

CREW HANDBOOK 2025

**GUIDANCE FOR EMPLOYEES
CONTRACTORS AND CREW**



**Glastonbury Festival Events Ltd
2025**



GLASTONBURY
FREE PRESS
— WORTHY FARM, PILTON, SOMERSET —



WELCOME!

**THANK YOU FOR
BEING HERE,
TO PUT TOGETHER
THE BEST SHOW
ON EARTH!**

MICHAEL & EMILY

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GLASTONBURY FESTIVAL - RESPECT POLICY

Glastonbury Festival was created with a vision of a world which is freer, kinder and more respectful. We remain committed to providing a welcoming and safe environment for everyone visiting Worthy Farm.

Core values

- Respect the fields and the people in them
- Embrace diversity and inclusion
- Communicate with courtesy and kindness – everyone is valued
- Encourage creativity and enjoyment
- Support a safe working environment

Expectations of behaviour

This policy/code of conduct sets out the behaviour standards expected of all crew however they are employed or engaged. This policy does not form part of any contract of employment or other contract to provide services, and we may amend it at any time. We recognise the Festival is different to other workplaces. We want you to have fun but also to remember that this is a place of work.

Respectful behaviour

We are committed to maintaining an inclusive and respectful culture. We all have a responsibility to ensure we create a safe and respectful work environment. The way we behave has an impact on everyone attending the Festival, the crew, artists and the public, and it can impact their wellbeing and overall health and safety.

Everyone working at the Festival and involved in putting on the event should treat each other with respect. The Festival appreciates everyone's contribution and everyone working at the Festival should be able to do so in an atmosphere that is free from all forms of discrimination, harassment, intimidation, anti-social and abusive behaviour.

The following are just some ways that can help us maintain our respectful and inclusive culture;

- We should treat everyone with respect and kindness. We should be inclusive and celebrate personal characteristics and intersection of characteristics.
- We encourage individuals to listen to each other respectfully, engage in constructive discussions and not to insult people or their ideas.
- We encourage everyone to praise freely and be considerate of how you critique and provide guidance.
- We expect everyone to be open to receiving and acting on feedback if their behaviour causes offence to others.

If you are an Area Organizer or team leader you should also seek to act as a role model, ensure that management activities and responsibilities are conducted with respect and that you challenge unacceptable behaviour with your crew in the moment where practical and safe to do so.

Unacceptable behaviour

- Bullying
- Harassment
- Discrimination
- Physical Violence
- Sexual harassment
- Sexual Violence
- Threatening Behaviour
- Victimisation

Fitness for work

Being fit for work is our own individual responsibility. Whilst working, we are representing Glastonbury Festival, and we should remember we are working in a professional capacity.

Although lots of factors can contribute to overall fitness for work, we should:

- not be under the influence of alcohol or drugs
- take any prescribed medication required
- have adequate rest, food and water

As part of our Breathalysing policy, you may be breathalysed at work.

Accessing support

We appreciate all the hard work and effort that goes into ensuring the Festival is successful year on year and want to make sure you have access to the right support when you need it.

For information about crew wellbeing, as well as team leader support, or to discuss any concerns you may have about your team, or if you need support yourself you can contact hr@glastonburyfestivals.co.uk or safeguarding@glastonburyfestivals.co.uk

Safeguarding - 01458 558 054

HR - 01749 608 635

Raising an issue

If you have experienced or witnessed behaviour that you feel goes against this policy, you feel unsafe at work or at home, or have concerns about another person's wellbeing please raise it with your team leader, area organiser , hr@glastonburyfestivals.co.uk or safeguarding@glastonburyfestivals.co.uk (based in the TNG Building).

Where appropriate, an investigation may take place to determine the next steps. Depending on how you are engaged to work at the Festival, this may be by GFEL or by the person who engages you.

Appropriate action may include, but is not limited to, some kind of mediation or intervention to improve a working relationship, or providing constructive feedback on behaviour, an informal or formal warning, termination of a contract, removal from site, suspension from duties, limitation of access to certain areas of the Festival, event or on-site camping facilities.

EMPLOYMENT STATUS

Glastonbury Festival engages people to work at the Festival in several different ways. This in turn means that each working status will have different rights and different legislations that can be applied.

The following statements apply:

Employee

Employees are individuals who work at the Festival for a longer period/all year-round. They are paid via the Festival's payroll, often on a monthly salary which includes time off for holidays.

Worker

The Festival takes on large numbers of temporary crew for a short period in the summer for the build and take down phases of the event. They will be paid weekly based on the number of hours they work via the festival's payroll. Workers accrue holiday for each hour that they work which they can take off as paid leave or can be paid when they leave at the end of their contract.

Employees are covered by the Festival's HR policies and HR team. Workers are covered by some of the Festival's HR policies and HR team.

Self-employed Contractor

Some crew who come to work at the Festival are set up with their own self-employed business as they provide services to several clients during the year. They are likely to be in roles that involve more autonomy in their work and hours, and their pay is likely to be based on completion of a project. They might provide their own tools and have their own insurance. They are running their own business and therefore, arrange their own holiday and statutory payments, such as sick pay.

Companies

If you work for another company on site at Glastonbury, then that company will be responsible for how you have been taken on and your wellbeing on site. They should be your first contact for any issues you may have.

The Festival legally can't apply HR policies to self-employed contractors or employees of other companies. However, it is important to the Festival that everyone on site is treated fairly, with respect and without fear of discrimination or harassment. If you are self-employed or work for another company, then please see the section for Contractors for what to do if there is an issue on site.

Festival Statements and Policies

Glastonbury Festival is committed to making the Festival site a happy place to work, free from fear or discrimination or harassment. Whatever basis for your employment we are committed to your wellbeing. Many of the Festival statements apply to everyone, whatever your employment status. We are legally required to treat employees and workers differently to contractors in employment-related issues. Please refer to the contents schedule for the applicable information to you. If you are uncertain as to why you are deemed to have a certain employment status, then please contact [**hr@glastonburyfestivals.co.uk**](mailto:hr@glastonburyfestivals.co.uk)

WHAT TO DO IF YOU HAVE AN ISSUE AT WORK **(FOR EMPLOYEES OR WORKERS)**

It's really important that everybody working at the Festival enjoys what they are doing. Everyone needs to be treated fairly & with respect.

If you have any problems or concerns about your work, it makes sense to try & resolve them before they get out of hand. Below are some guidelines on what to do if an issue ('grievance') comes up.

What should I do if I have an issue with my work or a situation I find myself in at work?

If you are uncomfortable with an issue at work, the first step would be to have a chat with whoever is supervising your work. Hopefully they can answer your questions and resolve any issues without the need to follow a formal procedure.

What counts as an issue at work (grievance)?

There are many work issues which could be a grievance so it's impossible to give a complete list. The sorts of things a grievance might be are;

- a problem with the working relationship you have with a colleague
- an issue with how you are being treated at work

What should I do if I've spoken to my supervisor and my issue isn't resolved?

If you feel that the conversation with your supervisor hasn't resolved your issue, the next step would be to formalise things by putting details of the problem in writing. You should send the details to your supervisor and to HR (hr@glastonburyfestivals.co.uk) who will arrange a meeting to discuss the issue officially. You can bring a colleague or a trade union representative to this meeting. It's also likely that there would be someone from the Festival's HR team at the meeting too.

As you outlined the problem in writing, you'll also get a written response from the Festival following the meeting. If you have told us a different preferred method of communication, we will make sure that we deliver a response according to your needs, in addition to a written response. We'll try to do this within 10 days, but it may be that more time is needed to look into things, such as carrying out an investigation, in which case we'll let you know.

What happens next if the issue still isn't resolved?

It may be that having met with your supervisor to discuss your issue that you still don't feel it's been dealt with. If that's the case, then you can at this stage write to your supervisor's line manager and copy in HR. In the same way as before, a meeting will be arranged to talk through the issue. Again, you can bring a colleague to the meeting or a trade union representative. And again, the Festival will write to you with the outcome of the meeting, aiming to do this within 10 days.

What should I do if the issue involves my supervisor?

If the issue you have involves your supervisor & you don't feel comfortable going to them with it, please feel free to contact the Festival's HR team directly hr@glastonburyfestivals.co.uk. They are based downstairs in TNG & will be able to point you in the right direction of what to do next.

Will my issue be kept confidential?

Any issue or problem you raise will be treated confidentially as far as possible. It may be however, that if the issue involves someone else working at the Festival that they will need to be involved in resolving the problem. We may also have to share information with appropriate 3rd parties if we feel that there is a significant risk of harm posed to you or any other person. If we feel, for any reason, that we need to share information with appropriate 3rd parties, we will always try and inform you first, unless we feel this could escalate risk to you or any other person.

What should I do if I have a query on dealing with issues/grievances not answered here?

The HR team can provide you with a detailed grievance policy. Please feel free to contact the Festival's HR team with any queries you may have on the grievance (or any other) procedure.

hr@glastonburyfestivals.co.uk

Contractors

This information has been written specifically for Festival Employees and Workers. The same process doesn't apply to Contractors. Please see the section Contractors – What to do about issues on site - for more information.

HOW THE FESTIVAL WILL HANDLE ANY ISSUES WITH YOUR BEHAVIOUR AT WORK (FOR EMPLOYEES OR WORKERS)

There may be times where the Festival needs to address someone's behaviour at work as it might not be considered appropriate. So, as well as being clear on what to do if you have an issue with a situation at work, it's also worth explaining what to expect if there's a problem with your behaviour from the Festival's point of view.

It could be concerns about the work you are doing or your behaviour at work, including whilst living onsite.

If any issues do come up, the Festival wants to make sure that everyone is treated fairly & understands the process involved in resolving any problems.

Below are some guidelines on what the Festival will do if an issue like this ('disciplinary' situation) comes up.

What happens if there is a problem with my behaviour at work?

If there is an issue with your behaviour at work, then your supervisor will talk to you about it and try to resolve the problem. Hopefully the problem can be resolved without the need to follow a formal procedure.

What counts as a problem with my behaviour?

There are many work issues which could be a cause for concern with your work. It's not possible to give a complete list, but the sorts of situations the Festival may need to discuss with you are;

- a concern with the work that you are doing
- an issue with your behaviour or conduct at work
- non-compliance with Festival policies, such as on anti-harassment, respect, discrimination, breathalysing
- an issue with your attendance at work
- a complaint being made about you by a colleague

What happens if someone makes a complaint about me?

Depending on the type of complaint, your supervisor will attempt to resolve the situation informally by talking to you about the issue, unless the complaint is of a serious nature and requires a more formal procedure.

If it's a formal complaint that's been made, then please rest assured that no action will be taken against you without you having the opportunity to discuss the issue and understand what has happened.

If a formal complaint is made, then your supervisor will arrange a meeting to discuss the issue with you. You can bring a colleague or a trade union representative to this meeting. It's also likely that there would be someone from the Festival's HR team at the meeting too.

In some cases, immediate action may be required, this may involve interim steps whilst the situation is assessed and possibly investigated. You may be given a verbal or written warning. You'll be given details of the problem and what needs to happen differently going forward to resolve it.

What happens if the issue is serious?

If there is a serious issue with the way that you have behaved ('misconduct' 'gross misconduct') you may be suspended whilst an investigation takes place, or you may be asked to leave. If you are asked to leave, then you'll be told why and given all the information you need, for example, when your employment finishes and if you are due any pay. You may also be offered support to leave safely, if appropriate, and additional physical and psychological wellbeing support.

If you are asked to leave due to gross misconduct, then your employment will finish immediately, and you won't have any entitlement to notice or payment in lieu of notice. There are lots of situations which could be considered gross misconduct, but these are the sorts of things which might be 'gross misconduct':

- theft
- physical violence or assault
- disclosure of confidential information
- discrimination
- deliberate damage of property
- negligence which causes significant loss, damage or injury
- serious failure to follow health & safety rules

What if I don't agree with the decisions taken about me?

You can make an appeal. When you appeal there will be another meeting with a supervisor or manager & someone from the Festival's HR team. You would be welcome to have a colleague or trade union representative with you at this meeting. Following the meeting a final decision will be made on the way forward and you will be told what that decision is.

Will the issue be kept confidential?

Any issue or problem raised will be treated confidentially as far as possible. It may be however, that if the issue involves someone else working at the Festival that they will need to be involved in resolving the problem. We may also have to share information with appropriate 3rd parties if we feel that there is a significant risk of harm posed to you or any other person. If we feel, for any reason, that we need to share information with appropriate 3rd parties, we will always try and inform you first, unless we feel this could escalate risk to you or any other person.

What should I do if I have a query on dealing with issues/disciplinary not answered here?

Please feel free to contact the Festival's HR team with any queries you may have on the disciplinary (or any other) procedure. They are based in TNG building. A detailed copy of the disciplinary procedure is available from HR.

hr@glastonburyfestivals.co.uk

Contractors

This information has been written specifically for Festival Employees & Workers. The same process does not apply to Contractors. Please see the next section 'Contractors – What to do about issues on site' for more information.

CONTRACTORS - WHAT TO DO ABOUT

ISSUES ON SITE

As a contractor to the Festival, you are not an employee and legally we can't have the same relationship with you as to those employed by the Festival and we cannot provide a grievance procedure that would apply to you. However, everyone on site, whether working for themselves self-employed, or for another company, should be treated fairly, and be allowed to carry out their role in a respectful working environment.

What sort of issue might you have on site:

- Problem with the behaviour of others working on site.
- Problem with the work you have been asked to carry out or the materials provided.
- Problem with living conditions on site.
- Problem with the way you have been treated by a member of the public or other non-worker on site.

Who to speak to if you have a problem

In the first instance you should speak to your main point of contact at the Festival to report any issue that you have. If this issue is with your point of contact, then try to raise it with them first and explain the issue, if you feel comfortable to do so.

If you feel the issue still has not been resolved satisfactorily, or you do not feel able to talk to your point of contact, please email hr@glastonburyfestivals.co.uk or come to the TNG building.

Complaints made about you

As a contractor there is no set process like for an employee when a complaint is made about you. However, the Festival will treat everyone fairly and seek to resolve issues where possible.

In the first instance your main point of contact would bring up any issue that has been raised about your behaviour. Depending on the issue you could be warned that if you do not change your behaviour it would result in your contract being terminated.

If the issue is considered to be serious in nature it could result in your contract being terminated immediately. The following is a list of the sort of things that could be serious enough to warrant an immediate end to your contract:

- theft
- physical violence or assault
- disclosure of confidential information
- discrimination
- deliberate damage of property
- negligence which causes significant loss, damage or injury
- serious failure to follow health & safety rules and applicable company policies (e.g. breathalysing, respect)

If you are a contractor, then your relationship to the Festival is bound by the terms of your contract and the Festival has the right to end a contract where behaviour has fallen short of expectations. We have no legal obligation to issue you with any warning if you have breached those terms and you would not have the same process as an employee or a worker. Our aim is to treat everyone fairly and with respect and to that aim we ask you to contact hr@glastonburyfestivals.co.uk to report anything which you believe falls short of this.

Confidentiality

If an issue has been raised by you, or about you, then we will endeavour to keep it confidential as far as possible. However, it may be necessary if others at the Festival are involved, that they may need to participate in the resolution. We may also have to share information with appropriate 3rd parties if we feel that there is a significant risk of harm posed to you or any other person. If we feel, for any reason, that we need to share information with appropriate 3rd parties, we will always try and inform you first, unless we feel this could escalate risk to you or any other person.

WHISTLEBLOWING

'Whistleblowing' is when someone reports information about something they think is a serious problem (wrongdoing) at their workplace. A wrongdoing is any of the following;

- a criminal offence being committed
- a company failing to comply with a legal obligation
- a miscarriage of justice
- the health & safety of an individual is endangered
- damage to the environment is occurring
- information on any of the above is being concealed deliberately

If you are aware of any wrongdoing at work, then please let the Festival know straight away by coming directly to the Festival's management in person at the TNG building. Or you can email hr@glastonburyfestivals.co.uk even if you believe that the Festival's staff may be involved in the wrongdoing.

EQUAL OPPORTUNITIES

Everyone working at the Festival & involved in putting the Event together should be treated with respect. The Festival appreciates everybody's contribution and believes in giving everyone the opportunity to be involved.

What are Equal Opportunities?

Everyone working at the Festival should be treating each other with respect and fairness. There is no place for discrimination, harassment, victimisation or bullying. The Festival is aware of its legal obligations under the Equality Act 2010.

'Equal Opportunities' means ensuring that all staff and crew are treated equally regardless of sex, pregnancy/maternity status, age, marital status (including civil partnerships), disability, sexual orientation, gender reassignment, race, colour, religion or belief, ethnic or national origin. These characteristics are known as 'protected characteristics'.

The dignity of every person must be respected. Harassment or any other discriminatory behaviour towards colleagues or visitors isn't acceptable. This applies to everyone, regardless of who they are within the organisation.

Any discriminatory behaviour, including instructing someone else to act in a discriminatory way, or harassment, will be taken very seriously by the Festival and will result in action being taken.

If you have experienced or witnessed behaviour that you feel goes against this policy please raise it with your team leader, Area Organiser, or **hr@glastonburyfestivals.co.uk** (based in the TNG Building).

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation.

If you require any reasonable adjustments as part of the recruitment process or when employed, then do let us know.

The team can be contacted on **hr@glastonburyfestivals.co.uk**

DIVERSITY AND INCLUSION

From the very beginning, Glastonbury Festival was established to celebrate music, culture and togetherness – inspiring a respect for both our environment and each other. This passion for the arts and all people still underpins the Festival today, and we continue to strive towards a culturally rich, inclusive and accepting world both at Glastonbury Festival and beyond our gates.

Throughout the Festival's 54-year history, Glastonbury has offered an increasingly diverse and representative range of music and contemporary performing arts, of which we are incredibly proud. Through the Worthy Pledge – which all ticket-holders and staff agree to uphold – all those who work for or come to Glastonbury Festival are expected to 'treat the fields and the people in them with kindness and respect'. The Festival is proactive in embedding diversity and inclusion throughout all that we do, and discrimination of any sort – whether it be on the grounds of race, gender, ethnicity, visible or unseen disabilities, sexual orientation, heritage, religion, age, family status, social class or education – is not tolerated.

The information below forms part of our impact summary:

Our onsite Access team and facilities cater to all needs and include DeafZone services and BSL translators for D/deaf ticket-holders, accessibility PAs, viewing platforms, shortcut routes for wheelchair users, sensory zones, Worthy Rest hubs, accessible toilets and a dedicated campsite/campervan field, to support those with additional requirements.

Our Equality, Diversity & Inclusion initiatives include bias awareness training for all staff, a bespoke Area Organisers group focused on Equality, Diversity & Inclusion, and a ring-fenced £50k fund for Equality, Diversity & Inclusion projects ranging from work with traveller communities, black and minority youth groups, female, non-binary and transgender people and those from a low socio-economic background.

These initiatives include a Black2Nature visit – helping to connect Visibly Minority Ethnic (VME) families and children with the natural world; Festival Lab work experience initiatives; Green Fields work opportunities for ethnic minority applicants and other projects which help to change festival culture, create work opportunities for collectives and individuals and build bridges between those who would not be able to, or have not had access to working at festivals previously.

Onsite, there are areas dedicated to celebrating and supporting communities such as Sistxrhood in Shangri-la and Atchin-Tan. Areas of the Festival also work with organisations such as Blkbrd Collective, a group of artists/educators with lived experience of migration; Trans Pride, representing the intersectional trans community; and Drag Syndrome, a performance artist collective with Down Syndrome, to help give diverse, marginal groups a mainstream voice.

We recognise that we are at the beginning of an ongoing journey, and we continue to learn and develop year on year. We have a dedicated team that work on supporting the Equality, Diversity & Inclusion projects and providing advice on each step of the process. **If you would like to reach out with regards to any of the information above, please feel free to do so on hr@glastonburyfestivals.co.uk**

BULLYING AND HARASSMENT POLICY

Glastonbury Festival was created in 1970 with a vision of a world which is freer, kinder & more respectful. Over half a century later, we remain wholeheartedly committed to providing a welcoming, friendly & safe environment for everyone visiting Worthy Farm, regardless of their gender, sexual orientation, gender reassignment, disability, age, race, ethnicity, religion, belief or social status.

Everyone coming to Glastonbury Festival – whether to have fun or to work – should be able to do so in an atmosphere that is free of harassment, intimidation and anti-social or abusive behaviour. Everyone should be treated with respect and kindness, regardless of their background, personal characteristics, or intersection of characteristics.

If anyone does behave in a way which goes against these values, Glastonbury Festival's staff and security reserve the right to take any action which they deem to be necessary or appropriate in the circumstances, including eviction from the Festival and/or reporting the matter to the relevant authorities.

If you are made to feel uncomfortable while at Glastonbury Festival, then we ask that you inform your line manager, Area Organiser, or hr@glastonburyfestivals.co.uk or safeguarding@glastonburyfestivals.co.uk. All information received will be dealt with sensitively and appropriately.

Harassment in the Workplace

What behaviour is considered harassment?

Harassment can take many forms, and it can be directed at anyone, of any sex. Harassment may be discriminatory if it relates to any of the protected characteristics outlined above.

Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment. Harassment includes, but is not limited to;

- unwanted physical conduct, including touching, pinching, pushing and grabbing
- treating someone less favourably because of a refusal to submit to behaviour in the past
- verbal and non-verbal abuse (including texts, emails, social media, hand gestures etc.)
- racist, sexist, homophobic or ageist jokes, or derogatory or stereotypical remarks about a particular gender, ethnic, religious group or community of people
- outing or threatening to out a person's gender or sexuality
- mocking, mimicking or belittling a person's disability
- displaying or circulating sexually suggestive or racially abusive material
- bullying or threatening behaviour
- sexual harassment (see next policy)

A person may be harassed even if they were not the intended target. For example, a person may be harassed by racist comments about people of a different ethnicity, as the comments create an offensive environment.

What behaviour is considered bullying?

Bullying can be described as unwanted behaviour from a person or group that is either offensive, intimidating, malicious or insulting. Bullying can be an abuse of power that undermines, humiliates, or causes physical or emotional harm to someone. Bullying behaviour can be harassment if it relates to a protected characteristic.

Bullying could be a regular pattern of behaviour or a one-off incident. It could happen face-to-face, on social media, in emails or calls, or in work related situations. It may not always be noticed by others, and the perpetrator may not know their behaviour is bullying. It can still be bullying even if they do not realise or did not intend to bully someone. Some examples are;

- constantly and unreasonably criticizing someone's work
- spreading malicious rumours about someone
- constantly putting someone down in meetings
- deliberately giving someone a heavier workload than everyone else
- excluding someone from team events
- putting humiliating, offensive or threatening comments or photos on social media

What should I do if I believe I am being bullied or harassed at work?

If you believe you are being harassed at work, then you should raise a 'grievance' by following the procedure outlined in the 'What To Do If You Have An Issue At Work' section.

What should I do if the issue involves my supervisor?

If you believe that you are being harassed or bullied by your supervisor & you don't feel comfortable going to them about it, please feel free to contact the Festival's HR team directly. They are based downstairs in TNG. Alternatively, you can contact them via email hr@glastonburyfestivals.co.uk

Will my issue be kept confidential?

Any issue, including one concerning harassment at work, will be treated confidentially & sensitively as far as possible. It may be however, that if the issue involves someone else working at the Festival that they will need to be involved in resolving the problem. We may also have to share information with appropriate 3rd parties if we feel that there is a significant risk of harm posed to you or any other person. If we feel, for any reason, that we need to share information with appropriate 3rd parties, we will always try and inform you first, unless we feel this could escalate risk to you or any other person.

What should I do if I have an equal opportunities or harassment issue not answered here?

Please feel free to contact the Festival's HR team with any queries you may have on

hr@glastonburyfestivals.co.uk

If you are a contractor and have an issue involving harassment/bullying or any questions: Please contact **hr@glastonburyfestivals.co.uk**. Based in the TNG building.

SEXUAL HARASSMENT AND SEXUAL VIOLENCE IN

THE WORKPLACE POLICY

Glastonbury Festival is committed to creating a workplace free from sexual harassment and sexual violence, and will not tolerate any form of sexual harassment, no matter a person's work status at the Festival.

Sexual harassment, as defined by the Equality Act (2010) is unwelcome conduct of a sexual nature which makes a person feel, humiliated, intimidated or degraded, violates their dignity and/or creates a hostile or offensive environment. This includes, but is not limited to, situations where a person is asked to engage in sexual activity as a condition of that person's employment, as well as situations which create an environment which is hostile, intimidating or humiliating for the recipient.

Sexual harassment can involve one or more incidents, and actions constituting harassment may be physical, verbal, and non-verbal, and both direct and indirect in nature.

Some behaviours which would constitute sexual harassment are;

- Sexual comments or jokes
- Unwelcome sexual advances,
- Displaying images of a sexual nature
- Sending unsolicited messages, emails etc. of a sexual nature, or that could be inferred as sexual in nature
- Unsolicited sexual communication of any kind, including questioning someone about their sex life or discussing your own sex life
- Any unwanted contact outside of work purposes that could be inferred as sexual in nature
- Continued suggestions for social activity after it has been made clear that it is unwelcome
- Treating someone less favourably because they have submitted or refused to submit to sexually harassing behaviour in the past
- Attempts to coerce a person to perform sexual acts in exchange for money, career advancement or favourably treatment

Something can still be considered sexual harassment even if the harasser did not intend it to be. It also does not have to be directed at a specific person.

Sexual violence is a broad term describing all sexual offences against adults and children. It occurs when a person is forced, coerced or deceived into sexual acts against their will or without their consent. Sexual violence can happen to anyone. Sexual Violence does not always constitute a single act but is more often part of systematic abuse.

Sexual violence can include, but is not limited to:

- rape
- sexual assault
- sexual assault by penetration
- child sexual abuse
- forced marriage
- honour-based violence
- female genital mutilation
- trafficking
- sexual exploitation
- ritual abuse

Glastonbury Festival recognises that anyone can be subject to sexual violence and harassment, regardless of their gender and sexuality, or the gender and sexuality of the person causing harm

We will take every disclosure of sexual violence and harassment seriously and take action against anyone, including employees of Glastonbury Festival, clients, customers, casual workers, contractors, or volunteers who engage in sexually inappropriate, harmful, or harassing behaviour, in accordance with relevant internal policies in place.

You can:

- Report it to your line manager, if you feel comfortable to do so; or
- Report it to the Festival lead on sexual harassment and sexual violence, Anna MacGregor on safeguarding@glastonburyfestivals.co.uk / 01458 55 8054 (by coming to the TNG building); or
- Contact hr@glastonburyfestivals.co.uk (based in the TNG building)

The Festival will support any person who chooses to disclose or report an incident of sexual violence or harassment. All disclosures and reports will be responded to from a place of belief and with a person-centred, and consent led approach. The Festival aims to deliver the right support, at the right time for the person disclosing or reporting, and you will be given all the information you might need to provide you with options, and understanding, about what steps you may want to take.

All disclosures and reports will be held in confidence, as far as is possible. We may have to share information with appropriate 3rd parties if we feel that there is a significant risk of harm posed to you or any other person. If we feel, for any reason, that we need to share information with appropriate 3rd parties, we will always try and inform you first, unless we feel this could escalate risk to you or any other person.

DOMESTIC ABUSE IN THE WORKPLACE POLICY

Domestic abuse involves any single incident or pattern of conduct where someone's behaviour towards another is abusive, and where the people involved are aged 16 or over and are, or have been, personally connected to each other (regardless of gender or sexuality).

Children are also considered to be victims of domestic abuse, in their own right, if they witness or hear domestic abuse. (**Domestic Abuse Act 2021**)

The abuse can involve, but is not limited to:

- psychological
- physical
- sexual
- financial
- emotional
- violent
- threatening
- controlling
- coercive behaviour

'Personal connection' means the individuals concerned:

- are due to be, are currently, or have been, married or civil partners to each other
- are, or have been, in an intimate personal relationship with each other
- are, or have been, parents (or had a parental relationship) to the same child
- are relatives (the Act gives further definitions of 'relatives')

A person of any age, gender, ethnicity, ability, or sexuality can be subject to domestic abuse. Domestic abuse can be devastating to individuals and families, and is often detrimental to a person's ability to maintain other relationships, activities and responsibilities in their lives, including work. The workplace can often be a safe place for someone subject to domestic abuse, as it can create opportunity to communicate more freely with others, can be an escape from an abuser, and can provide financial independence.

The Festival will support anyone subject to, or impacted by, domestic abuse, to maintain their ability to earn and work without fear or distress, and ensure access to comprehensive support, advice and safety.

If you or someone you know is subject to, or impacted by domestic abuse, either at work or in any other part of life, please contact either a trusted colleague or manager, or the Safeguarding Lead, Anna MacGregor – 01458 55 8054
safeguarding@glastonburyfestivals.co.uk or **hr@glastonburyfestivals.co.uk**

All disclosures and reports will be responded to from a place of belief and with a person-centred, and consent led approach. You will be given all the information you might need to provide you with options and understanding about what steps you may want to take.

All disclosures and reports will be held in confidence, as far as is possible. We may have to share information with appropriate 3rd parties if we feel that there is a significant risk of harm posed to you or any other person. If we feel, for any reason, that we need to share information with appropriate 3rd parties, we will always try and inform you first, unless we feel this could escalate risk to you or any other person.

The Festival will take every available action to safeguard you and any other person identified to be at risk of harm, whilst always ensuring you take the lead in how best we can support you. If you are unsure that you or someone you know is subject to domestic abuse, our Safeguarding Lead can talk to you about what you or someone you know is experiencing and support you to understand what kind of help you may benefit from.

ANTI-SLAVERY STATEMENT

The people who work together each year to make the Festival happen are really important and Glastonbury Festival Events Ltd (GFEL) & Glastonbury Festivals Ltd (GFL) are committed to improving our practices to combat slavery and human trafficking.

It is vital that crew are treated fairly & with respect and that opportunities are provided to come and work at the Festival either by volunteering or working before, during or after the event.

OUR BUSINESS

GFEL is a private limited company responsible for staging Glastonbury Festival, the Glastonbury Extravaganza & Pilton Party.

GFL, also a private limited company, is responsible for the management of the festival site & infrastructure to enable GFEL to stage the Glastonbury Festival.

During the quieter months of the year, there are permanent staff working for both GFEL & GFL. The number of staff employed throughout the year changes considerably due to the annual Festival cycle. The overall crew is made up of volunteers, individuals engaged by third parties, individuals engaged by GFEL or GFL and those directly employed.

Both GFEL & GFL are committed to ensuring employees and workers at the Festival have the right to work in the UK and are paid at least in line with National Living Wage/ Minimum Wage as appropriate.

OUR POLICIES ON SLAVERY AND HUMAN TRAFFICKING

As the crew grows in the run up to the Festival each year, many more people start to work on site. Lots of these employees & workers are engaged directly by the Festival. The Festival is then responsible for ensuring that these crew are paid at least the National Living Wage/Minimum Wage, have the right to work in the UK & are treated fairly and well.

Other labour providers form part of the supply chain as the crew expands. All key labour providers are issued with this Anti-Slavery Statement & GFEL/GFL are committed to working with them to uphold our values.

We perform an annual review of our major labour providers to ensure they are fulfilling their obligations with regards to employment practices.

Historically, where we have had concerns over the legitimacy of a supplier's employment practices, we have brought their services in-house & taken on workers directly to ensure best practice. A large proportion of the Festival's crew are employees or workers engaged directly by GFEL to ensure we have control over employment practices.

The Festival liaises with HMRC to ensure that the companies we engage are legitimate & that we are performing appropriate due diligence checks.

The Festival is committed to ensuring that there is no modern slavery or human trafficking in the supply chain of labour or in any part of the organisation. There is a commitment to act ethically & with integrity in all the Festival's business relationships and to implement & enforce effective systems and controls to ensure slavery & human trafficking doesn't take place anywhere in the supply chain.

DUE DILIGENCE PROCESSES FOR SLAVERY AND HUMAN TRAFFICKING

As part of our initiative to identify and mitigate risk we have in place systems to;

- Check all employees & casual workers engaged by GFE & GFL have the right to work in the UK and are paid at least the National Living Wage/Minimum Wage as appropriate
- Engage workers directly, where appropriate, to maintain control of employment practices
- Issue this Anti-Slavery Statement to key labour providers to make them aware of our commitment to combatting slavery & human trafficking
- Liaise with HMRC regarding the legitimacy of key labour providers
- Protect whistle blowers within the organisation
- Encourage a respectful work environment for all crew

SUPPLIER ADHERENCE TO OUR VALUES AND ETHICS

We have zero tolerance to slavery & human trafficking. We require all those in our supply chain & contractors to comply with our values and ethics.

TRAINING

To ensure that all staff understand of the risks of modern slavery & human trafficking in our supply chains and our business, this Anti-Slavery Statement is included in the Staff Handbook. Staff are given training on this policy as & if appropriate to their role.

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes the Festival's slavery & human trafficking statement for the financial year ending 31st March 2026.

Michael & Emily Eavis
Directors, Glastonbury Festival Events Ltd
1st April 2025

HEALTH AND SAFETY STATEMENT

Glastonbury Festival Events Ltd (GFEL) is committed to providing a safe working environment for everyone involved at the Festival. Everyone engaged to work at the festival has a responsibility to ensure that their work activities are carried out to ensure the safety of themselves and others who may be impacted by their activities or operations.

It is the policy of Glastonbury Festival Events Ltd (GFEL) to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and to provide such resources, information, training and supervision, as required for this purpose and to ensure that suitable systems are in place to protect the safety all staff, contractors and the public on site.

There are a range of policies and procedures in place for each "phase" of the event as well as out of "Festival" periods. For Festival operational periods, further specific information such as Crew Handbooks, inductions and area briefing notes are produced and you will be issued / given access to copies of these. Please also feel free to request any of these documents.

GFEL will take action to:

- provide adequate control of the health and safety risks arising from our work activities;
- provide Employees, Staff & Crew with a safe place of work;
- consult with Employees, Staff & Crew on matters affecting their health and safety;
- provide and maintain safe plant and equipment;
- ensure safe handling and use of substances;
- provide information, instruction, and supervision for Employees;
- ensure all Employees, Staff & Crew are competent to do their tasks and to give them adequate training;
- prevent accidents and cases of work related ill health; maintain safe and healthy working conditions; and
- review and revise this policy as necessary at regular intervals.

If you have any concerns about Health and Safety during your employment, please raise them with your supervisor or main point of contact at the Festival.

CHILDREN

Glastonbury Festival is committed to maintaining the safety and wellbeing of everyone on the site, including children. We would actively discourage anyone from bringing children to the site, particularly during the build and break phases. Anyone with a child on site is responsible for them at all times. Children must wear a hi-vis around the site at any time (including outside of working hours), they are not permitted within build areas and there are no childcare facilities.

Anyone requesting to bring anyone under 18 onto site for work experience or as part of a planned activity at any point is required to let [**hr@glastonburyfestivals.co.uk**](mailto:hr@glastonburyfestivals.co.uk) know, so that a risk assessment and safeguarding form can be completed to ensure the general requirements are satisfied in order to approve the activity.

Please think very seriously about facilitating work experience/volunteer placements. You will need to ensure you have the time and patience to offer an enriching experience to someone learning on the job, and you will be responsible for them and their wellbeing whilst they are here.

If a 16/17 year old school leaver is doing paid work, as well as the risk assessment and safeguarding form to complete, there is legislation that must be adhered to around pay/working hours and conditions, please email [**hr@glastonburyfestivals.co.uk**](mailto:hr@glastonburyfestivals.co.uk) for further information.

If you have any safeguarding concerns please make contact with the safeguarding lead on [**safeguarding@glastonburyfestivals.co.uk**](mailto:safeguarding@glastonburyfestivals.co.uk) or by coming to the TNG reception.

WELLBEING AND SAFEGUARDING

Our work can be particularly busy and demanding. We are committed to safeguarding and supporting our crew with regards to their physical, emotional and psychological wellbeing.

What does psychological safety mean?

When psychological safety in the workplace is present, people feel comfortable bringing their full, authentic selves to work without the fear of being judged. It means that people feel free to share out loud, or voice half-finished thoughts, openly challenge the status quo, share feedback, and work through disagreements together — knowing that leaders value honesty, and truth-telling, and that team members will support one another.

The nature of our work is particularly busy and demanding during the Festival, the build and just after. GFEL recognises this and will support our teams by encouraging regular rests from these demands, and providing support in the way of:

- Trained **Mental Health First Aiders** within the Festival team
- Onsite **Welfare** centres (Worthy Welfare and ITHINC/Green Welfare) provide experienced, caring and confidential help for all kinds of practical and personal problems
- **Wellbeing Assistance Programme**. This confidential external service can provide you with support on mental health, financial support, legal support and a range of subjects that can cause distress

Wellbeing Assistance Program –0800 015 5117

www.wellbeingassistance.org.uk

Password – Glastonbury2025

We are all responsible for our own wellbeing and the wellbeing of each other. This information has been put in place to help you understand how to find support if you are struggling emotionally or psychologically at any point while at the Festival. If at any point you are unsure of where or how to access support please consider speaking to your line manager, or contact safeguarding@glastonburyfestivals.co.uk If you feel you are unable to attend work due to your wellbeing please speak with your manager and/or hr@glastonburyfestivals.co.uk based in the TNG building.

Witnessing a traumatic event

There are many traumatic events that can affect mental health. Witnessing a traumatic event (such as a serious accident) can also have a lasting effect. Someone may feel confused, afraid, angry, guilty, ashamed or numb about the events they have seen. A stress response is also very common, which may make someone feel physical changes, intense emotions, or different behaviour.

Usually, people feel better and recover gradually, but traumatic life events can increase our risk of poorer mental health, as well as post-traumatic stress disorder (PTSD). If you, or someone in your team has witnessed a traumatic event, please contact hr@glastonburyfestivals.co.uk who will be able to offer support.

Safeguarding

Safeguarding is protecting a person's (adult or child) health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

Children – people under the age of 18 (0-17 years old)

Adults– a person, over the age of 18, who is considered to be at risk of harm, abuse or neglect, as a result of their personal or contextual situation or circumstance and is unable to, or requires support to (lacks capacity to), take care of or protect themselves or others from harm, abuse or neglect.

Capacity - a person's ability to make a decision about something at the time it is needed, that does not cause themselves or another person harm, and that can be made freely and with understanding. We must consider capacity in the form of age, care and support needs, intoxication, duress, mental health related vulnerabilities, learning difficulties, hidden harms, and language etc.

If at any point there is a concern as to a person's ability to keep themselves safe, then we have a duty to of care to support them in the appropriate way, until such time as they are able to keep themselves safe, or we are able to safely and comprehensively hand over our duty of care to a relevant and appropriate 3rd party/agency.

Abuse – causing another person (child or adult) harm. This can be physical, psychological, or emotional, and /or involve neglect.

Neglect – a persistent failure to meet the basic physical and/or psychological needs of a child or adult, that a person has responsibility for, that is likely to result in the serious impairment of a child or adult's health or development.

Self-neglect - a person's persistent failure to meet their own basic physical and/or psychological needs, that is likely to result in the serious impairment of a person's own health or development.

Some examples of abuse include, but are not limited to:

- Physical abuse
- Sexual violence and abuse
- Domestic abuse
- Harassment
- Stalking
- Female genital mutilation
- So called honour-based abuse
- Psychological abuse
- Financial abuse
- Modern slavery
- Forced marriage
- Neglect
- Child sexual exploitation

If you are worried that you or someone you know is being, or has been, subject to a form of abuse or neglect, please contact the Safeguarding Lead, Anna MacGregor safeguarding@glastonburyfestivals.co.uk , 01458 55 8054 or come to the TNG building and ask to speak with Safeguarding.

The best form of protection is prevention, so please do not hesitate to raise a concern, even if you are not sure what is going on, or you do not know all the information. All concerns will be responded to with care and confidentiality, as far as is possible within the framework of information sharing and safeguarding legislation.

You can also have a 'what if' conversation if you are unsure of whether to raise a concern or not, and the Safeguarding Lead will advise and support you as to the best way forward.

GUIDE TO USING FESTIVAL IT & DATA

In order to keep the Festival's data secure, please follow the guidelines outlined below:

What is an effective password?

Your password must be:

- A minimum of 8 characters long
- A combination of numbers, letters and special characters
- Unique to each application (do not use the same password for different functions)
- Changed at least once a year between Festival cycles.
- Passwords should not be written down, especially not on a Post-it note on your desk!
- Email and network passwords should never be shared. If you ever need to share a document password, do so on the phone or in person, and change it once the item no longer needs to be shared.
- Always update your password when prompted to do so, the Festival will remind you periodically.

How can I keep the devices I am using safe?

Make sure all devices you use to store or access data - including mobile phones, laptops & USB sticks – are suitably protected with pin codes and passwords.

Set up a screensaver or screen lock on your computer and phone which will require a password to deactivate in order to prevent access to your computer or the wider network whilst you are away from your desk. The lock screen should be configured to automatically lock your screen after a set-period of inactivity (recommend 5 minutes or less).

If a device with access to Festival data is lost or stolen, report it immediately to the Festival's Breach Notification Team (Beth Greenwood – beth@glastonburyfestivals.co.uk, Beth Fox – elizabeth.fox@glastonburyfestivals.co.uk, and the Festival's Data Protection Officer - DPO@glastonburyfestivals.co.uk)

How can I store & share data?

All data owned by the Festival must remain on the Festival server unless there is a documented reason it needs to be moved or shared, that has been approved by the Controller.

Any personal data which is held outside of the Festival server, must be stored either a) within the UK, b) within a jurisdiction subject to an adequacy decision by the UK (if you are unsure, please contact the DPO), or c) in a third country (i.e. not a country listed in a or b above) - including the US - provided you have an agreement in place with the service provider which includes a transfer mechanism approved under the UK GDPR (e.g. an International Data Transfer Agreement).

Cloud-based sharing services e.g. Dropbox should only be used for temporary sharing or file transfers wherever possible. If a document needs to be shared or stored for longer than 30 days, it should be hosted on the Festival's server. Please ask if you need help achieving this.

How can I access the festival network?

Please check with Vnetrix before you connect any new devices to the office network. All devices on the network must have up-to-date antivirus. For networked PCs this is Symantec Endpoint Protection provided by Vnetrix. Only PCs running Windows 7 or later are permitted on the Festival network. PCs running Windows XP or earlier are not permitted access.

Mac users should be vigilant and considerate in your network use, to ensure you don't pass any suspect files onto the rest of the network.

Occasional or temporary users (anyone not using a GFEL owned PC) who only require internet/email access, should connect to the Guest Wi-Fi Network only. Access to the Staff Wi-Fi network is restricted. **Please do not give out the Staff Wi-Fi Network Password!**

Please do not plug any portable media devices (e.g. USB sticks or mobile phones) into a networked device without permission. Any such device must be scanned for Malware or other potential threats.

If occasional or temporary users need to print, please ask them to email their documents to you to print for them, rather than grant network access. This is time consuming, but please do be accommodating to help protect the network.

How can I report suspicious activity?

Please take an active role in our cyber security. If you see anything suspicious report it to your supervisor, or to Beth Greenwood (beth@glastonburyfestivals.co.uk).

If you become aware of an error, even after it has happened, reporting it means something can still be done to minimize the damage. Cyber security is a matter that concerns everyone, and each of us needs to take an active role in contributing to the Festival's security.

If you have any doubts about anything you have received, even if it looks like the sender is familiar, please do not click on it! If you are unsure, please contact Vnetrix.

Only open files / attachments in formats you recognise (.doc, .xls, .pdf, .jpeg) and don't open or download program files which haven't been checked by Vnetrix.

Be cautious about what you click on online – do not attempt to download any third party software without assistance from Vnetrix.

Do not give out information regarding your PC, or access to your PC, to unsolicited callers. If Vnetrix require remote access to your PC, they will let you know in advance; and the support session will always be established through their website (<http://www.vnetrix.com/connect>)

If you receive an email that looks out of the ordinary, even if it looks like an internal email sent by a colleague or supplier, check with the sender first before opening attachments. When in doubt, go to the sender's website instead of clicking on a link in an email. Scams can also be perpetrated over the phone, so be wary of people calling and asking for confidential information.

Letting other crew know about Data Protection

Please let anyone in your area handling personal data know how to store & handle this information. They should be issued with the Festival Data Protection Policy, which is available online, and from the Festival DPO dpo@glastonburyfestivals.co.uk

How long should information be kept for?

Only keep people's information for as long as necessary to achieve the purpose for which it was collected. Please make sure that you are aware of the retention periods in place & set up a process for deleting personal information once it is no longer required. Please see the Festival's Data Retention Policy which is available here and upon request from the Festival's DPO. If there is a genuine business need to keep a back-up copy of any personal data beyond the current Festival period, this should be held securely on the Festival's servers at the farm for record keeping, rather than being kept on your crew's devices.

Applying updates & patches

Vnetrix are responsible for updating security patches and anti-virus / anti-malware programs on the Festival's PC network. If you are processing data on behalf of the Festival, on a device which is not managed by the Festival, you will be responsible for ensuring that your security is appropriate and kept up to date. Please ensure this is maintained by running automatic updates, and full malware scans at least once a week

Applying privacy settings

It is highly recommended to apply maximum privacy settings to your social media accounts such as Facebook, Twitter and Google+ and make sure that only your contacts can see your personal information such as birth date, location, etc. By limiting the amount of personal information that is available online, the vulnerability to spear phishing attacks as well as identity theft can be reduced.

Using Macs

It's easy to assume that if you are working on a Mac, you are unlikely to be affected by viruses and malware, but if you work on the network, you should still be vigilant and considerate in your network use, to ensure you don't pass any suspect files onto the rest of the network.

GUIDE TO SOCIAL MEDIA USE

It's great to be proud of where you work, however whilst working or volunteering at the Festival, we ask that you follow these simple guidelines:

- Be aware when posting on the internet that you may be identifiable as working for the Festival.
- Do not post, retweet or share anything which could cause reputational damage to the Festival or anything 'behind the scenes' which could jeopardise the Festival's license or ruin the surprise for Festival-goers.
- Especially during the build/break, be mindful of who can see your posts. If your profile is public be aware that anything you post could be picked up and potentially harm the Festival.
- If you reference the Festival on your personal social media accounts, make it clear that you are publishing personally. You are not a spokesperson for the Festival.
- Do not post anything that could be construed as a brand endorsement, linking the Festival with third party brands, e.g. by tagging or hash tagging.
- Act responsibly with the information you are entrusted with (including physical site build, artwork, etc.). The Festival's intellectual property and data is commercially sensitive and should not be shared. Do not share copyrighted material.
- Be respectful, don't harass, bully or intimidate anyone. Offensive or discriminatory conduct is not tolerated by the Festival.
- Use your common sense. If in doubt, always err on the side of caution. If you're not sure whether something is appropriate to share electronically, check with your supervisor, or refrain from posting. Don't act in a way that would be in breach of any other policy.
- Do not use Festival email addresses for non-Festival communications.
- Job titles / roles should only be posted in context (e.g. on Linked-in) and should stick to the wording defined in your work agreement. If you are posting about your work for the Festival on Linked-in, ensure you link to the correct company (Glastonbury Festival Events Limited) and not Glastonbury Festivals Ltd. If your work is on a freelance basis, you must make clear that you are not an employee of the Festival.
- The simplest way to share authorised Festival news with your network is to repost items posted by the Festival's official social media accounts.

FESTIVAL OFFICE NETWORK - QUICK REFERENCE GUIDE

How do I connect a VOIP phone?

VoIP phones in the Festival offices are provided by Spindlewood and will be programmed with a direct dial number and internal short dial number which will be added to the internal contact list. Please let Comms know in advance if additional VoIP phones are required;

comms@glastonburyfestivals.co.uk

Plug a network cable from the nearest available, live wall port into the socket on the back of the phone marked INTERNET.

The phone should light up as soon as this is connected. If it does not.

1) Check you have the network cable plugged into the INTERNET socket, not the PC socket.

2) Make a note of the number of the wall port, and the room you are in, and report that it isn't working to TNG Reception;

reception@glastonburyfestivals.co.uk

If anything else isn't working on your phone, please report this to the Spindlewood Helpdesk:

Spindlewood: 0121 793 7001

helpdesk@spindlewood.biz

How do I connect a PC?

If you are working for the Festival, you will be allocated a PC to use whilst working in the office. Please let TNG Reception know in advance if additional PCs are required (at the same time as notifying payroll of any new starters);

All work you produce whilst working for the Festival remains the property of the Festival, and must be stored on the Festival server, not locally to your PC. Please see the Festival's Data Protection and Retention and Deletion Policies for more information.

Plug a network cable from the back of your PC into the PC socket on the back of your VoIP phone. Please note if there is no internet going to the phone then your PC will not be able to make a network connection.

Please speak to the TNG reception about any spare keyboards, mouse, monitors and cables. Please ensure these are returned before leaving the Festival.

What if there is a problem with my PC?

The Festival's PCs and server are managed by Vnetrix. If you have problems with your PC or software, please contact Vnetrix support;

Vnetrix: 0870 8030100

support@vnetrix.com

How do I get a new email address set up?

Please let the network administrator (beth@glastonburyfestivals.co.uk) know in advance if you have a new worker starting who requires access to a Festival email address. The allocation of addresses is determined by the type of work they are doing, the length and type of contract and whether they are a temporary worker, employed by the Festival or are self-employed. In general, new email addresses take a generic format and are subject to the Festival's Acceptable Email Use Policy.

How do I add a printer?

There are networked printers in most departments. Which printer you use will be determined by where you are located.

Once you have identified the printer you wish to connect to, open the Control Panel, select Devices & Printers and then 'Add a Printer'.

You may need Vnetrix to add the network admin password before you can add the printer. (contact details above).

Follow the onscreen wizard to add a network printer. The printers and locations should be visible in the list offered. If you cannot see the printer, you can browse for it on the server. All the printer drivers are stored on GLA44SERV02.

If you have any problems with the printer (e.g. jams which you are unable to resolve yourself) please contact BlueBox for assistance;

BlueBox 020 3603 4390

How do I map a network drive?

If you require access to shared drives, how you access the procedure for mapping these will depend on the version of Windows you are using.

On Windows 7

Open Windows Explorer

Select 'Computer' from the left-hand side menu

Click 'Map Network Drive'

On Windows 10

Open File Explorer

Select 'This PC' from the left-hand side menu

Click on the 'Computer' tab

Select 'Map Network Drive'

Use the onscreen wizard to choose a location letter for the drive you are mapping and then locate the drive you wish to map. Most of these are located on GLA44SERV02; e.g.

\\GLA44SERV02\group

If you do not know the exact location of the drive you are mapping, you will need to ensure network discovery is enabled in order to browse the network. Please note, you will only be able to connect to drives for which you have appropriate permissions. If you require additional permissions, please contact the network administrator (**beth@glastonburyfestivals.co.uk**) with details of the drive you are trying to access and why.

GUIDE TO USING A FESTIVAL EMAIL ACCOUNT

When working at the Festival, you may be issued with a Festival email account to use.

The following guidelines are designed to explain how this account can be used to comply with current legislation & to ensure there is no unnecessary risk to the Festival due to misuse of the internet.

Using a Festival email account

- If you have been issued with a Festival email account, you should only conduct Festival business using that account. Personal email accounts should not be used for Festival business.
- Please do not send emails from (or to) a Festival email account that could cause embarrassment, breach data protection laws, result in reputational damage or legal action.
- Before sending a message to a large number of people, ask yourself whether they all need to receive it.
- Avoid 'Replying All' whenever possible, and if the recipients are external, use BCC to keep their email addresses and other personal data confidential.
- Under data protection laws in the UK, individuals can ask organisations for copies of their personal information. In certain circumstances this includes the contents of emails which relate to them. Please do not forward emails from or share information about identifiable individuals that you wouldn't be willing for that person to have access to.
- If you need to discuss the contents of an email you have received; be it from a colleague, supplier or member of the public; copy the relevant excerpts into a fresh email, so as not to disclose the sender's personal data or other confidential information.
- If you need to discuss or share information relating to a named individual, always do so in person or by phone, and if necessary for record keeping, retain a log or minutes of that conversation. (Please bear in mind that these documents may also be subject to an access request).
- **Delete any emails which you no longer need** and only keep emails that have a lawful basis for retention. This could either be a legislative purpose, such as employment or financial records, a contractual reason such as agreements that are ongoing, or another definable purpose, such as planning for a future Festival.
- Schedule time to clear out old emails and empty your Deleted Items folder regularly.

Out of hours email use

The Festival team have a wide variety of working arrangements and time commitments. During the busier months it is likely that staff & crew will need to send emails outside of working hours. However, please consider before sending an email in the evening, night or at the weekend whether it could wait until the next working day. It is also possible to send emails with a delay so that they leave your outbox but don't arrive with the recipient until an allotted time. Please also respect that emails sent out of office hours might not be responded to immediately.

Festival email accounts must not be used in the following ways

- for personal business or send chain letters
- to forward confidential Festival messages to external locations
- to distribute, disseminate or store images, text or materials that might be considered indecent, pornographic, obscene or illegal
- to distribute, disseminate or store images, text or materials that might be considered discriminatory, offensive or abusive, in that the context is a personal attack, sexist or racist, or might be considered as harassment
- to access copyrighted information in a way that violates the copyright
- to break into the Festival's (or another organisation's) system or unauthorised use of a password/mailbox
- to broadcast unsolicited personal views on social, political, religious or other non- Festival related matters
- to transmit unsolicited commercial or advertising material
- to undertake deliberate activities that waste the Festival's time or resources
- to introduce any form of computer virus or malware into the Festival network
- The Festival maintains the right to examine any systems and inspect any data recorded in those systems.
- In order to ensure compliance with this policy, the Festival also reserves the right to use monitoring software in order to check upon the use and content of emails. Such monitoring is for legitimate purposes only and will be undertaken in accordance with the Festival's data protection policy.

DATA PROTECTION

Privacy mission statement

We are committed to the responsible, transparent and ethical use of Personal Data. We will always be clear with individuals about the use of their data, collecting only what is necessary for our purposes, and will protect the data entrusted to us through robust security measures.

Definition of terms and responsibilities

Data - any information that is organised in a way that makes it easy to find and use. This includes things stored on computers, phones, or other devices, as well as some paper records if they're sorted in a structured manner. Data is essentially any information that can be easily accessed or looked up when needed.

Personal data - any data that relates to a living person (data protection laws in the UK do not apply to deceased individuals). Obvious examples include a person's name, email address, or phone number, but the definition is extremely wide and can include less obvious information such as another individual's opinion or comments about the data subject.

Special categories of personal data - personal data that is more sensitive and needs extra protection, such as racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning physical or mental health, sex life or sexual orientation. Interestingly, in the UK and EU, sensitive personal data does not include financial information (such as credit card or bank details).

Data subject - the individual who is the subject of the personal data.

UK data protection laws – laws relating to the protection of personal data in the UK including the UK GDPR and the Data Protection Act.

GDPR - the General Data Protection Regulation, the EU's strict privacy law that came into effect in 2018, setting a global standard for data protection.

UK GDPR - the version of the GDPR that applies in the United Kingdom after Brexit. It's nearly identical but elements have been tailored for UK laws.

Data Protection Act - the UK law that sits alongside the UK GDPR to govern how personal data must be handled in the UK.

Data Protection Officer (DPO) - a person who advises a company of its obligations under data protection laws, oversees compliance activities and monitors its compliance with those laws.

Data subjects' rights – individuals have certain rights under data protection laws in the UK including:

Transparency – the right to receive clear, intelligible, simply worded and easy to access information about how their data will be used, and how to exercise their rights in relation to their data.

Right of access – the right to obtain information about whether their data is being processed, and, where that is the case, access to the personal data processed (commonly known as a “subject access request”).

Right to rectification – the right to request the correction of personal information held about them (e.g. to update a spelling error in their records or supply supplementary information).

Right to restrict processing - this enables an individual to request an organization suspends the processing of their personal information, for example, if they wanted the organization to establish its accuracy or the reason for processing it.

Right to erasure – the right to request organisations to delete or remove their personal information where there is no good reason for that organization to continue to process it (also known as the “the right to be forgotten”)

Right to data portability if technically possible – this is the right for an individual to receive the information concerning them in a structured, commonly used, and machine-readable format and to have that information transmitted to third party in certain situations.

Right to object to the processing of their information at any time for direct marketing purposes.

Right to object to decisions being taken by automated means which produce legal effects concerning them or significantly affecting them.

Right to object in certain other situations to an organisations continued processing of their personal information.

Controller – The organisation or person who decides whether to collect personal data, and why and how that personal data is used. They're in charge of the data. The Festival is responsible for deciding what personal data is processed, as well as how, why, when, it will be processed, ensuring privacy by design and by default and demonstrating accountability under UK data protection laws.

Processor – A third party that handles personal data on behalf of the Controller. When processing data on behalf of the Festival a Processor must do so strictly in accordance with the Festival's instructions. Where you act as a Processor, you must maintain records of your processing activities and be able to demonstrate compliance with data protection laws. Processors are not permitted to engage another processor by way of subcontracting or delegation without prior authorisation from the Controller.

All data requested by the Festival's central offices is controlled by GFEL (even if it is processed by area organisers or their crew) – this includes all payroll data, passes lists, photos for passes requested by GFEL, DBS and Personal Licensee checks.

Period of Responsibility – Where you act as a Processor, your responsibilities apply throughout the period when you are processing personal data on the Festival's behalf – as do the rights of individuals in respect of that personal data.

As a Processor, you must comply with data protection laws from the moment you obtain the data until the time when the data has been returned, deleted or destroyed. Your duties extend to the way you dispose of personal data when you no longer need to keep it – you must dispose of the data securely and effectively and in a way which does not prejudice the interests of the individuals concerned.

Third party - A third-party, in relation to Personal Data, means any legal entity other than a) the Data Subject, or b) the Controller. When a third party does anything with Personal Data on behalf of the Festival and at the Festival's instruction, they will be a Processor. When a third party does anything with Personal Data which is NOT at the Festival's instruction, it will become a Controller of that data in its own right and will be responsible for complying with the obligations imposed on a Controller under data protection laws.

DATA PROTECTION PRINCIPLES

The UK GDPR sets out six Data Protection Principles. These principles should be intrinsic to your data handling and should be second nature to anyone Processing Personal Data for the Festival. You must follow the Data Protection Principles set out in the UK GDPR which require Personal Data to be:

- Processed lawfully, fairly and in a transparent manner (Lawfulness, Fairness and Transparency);
- Collected only for specified, explicit and legitimate purposes (Purpose Limitation);
- Adequate, relevant, and limited to what is necessary for the purposes for which it is Processed (Data Minimisation);
- Accurate and where necessary kept up to date (Accuracy);
- Not kept in a form which allows the identification of Data Subjects for longer than is necessary for the purposes for which the data is Processed (Storage Limitation);
- Processed in a way that ensures its security using appropriate technical and organisational measures (Security, Integrity, and Confidentiality);
- In addition, we are responsible for and must be able to demonstrate the Festival's compliance with the Data Protection Principles listed above (Accountability).

Lawfulness, fairness & transparency to data subjects

Use clear plain language to explain what information is being requested, for what reason, and for how long. The data subject should know who the Controller is, who is processing it, and the reasons that it is being processed. For instance, if you are collecting details for a member of staff to go on the area payroll, the Controller is GFEL, it will be processed to administer payroll, and will be transmitted to HMRC to ensure compliance with a legal obligation.

In practice, this means that you must:

- Provide a privacy notice to data subjects when collecting their personal data which explains in a transparent manner what data you are processing and why;
- have legitimate lawful grounds for collecting and using the personal data;
- not use the data in ways that have unjustified adverse effects on the individuals concerned;
- handle people's personal data only in ways you have explained to them or how they would reasonably expect; and
- make sure you do not do anything unlawful with the data.

Purpose Limitation

Personal data should only be collected and retained for specified legitimate purposes and not processed in other ways which are incompatible with those original purposes. For instance, payroll data may be archived, as that is compatible with the original purpose, but may not be used for marketing purposes.

In order to achieve this, you must be clear – both with yourself and with your data subjects - from the outset about why you are collecting personal data and what you intend to do with it.

A note on direct marketing - direct marketing includes the use of personal data in social media. Under no circumstances should any information obtained in the name of the Festival be used for any social media, marketing, or communication purposes other than those expressly consented to by the data subject. **For the avoidance of doubt, the communication of other promotions, events or other commercial or non-commercial activities to contacts obtained in the course of your work for GFEL is strictly prohibited.**

Data Minimisation

Put simply – only the minimum data which is necessary for the purpose should be collected. For instance, we do not request Date of Birth data on ticket registrations, as it is not required for the purpose of issuing a ticket. In practice this means:

- you only hold personal data about an individual that is sufficient for the purpose you are holding it for in relation to that individual; and
- you do not hold more information than you need for that purpose. You should not ask for data or keep it etc. "just in case".
- you should identify the minimum amount of personal data you need to properly fulfil your purpose. You should hold that much information, but no more.

Accuracy

Data must be accurately maintained and kept up to date. Any inaccurate data that cannot be maintained should be deleted. Keeping old data is an unnecessary risk. It may not be practical to double-check the accuracy of every item of personal data you receive however you should:

- take reasonable steps to ensure the accuracy of any personal data you obtain;
- ensure that the source of any personal data is clear;
- carefully consider any challenges to the accuracy of information; and
- consider whether it is necessary to update the information.
- When it comes to data, prioritise necessity and quality not quantity!

Storage Limitation

Keeping old data is an unnecessary risk. Personal data should only be kept in an identifiable form for as long as is strictly necessary for the purpose for which it was collected. Therefore you must:

- review the length of time you keep personal data;
- consider the purpose or purposes you hold the information for in deciding whether (and for how long) to retain it;
- securely delete information that is no longer needed for this purpose or these purposes; and
- update, archive or securely delete information if it goes out of date.

Anonymised data (data which has been modified so that an individual can no longer be identified) is not considered to be personal data under data protection laws in the UK. Therefore, provided data has been effectively and permanently anonymised (i.e. it has been irrevocably altered such that there is no possibility of identifying any individual from the information) it is not subject to the storage limitation principle.

Integrity & Confidentiality

Protect against unauthorised access & unlawful processing by maintaining the highest standards of cybersecurity and physical security and best practice in compliance with the latest information security practices and data protection laws.

Please note:

Appropriate technical and organisational measures must be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data. This means that when processing personal data, robust security measures must be in place to prevent the personal data you hold being accidentally or deliberately compromised. In particular, you will need to:

- design and organise your data security (firewalls, passwords, access to devices, storage of data) to fit the nature of the personal data you hold and the harm that may result from a security breach;
- be clear about who in your area is responsible for ensuring information security;
- make sure you have appropriate physical and technical security, backed up by robust procedures and reliable, well-trained staff; and
- be ready to respond to any breach of security swiftly and effectively

Lawful basis

Before processing any data, you must be clear that you have a lawful basis to do so, and you need to document which basis that is. If consent is the only basis available to you, you should review whether you should really be processing the data at all. Data protection law allows Processing for specific lawful purposes, some of which are set out below:

- the Data Subject has given his or her Consent,
- the Processing is necessary for the performance of a contract with the Data Subject,
- to meet a legal compliance obligation,
- to pursue the Controller's legitimate interests where those interests are not overridden because the Processing prejudices the interests or fundamental rights and freedoms of Data Subjects.
- You must identify and document the legal ground which you are relying on for each Processing activity and provide a Privacy Notice setting out this information to the Data Subject.

Consent: the individual has given clear consent for you to process their personal data for a specific purpose. This consent has to be unambiguous, freely given, specific, informed, clear and not conditional. i.e. tick boxes must require an opt in rather than opt out, and consent cannot be obtained as part of an unequal relationship, e.g. employer/employee or in exchange for buying tickets.

Contract: the processing is necessary for a contract you have with the individual whose data you are processing, or because they have asked you to take specific steps before entering into a contract.

Legal obligation: the processing is necessary for you to comply with the law (not including contractual obligations) e.g. tax data supplied to HMRC

Legitimate interests: the processing is necessary for the Controller's legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

If you are processing special category data (e.g. race, religion, medical information, biometrics etc.) you need to identify both a lawful basis for general processing and an additional condition for processing this type of data. The conditions for processing special category data are different to the conditions listed above and are set out in Article 9 UK GDPR. If you are at all unsure, you should contact the Festival's Data Protection Officer (DPO@glastonburyfestivals.co.uk) Likewise, if you are processing criminal conviction data or data about offences you need to identify both a lawful basis for general processing and an additional condition for processing this type of data.

For children under 16, consent must be given by a parent or guardian.

International data transfers

Personal data of UK data subjects must not be transferred to another country or territory unless you can ensure an adequate level of protection for the personal data transferred. This can be achieved, for example, by transferring data to a country which is subject to an adequacy decision by the UK, or by having an agreement in place with the recipient that includes a legally compliant transfer mechanism approved under UK data protection laws (e.g. an International Data Transfer Agreement).

Any third parties (including databases or cloud service providers) you use to process or store data must either a) be located within the UK, b) be located within a jurisdiction subject to an adequacy decision by the UK, or c) have an agreement in place with you that includes a legally compliant transfer mechanism approved under UK data protection laws.

Data subject access requests

Data subjects' rights include the right to access to the personal data you hold on them. This personal data could take any form (for example, payroll records, contact lists, emails etc.). Under UK data protection laws we are legally obliged to respond to all DSARs within 30 days. If you receive a DSAR you must notify the Festival's Notification Team immediately (Beth Greenwood – beth@glastonburyfestivals.co.uk, Beth Fox – elizabeth.fox@glastonburyfestivals.co.uk, and the Festival's Data Protection Officer - DPO@glastonburyfestivals.co.uk). The Notification Team may require information and ongoing assistance from you in order to respond to the request – please cooperate with any such request as promptly as possible, however please do not attempt to handle the DSAR yourself.

Dealing with a data breach

In the event of a suspected data breach, you must immediately notify the Festival's Breach Notification team (Beth Greenwood – beth@glastonburyfestivals.co.uk, Beth Fox – elizabeth.fox@glastonburyfestivals.co.uk, and the Festival's Data Protection Officer - DPO@glastonburyfestivals.co.uk). The DPO will then be responsible for assessing whether the breach is likely to result in a risk to the rights and freedoms of any natural persons. If there is deemed to be such a risk, then the breach must be reported to the ICO within 72 hours of the breach occurring. In reporting a potential breach to the Breach Notification Team you must include:

- The nature of the breach
- Categories and number of data subjects / personal records involved
- Proposed actions / measures to be taken

As this is the Festival's responsibility as the Controller, please do not notify the ICO directly or take any remedial action, without consulting the Festival's Breach Notification Team, as legal advice may be necessary.

If the breach is likely to result in a high risk to the rights and freedoms of a data subject then, the data subject(s) affected must also be notified of the breach without undue delay, however again, this should be done by / in consultation with the Festival's Breach Notification Team, to prevent any further complications.

Training and audit

You must complete all data privacy and information security training that you are invited to attend.

You must regularly review all the systems, processes, and personnel under your control to ensure they comply with this the Festival's Data Protection Policy and this Handbook, and check that adequate controls and resources are in place to ensure proper use and protection of Personal Data.

We will regularly audit your systems and processes to assess compliance with the Festival's Data Protection Policy and this Handbook.

Data Protection Officer

The duties of the Data Protection Officer (DPO) are to:

- Inform and advise the Festival of its obligations under data protection laws.
- Monitor the Festival's compliance with the UK GDPR and internal data protection policies and procedures, including monitoring the assignment of responsibilities, awareness training, and training of staff involved in processing operations and related audits.
- Advise on the necessity of data protection impact assessments (DPRAs)
- Serve as the contact point to the data protection authorities for all data protection issues, including data breach reporting.
- Serve as the contact point for data subjects on privacy matters, including subject access requests.

The Festival's DPO can be contacted at [**dpo@glastonburyfestivals.co.uk**](mailto:dpo@glastonburyfestivals.co.uk)