



Guidance for Volunteer Stewards

22-25 June 2023



ROYAL
HIGHLAND
SHOW 2023
PARTNER SINCE 1981
 Royal Bank
of Scotland



Thanks to you

The Honey Tent is very popular with visitors to the Highland Show and, without doubt, volunteers are our greatest asset in the show. This showcase of Beekeeping in Scotland would simply not exist without beekeepers like you, who give their time and share their expertise so readily.

Whatever your level of expertise, we hope that you will have an enjoyable time at the show, meeting interested members of the public and making new beekeeping friends.

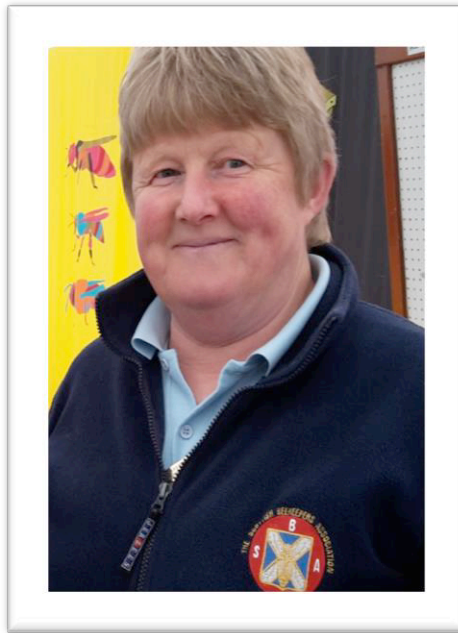
Thank you for giving your time.

Your contribution is sincerely appreciated.

YOUR IDEAS MATTER.

Please feel free to offer any suggestions which will make the volunteer or visitor experience more enjoyable.

SAFETY AND SECURITY



ENID BROWN AREA SECURITY AND SAFETY COORDINATOR

Enid Brown is the Area Coordinator for the Honey Tent. She has direct radio contact with the Emergency Services on site.

Enid **MUST** be informed of any incidents, including the slightest accidental injuries, which occur in the tent.

**If you see or hear anything untoward,
report your concerns to Enid right away.**

Emergency Exits are at the front and rear of the tent.

IN THE EVENT OF AN EMERGENCY

**FOLLOW INSTRUCTIONS GIVEN
BY THE AREA COORDINATOR,
POLICE OR OTHER AUTHORISED
PERSONNEL.**

SCOTTISH BEEKEEPERS' ASSOCIATION
Royal Highland Show Honey Tent

SAFETY AND SECURITY

Emergency exits
are located at
the front and rear of the Honey Tent.

The muster point
is the covered area diagonally left
of the front entrance

**IN THE EVENT OF AN
EMERGENCY FOLLOW
INSTRUCTIONS GIVEN BY THE
AREA COORDINATOR, POLICE OR
OTHER AUTHORISED PERSONNEL**

**The Stewards' Log is kept by the Safety Coordinator.
If you are leaving the tent, be sure to sign OUT and IN.**

There will be a range of visitors throughout the show, all ages, all abilities, all wanting to know about bees, most not knowing where to start.

AIMS:

The aims of the event are threefold:

- to increase respect for honeybees and beekeepers;
- to promote best practice in beekeeping;
- to exhibit high quality products of the hive.

Volunteers

The aims of the volunteers:

Please:

- be welcoming;
- engage visitors in conversation regarding the displays;
- share your knowledge of and admiration for this amazing insect;
- show visitors who are interested in becoming beekeepers to the SBA stand for more info. (Enid Brown has all the necessary forms at the SBA stand.)
- *be sure to pay particular attention to the safety precautions required at the Observation Hives, the Candle Rolling area and the Honey Tasting.*



Every visitor to the tent should leave better informed than when they entered.

FACILITIES AND PRACTICALITIES

- Entry and parking tickets will be provided for you & posted 1-2 weeks before the event. **REMEMBER TO BRING YOUR TICKETS!!**
- The Honey Tent is located just inside the West Gate.
- On arrival, please register with the Stewards' Coordinator at the Rest area.
- After booking in, you'll be allocated to a team and introduced to your Team Leader.
- You will be given a coat or apron and a name badge.
- Teas, coffees and snacks are available throughout the day in the Rest Area. **Bring your mug!**
- Please provide your own lunch. You may wish to bring something with you or to visit one of the many food stalls situated close to the Honey Tent.

YOU, YOUR SAFETY AND COMFORT

- The temperature can be very variable in the tent, so layered clothing is recommended as is comfortable footwear. Some people bring an additional pair of shoes and change at lunchtime.
- Personal belongings are left at your own risk. A 'bum bag' or money belt is useful.
- Belongings can be stowed under the show entry tables, or in the Rest Area.
- Loos, including disabled toilets, are close by, at the West Gate. *Please remember to remove your SBA apron/coat* before leaving the tent.
- Kindly negotiate breaks with your Team Leader. Whilst everyone would like to spend time visiting the show, in practice that can be difficult to manage. Please be considerate.
- What if you feel unwell? Let Enid know. First Aiders patrol the showground and there is additional medical assistance on site.
- Please complete the **Emergency Contact form** and hand it to the Coordinator on arrival.

VOLUNTEER SESSION TIMES:

The show is open from 7am till 8.00pm and people visit the tent right up to 8.00pm. We ask that our volunteers commit to assist in welcoming visitors for as long as physically possible. The recommended session for volunteers is: 8.00/9.00am to 5.00/6.00pm. We are always grateful if you can stay longer.

BREAKS

You will be allocated a half hour break for coffee/tea. Teas, coffees and snacks are available throughout the day in the Rest Area. ***Bring your mug!***

LUNCH:

You will be allocated one and a half hour lunch break. Please provide your own lunch or you can visit one of the many food stalls situated close to the Honey Tent.

TOILETS:

Toilets, including disabled, are close by, at the West gate.

LOGGING IN/OUT OF THE HONEY TENT

The steward's log (found at the Check in desk) is kept by ENID BROWN, the Safety Co-ordinator. Should there be incident (ie. Fire) it is import Enid knows who in or out of the tent.

FEELING UNWELL

Let Enid/team leader know immediately. First Aiders patrol the show grounds and there is additional medical assistance on site.

CLOTHING AND FOOTWEAR

The temperatures can be variable in the honey tent, so layered clothing and comfortable footwear is recommended.

YOUR IDEAS MATTER.

Please feel free to offer any suggestions which will make the volunteer or visitor experience more enjoyable. The suggestion book is kept in the rest tent.

THE TENT HAS A ONE-WAY SYSTEM

The tent is laid out so that visitors experience it systematically, and in a clockwise direction. On entry, visitors should be directed to **their** left towards the garden area (see tent floor plan) this ensures that they access all the displays in a logical order.

The one-way system is also important at the front door, visitors should be directed to enter the honey tent by the door closest to the garden area and exit by the door closest to the shop.

This system helps prevent jams/bottlenecks developing at the entrance and in the tent.

VOLUNTEER TEAMS

You will be part of a team of beekeepers with a range of experience and skills. Your team will be responsible for several different areas of the tent throughout your day of duty, moving from one area/'station' to another every 2-2½ hours.

TEAM LEADERS:

- oversee their team, so that volunteers enjoy their day;
- support novice beekeepers where necessary;
- make sure the teams move to the next station efficiently.



DISPLAY: WHAT BEES PROVIDE FOR US

Immediately illustrates our everyday connection with bees – the only insect which provides us with food. Gardeners are encouraged to plant for bees and other pollinators. Competition entries are displayed on the central tables.

At the entrance:

- *On wet days alert visitors to the risk of slipping on the metal ramp at the entrance.*
- Welcome visitors. *"Come on in and meet the Queen." "This is the sweetest place in the Show!"*
- Use the tally to record the number of visitors each day. 15 mins per team member here please.
- School groups (Thursday and Friday) who have booked in should be directed immediately to Bryden Ritchie. The schools must be guided efficiently through the tent.
- School groups who are not booked in should be directed to follow the circulation pattern like everyone else.

At the competition displays:

- Engage visitors as soon as they come in. Here's how some stewards do it, *"Can I explain about the different colours of honey?" "What is your favourite honey? ...Have you tried " "you'll be able to taste some as you go round" "Honey direct from the beekeeper is like single malt from the distillery – no blends, just a pure, high quality product. It's worth paying a bit more for that."*
- Discuss and explain exhibits, e.g. different nectar sources for different types/colours of honey, different methods of candle production etc., how to produce the perfect block of wax.
- The recommended 'stations' for stewards to monitor the exhibits are marked with a star on the tent plan.
- Keep a general eye on all exhibits, preventing the public from picking up or touching anything displayed in the honey show. *"Admire, but don't touch."* That includes stewards!

If you see someone without a smile, give them one of yours.



VOLUNTEER TASKS

1. GENERAL STEWARDING Jill Tidman

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- School groups who are not booked in should be directed to follow the circulation pattern like everyone else.

At the competition displays:

- GUARD THE EXHIBITS! The recommended 'stations' for stewards to monitor the exhibits are marked with a star on the tent plan.
- Keep a general eye on all exhibits, preventing the public from picking up or touching anything displayed in the honey show. *"Admire, but don't touch."* That includes stewards!
- Engage visitors as soon as they come in. Here's how some stewards do it, *"Can I explain about the different colours of honey?" "What is your favourite honey? ...Have you tried " "you'll be able to taste some as you go round" "Honey direct from the beekeeper is like single malt from the distillery no blends, just a pure, high quality product. It's worth paying a bit more for that."*
- Discuss and explain exhibits, eg different nectar sources for different types/colours of honey, different methods of candle production etc., how to produce the perfect block of wax.

2. WHY BEES MATTER: Bryden Ritchie & Bron Wright

DISPLAY : WHAT ARE BEES, HIVE DEMONSTRATION, HONEY DEMONSTRATION

- Describe what bees are, how many species and their differences (e.g. honey bees, bumble bees, wasps)
- Describe the symbiotic relationship between bees and plants, drawing attention to the range of foods, medicines, other hive products which are of benefit to us.
- Point out the importance of bees to flowers, to wildlife, to general biodiversity.
- Use the available props to describe how bees convert nectar to honey and honey extraction.
- Use the available props to show what a bee hive consists of
- SCHOOL GROUPS (Thursday and Friday) will be on a very tight time schedule - assist Bryden as required. *Note: on these days an observation hive will be set aside specifically for school groups.*

3. PRACTICAL BEEKEEPING Alan Riach

DISPLAY: WHAT BEEKEEPERS DO

The Craft and Practical Beekeeping areas show the efforts made by beekeepers to keep bees well.

Skep making and other demonstrations will take place at the craft area.

- Explain the use of the smoker, how to open the hive and what to look for.
- Encourage children to don a veil and open up the virtual hive (frames of photographs).
- Using the illustrations, point out shape of brood nest, worker brood, drone brood, honey stores, fresh nectar, pollen stores, uncapped brood etc. Encourage children to find the queen. Relate this to the observation hives.
- After the hive, demonstrate how the extraction equipment is used to remove and bottle honey. Encourage visitors to operate the extractor – *keeping fingers out!!*

4. OBSERVATION HIVES Andy Anderson & Alan Riach

DISPLAY: THE BEE COLONY IN ACTION

The observation hives enable visitors to see honey bees in action.

- *To avoid stings, do not allow the public to touch the hive vents.*
- Use your knowledge of the bee colony to explain how the observation hive works.
- Point out shape of brood nest, worker brood, drone brood, honey stores, fresh nectar, pollen stores, uncapped brood etc. There will be some information available on the hives.
- Give a sticker to each child who finds the queen.
- Explain about the queen's attendants and her role within the colony.
- Make clear the differences between honey bees and wasps, bumblebees and solitary bees – there will be illustrations of these to hand.
- Point out drones, worker bees within the hive and returning foragers.
- If it is sunny the bees may be dancing – explain the round dance (forage nearby) & the figure of eight dance (forage some distance away).

5. PRODUCTS OF THE HIVE

DISPLAY: PRODUCTS OF THE HIVE

The competition entries are displayed on the central tables.

Children can use beeswax to roll a candle (free of charge).

Honey tasting enables visitors to experience different honey flavours and textures.

Candle rolling Mhairi Neill

- This is for **children only**. Assist one child at a time. Candle packs are available from the SBA stand. *Ensure that as far as possible hairdryer and extension cables do not pose a trip hazard.*
- One steward should be in charge of the queue at all times, and accompanying adults should watch from behind the rope.
- Encourage children to form an orderly queue before going on to select a strip of wax when their turn comes.
- *Monitor the heat of the hairdryer to avoid directing hot air on child.*
- At the table show the children how to start rolling the candle, watching as they complete the task. Some need more help than others.
- *Candle safety advice must go into the bag along with the completed candle.*
- Make sure all children understand where beeswax comes from! There should be some pieces of brace comb on display.
- When it's quiet, prepare plenty of bags with the safety info inside, ready for the next wave of children.

Honey tasting Peter Matthews

AVOID CONTAMINATION AT ALL TIMES

- Clean hands - ideally wash them in running water or use the antibacterial hand gel provided.
- **ONE SPOON PER PERSON**, reused for each dot of honey
- Operate the pump allowing a dot of honey onto the spoon.

ENSURE THAT THE SPOON DOES NOT CONTACT THE NOZZLE

- Do not allow public to access the dispensers. If that happens, the spout must be cleansed with antibacterial wipe.
- Ensure that the honey containers are kept closed during use.
- There will be different types of honey to taste. Different seasons, different nectars.
- Explain about different types of honey and encourage the public to have a taste.
- Alert Peter when honey is running low so it can be topped up.

6. SHOP John Hendrie

PRODUCTS FOR SALE/DONATION

Honey, candles and other hive products for sale or donation

- Stewards might be asked to serve in the shop or SBA Stand at peak times. Your Team Leader will release you from the team for these duties as required.
- Explain the products available and sell honey and related goods, taking particular care to record sales accurately.

7. SBA STAND Enid Brown

SBA STAND

Visitors are encouraged to take up beekeeping, and to join the SBA and their local Affiliated Beekeepers' Association.

- Encourage the public to join the SBA and advise them how to take up beekeeping.
- Advise on their local Affiliated Beekeeping Association.
- Sell SBA products, taking particular care to record sales accurately.
- Buy some great beekeeping books to take home!

Note: All guidance is subject to change. JSMT/04/23

