



TRACSIS

EVENT SERVICES

Traffic Management

HEALTH & SAFETY



STAFF BRIEFING CARD

At the beginning of their shift, all staff should be briefed on following points:

ROLE

- Name of team leader and how to contact them.
- Overview of operation and your role within it.

WELFARE

- Location of welfare facilities (toilets, water points, shelter in extreme weather).
- Break policy and how/where to sign out after shift.
- Smoking and eating policy.

SAFETY

- Identifying hazards in your role or area and how to position yourself safely when working with amongst traffic.
- How to report incidents or concerns.
- Emergency procedures and assembly areas (fire, evacuation etc.).

The information vital to your safe, successful and enjoyable day is within this pack.

Please take the time to read it.



STAFF WELFARE

PPE and Weather

Ensure that you have the right PPE before starting your shift (**Hi-Viz tabard, coat, trousers, prep gloves, etc**). If in doubt ask your supervisor/manager what you require for your role.

When working outside, please consider all weather conditions and prepare yourself accordingly.



DRY & HOT DAYS

- Drink plenty of fluids
- Apply sun cream
- Wear a hat
- Take breaks in the shade
- Wear sunglasses
but remove them when talking to the public



WET & COLD DAYS

- Wear several layers of clothing
- Wear waterproof clothing
- Wear appropriate footwear

It may be warm when your shift starts at 2pm but it will get cold in the evening – bring suitable clothing for your shift times



STAFF WELFARE

Rest Breaks

Breaks are allocated throughout your shift.

- You have the right to one uninterrupted 20-minute rest break if your shift is over six hours a day.
 - Your supervisor may allocate more breaks throughout the shift, dependent on weather conditions and the intensity of work carried out.
 - If you have a medical reason which requires you to have more frequent breaks, please inform your supervisor.
 - The company will arrange breaks in a rota system, please do not leave your position until you have been replaced or told to do so.
 - All breaks during your shift will only be allocated when it is safe to do so, given the nature of the work carried out. This may result in a break not being allocated during the middle of a shift, but before or after busy periods.
 - Break periods will not be added to the end of a shift, neither will you be finished early to replace any breaks periods.
- If you are feeling unwell or in any way unable to fulfil your duties, please contact your supervisor immediately.**



STAFF WELFARE

Mental Health Awareness

Tiredness and stress are risks we should all be aware of when working in the field. Here are some top tips for looking after our mental wellbeing at work:

- Check in regularly with your team.
- Take proper breaks - somewhere away from your point, under shelter and sitting down if you've been on your feet most of the day.
- Stay hydrated and eat enough food!
- Let your team leader know about any pre-existing health or mental health conditions - we will assist you in the best way we can.
- Alert a supervisor if you have any concerns about your mental wellbeing whilst on site - we have trained Mental Health First Aiders available to chat to.

Look out for MH advice and support information posters we'll have dotted around!



POTENTIAL RISKS

Identifying Hazards

When working on events think about where you are working; are you in a safe position or will something pose a hazard to others and yourself?

- Working in a pay lane – are you to one side and are your feet out of the way of moving tyres?
- Working on a crossroad/gate entry – are you blocking the potential view of other cars approaching?
- Working on a Road Closure – remember to stay in your safety zone at all times. If a vehicle is forcing its way through, step away from the closure and inform your supervisor.

Remember to always be aware of any potential hidden hazards.

- Dips/Holes in the ground.
- Gates unhooked/unlocked and the potential of them swinging towards you.
- Is the trackway secure or is it slipping?
- If you identify any of these hazards, alert your supervisor immediately.

Always be alert/aware of moving vehicles on and off site. Check before crossing roads or stepping backwards.



POTENTIAL RISKS

Using Equipment

When dropping string/ropes to allow cars to exit always refer to attach the string to the pins.

- If the string/rope is not required or you are opening a new parking section, then gather it neatly in equal length loops (shank) and place beside a direction sign or number board.

Any stray pins that cannot be removed from the ground must be marked with a cone over the top.

- Any pins not in use or damaged must be placed back on to a company vehicle or beside directional signage (out of the way of the public).

All lawn mowers and fuel must be locked away securely when not in use and never left unattended.

All kit is to be checked regularly throughout the day and removed if not in use or damaged.

When clearing away after an event ensure that all kit has been collected and returned to the 'bone yard' or placed back on to the company vehicles.



VEHICLE MOVEMENTS

Live Traffic

Working around vehicles can cause serious accidents, remember to:

- Stand to one side when parking cars at all times.
- Ensure your hand signals are clear to the driver of the vehicle. Left/Right/Stop.
- Keep your feet away from the tyres when talking to customers – stay a sensible distance from the vehicle but in a suitable range to converse with the customer.
- Remember that breaking distances will vary dependant on surface conditions (wet or icy).

- When blocking access to vehicles, you should be provided with an object to form the “block”. This should be in place prior to vehicles attempting to force entry through the access and not during, as to avoid any vehicle damage. Never use your body as a barrier for an access and step away from vehicles forcing entry.

If a vehicle is stuck:

- In the first instance, inform your supervisor of the vehicle details and its location.
- Manually pushing a vehicle is the last resort and should never be done alone.



VEHICLE DRIVING

Travelling Around Site

Please adhere to any site speed limits when working at events – this includes driving in a personal vehicle as well as a company vehicle.

- When driving company vehicles remember that you are representing a brand and bad driving will have an impact on how the company and the PLC is received.
- Always adhere to any weight limits and loading instructions - if in doubt **ASK!**
- All loads should be checked & safely secured prior to driving.
- Ensure that all company vehicles are parked safely and when leaving a company vehicle unattended, remove the keys from the ignition. Remove any laptops and any other valuables from the vehicle.
- Always know the height and size of the vehicle you are driving – do not attempt to squeeze through small gaps.
- If you are issued car park passes for your vehicle, understand where you can and cannot go – do not attempt to go to areas that you are not authorised to do so.
- Remember that driving conditions are constantly changing (wet/icy/sunny weather), slow down in these conditions and **BE ALERT!**



SITE PREPARATION

Using Hardware Equipment

MANUAL HANDLING

- Do not overload yourself.
- Carry heavy or bulky items, one at a time.
- Work in pairs if lifting heavy objects.
- Think before lifting.

L.I.T.E.

Load

Where am I going to hold it, does it have any sharp edges and how heavy is it?

Individual

Can I lift it safely myself?

Task

What am I going to lift and where?

Environment

Have I a clear safe route?



SITE PREPARATION

Using Hardware Equipment

MOWING (rotating blades/fuel canisters)

- No smoking near the mower or fuel canister at any time.
- A spinning blade can cut severely and can amputate fingers and toes.
- Wear protective footwear.
- Keep your hands and feet away from the mower deck while the engine is running.
- Stop the engine before performing any adjustments/inspections.
- If you see any large obstacles whilst mowing in a field, stop mowing and remove the obstructions – do not mow over it.
- Only use HDPE (high density polyethylene) approved containers to transport fuel.



COMMUNICATIONS

Radio Use

Initial checks:

- Always check your radio is working and fully charged before leaving for your point.
- Keep your radio ON and with you at all times!
- Keep the volume discrete but loud enough to hear.
- Listen to the radio activity. Although it might not be directed at you, it may still affect you.

Answering a call:

- Press and hold the talk button for 1 second before speaking.
- Remember to release the key only after speaking.

Making a call:

- Think First! Is the call you are about to make important?
- Is there other activity on the radio that you may interrupt?
- Think through how you are going to say your message before saying it.
- Only make your call when airway is clear.
- Press and firmly hold the talk button.
- Wait **1 second** and then state your name followed by the person you are calling.
- When answered, press the talk button and send your message.



COUNTER TERRORISM

Suspicious Packages and Behaviour

THE 4 C'S

Confirm – whether or not the item is suspicious (does it belong to anybody?)

Clear – the area of people.

Communicate – call 999 and inform your control room manager and/or supervisor. Do not use radios within 15 metres of the item.

Control – access to the area. Keep staff and public away from the area and try to keep eyewitnesses on hand so they can tell the police what they saw.

SUSPICIOUS BEHAVIOUR

- Observation and surveillance help terrorists plan attacks. Have you noticed anyone taking photos and observing CCTV, or security arrangements?
- Try to remember as many distinguishing characteristics as possible.

HOT PROTOCOL

Hidden – has the item been deliberately concealed or obviously hidden from view?

Obviously suspicious – does it have wires, circuit boards, batteries, or putty-like substances visible? Do you think the item poses an immediate threat to life?

Typical – is the item something that you would expect to find in that area? Most lost property is found in locations where people congregate. Ask if anyone has left it behind.



COUNTER TERRORISM

Safeguarding and Reporting



RUN, HIDE, TELL

Run To a place of safety. This is a better option than to surrender or negotiate. If there's nowhere to run...



Hide Remember to turn your phone to silent and turn off vibrate. Baricade yourself in if you can.



Tell Your supervisor or event control and then call the police on 999, when it is safe to do so.

EVACUATIONS PROCEDURES

Each event has its own evacuation procedure:

- If issued, then read the event staff handbook.
- Follow instructions from your supervisor.
- Report to the agreed assembly point.
- If asked to assist in the evacuation, follow instruction and report operational changes to your line manager.
- If you are assisting with proceedings, ensure your supervisor is aware so that they can account for you.



INCIDENT REPORTING

Injury and Damage

Reporting of incidents is very important and must be reported to your supervisor/ event manager.

What should be reported?

- Injury to yourself.
- Injury to members of the public.
- Near misses.
- Damage to public property (vehicles e.g.).

PLEASE NOTE

Do not undertake any duties or use any equipment unless you have received a briefing on correct the operation use.



MANAGEMENT

Identifying Hazards and Risks

Here are the steps to reviewing your operation area and managing any hazards or risks you find:

- 1. Identifying hazards** – What could cause harm? Consider your complete surroundings including any equipment, signs, trackway, terrain, etc.
- 2. Assess the risks** – Who could be injured and how? Are your staff more susceptible to injury, or the general public, or both?
- 3. Control the risks** – Are you able to remove the hazard and/or make it safe?
- 4. Record and report** – Have you recorded your initial findings and reported it to your Line Manager? Fill out your dynamic risk assessment and inform your team of any new safety measures in position.
- 5. Review your control measures** – Are the new safety measures still in position and working?



PHONETIC ALPHABET

A	ALPHA	N	NOVEMBER
B	BRAVO	O	OSCAR
C	CHARLIE	P	PAPA
D	DELTA	Q	QUEBEC
E	ECHO	R	ROMEO
F	FOXTROT	S	SIERRA
G	GOLF	T	TANGO
H	HOTEL	U	UNIFORM
I	INDIA	V	VICTOR
J	JULIET	W	WHISKEY
K	KILO	X	X-RAY
L	LIMA	Y	YANKEE
M	MIKE	Z	ZULU



TRACSIS

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Scan this QR Code to record an **Accident** or **Near Miss** you've been involved with:

WHAT IS AN ACCIDENT:

an event that results in injury or ill health.

WHAT IS A NEAR MISS:

an event that does not cause harm, that had the potential to cause injury or ill health.



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