**General Helper’s Procedures**

**Named Persons and contact details**

Health and Safety Office: Judith Jackson 07957 860937

Logistics Officer: Sue Jeffries 07828 893903

Child Protection Officer Paul Macpherson 07725 105677

President Duncan Cashmore 07984 986350

Project Manager: Sue Bains 07969868450

It is required for the all Lions and Helpers to following the guidance below:

**Attendance.** There is no expectation that all helpers are present throughout the whole period of the event, but it is important to know how many Helpers and Lions are at the event.

* To sign in from 09.40am to 6pm at the Lions Gazebo- Control Centre in the top North West corner of the Square, by Lloyds Bank, where the rota will be displayed
* To report to the Lions Gazebo - Control Centre before leaving the area.

**Roles**

* To take an active part in the festival in a variety of roles
  + Selling raffle tickets either at the dedicated stall or around the area in an appropriately enthusiastic manner!
  + Working on the Tombola stall in an appropriately enthusiastic manner!
  + Patrolling the area to identify and report any actual or potential issues or problems
  + Controlling queues if and as appropriate, informing one of the named persons above that this is required
  + Relaying concerns from stall holders to a named person
  + Supporting, advising, helping visitors to the Food Festival with any queries
  + Taking photographs and other records of the event, posting onto social media using appropriate language /tone commensurate with representing the Lions International Club.
  + Any other role as deemed necessary

**Safety and managing incidents:** We are anticipating there will be large numbers of visitors and as Lions and helpers, we must accept our role in ensuring we are vigilant and prompt in our response to any possible problem or issue. There should be no delay in informing one of the named persons above, if any area of concern is identified:

* To report immediately any suspicious package or incident to any of the named persons listed above, either using the two way radio or by phone
* To comply with the Risk Assessment and Emergency Procedures Policy in the event of any incident
* To comply with the Lost Children policy in the event of identification of an issue.