



BuzzWorks Association Hitchin (BAH) Operational Plan 2015-16

Issue 1
9 October 2015

1. THIS PLAN

- Describes BuzzWorks Association Hitchin (BAH) objectives and policies that guide our operations.
- Explains 'why', 'what', 'how' and 'who' delivers the services.

The plan is maintained by the committee to act as a reference for all members. The committee will review it periodically (at least once per year prior to the AGM), updating and re-issuing it as required.

In the event of any conflict between this document and the BAH constitution, the constitution has precedence.

2. BAH OBJECTIVES

2.1 BAH is run as a non-profit association by a Committee, governed by a Constitution, with the Objectives:

- 1: to educate the public on the importance of bees to the environment;
- 2: to promote the keeping of bees.

2.2 Interpretation of Objectives

- 1) The Objectives are the same as those of the British Beekeepers Association but deliberately in reverse order to change the priority.
- 2) BAH was invited by BBKA Executive to become a Specialist Member of BBKA - the first educational and training organisation on the Specialist list. BAH supports BBKA educational and training initiatives but, as a specialist organisation, seeks to serve a wider range of abilities and to provide training that integrates theory and practice to a deeper level than generally available from BBKA Area Member organisations.
- 3) BAH is a local association and prioritises its services to Hitchin and 15 miles around (catchment population c 250,000).
- 4) It is implicit in BAH objectives that BAH will support and co-operate with other organisations with similar objectives. Such organisations may include for example: local schools; home educators; nature study groups; North Herts College; Wildlife Trusts.

2.3 Delivery of Objectives

- 1) BAH delivers the first Objective (education) through:
 - providing information at its monthly stalls on Hitchin Market;



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- Holding Open Days at the Bee Discovery Centre for the public to come and learn about bees, pollination and honey.
 - Hosting educational sessions at the Bee Discovery Centre for schools.
 - Hosting recreational visits to the Bee Discovery Centre for youth groups such as Rainbows, Cubs and Brownies and for adult groups interested in bees or gardens.
 - Holding winter meetings for members and guests
 - Publishing educational information on the BAH website
 - Providing BAH website links to reputable scientific research reports
- 2) BAH delivers the second Objective (training) through:
- Running beekeeping training courses for Beginners, Learners and Improvers at HoneyWorks Beekeeping Training Centre.
 - Supporting new beekeepers.



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3. POLICIES

3.1 Open Membership

- 3.1.1 The classes of membership are open to all, subject only to age (over 7) and to agreement to support the Objectives and pay a subscription.
- 3.1.2 The Committee has discretion to reduce a subscription or fee for any individual member to avoid hardship.
- 3.1.3 The Committee has the right to end the membership of any member who is judged to have acted in a manner that reduces the effectiveness of BAH to deliver the Objectives.

3.2 Health and Safety

3.2.1 Apiary/Beekeeping (trainees and experienced beekeepers)

Risk	Mitigation Policy	Corrective Action
Bee stings and possible severe reaction	Use of appropriate protective clothing, instruction on apiary procedure to avoid exposing others to bee stings, supervision of bee colony handling by trainees, known allergies to be declared, tutor training for dealing with sting reaction (inc anaphylaxis).	Provision of first aid kits (including antihistamine and sting/venom extraction device), posting of emergency instruction notices (what to do, how/where to call for help), tutor/beekeeper to carry mobile phones to call for help
Fire (from use of smokers)	Smokers to be lit outside the beekeeping shed; spent smokers to be emptied in a fireproof area.	Provision of fire extinguisher in beekeeping shed.
Unauthorised entry to apiary	Warning notice at site and apiary entrances, locks on site entrance.	
Swarm collection from awkward location	Get additional help, no climbing above 10'	
Apiary environmental hazards	Trip hazard - grass to be kept short, tidy away debris and unused equipment.	Provision of first aid kits (including antihistamine and sting/venom extraction device), posting of emergency instruction notices (what to do, how/where to call for help), tutor/beekeeper to carry mobile phones to call for help.



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3.2.2 Developing/Maintaining Sites using Members, Volunteers and Contractors.

Risk	Mitigation Policy	Corrective Action
Accidental injury	Site manager (or delegate) to allocate and, where appropriate, supervise work, ensuring personnel are capable of using equipment safely and responsibly.	Provision of first aid kits, posting of emergency instruction notices (what to do, how/where to call for help), site manager (or delegate) to carry mobile phones to call for help
Fire	Kitchen stoves not to be left unattended.	Fire extinguishers in main buildings.
Environmental dangers (ponds, trip hazards)	Trip hazard - grass to be kept short, tidy away debris and unused equipment, safeguard trailing cables Ponds - notices posted warning of deep water; parents/carers of children to be made aware.	Provision of first aid kits, posting of emergency instruction notices (what to do, how/where to call for help), site manager (or delegate) to carry mobile phones to call for help
Illness/injury of lone workers	Avoid lone working where possible, ensure someone else knows where you are and when.	Should carry a mobile phone.

3.2.3 Sale of Products.

Risk	Mitigation Policy	Corrective Action
Food contamination	Standard personal and food preparation equipment hygiene (see 3.9). Honey processing to follow guidelines given in appendix C.	



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3.2.4 Visits

Risk	Mitigation Policy	Corrective Action
Bee stings and possible severe reaction	Ensuring no unauthorised entry to apiary areas , avoidance of apiary work prior to and during visits that could agitate bees, advance warning of visitors who have a history of reaction to bee stings	Provision of first aid kits (including antihistamine and sting/venom extraction device), emergency instruction notices (what to do, how/where to call for help)
Environmental dangers (ponds, trip hazards)	Trip hazard - grass to be kept short, tidy away debris and unused equipment, no trailing cables. Ponds - notices posted warning of deep water; parents/carers of children to be made aware.	Provision of first aid kits, posting of emergency instruction notices (what to do, how/where to call for help), site manager (or delegate) to carry mobile phones to call for help
Fire	Kitchen stoves not to be left unattended.	Fire extinguishers in main buildings.

3.3 Behaviour on BAH Sites and at external events (inc stalls)

- 3.3.1 All members are expected to treat others with respect. Disrespectful behaviour can result in termination of membership under 2.3 above.
- 3.3.2 Members will always take care not to endanger or inconvenience members of the public including, for our BAH sites on allotments, neighbouring allotment gardeners.

3.4 Use of Volunteers

- 3.4.1 As a voluntary organisation, BAH will first seek volunteers for any task.
- 3.4.2 In event that no suitable volunteer can be found, BAH may employ a suitable and competent individual or company.

3.5 Working with Children or Vulnerable Adults

- 3.5.1 Within the activities performed by BAH, volunteers and members may be working with children or vulnerable adults who are members or visitors.
 - Visits to BuzzWorks Discovery Centre. These are hosted by the BuzzWorks education team. BAH accepts visits on the basis that visiting groups shall supply their own carers, supervisors and helpers.
 - Other occasions (on-site or offsite) (e.g. Open Days, stalls, child members, casual visits). Children or vulnerable adults shall be permitted on-site or otherwise to interact with members on BAH business only if accompanied by a parent, guardian or carer.



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- 3.5.2 Members and volunteers shall not have direct responsibility for the care of children or vulnerable adults. In all cases, children and vulnerable adults must be accompanied by their parent/guardian or otherwise accompanied by a supervisor or carer who within law is in “regulated activity”.
- 3.5.3 Members and volunteers shall avoid being alone (out of sight of a supervisor/carer/parent) with children or vulnerable adults.
- 3.6 Support for Private Beekeeping by Members
- 3.6.1 BAH supports private activities by members, e.g. private beekeeping, so far as possible without disruption to BAH own activities and provided that support is cost neutral.
- 3.6.2 Support can include: advice; relaying information; supplying consumables such as foundations and medications; use of the workshop for repairing or making equipment; supply of bees or queens; use of extracting equipment.
- 3.6.3 Private hives will not generally be permitted on BAH sites.
- 3.7 Data Protection
- 3.7.1 Personal data (address, telephone and email address) is collected from members and volunteers by BAH. This data is used to contact the member/volunteer for communication of BAH information.
- 3.7.2 Such personal data is available to committee members but shall not be divulged to other parties (internal or external to BAH) without the express permission of the member/volunteer.
- 3.7.3 BAH emails sent to members/volunteers should use “blind copy” (BCC) to avoid revealing their email addresses.
- 3.8 Insurance Cover
- 3.8.1 BAH will maintain insurance to cover at least: liabilities to third parties arising from any activities by members to deliver BAH aims, for example beekeeping on BAH sites; product liabilities; employer’s liabilities; BAH property on or off site.
- 3.8.2 BAH will not insure activities by members carried out for personal reasons, for example private beekeeping.
- 3.9 Food and Hygiene
- It is desirable that at least one member of the Association shall have a City and Guilds equivalent Food Hygiene Certificate, Level 2 to be able to monitor and advise on the Association food management procedures.



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3.9.1 Honey Processing

- Risk of environmental contamination of honey must be assessed and controlled at each stage of processing from hive to final marketing.
- It is both a personal and collective responsibility to ensure that policy is followed. The principles of food and personal hygiene shall be followed by all those involved.
- Activities to be considered include removal of frames from the hive, extraction by centrifuge or warming, subsequent filtering, bulk storage, bottling and final storage prior to sale, along with transportation.
- A “Hazards and Critical Control Points” (HACCP) analysis, as recommended by the Food Standards Agency (see the publication referenced below) is available in Table 1 below.
- References:
<https://www.food.gov.uk/.....hygieneguidebooklet.pdf>

3.9.2 Honey Labelling

- Labelling shall comply with the Honey Regulations (2015) and anti-tamper seals shall be applied where possible.
- Ref: <http://www.legislation.gov.uk/uksi/2015/1348/made>

3.9.3 Other foodstuffs

- The principles of food and personal hygiene shall be followed by all those involved in the preparation and handling of foodstuffs.
- Food to be sold on a stall shall be covered and labelled with a list of constituents (see <https://www.gov.uk/food-labelling-and-packaging>)
- Food to be consumed on site shall be hygienically stored and any perishable food removed. It is the responsibility of members to leave kitchen/food preparation areas clean and tidy after use.



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Table 1 - Honey Processing Hazards and Critical Control Points

Step	Hazard	Monitoring	Control & Corrective Action	
1	Honey in the hive and honey removal.	Contamination from paints, preservatives, soil and plant material, animal deposits, vermin and bee treatments	Check all paints and preservatives for suitability. Regular inspections for vermin. Clean animal deposits. Avoid super contact with soil or vegetation. Follow manufacturer instructions for bee treatments.	Dispose of any honey (preferably by fire) that has been exposed to contaminants. Honey contaminated by bee treatments may be left for bees use in winter. Some bee treatments are recognised as safe wrt to honey for human consumption.
2	Transportation of honey in supers.	Physical and chemical contamination from transport, animals, rain water.	Inspect vehicle/trailers and ensure clean and free from potential contaminants such as petrol, oil, soil, plant and animal material. Ensure supers come into contact only with food standard coverings e.g. clean polythene sheets.	Dispose of any honey (preferably by fire) that has been exposed to contaminants.
3	Uncapping, extraction and settling	Contamination from equipment, premises and people.	Inspect equipment before use for damage and contaminants (particularly non-stainless steel). Ensure premises are clean and free of potential contaminants and have facilities for washing equipment and hands. Ensure people have suitable dress/hair covering and are aware of personal hygiene requirements.	Do not commence processing before checks are completed satisfactorily.
4	Filtration	Failure to remove physical contaminants	Check filters before and after use for damage	Do not use if damaged, re-filter if damage found afterwards.
5	Storage	Contamination or tainting by other substances from local environment or containers. Deterioration due to high temperatures or moisture absorption.	Check containers are food grade and clean. Ensure lid seals are intact and properly sealed. Avoid partially filled containers. Ensure storage temperatures never exceed 40 degC. Ensure moisture content is below 20%.	Check containers before using. Test by taste for tainting. Test moisture content (refractometer). Honey that has deteriorated or has high water content can be used only for bakers honey.
6	Preparing to bottle and bottling.	High temperature spoiling. Environmental contamination. Glass breakage contamination.	Monitor temperature of warming cabinets (do not exceed 50 degC). Check equipment, area and people as for "uncapping" step above. Check glass jars before use for broken glass, plastic jars for plastic shards.	Dispose of honey exposed to broken glass/plastic. If breakage occurs during bottling, ensure all equipment is cleaned up before re-use.
7	Distribution and display	Contamination or moisture absorption due to damaged seals caused by poor handling or packaging tampering.	Shipping/transporting containers to provide suitable protection from damage or tampering.	Remove damaged items from sale. Use tamper strips to enable detection of tampering and investigate if broken.



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4. ORGANISATION

4.1 President

A President may be elected at the AGM provided nominations are received. (No nominations have been made to date).

The President will then conduct the election of the Committee at the AGM. The elected Director will conduct the remainder of the AGM.

The President may attend meetings of the Committee to observe and advise but not to vote.

The President may veto any decision by the Committee if it appears to be unconstitutional. If the Committee wishes to proceed with the decision, it must be placed before a Special General Meeting.

4.2 Executive Committee

The role of the Executive Committee is to control and supervise BAH activities. Authority for day-to-day running of the association is delegated to the Director but ultimate responsibility resides with the members of the committee.

The Committee comprises the following Officers, elected at the Annual General Meeting:

- Director
- Finance Officer
- Administrator

Roles and responsibilities of the officers are defined in appendix A

The committee may co-opt any member to join the committee. The committee normally comprises the 3 officers and up to 5 other members.

4.3 Committee Meetings:

The Committee meets not less than 4 times per year, chaired by the Director, to monitor progress with administration and to make decisions as needed.

Decisions are generally by consensus. A vote can be taken if needed.

Agendas and minutes are prepared by the Administrator in consultation with the Director.



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4.4 Post Holders appointed by the Committee:

To assist in the running of the association, the Committee may appoint the following Post Holders who would be responsible to the Director:

- 1) Membership Secretary
- 2) Sales & Marketing Manager
- 3) Events & Visits Co-ordinator
- 4) Head of Education
- 5) Head of Beekeeping
- 6) BuzzWorks Apiarist
- 7) HoneyWorks Apiarist
- 8) Beekeeping Tutors
- 9) Training Co-ordinator
- 10) BuzzWorks Site Manager
- 11) HoneyWorks Site Manager
- 12) Honey Processing Manager

The Committee may invite any of the Post Holders to attend Committee Meetings to report or join discussions but not to vote.

Roles and responsibilities of Post-Holders are defined in appendix B.



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5. CURRENT OVERVIEW (2015)

5.1 Site Management

BAH manages 2 sites – the BuzzWorks Bee Discovery Centre and the HoneyWorks Beekeeping Training Centre.

The sites have been developed by volunteers with costs of materials covered by grants plus private unsecured loans (of a minor amount).

Only a small part of equipment needs has been covered by grants and loans – other equipment has been loaned to BAH (e.g. hives) or members bring their own equipment to carry out a task (e.g. mowing grass or hedge cutting).

Consequently:

- *Equipment is at present generally below standard*
- *The association's activities are at risk of lack of sufficient volunteers with their own equipment to maintain the sites to a high standard.*

The association will continue to seek grants and build up funds to be able to acquire essential equipment.

5.2 Beekeeper Training

Beginner and Improver training courses have been held over the last 3 years. Feedback has been positive with trainees returning in subsequent years for on-going training. BAH will continue to offer training in the same or similar format.

For the first time, in 2015, the association had trainees entering the BBKA Basic Assessment. All candidates passed, some with “credit”. BAH will continue to encourage second or subsequent year learners/improvers to take this Assessment and will support them with tailored training.

BAH will investigate the feasibility of training improvers for the BBKA General Certificate in Beekeeping Husbandry.

Successful training relies on having adequate numbers of suitably experienced/qualified tutors. BAH will encourage experienced members (e.g. from the improver groups) to join the training team.

Training notes and presentations have been developed over the last years. Continued development of appropriate material is foreseen. It is to be stored in an electronic repository for easy access and re-use.

5.3 Education

Educational visits to the Discovery Centre continue to be popular with local schools and youth groups. An expansion of the education team and a more structured approach to



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visit planning would enable more such visits to be held and with less stress on the current small team.

The format of some of the programmes could be improved to enable more interaction with the younger visitors whose attention span is limited. Good interactive tools are generally not available for purchase and need to be developed locally.

The observation hive is a key element.

Our educational resources could be enhanced through the use of software based material e.g. videos, games, photographs. The purchase of a generator to power PCs, projectors etc. would allow us to expand our programmes.

Hive demonstration is an important part of visits. We have a National and a Dartington hive available. The hives need to be complete e.g. mesh floor, brood box, one or two supers, BS frames and feeder is needed. Frames used in demonstration hives should be clean and a mixture of drawn comb and foundation.

5.4 Funding

Funding continues to rely primarily on income from sale of honey and training fees.

Honey sales volumes are fairly constant but there is insufficient supply from our own apiaries to meet demand resulting in the need to buy in additional honey. A substantial volume of our 2014 autumn honey has not stored well and can be sold or used only as cooking honey (reduced pricing). Together, these issues have resulted in reduced returns from honey sales. If possible, honey yields from our own apiaries should be increased and the difficult autumn honey should be processed quickly and sold off early.

Training fee income in 2015 was lower than normal. This resulted from the revised method of charging on a per session basis (driven by the uncertainty in tutor availability due to family care problems) and the fact that some trainees were infrequent attenders. It is anticipated that we will return to upfront charging of course fees.



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6. ACTIVITIES AND TARGETS FOR 2016

6.1 Honey Production

- Apiary/colony management to increase honey yield.
 - Target 300kg.
- Process and sell autumn honey within 6 months.
- Develop market for sale of cooking honey.

6.2 Sales and Marketing

6.2.1 Stall target:

- 12 stalls at the monthly Hitchin Farmers Market (to keep regular customers and attract new ones)
- 3 stalls in events in Hitchin Market Place (where anticipate good publicity and/or income)

6.3 Education

6.3.1 Open Days

- Target - 4 Open Days, one of which is within Hitchin Festival.

6.3.2 Discovery Centre Visits

- Target - 8 schools, 5 youth groups, 3 adult groups
- Activities - develop activities with more interaction for younger age-groups

6.3.3 Winter Meetings

- Target - 3 meetings with speakers

6.4 Training

6.4.1 Taster Course

- Target - 20+ attendees of which at least 12 continue to the Beginners training course.

6.4.2 HoneyWorks Training Courses

- Targets:
 - Beginners - 12 to 16 trainees, to 'bee buddy' standard
 - Learners - 6 trainees to BBKA Basic Certificate standard
 - Improvers - ongoing up to General Certificate of Husbandry



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6.5 Social

- Target - 4 editions of BuzzWords newsletter per year
- Activities - All members (including partners and children) invited to the BAH BBQ



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A. ROLES AND RESPONSIBILITIES OF OFFICERS

A.1 President

A.1.1 Role

Act as advisor and monitor to the committee

Act as a figurehead, representing BAH at formal events and presentations.

A.1.2 Responsibilities

- Promote BAH with outside organisations
- Ensure that the Committee does not implement unconstitutional decisions without first calling a Special General Meeting. No other executive functions



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A.2 Director

A.2.1 Role

Provide leadership to the Committee as Chairman

Manage day-to-day running of activities to fulfil BAH aims and to raise funds, providing leadership to the Post-Holders and the whole membership

Initiate new developments and services to further the aims of BAH

A.2.2 Responsibilities

o Chair the Committee

- Ensure meetings are run competently and that discussion and decision-making is democratic
- Hold the casting vote in the event of a split decision
- Define/agree agendas for the meeting (in consultation with the committee members)
- Ensure relevant matters are properly discussed and appropriate decisions made
- Chair meetings and ensure that annual general meetings and extraordinary general meetings are carried out according to the constitution

o Manage Day-to-Day Running of BAH

- Direct the activities of Post-Holders, delegating authority as appropriate and maintaining standards
- Manage fund-raising activities to provide income (sales, grants etc)

o New Developments and Services

- Identify and define initiatives which will further the aims of the association, submitting them to the Executive Committee for approval
- Develop approved initiatives into new activities/services as appropriate.

o Reporting

- Report on BAH operational status, activities, achievements and initiatives:
 - 1) to the committee; Post-Holders may be invited to committee meetings to provide direct reports where appropriate.
 - 2) To members at the AGM
 - 3) To external authorities where required (e.g. Charity Commission)



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A.3 Finance Officer

A.3.1 Role

Manage BAH banking, book-keeping and financial record keeping

Perform financial oversight, planning and budgeting

Report on finances (internally for executive committee decision making, externally where legally required)

A.3.2 Responsibilities

- Manage the Association finances
 - In accordance with BAH Committee policies
 - Ensuring the Association remains financially viable
- Bank Account
 - Setting up and maintaining the Association bank account
 - Managing deposits and withdrawals
 - Signing of cheques (together with co-signees appointed by the Committee)
 - Holding and checking bank statements
- Cash Management
 - Holding a cash reserve for incidental expenditure
 - Receiving cash raised via Association events (e.g. stall sales, visit fees, training fees, donations)
 - Depositing excess cash in the bank account
- Accounts
 - Recording of all financial transactions (receipted where possible)
 - Maintaining a record of the current financial status
- Budgets and cash flow management
 - Production of annual budgetary estimates (in coordination with post-holders with responsibilities for budget areas)
 - Authorisation and tracking of budget related expenditure to maintain a positive cash flow
- Reporting on the state of the Association finances
 - To the committee at committee meetings
 - To members at the AGM
 - To external authorities where required (e.g. Charity Commission)



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A.4 Administrator

A.4.1 Role

Undertake all the duties relating to services to members and committee administration:

- Administer meetings of the committee
- Administer meetings of the membership (e.g. winter meetings, AGM, SGM)
- Provide relevant information and advice to members/volunteers
- Act as general point of contact for members/volunteers and members of the public

A.4.2 Responsibilities

- Committee and Membership Meetings:
 - Arrange venues
 - Produce and publish agendas, reports and minutes
 - Provide procedural advice
 - Follow up actions agreed
- Services to Members
 - Issue emails and newsletters on behalf of the committee
 - Answer queries/provide advice on administrative matters
 - Raise relevant queries or complaints with the committee
- Other
 - Deal with correspondence
 - Maintain a schedule of BAH main events for the year
 - Manage the website



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B. ROLES AND RESPONSIBILITIES OF POST-HOLDERS

B.1 Membership Secretary

B.1.1 Role

Manage membership applications

Provide member contact details to the committee

B.1.2 Responsibilities

- Processing of membership applications
 - normally to/from existing Members at the AGM and to/from new Members and Friends throughout the year.
- Collecting membership fees and issuing BAH membership cards
 - Passing fees collected to the Finance Officer
 - Membership fees to be applied as set at the AGM
- Maintaining a register of members and volunteers
 - This shall be a register of member names and contact details (home addresses, telephone numbers and email addresses)
 - The register shall be maintained in computer readable format (e.g. Excel spreadsheet)
 - The membership list and contact details shall be made available to members of the committee whenever updated
 - Blind copy shall be used for distribution lists in group emails so that individual member email addresses are not visible to others
- Assisting members of the committee with distribution of email communications to members
 - Supplying group email lists
 - Issuing provided communications to members
- Encouraging existing members to re-join and new Members or Friends to join
- Reporting membership status to the Committee



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B.2 Sales & Marketing Manager (SMM)

B.2.1 Role

Manage sales and marketing to provide income for the association.

B.2.2 Responsibilities

- Sale of honey and other sales goods to provide income for the association
 - Via existing sales opportunities (Hitchin Farmer and Craft Market)
 - Investigate and exploit other worthwhile sales opportunities
- Purchase and management of sales goods
 - Purchase of sale items to complement BAH internal products
 - Management of stocks held
 - Propose and agree honey pricing with the Committee
- Manage external sales events
 - Organise external sales event/stall bookings including liaison with event managers for pitch, gazebos etc.
 - Publicise sales event
 - Pay fees and collect receipts
 - Arrange volunteers for stall manning
 - Arrange delivery, set-up and retrieval of tables, displays, sale goods etc.
 - Collect cash float from and deliver sales takings and records to the Finance Officer
- Provision of stocks for sale at internal BAH events (e.g. visits, open days)
- Procure and manage sales and marketing equipment
 - Stall equipment - e.g. Tables, Display stands, Banners, Posters, Promotional material
- Manage the sales and marketing budget (in liaison with the Finance Officer)
- Maintain records and make available to the committee
 - Sales stock held
 - Goods sold at each event



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B.3 Events & Visits Co-ordinator

B.3.1 Role

Perform the planning for and coordinate the execution of BAH events (open days, BBQ, visits).

B.3.2 Responsibilities

- Manage visit requests
 - Obtain visit details from requesting party (proposed dates, numbers, interest)
 - Confirm with Head of Education that education team members, equipment and site are available
 - Agree visit with requesting party, using approved BAH visit form
 - Provide visit details to the education team and the Administrator
 - Arrange with Site Manager for buildings, toilets etc to be clean and set-up
- Manage Open Days
 - Arrange publicity
 - Agree with the Director what activities will be supported
 - Arrange for volunteer hosts
 - Arrange with Site Manager for buildings, toilets etc to be clean and set-up.
- Other Events e.g. BBQ
 - Agree with the Director what activities will be supported
 - Arrange for volunteer hosts
 - Arrange with Site Manager for buildings, toilets etc to be clean and set-up.
- Ensure fees are collected and passed to the Finance Officer.



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B.4 Head of Education

B.4.1 Role

Develop educational visit programmes to support educational visits for schools, youth groups and adult groups.

Form and manage an education team

B.4.2 Responsibilities

- Train the education team on available programmes
- For each visit:
 - Identify the programme to be used
 - Arrange a facilitator; the facilitator liaises with the visits coordinator, ensures the site facilities are clean and set-up and “meets and greets” visitors
 - Arrange the team members to execute the selected programme
- Develop suitable programmes for each type of visitor group (schools, youth groups, adult groups) with support from the education team (obtaining input from educators outwith BAH where appropriate)
- Develop, purchase and manage materials to support the educational programmes.
- Manage the Education budget (in conjunction with the Finance Officer)



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B.5 Head of Beekeeping

B.5.1 Role

Management of Apiarists to maintain apiaries to a high standard
Develop programmes to improve BAH colonies and beekeeping capabilities
Manage the Beekeeper Training programme

B.5.2 Responsibilities

- Coordinate seasonal and day-to-day management of BAH bee colonies.
- Authorise treatments to maintain/recover bee and colony health.
- Authorise purchase of beekeeping equipment (as agreed in the budget/by the committee)
- Develop programmes to improve BAH colonies and beekeeping capabilities
- Develop training programmes for beginner, learner and improver beekeepers.
- Approving the apiary budgets (in conjunction with the Finance Officer and committee)



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B.6 BuzzWorks Apiarist

B.6.1 Role

- General management of the BuzzWorks apiary in order to provide a clean, tidy and safe working apiary environment and to maintain healthy and productive bees

B.6.2 Responsibilities

- Beekeeping (in liaison with Head of Beekeeping)
 - Hive checks (with records)
 - Colony management (swarm prevention, queen replacement, medication, etc)
 - Liaison with regional bee inspectors in case of diseases
 - Provisioning (smoker material, feed, medication)
- Apiary maintenance (using working parties where appropriate)
 - Maintenance of hives (cleaning, painting and repair of hive tops, hive bases, honey boxes, nucleus boxes)
 - Cutting grass in apiary area
 - Cleaning of frames and honey boxes
 - Construction of frames
- Management of Beekeeping Shed and beekeeping equipment
 - Procurement and care of beekeeping tools - smokers, hive tools, feeders, excluders, marking cages, etc.
 - Keeping the shed and storage area clean and tidy
 - General provisioning (cleaning materials)
- Management of the apiary budget (in liaison with the Finance Officer)
 - Provide and maintain budget estimates
 - Procure equipment (as approved in the budget/by the Committee)
 - Maintain inventory of beekeeping equipment
- Honey Extraction (in accordance with Appendix C)
 - Management of extraction equipment (extractors, uncapping tools, trays and tubs, etc.)
 - Extraction of honey into food grade tubs
 - Maintenance of honey extraction records
 - Delivery of tubs to the HPM



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B.7 HoneyWorks Apiarist

B.7.1 Role

- General management of the HoneyWorks apiary in order to provide a clean, tidy and safe working apiary environment and to maintain healthy and productive bees

B.7.2 Responsibilities

- Beekeeping (in liaison with Head of Beekeeping)
 - Hive checks (with records)
 - Colony management (swarm prevention, queen replacement, medication, etc.)
 - Liaison with regional bee inspectors
 - Provisioning (smoker material, feed, medication)
- Apiary maintenance (using working parties where appropriate)
 - Maintenance of hives (cleaning, painting and repair of hive tops, hive bases, honey boxes)
 - Cutting grass in apiary area
 - Cleaning of frames and honey boxes
 - Construction of frames
- Management of Bee Shed and bee-keeping equipment
 - Beekeeping tools - smokers, hive tools, feeders, excluders, marking cages, etc.
 - Keeping the sheds and storage areas clean and tidy
 - General provisioning (cleaning materials)
- Management of the apiary budget (in liaison with the Finance Officer)
 - Provide and maintain budget estimates
 - Procure equipment (as approved in the budget/by the Committee)
 - Maintain inventory of beekeeping equipment
- Honey Extraction (see Appendix C)
 - Management of extraction equipment (extractors, uncapping tools, trays and tubs, etc.)
 - Extraction of honey into food grade tubs
 - Maintenance of honey extraction records
 - Delivery of tubs to the HPM



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B.8 Beekeeping Tutors

B.8.1 Role

Assist the Head of Beekeeping in the preparation and running of the Beekeeper Training programme.

B.8.2 Responsibilities

- Deliver practical and theoretical training according to the Training programme
- Ensure trainees follow apiary protocols and conduct themselves to ensure their own safety and that of others.
- Development of training material (notes, presentations etc.)



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B.9 Training Co-ordinator

B.9.1 Role

Provide training administrative support to the Head of Beekeeping
Act as facilitator for training sessions

B.9.2 Responsibilities

- Provide administrative support to the Head of Beekeeping
 - Maintain the lists of prospective and signed-up trainees
 - Collect fees and pass them to the Finance Officer
 - Maintain the schedule for training sessions
 - Circulate training notes
 - Maintain a record of trainee attendances
 - Manage the communication interface between the Training Team and trainees (notifying plans, providing feedback)
- Facilitate at Training Sessions
 - Provide general guidance and support to trainees
 - Ensure trainees have access to bee suits
 - Ensure refreshments are available
- Liaise with HoneyWorks apiary and site managers to ensure site and equipment readiness for training sessions.
- Ensure BAH protective clothing used by trainees is clean and available.



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B.10 BuzzWorks Site Manager

B.10.1 Role

Maintenance of buildings, facilities, services and grounds.

Security of site, buildings and equipment.

B.10.2 Responsibilities

- General Site Management
 - Point of contact for the site (internally and externally e.g. public reporting of issues)
 - Maintain an inventory of equipment at the site (not apiary beekeeping equipment)
 - Management of the apiary budget (in liaison with the Finance Officer)
 - Procure equipment (as approved in the budget/by the Committee)
- Building maintenance
 - weather proofing
 - general repairs
- Grounds maintenance
 - Keeping paths and gardens tidy and safe
 - Hedge/grass cutting (not in apiary)
- Kitchen facilities
 - Supply of bottled gas for stoves
 - Supply of kitchen equipment (stove, kettle, cutlery, mugs, cleaning, towels)
- Facilities Cleanliness
 - Regular cleaning of rooms and toilet
 - Supply of consumables (soap, clean towels etc.)
- Security
 - Maintain a register of key holders
- Services
 - Water supply – liaison with NHDC as required, isolation in freezing weather



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B.11 HoneyWorks Site Manage

B.11.1 Role

Maintenance of buildings, facilities, services and grounds.

Security of site, buildings and equipment.

B.11.2 Responsibilities

- General Site Management
 - Point of contact for the site (internally and externally e.g. public reporting of issues)
 - Maintain an inventory of equipment at the site (not apiary beekeeping equipment)
 - Management of the apiary budget (in liaison with the Finance Officer)
 - Procure equipment (as approved in the budget/by the Committee)
- Building maintenance
 - weather proofing
 - general repairs
- Grounds maintenance
 - Keeping paths and gardens tidy and safe
 - Hedge/grass cutting (not in apiary)
- Kitchen facilities
 - Supply of bottled gas for stoves
 - Supply of kitchen equipment (stove, kettle, cutlery, mugs, cleaning, towels)
- Facilities Cleanliness
 - Regular cleaning of rooms and toilet
 - Supply of consumables (soap, clean towels etc.)
- Security
 - Maintain a register of key holders
- Services
 - Water supply – liaison with NHDC as required, isolation in freezing weather



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B.12 Honey Processing Manager (HPM)

B.12.1 Role

Package honey into containers ready for sale.

B.12.2 Responsibilities

- Management of the honey production process.
 - Note this does not mean that all tasks are necessarily performed by the HPM. Other members will be expected to help with the process at the request of but under the direction of the HPM.
 - Honey processing is to be performed in accordance with the Food & Hygiene policy (ref 3.9) and the guidelines given in appendix C.
- Reception, logging and storage of liquid or solid honey received from Apiarist
- Processing of solid honey from comb
 - Melting out honey and wax
 - Maintenance of honey extraction records
 - Returning frames and wax to the Apiarist
- Filtering and bottling of honey
- Maintaining bottling records (batch numbers)
- Delivery of stocks to the sales team
- Purchase of honey jars, labels and tamper strips
 - In liaison with the Sales and Marketing Manager for label designs, jar types etc.
- Management of extraction equipment (extractors, decapping tools, filters, trays and tubs, etc.)



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C. THE HONEY PRODUCTION PROCESS

C.1 Introduction

This section provides guidelines for Apiarists and the Honey Processing Manager (HPM).

All honey will be handled in accordance with the Food and Hygiene Policy defined in 3.9.

C.2 Extraction of Liquid (Summer) Honey

C.2.1 The apiarists will extract honey (filtering not essential) into food grade tubs recording on the tub label:

- Site
- Date frames were removed from hive
- Hive (or hives if not separately maintained) where honey originates
- Date of extraction

C.2.2 The apiarists will store the honey until delivery of the tubs to the HPM

C.2.3 The HPM will process the tubs in batches (normally one tub = one batch), recording

- Batch number
- Apiary information (see above)
- Date of filtering and bottling
- Moisture content (as measured with a refractometer)

C.2.4 The HPM will filter and bottle the honey, storing it until required for sale.

- Jars will be labelled with BuzzWorks labels and tamper-proof strips
- Labels for batch number and best before date (normally 2 years from bottling) will be applied to each jar.

C.3 Extraction of Solid (e.g. Autumn) Honey

C.3.1 The Apiarists will deliver the Honeyboxes to the HPM

- Each box is labelled with site, date removed, hive (where relevant)

C.3.2 The HPM will extract the honey and store it in food grade tubs before processing as in **Error! Reference source not found.** and **Error! Reference source not found.** above.