

Appendix C2

CODE OF CONDUCT FOR EVENT TRAFFIC CONTROL MARSHALLS

To be an effective Traffic Marshal you must be aware of the purpose of your role and will need to ensure you can be easily identified at all times – High Visibility jackets / tabards must be worn

The purpose of the role is to maintain a safe and effective system of Traffic Control with responsibility for all vehicles whether the driver is a member of staff, a contractor, or member of the public. Indeed the main objectives are;-

- 1) Health & Safety
- 2) Protection of the Event Site
- 3) Customer / Organiser / Exhibitor experience

Please remember you are the first people that visitors will meet and that you are representing your organisation.

Your actions will bear a heavy responsibility on public perception of the event, therefore it is important that you have a professional attitude, and essential that your behaviour is appropriate at all times - Avoid conflict.

Where appropriate:

- Be polite at all times
- Treat people individually
- Listen to people, be patient and do not interrupt or be rude
- Apologise for any inconvenience.
- Advise them of an alternative that is available to them
- Thank them for their co-operation.
- Respectfully draw the customer's attention to relevant notices.
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A system of site rules has been established to assist you with your role.

On all sites, please remind all drivers to;

- Obey all stated speed limits over the whole site – 5mph unless otherwise authorised.
- Hazard warning lights to be switched on
- Keep to designated roadways – Do not travel onto grassed areas/verges
- Do not cut corners
- When reversing ensure it is safe to do so and request use of a banks-man.

Health & Safety

It is our aim to provide a harm-free environment for all involved. It is important that you understand what you are being asked to do, follow the instructions you have been given and do the role as you have been trained. If you are unsure, have concerns or asked to undertake a task or see something that you believe is unsafe you should immediately raise your concerns with your Supervisor, who will work with you to ensure your work environment is safe.

Operational Plan

- Remember you are responsible for your own health and safety and the safety of others
- Staff **must** wear hi-viz clothing and position your-self in a position visible to drivers.
- Radio communication links to be established between all staff working on the traffic management team.
- Staff must remain at the roadside until vehicles have come to a standstill.
- Authorised traffic to enter and exit through designated/ approved routes only – ensure it is safe for vehicles to enter the park when it is safe to do so – Barrier Dropped
- Detailed schedules to be collected from the Site Manager detailing the expected vehicles entering or leaving the site
- No vehicles to enter the site once it has opened to the public.
- No vehicle movement on site when open unless under the direction of the supervisor.
- No public parking on site.