



**MOW**

Ministryofwelfare.com

# Little Red Book

2012

## Introduction

Welcome to Ministry of Welfare (MOW), this is your mini guide to working in MOW welfare. There are only brief notes included in this guide to get you started. A basic training course will be done at the event. These guidelines form a basic part of your contract with MOW as either an employee or volunteer.

New people may find there are many procedures and protocols and the work that welfare does is substantial. You will get familiar with these and you are not expected to be able to do everything at once.

You are not expected to remember all the MOW policies, so you should keep a copy of this guide with you when you are working.

We have a nice team atmosphere and we endeavour to keep it that way, if you have a problem always try to resolve it amicably ASAP. If you cannot solve a problem, talk to your team leader or one of the MOW event management team.

We want your involvement with MOW to be as enjoyable as possible and for you to remember you are working as part of a big team.

## Event Management Team

Sarah & Chris Crockford 07751145805 Home 0114 2257977

Caroline Foster (George) 07739180119

Martin Hawksworth 07951158441

Virgil Meikle, Dan Oxley, Craig Ellis, Michelle Hayter & Ian Whitehead

All email should go to; [ministryofwelfare@hotmail.com](mailto:ministryofwelfare@hotmail.com)

We are on Facebook – Ministry of Welfare and Twitter @mowwelfare

We communicate all our information through the mailing list [www.ministryofwelfare.com](http://www.ministryofwelfare.com), Crew Page, bottom left. The website will be updated regularly.

## History & Values

The original members of MOW first started working at festivals in 1994 where we did the first aid and ambulance cover. In 1998 we started work with an offshoot company providing a team from Sheffield to the welfare service at Reading, Leeds and V festivals. That company disbanded when the director died and from that we took the Sheffield team and formed MOW in 2003. MOW has grown year on year, we started providing the welfare service at Leeds Festival, then Download, to today when we provide welfare at about 10 events per year.

Our welfare service is the largest in the country and we were the first to introduce the concept of Crash and an open front of house. This model is being accepted by other welfare companies but we feel we are still the market leaders when it comes to the service we provide.

Over the years we have developed strong bonds with outside agencies to provide additional services such as drug support and sexual health. We work very closely with other on site services to achieve the best outcome for our clients.

Our values;

- MOW is renowned for being friendly and welcoming to all.
- Spirit of MOWness; humanity, fairness and friendliness.
- We work as a team and support one another.
- We try and solve problems and never fob people off.
- We have an impartial attitude towards drugs and alcohol and support current harm reduction policies.
- No Bullshit.
- We believe in equal opportunities and challenge any form of discrimination, bullying, intimidation or victimisation.

## What MOW expects of you

- To work as part of a team; help and support others; and try to get on with everyone.
- To uphold the spirit of Mowness; humanity; fairness and friendliness; both with each other and when dealing with the public.
- To be fit to work, turn up for shifts and sign in / sign out of shifts.
- To speak up if there is a problem and share opinions on how to improve MOW.
- To learn the job, continue learning and attend training sessions whenever possible.
- To help keep MOW's good reputation and remember you are representing MOW both on and off shift.
- To follow any health & safety guidelines.
- To follow any MOW rules and respect each other.
- To remember that we are fortunate enough to get crew privileges, these can be taken away. Don't ruin it for everyone by letting the side down.
- To follow campsite etiquette.
- To contribute to cleaning of the welfare tent and camping area.
- To inform us of when you would like to work and to give at least two weeks' notice if you are unable to attend an event that you have agreed to.
- To enjoy working with MOW and want to come back.
- We have a chilled out management style but do remember, the usual things you would get fired from a job for still apply e.g. discrimination, timekeeping, theft etc...

## What you can expect from MOW

- To be informed of up and coming events and given a choice on the ones you would like to attend.
- To receive a briefing and induction prior to starting work.
- To be welcomed and included in the team.
- To be respected as an individual.
- To be given a chance to learn and develop.
- To be protected against discrimination, bullying and intimidation.
- To take all the necessary steps to keep you safe.
- To be treated as an adult with minimal bureaucracy.
- To make your time working with MOW enjoyable.
- To be listened to on your opinions and contributions.
- To be given secure camping areas, crew passes and secure car parking at events.
- To have some choice on the number of hours you want to work and when you want to work.
- To be given time off to enjoy the event.
- To get paid for the work you do if you are employed.
- To be respected and treated equally as a volunteer.
- To be given support if you feel upset or anxious after working.
- To be allowed to party when you are not working.
- To provide a chilled out environment where individuals can flourish and stay with the team for many years.
- To keep learning and developing so we can do more events.

## Employment with MOW

The people that work with MOW come from a wide variety of backgrounds and experiences. The diversity of the team is what keeps us strong and dynamic. People with welfare based experience or qualifications are particularly welcome however you do not need any special qualifications or experience, as we believe everyone has something to give to the team and there are plenty of opportunities for training and development.

All new crew must provide photo ID at their first event. This will be checked by a MOW Event Manager or Training Manager. This is to check eligibility to work in the UK.

Everyone must complete a Registration Form at each event. All information will be kept in accordance with the Data Protection Act. Please inform Sarah if any of your details change during that year.

At each event you will be required to sign in and out of every shift (In team leader file).

If employed, you are employed as a self-employed contractor to MOW. It is your responsibility to contact the Inland Revenue and tell them you have done the work. You will receive BACS payment after the event, provided that you have invoiced us. We cannot pay you until we are paid by the festival organisers, we hope this is soon after the event but delays do occur occasionally. We thank you for your patience. We no longer issue cheques as this costs us a lot more. If you did not submit your bank details please email these to Sarah.

Ministry of Welfare has Public Liability and Employers Liability insurance for each event, which covers you while you are working on shift. It is your responsibility to arrange car insurance and any other types of insurance to cover you while you are not working. Personal possessions are not insured.

Ministry of Welfare will comply with all workplace legislation for the benefit of us and you. In the unlikely event of a disciplinary matter arising at the event, we will try to resolve any issues informally at first in the spirit of MOW. However as in any other workplace, a serious breach can result in formal proceedings and ultimately termination in your contract. Remember that site rules apply to all staff including when off shift, e.g. if you are evicted off site for drugs offences, you will not be allowed back onto site. You are expected to familiarise yourself with general site rules, these can be found on each festival website. Staff who abscond will be identified by wristband number / photo and evicted from site by security.

The good reputation of MOW has been built up over many years by all the crew who have worked with us. We are sure you will help us to continue to build on this.

## Shift Allocation

The work that MOW does enables us to help others and enjoy the festival at the same time. We try to balance the wants and needs of crew against the need to fulfil the contract, so that it is as fair as it can be. At the end of the day the work needs to be done, so you must consider carefully whether you wish to work the event or buy a ticket.

Paid crew will usually work 3 shifts during an event 6-8 hours in duration. Volunteer crew will usually work about 12 hours.

You can help by letting Sarah know at least two weeks before an event, if you are unable to attend an event you have agreed to. Please remember the effects on others if you have to drop-out of an event at the last minute. Obviously preference will not be given to those who have let us down without good reason. We have brought in a deposit scheme for all new crew. Existing crew who drop out will be put on the deposit scheme.

Shift patterns are worked out and emailed to all crew prior to the event. You must choose your three preferred teams in order and email these to Sarah ASAP. Making it clear which night you do not wish to work and whether you wish to be paired with anyone in particular.

Shifts will be allocated on a first come first served basis, subject to the provision of a balanced team. Please inform Sarah at least two weeks before the event of your preferred shift patterns and remember that you may be disappointed if you turn up and are given what's left.

Shifts will be emailed at least one week before the event; this is your final chance to sort out any issues.

You may swap shifts at the event subject to the approval of both Team Leaders for Crew and Event Management team for Team Leaders.

With good communication, we hope the event can run as smoothly as possible for the benefit of all concerned.

## Pre-Event Checklist

- Decide which events you want to attend.
- Sarah Crockford deals with shift allocation. If you really need to see a band, get in touch with Sarah at least two weeks before the event.
- Team allocation will be emailed to people before the event. If you are unable to attend then inform Sarah ASAP
- Know what time your first shift starts
- Send personal details form to Sarah
- Read the pre-event briefing, this will be on Facebook and emailed to you
- Read the Little Red Book, some stuff might have changed
- Ensure you know how you are getting to the event
- Know where the event is, how to get in and parking arrangements
- Read information on festival website such as site map, site rules, line-up, shuttle bus times and general festival information (because this is the advice you will be giving to punters!!).
- Weather forecast for the event
- Check your emails and Facebook, as there may be changes, such as teams, travel arrangements, camping etc...
- The telephone numbers of MOW management so you can ring when you get on site and your pass will be brought to you.
- Your phone is charged, you have credit and the charger.
- If you can share a stove, share a lift or share a tent.
- What role you are doing at the festival and whether you are being paid or a volunteer
- Check whether meals are being provided
- Ensure you have all the kit you need, including medication etc...

## Kit List

- Festival clothes suitable for all weather types e.g. inclement and sunshine, bring at least one change of clothes
- Sunscreen & Hat
- Rain coat
- Boots or wellies
- Sleeping bag & roll mat or airbed
- Tent with all the bits e.g. pegs and maybe a mallet
- Gazebo or awning to provide shade over your tent
- Stove and fuel
- Mug, plate & cutlery
- Pans and cleaning materials
- Toilet roll, maybe in a plastic bag (It runs out on site)
- Own medication and plasters
- Sanitary protection
- Hand sanitizer
- Baby wipes
- Wash kit & Towel
- Mobile phone and charger, electricity is in main welfare
- Torch, LED headlight torch is best as the batteries last forever
- Tin / bottle opener
- Food & Nibbles
- Water bottle, stash of water if arriving at start of event
- Booze (Not glass bottles)
- Juice
- Fags and spare lighters
- Money (Split this)
- A chair (We can take some but not for all)
- Ear plugs
- Boredom cures
- Gaffer or Duct Tape
- Pre-event briefing and Little Red Book
- Party clothes if there is to be a fancy dress party at the event
- Bin bag

Meals are provided at some events, we cannot guarantee the quantities or quality and it sometimes takes time to get the meal tickets.

Food suggestions; (Please help us with this for next year's book)

- Tinned meals with ring-pulls on
- Pre-cooked vacuum packed meals e.g. curry, rice, tuna
- Bacon (cooks quickly and stores well)
- Pot noodles and instant meals (don't buy cheapest)
- Tinned veg and potatoes
- Tinned hotdogs and burgers
- Fruit
- Sandwich stuff
- Dried food to cook with water
- Your favourite sauce
- Sweets, chocolate & crisps

## When you arrive

- If driving, follow signs for the festival, look out for production entrance or staff entrance. Parking is generally in staff parking unless told otherwise.
- If coming on foot, you will usually be dropped off at the Drop Off Point, there are sometimes more than one drop off points so be sure which one you are at.
- Make contact with crew manager or Seeker who will send someone with your crew pass and car pass. Make it clear where you are and it may take a little while if we are busy.
- Ensure you have a crew wristband
- Fill in details on the car pass and display prominently
- If you cannot contact someone by phone, ask security to ring or radio welfare.
- If arriving before the festival starts you may need a hi-visibility vest and be aware that the water supply is often not turned on.
- Bear in mind parking may be some distance away from the camp site.
- Set up your tent in our crew camping area. Site rules state that you are not allowed to camp in ticketed camping. However you will be able to meet up with your friends in the campsites.
- Ask for help, or help others to set up tents and the social tent.
- Familiarise yourself with the festival site.
- Sign into site (In the admin area of the welfare tent)
- Find out when your induction training is and get to know where welfare is.
- You may be asked to help get other crew in and help with set up. All good fun.

## When you leave the event

- Let event management know when you are leaving and sign out.
- Please add your comments to the Feedback Book, both positive and negative, so we can get a feel of how to improve what we do and what we have got right. Not all suggestions can be actioned however, many are.
- Coordinate any lifts and be considerate if you are leaving with others.
- Help to pack up the campsite, social tent and welfare tent.
- Ensure you have completed any necessary paperwork e.g. invoice, sign in sheets etc...
- Ensure you have got all your belongings e.g. mobile phone charger, mug, clothes in welfare tent etc...
- Clean the area around your tent
- You may be more tired than you think, so ensure you have had sufficient rest and are fit to drive.
- Peak departure times often lead to congestion, depending on the festival.
- Realise how smelly you are when you re-enter the real world again!

## Roles within MOW

### Management

Pre and post event Coordination; Sarah Crockford

Event Management Team;

- Sarah Crockford, Chris Crockford, Martin Hawksworth, Caroline Foster (George)

Assistant Event Managers;

- Virgil Meikle, Michelle Hayter, Ian whitehead, Dan Oxley & Craig Ellis

At each event there will be a named Event Manager.

There are also other roles which will be allocated; Crew Manager, Seeker, Van Driver, Dirty Manager, Set Up & Take Down Manager and Duty Managers.

### Crew

Working in the welfare tent or an outpost will involve handing out drugs & alcohol literature and verbal advice. Assisting in the crash area, giving emotional support for any non medical crisis, giving general event information and advice on staying safe. Helping with lost children, victims of crime, complaints and giving away condoms, sanitary protection, sweets, clothes, sunscreen, and water. The work will vary according to the type of event and training is available in most areas.

4 Paw - Team Leader (Is approved to lead a team but may not do this at every event).

3 Paw - Experienced crew members

2 Paw - Some experience of welfare

1 Paw - New to MOW

A claw is added to this when someone is working towards a role.

Trainer – experienced team members who deliver courses on site.

Eviction Support – This role is currently only done at Leeds Festival. We provide help and support to those who have been evicted off site. We are not doing Eviction Monitoring this year.

Lost Property – This role is done at most events, most crew will work in this area at some point.

# Ups and Downs

## Ups

- Get to see loads of bands for free
- Meet some fantastic people
- Be part of a team
- Always someone to hang out with
- Get a reference for work
- Looks good on your CV and something to talk about in interviews
- Secure camping
- Doing something good for other people
- Much better deal on the staff side
- Learn new skills
- Can work with friends and partners
- New challenges
- Learn to be good at problem solving
- Make a difference
- Realise that most people are nice
- Not stood up all day and work under cover
- You rarely get bored
- Warm fuzzy feeling when you've helped someone
- Have some good parties
- Learning to say "MOW!!!"

## Downs

- Forget to go and see the band you wanted to
- Can't always see all the bands you want
- You have to work
- Can't always help people
- Some people can be obnoxious
- It sometimes rains, is muddy and can get cold
- Sometimes it involves lots of walking around site
- The food can be crap
- Work can be stressful and busy at times
- Tent burnout unless you have got shade over your tent
- Noisy campers
- Punters with unrealistic expectations
- Security can be a pain in the arse sometimes
- We don't always get the kit we ask for
- Toilets
- When it's over and you return to boring reality
- When crew drop out at the last minute
- When idolised bands are crap
- Your work doesn't always get recognised for its value

## Training

We have revamped the training to make it more accessible for all and more task related. We are trying a new system this year and hope to improve it year on year with your feedback.

Everybody will do an employment Induction and Basic Training / Refresher training as a minimum on an annual basis. At the moment we think this will take about an hour for new crew and half hour for existing crew.

Training will be done at events; this will ensure that everyone has equal access to training wherever you live in the country.

Training packages and quizzes are available online. It is possible to do the Annual Update and Basic Training for new people online. Please see the crew pages on the website for further details.

In addition to the Induction / Basic Training, there are a variety of training packages and quizzes available on the MOW website. We will do additional training at some events according to the nature of the work.

- Communications
- Drugs Awareness
- Drugs Support
- Emotional Support
- First Aid
- Eviction Support
- Front of House
- Lost Property
- Mental Health
- Sexual Health
- Set up & Take Down
- Working in Crash
- Working with Children

There is a Training Box taken to each event. It is located in the Admin area of the main welfare post. Everyone is welcome to look at this stuff.

We now have information packs for team leaders these are also on the website and in the Training Box.

## Health & Safety

This is intended as a rough guide so please read the Health & Safety Policy. We all have a responsibility to minimise the risk of injury, keep our workplace safe and comply with site policies and the law. Commonsense is required on this one, so that we can promote a positive safety culture, hopefully without any of the silliness that gives it a bad name.

- Please follow any health and safety advice given to you by your team leader or manager.
- Risk assessments are completed for each event and a Shift Safety Report is completed for each shift by the team leader.
- If possible please sort out any potential hazards ASAP e.g. trip hazard
- If any health and safety issues arise please report these to your team leader or event management team immediately.
- Overall responsibility for health and safety lies with Ministry of Welfare and this will be delegated to the Operations Manager at each event, who will be responsible for completing monitoring forms and ensuring compliance.
- You have a responsibility for your own health and safety and that of others around you.
- The Health and safety at Work Act specifically forbids "horseplay", i.e. irresponsible behaviour likely to cause harm, so please behave appropriately and in a manner not likely to cause harm or embarrassment to MOW. E.g. setting off fire extinguishers etc...
- You need to be **fit to work**, so do not drink alcohol or take drugs before or during a shift. It's the law. Drink plenty of non-alcoholic fluids and eat regularly (It's easy to forget). Anyone who turns up for shift under the influence of alcohol or drugs is of no use to us. Do not hang around the welfare tent if off shift and drinking.
- **Clean as you go.** Keep the working area clean and tidy, in particular the refreshments area and from time to time go around with a bin bag.
- Slips, trips and falls. Put all equipment back after use, especially sleeping bags. Keep all walkways clear and remove any potential trip hazards immediately, do not pass by and leave the problem for someone else. Tent guy lines are another potential problem.
- Bring sufficient warm clothes with you at the beginning of shift as it can get colder than you think during the evenings and night. Bring a raincoat.
- Bring sunscreen and a hat if the weather is sunny.
- Manual Handling; lift safely, keeping your back in line with a stable footing. Only lift what you know you can lift, don't be macho, so get help with lifting heavy / awkward objects. Set an example for others and help avoid back injury. Check that the load is safe, then check the area and any route for hazards and obstacles. **Do not lift people.** We have split down our kit into smaller sized packs to help avoid injury.
- Be aware of moving site traffic, especially before the event opens and rest if necessary before driving home.
- Wear a MOW high-visibility vest whilst working for MOW, do not wear this when you are off shift.
- Take note of any on-site warning signs or advise from other site crew.

- Do not enter production or restricted areas unless on MOW authorised business as there are moving vehicles, electrical hazards and construction in progress. In the normal course of your duties, you will be working from the welfare tent or nearby.
- Please follow the hygiene procedures whilst working for MOW e.g. wear gloves, wash hands, use hand sanitizer etc...
- Be calm and polite when talking to people, most people will be happy for your help but under stressful situations people can sometimes take out their frustrations on you. Read any signs of potential aggression and diffuse if possible or leave the area. You have the right to work without the threat of verbal or physical abuse and this will not be tolerated by MOW. Often merely pointing this out is enough to calm the situation but as a last resort you can call security for backup. At some events we have a security presence at our tent and this tends to stop problems before they start. Trust your instincts. Generally we are the good guys and people appreciate our help.
- Working with children; please be aware of the potential difficulties arising from working with children, thus making the likelihood of any potential problems less likely. All the safe working practices are outlined in the Child Protection Policy which you will be shown at Induction. E.g. most importantly, we never work alone with children and keep them in plain view. We have never had any problems in this area. CRB checks are being introduced progressively in the business.
- Do not work alone with female clients as a male, or place yourself in potentially compromising situations, e.g. when helping someone to the toilet have a helper.
- Get help from others if you feel anxious or threatened, or if you feel out of your depth in a situation. There are limitations as to how much we can help our clients, it is best to refer people to an appropriate source of help e.g. we do not have the capacity to help people with mental health issues. Talk to the event management team if you need help or support after working.
- Do not enter the festival campsites alone. If there is any public disorder we will not leave the welfare tent e.g. when escorting clients back to their tent. It may be necessary to get an escort from security.
- Please inform your team leader / event management team if you see any sign of public disorder and **stay well away from the trouble**. In rare circumstances it may be necessary to evacuate welfare to a safe area. If so, calmly inform the residents, stay with the team at all times and wait for transport to arrive. If in imminent danger move to a safe area and regroup.
- Major Incident. As we have a limited capacity, in the short term our role is likely to be dealing with friends, relatives and walking wounded before the local authorities take control. All crew should prepare to work if they are willing to help.

- First Aid for crew. If you are ill or injured during an event whilst working on behalf of MOW, please record the details in the accident book which will be kept in the team leader file. We do not administer any form of medication so please ensure you have a supply of your own medication e.g. Paracetamol etc... For your own use. There is an onsite medical service and pharmacy who can provide medical advice and treatment. MOW crew are trained in emergency first aid aimed at dealing with the first few minutes of a situation, however we would wish to call in medical ASAP. To contact them do not dial 999 / 112, radio or ring them or go directly to medical.
- If can help to tell people you are working with if you have a condition e.g. epilepsy, anaphylaxis etc... And what to do if an event occurs. However you are under no obligation to do so. Please inform event management of any significant medical conditions that may affect your work, so that we can make any appropriate arrangements. You must tell us if you are pregnant before working for MOW.
- Please inform your team leader or event management if you are unable to work or have to leave site.
- First Aid for clients. Our role is limited to emergency first aid before the arrival of the on-site medical services. It is their responsibility to treat members of the public. Under no circumstances administer medication to members of the public; instead refer them to the pharmacy or medical (so please find out where this is).
- Sharps. Do not handle any needles etc... We no longer have a sharps bin, so in the rare event of an incident, contact the medical services to dispose safely and make people aware in the area in the meantime.
- Please note that vomit bowls etc... do not count as clinical waste, only blood infected material should be disposed of in a yellow / orange bag.
- Fire Procedures. The team leader will be the fire marshal for each shift. Their role will be to check the fire extinguishers are ready for use and arranging evacuation if necessary. Do not attempt to tackle any fire larger than that of a small rubbish bin. Follow the instructions on the fire extinguisher and ensure you are using the right one. Make people aware of the fire and calmly evacuate the tent. If possible, take the team leader folder and check that all crew and clients have left the area. The evacuation meeting point will always be in front of the welfare tent entrance at a safe distance. Please alert the fire team ASAP. Please do not stop to collect personal possessions or kit and do not use the lifts.
- The welfare tent is a non smoking area, since the smoking ban came into force; it is a lot easier to remind people that they must go outside for a cigarette.
- No candles, Joss sticks, gas stoves etc... may be used in the welfare tent due to the obvious fire risk.
- No alcohol is allowed in the welfare tent, if members of the public wish to party they should go elsewhere. If there is a problem, point out the No Alcohol signs politely and if they object get security.

## Your First Shift

- Find out where the welfare tent is and when the Induction / Basic Training sessions are being run.
- Make sure you know what time your shift starts.
- Leave early enough to arrive in good time.
- Take sufficient clothes for the weather conditions, so you do not have to leave the welfare tent during the shift.
- Take sufficient food, medication, sunscreen etc...
- The trainer running the Induction / Basic Training will go through all the information you need and answer any questions that you may have.
- We have a good team atmosphere and help each other out, we have all been new at some point.
- People often start their first shift working in front of house, this will involve giving people directions, answering queries, giving information, and referring onto your team leader and others for further help.
- As you gain more experience, you will start to work in other areas of the tent, depending on the nature of the shift and type of event e.g. lost property, crash etc...
- Try to partner up with someone who is experienced so you can learn
- There is lots of information on how to do things in the appropriate folders and resource packs
- There is a Board of Information and Event Information File in the admin area of the tent.
- Try to familiarise with where stuff is on site ASAP and try and have a walk around site before your first shift. E.g. People may have not noticed that the toilets are right next to the welfare tent and it's a little embarrassing if you don't know.
- Refreshments are available at all times, so help yourself, but remember we are not there to provide teas and coffees to members of the public. It's common for crew to make a round of drinks for all the crew on shift.
- Please do your bit to help keep the place tidy
- Ensure your Team Leader has signed you in and out
- Please feedback on how we can improve what we do, we value different perspectives and we especially keen that all new crew are able to join the team as easily as possible.
- Although you are surrounded by many people, festivals can be lonely and daunting places if you are not familiar with the environment. We can all do our bit to support each other on this.

## Campsite Etiquette

- You are expected to bring your own tent, roll mat etc...
- Tent sharing may be available, ask around beforehand.
- Try to bring a reasonably sized tent, if everyone brings 5 berth tents just for themselves, we will run out of space.
- It's not a good idea to camp near the toilets!
- Offer to help others setting up and help out with setting up the social tent.
- Leave a reasonable distance between tents, think about where the guy lines go and try and leave a walkway clear down the middle of the campsite.
- Respect people who are sleeping by trying to keep the noise down, especially for those who have been on night shift, this will include you at some point.
- Use the toilets provided and help to keep clean.
- Setting up shade over your tent will help prevent burnout, at 9-10am it can get too hot to sleep.
- If unable to sleep following night shift, it is acceptable to sleep in crash.
- Clean up your own rubbish around your tent and in the social tent.
- Do not use other peoples' stuff without asking, stoves are often available for people to use, but ask first and clean up afterwards.
- Don't drink alcohol that others have left in the social tent, without asking first for permission. Remember that glass bottles are banned on site.
- Bring a chair to sit on, we can take some but not for all.
- Our camping area is a restricted area and security will remove people without the correct passes. Therefore meet any friends and family who are not MOW crew out of our campsite. Pick ups and drop offs are fine.
- Theft is commonplace at festivals, so please help to keep our site secure by politely pointing out to people that it is a restricted area. Try not to leave valuables in view, if you wish to bring them at all.
- Write your name on your property.
- Remember food hygiene, wash your hands and invest in some hand sanitizer. Baby wipes are a good way to keep clean if the showers are not working.
- The MOW tabards are only to be worn whilst working, ensure you put them back in the box at the end of shift.
- Fires are not allowed on site and have any barbeques away from where people are camping.
- Tents are highly flammable so be careful when cooking.
- Festival management and security wander through our campsite on occasion so please be discreet whilst partying.
- Please do not disturb any other groups that may be camping nearby.
- Remember drugs are illegal and if caught you will be at the very least evicted off site and possibly arrested. Everyone can be searched whilst going through the various entrances and police sniffer dogs are commonplace. CCTV coverage of the site is more extensive than you might think. Site policy states that if evicted you will not be allowed back onto site even to collect belongings. We would obviously prefer it if no problems arose. You have been told.
- Please check you have got all your stuff before leaving the event.

## Useful Websites

- NHS direct
- NME
- Samaritans
- RAC / AA
- Multimap (For travel directions)
- Google Earth / Streetview
- Festival Websites
- Inland Revenue
- Talk to Frank
- Facebook
- Wikipedia
- HSE
- BBC
- BBC Weather / Met Office
- Go Outdoors / Blacks
- NHS.uk