ **Keep our volunteers, members and guests safe**
Our volunteers, members and guests must come to an event in the knowledge that it will be safe and remain safe while attending.
- ✓ **Identify and effectively manage risk**
We will identify and, through elimination or control, manage health and safety hazards and risks that may be inherited, created or transferred as a result of the event.
- ✓ **Take action when you tell us something isn't right or needs improving**
If our volunteers are unsure about any aspect of their event, feel that the tools are not right or identify a situation that could cause an accident or incident, they must liaise with the Member Communities team, who will report it to the Health and Safety team as necessary.
- ✓ **Comply with health and safety requirements**
We will ensure that all our activities comply with applicable legal and regulatory requirements.
- ✓ **Together we'll improve**
All volunteers are expected to demonstrate a positive attitude and commitment to health and safety. This can only be achieved by the implementation of best practices in health and safety. Boundless will lead by example and proactively identify opportunities for improvement and risk reduction.

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Safety responsibilities

Boundless has a legal duty to ensure the health and safety of everyone involved in our activities. This includes our volunteers, members, staff and guests.

All our volunteers have a legal responsibility to create and maintain events which are healthy and safe environments. This ensures a safe space for all event attendees to enjoy the event to its fullest.

As a volunteer you have a duty to:

- **Look after your own health and safety**
- **Look after the health and safety of others, including other volunteers, members, guests and staff**
- **Co-operate with all Boundless policies and procedures to ensure everyone is safe**
- **Carry out any prescribed training arranged by Boundless**
- **Undertake risk assessments for higher risk events if requested to do so**

This booklet will provide basic details on how to carry out your duties as a volunteer and keep the event safe for all attendees. Should you be unsure of any of the information provided in this booklet or need further assistance, please get in touch using the 'Contact us' details on the back of this booklet.

Risk assessment

Some events may have hazards which could cause people attending to become injured or unwell. To help identify any hazards and the likelihood that they may cause harm, a risk assessment must be in place.

A risk assessment records these hazards and the risk they pose to help identify the controls required to reduce or remove the risk.

Lead event organisers:

On submission of a Single Event Notice (SEN), the Member Communities team will determine whether you need to complete a risk assessment and, if so, any that are applicable will be sent to you.

Event volunteers:

The lead event organiser may require you to assist in the completion of a risk assessment if necessary.

You will be given advice and more detailed support on completing these but, as a basic guide, when you complete your risk assessment, there are five key principles to think about:



- **Identify hazards** – When identifying hazards, consider anything that may cause harm to a person attending the event
- **Assess the risks** – Once hazards have been identified, decide how likely it is that someone could be harmed and how serious it could be. This is assessing the level of risk
- **Control the risks** – Risks are controlled by balancing the level of risk against the measures needed to control the risk. Can the risk be eliminated all together and, if not, how can the risk be controlled so that harm is unlikely?
- **Record your findings** – Completed risk assessments need to be sent to the Member Communities team for review and approval. The risk assessment approval process is documented in a flow-chart on the Volunteer Hub
- **Review the controls** – Controls must be reviewed to ensure they are in place at the event. Update your risk assessment record with any changes you make on the day and send the updated assessment to member communities following your event



Manual handling

If you or anyone assisting you at an event needs to carry or move any large or heavy objects regularly, it's important you all know how to do this safely.

How to handle and lift loads

Think before handling/lifting.

Plan the lift/handling activity. Where is the load going to be placed? Use suitable handling aids where possible. Will you need help with the load? Remove obstructions like discarded wrapping materials. For long lifts, for example from floor to shoulder height, think about resting the load mid-way on a table or bench to change grip.

Keep the load close to your waist for as long as possible while lifting. Keep the heaviest side of the load next to your body. If you can't get close to the load, try to slide it towards your body before you try to lift it.

Adopt a stable position. Your feet should be apart with one leg in front of the other (alongside the load if it is on the ground) to increase stability. You should be prepared to move your feet during the lift to keep a stable posture. Wearing clothing which is too tight or unsuitable footwear may make this difficult.

Ensure a good hold on the load.

Where possible, hug the load as close as possible to your body. This may be better than gripping it tightly with just your hands.

Slight bending of your back, hips and knees at the start of the lift is preferable to either fully flex your back (stooping) or fully flex your hips and knees (full/deep squatting).

Don't flex your back any further while lifting. This can happen if your legs begin to straighten before you start to raise the load.

Avoid twisting your back or leaning sideways, especially while your back is bent. Keep your shoulders level and facing in the same direction as your hips. Turning by moving your feet is better than twisting and lifting at the same time.

Keep your head up when handling.

Look ahead, not down at the load once it is held securely.

Move smoothly. Do not jerk or snatch the load as this can make it harder to keep control and can increase the risk of injury.

Don't lift or handle more than you can easily manage. There is a difference between what people are able to lift and what they can safely lift. If in doubt, seek advice or get help.

Put down, then adjust. If you need to precisely position the load, put it down first, then slide it into the desired position.

✘ Incorrect



✔ Correct



NOTE: If you would like further advice on manual handling, please visit the Volunteer Hub for a more in-depth document that you can download.

Fire

Make sure you're aware of the fire safety measures at your event location by speaking to your venue contact before the event starts, to identify:

- **Emergency escape routes and the location of fire assembly points**
- **How the fire alarm will be sounded and communicated**
- **If there are any fire drills planned during your event**
- **Who will take responsibility and manage the situation in the event of a fire or evacuation and who will be responsible for contacting emergency services etc**

If you are at a site/venue where they don't have staff taking responsibility, for example a campsite, unstaffed village hall etc, you'll need to consider and record this on your risk assessment.

You need to decide who will take the lead, how event attendees will be notified of the emergency, where the safe place to evacuate to should be and what the local emergency contact details are (the name and address of the nearest accident and emergency department, the site/venue owner's contact details etc).

Fire dos and don'ts

DO

- ✓ Keep flammable substances away from heat
- ✓ Always read fire instructions provided by the venue
- ✓ Keep escape routes clear
- ✓ Know how to raise the alarm
- ✓ Know how to evacuate everyone safely and where the nearest assembly point is

DON'T

- ✗ Block fire exits
- ✗ Prop open fire doors
- ✗ Allow rubbish to build up



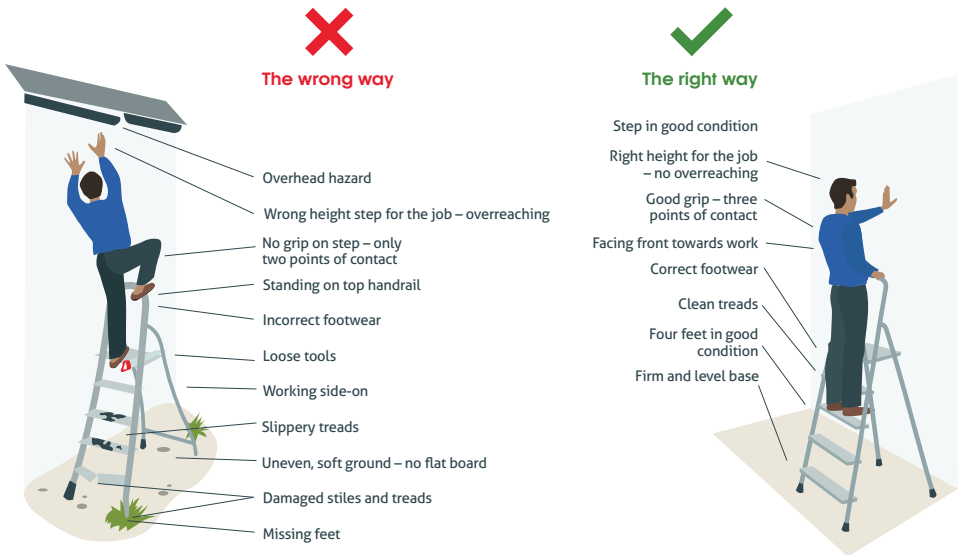
Working at height

Falls from height are known to cause a large number of accidents and injuries each year. If your event incorporates any working at height, make sure to:

AVOID working at height wherever it is possible to do so.

PREVENT falls by assessing the risk and using the right equipment for the task.

MINIMISE the distance or consequences of the fall by putting in a safe system of working. If you'd like support to create a safe working system, please contact the Member Communities team.



Food safety

If volunteers are providing food at the event, for example a buffet, cream tea or barbecue etc, it's important that everyone follows basic food hygiene and safety guidelines. The controls needed for this will be determined by a risk assessment and further training and support will be provided by the Member Communities team on an event-by-event basis.

As a basic guide, the five key principles to keeping food safer are shown here. This can also be downloaded as a separate document from the Volunteer Hub.

Five key steps to safer food

Keep clean



WHY?

- Wash your hands before handling food and often during food preparation.
- Wash your hands after going to the toilet.
- Wash and sanitise all surfaces and equipment used for food preparation.
- Protect kitchen areas and food from insects, pests and other animals.

While most microorganisms do not cause disease, dangerous microorganisms are widely found in soil, water, animals and people. These microorganisms are carried on hands, wiping cloths and utensils, especially cutting boards – the slightest contact can transfer them to food and cause foodborne diseases.

Separate raw and cooked



WHY?

- Separate raw meat, poultry and seafood from other foods.
- Use separate equipment and utensils, such as knives and cutting boards, for handling raw foods.
- Store food in containers to avoid contact between raw and prepared foods.

Raw food, especially meat, poultry and seafood, and their juices, can contain dangerous microorganisms which may be transferred onto other foods during food preparation and storage.

Cook thoroughly



WHY?

- Cook food thoroughly, especially meat, poultry, eggs and seafood.
- Bring foods like soups and stews to boiling to make sure that they have reached 70°C. For meat and poultry, make sure that juices are clear, not pink. Ideally use a thermometer.
- Reheat cooked food thoroughly.

Proper cooking kills almost all dangerous microorganisms. Studies have shown that cooking food to a temperature of 70°C can help ensure it is safe for consumption. Foods that require special attention include minced meats, rolled roasts, large joints of meat and whole poultry.

Keep food at safe temperatures

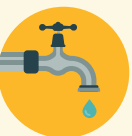


WHY?

- Do not leave cooked food at room temperature for more than two hours.
- Refrigerate promptly all cooked and perishable food (preferably below 5°C).
- Keep cooked food piping hot (more than 60°C) prior to serving.
- Do not store food too long, even in the refrigerator.
- Do not thaw frozen food at room temperature.

Microorganisms can multiply very quickly if food is stored at room temperature. By holding at temperatures below 5°C or above 60°C, the growth of microorganisms is slowed down or stopped. Some dangerous microorganisms still grow below 5°C.

Use safe water and raw materials



WHY?

- Use safe water or treat it to make it safe.
- Select fresh and wholesome foods.
- Choose foods processed for safety, such as pasteurised milk.
- Wash fruit and vegetables, especially if eaten raw.
- Do not use food beyond its expiry date.

Raw materials, including water and ice, may be contaminated with dangerous microorganisms and chemicals. Toxic chemicals may be formed in damaged and mouldy foods. Care in selection of raw materials and simple measures such as washing and peeling may reduce the risk.

High-risk foods

High-risk foods are those that are more likely to cause food poisoning.

Examples of high-risk foods include:

- Cooked meat and poultry
- Meat products such as pâté or stews
- Shellfish (oysters, prawns and crabs)
- Raw egg products such as mayonnaise
- Ready-made pies and pasties
- Dairy products
- Gravy, stock, sauces and soup

High-risk foods can be defined as any ready-to-eat food that will support the growth of bacteria easily and does not require any further heat treatment or cooking. Should you plan to use any of the above foods at your event please get in touch with the Member Communities team for further guidance.

Food allergens

A food allergy is where a person's body reacts to certain foods. It is often mild but can be very serious for some people.

In the UK, food businesses have to inform consumers under food law if they use any of the 14 regulated allergens as ingredients in the food and drink they provide.

Although the food we provide at events does not class us as a food business, it is considered best practice that we provide information about the 14 allergens in writing for anyone attending our self-catered events. This helps people make safe choices, particularly those with allergies.

We don't need to do this for events where a registered food business is being used, such as a local pub or restaurant, as these should already be complying with this law. It is only for events where food classed as self-catering, such as a finger buffet, cream tea or barbecue etc is applicable.

The allergen poster shown here should be displayed at self-catering events and can be downloaded as a separate document from the Volunteer Hub.

DO YOU HAVE A FOOD ALLERGY?

The food provided during this event may contain or may have come into contact with these **allergens**:



CELERY

This includes celery stalks, leaves, seeds and the root called celeriac. You can find celery in celery salt, salads, some meat products, soups and stock cubes.



CEREALS CONTAINING GLUTEN

Wheat (such as spelt and Khorasan wheat/Kamut), rye, barley and oats is often found in foods containing flour, such as some types of baking powder, batter, breadcrumbs, bread, cakes, couscous, meat products, pasta, pastry, sauces, soups and fried foods which are dusted with flour.



CRUSTACEANS

Crabs, lobster, prawns and scampi are crustaceans. Shrimp paste, often used in Thai and south-east Asian curries or salads, is an ingredient to look out for.



EGGS

Eggs are often found in cakes, some meat products, mayonnaise, mousses, pasta, quiche, sauces and pastries or foods brushed or glazed with egg.



FISH

You will find this in some fish sauces, pizzas, relishes, salad dressings, stock cubes and Worcestershire sauce.



LUPIN

Yes, lupin is a flower, but it's also found in flour! Lupin flour and seeds can be used in some types of bread, pastries and even in pasta.



MILK

Milk is a common ingredient in butter, cheese, cream, milk powders and yoghurt. It can also be found in foods brushed or glazed with milk, and in powdered soups and sauces.



MOLLUSCS

These include mussels, land snails, squid and whelks, but can also be commonly found in oyster sauce or as an ingredient in fish stews.



MUSTARD

Liquid mustard, mustard powder and mustard seeds fall into this category. This ingredient can also be found in breads, curries, marinades, meat products, salad dressings, sauces and soups.



NUTS

Not to be mistaken with peanuts (which are actually a legume and grow underground), this ingredient refers to nuts which grow on trees, like cashew nuts, almonds and hazelnuts. You can find nuts in breads, biscuits, crackers, desserts, nut powders (often used in Asian curries), stir-fried dishes, ice cream, marzipan (almond paste), nut oils and sauces.



PEANUTS

Peanuts are actually a legume and grow underground, which is why it's sometimes called a groundnut. Peanuts are often used as an ingredient in biscuits, cakes, curries, desserts, sauces (such as satay sauce), as well as in groundnut oil and peanut flour.



SESAME SEEDS

These seeds can often be found in bread (sprinkled on hamburger buns for example), breadsticks, houmous, sesame oil and tahini. They are sometimes toasted and used in salads.



SOYA

Often found in bean curd, edamame beans, miso paste, textured soya protein, soya flour or tofu, soya is a staple ingredient in oriental food. It can also be found in desserts, ice cream, meat products, sauces and vegetarian products.



SULPHUR DIOXIDE (SOMETIMES KNOWN AS SULPHITES)

This is an ingredient often used in dried fruit such as raisins, dried apricots and prunes. You might also find it in meat products, soft drinks, vegetables as well as in wine and beer. If you have asthma, you have a higher risk of developing a reaction to Sulphur dioxide.

If you are unsure about any of the food provided, please speak to the Lead Event Organiser who will be happy to assist you.

Control of substances hazardous to health (COSHH)

There may be occasions where an event involves the use of substances that could harm your health or the health of those around you.

Some substances can cause acute illness, while others can have chronic long-term effects. While the events you run may not involve the use of hazardous substances, it is important that you know the basics.

Lead event organisers: you must consider the risks from hazardous substances and inform the Member Communities team via the risk assessment process as and when required.

If any additional controls are needed due to the presence of hazardous substances, these will be determined by a risk assessment. Further training and support will be provided by the Member Communities team on an event-by-event basis.

Some substances have hazardous pictograms that alert you to the presence of a hazardous chemical. The pictograms help you to know that the chemicals you are using might cause harm to people and/or the environment.

Hazard pictograms in Great Britain appear in the shape of a diamond with a distinctive red border and white background. One or more pictograms might appear on the labelling of a single chemical.

Do you know the signs?



Hazardous to the environment



Serious health hazard



Corrosive



Acute toxicity



Health hazard



Flammable



Gas Cylinder

SAFE HANDLING OF CHEMICALS

If you use chemicals as part of your event, you should include this on your risk assessment and consider the following:

Chemicals can:

- cause you and others harm
- cause skin allergies and asthma
- cause skin burns and eyes damage



DO

- ✓ Consider whether the chemical is the safest one available to do the required task.
- ✓ Store chemicals safely in a clean, cool and dry environment.
- ✓ Keep chemicals in their original containers.
- ✓ Secure storage to prevent access by vulnerable people.
- ✓ Only use chemicals as directed by the manufacturer.
- ✓ Only use chemicals for the purpose intended.

DON'T

- ✗ Mix chemical products.
- ✗ Use chemicals if you are not trained to use them safely.
- ✗ Leave chemical products unattended.
- ✗ Decant chemicals into unsuitable and unlabelled containers.



First aid

The main purpose of first aid is to prevent injuries or illness from getting any worse until medical help arrives. It is important not to put yourself in harm's way when helping someone who has been injured, to avoid becoming a casualty yourself. Make sure to assess the situation calmly and act quickly without panicking.

Appointed persons

Boundless requires each event to have, as a minimum, an appointed volunteer who will take on the role of an appointed person.

An appointed person's role will include:

- **Taking charge when someone becomes injured or ill**
- **Calling the emergency services when required and/or summoning a first aider at the site/venue, as applicable**
- **Gathering basic information so Boundless can accurately record the accident**
- **Reporting the accident to the Member Communities team**

Lead event organisers:

- **There can be more than one appointed person**
- **An appointed person does not need to have any formal training**
- **At least one appointed person must be available during the event. This includes during the set up, running and dismantling of the event**

If the event is all or partly taking place where there is no first aid provision and the event is in a remote location, somewhere with poor phone signal and/or a significant distance from the nearest first aid/medical facility, additional controls may be required (such as the need for qualified first aiders and medical supplies). Please ensure you liaise with the Member Communities team for further advice and support.

Accident, incident and near-miss reporting

Boundless has a legal and moral duty to safeguard all those involved in the planning, running and dismantling of our events, as far as is reasonably practicable.

Part of this duty requires Boundless to record and monitor accidents and incidents. As such we need you, the Boundless volunteer, to advise us of any accidents, incidents or near misses that occur at any Boundless events or events where there is an organised Boundless presence.

Where possible, you must notify the Member Communities team within 24 hours of an accident or incident.

Near-miss incident: Any near-miss incidents should be reported to the Member Communities team. Contact details are on the back of this booklet.

Definitions of an accident, incident and near miss are found in the definitions section of this booklet.



Emergencies

Emergency accidents and incidents may occur that require immediate Britannia House assistance and advice, such as those involving:

- **Death, CPR or serious injury**
- **Considerable damage caused to property**
- **Incidents that require the emergency services, Health and Safety Executive (HSE) or legal representation**
- **Incidents that may result in significant media interest**

If an accident or incident of this type occurs, the lead event organiser (or appointed person) must deal with the immediate emergency and then call the Boundless emergency contact number to report the emergency situation.

Boundless emergency contact number: 0330 123 2011 (available 24/7).

Lone working

Volunteers should take reasonable precautions regarding their own safety when working alone.

These precautions may include:

- **Ensuring someone knows where they're going and when they're expected home**
- **Checking directions for a destination**
- **Ensuring they have a charged phone with them**
- **Avoiding poorly lit or deserted areas**
- **Taking care when leaving or entering empty buildings, especially at night**
- **Knowing what health and safety measures are in place where you are including emergency alarm systems and entrance/exits, first aid supplies, etc**

You must:

- **Raise any concerns with the Member Communities team immediately regarding any lone working at event locations**
- **Report any accidents, incidents, or near misses that occur while you're lone working**

Personal safety

This is not something that is ever expected at a Boundless event. However, if any incident becomes physical or is at risk of becoming physical, the police should be called immediately. Violence and threatening behaviour to any person will not be tolerated at any of our events.

If you witness or have been involved in such an incident, or receive information from another person that such an incident has occurred at an event, you must notify the Member Communities team. Their contact details can be found on the back of this booklet. The Member Communities team will then support you as the incident is investigated.

Safeguarding

Safeguarding is the action taken to prevent harm and promote the welfare of children and vulnerable adults by protecting them from harm.

If safeguarding is applicable to your event, please liaise with the Member Communities team, who will support you in ensuring that relevant controls are in place on your event risk assessment.

Training and information

If you would like more information, support or training on specific areas highlighted within this booklet, please contact the Member Communities team, who will be able to assist you further.

For higher risk events, support will be given on completing risk assessments and managing health and safety during your events so you can feel confident in your role as a volunteer.

If you have any further questions or feedback regarding health and safety, please do not hesitate to get in touch with the Member Communities team, who will happily assist your query.

Definitions

Accident:

An unplanned or unexpected event which results in an injury or illness. For example, a slip, trip or fall resulting in fracture, cuts, bruising, pain etc. For example, food poisoning resulting in sickness, diarrhoea etc.

Appointed person:

An appointed person is a nominated event volunteer who is responsible for taking charge of the scene, calling an ambulance when needed and completing paperwork as necessary, if anyone is injured or becomes unwell at an event.

Event volunteer:

An event volunteer is a person who is involved in the planning, organising, running and dismantling of events.

Incident:

An unplanned or unexpected event where there was no injury but there was damage or loss of some kind. For example, a fallen tree, failure of plant/equipment, unexpected power cut etc.

Lead event organiser:

A lead event organiser is a nominated event volunteer who is deemed by the Member Communities team to be suitably trained and competent to be in charge of the planning, organisation, running and dismantling of an event from beginning to end.

Member Communities team:

The team who are on hand to support you with your events and answer any questions you may have about health and safety, event planning, volunteering and Boundless as a whole.

Near-miss incident:

An unplanned or unexpected event which does not result in an injury, illness, damage or loss but has the potential to do so should the incident reoccur. For example, a slip on water where the person skidded but managed to prevent themselves from falling.

Risk assessment:

A risk assessment involves identifying hazards (things that can cause harm) and assessing the likelihood and severity of negative occurrences, such as injury, ill health, damage or loss) resulting from those hazards. Their goal is to determine what reasonable measures need to be implemented to either remove or reduce any risks. Risk assessments are a legal requirement to help employers ensure the health and safety of workers and others.

Risk assessment Controls:

These are the measures that are needed to be put in place to remove or reduce risks.

Safeguarding children and vulnerable adults:

Safeguarding helps to protect the wellbeing of children and vulnerable adults from neglect, abuse and harm.

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Contact us:

member.communities@boundless.co.uk

Telephone: 01273 744763

24-hour emergency: 0330 123 2011

All forms and further information referenced in this booklet can be found on the Boundless Volunteer Hub. If you do not have access to the Boundless Volunteer Hub please contact the Member Communities team.

