

Volunteer Code of Conduct



What is the Code of Conduct?

The Code of Conduct is a summary of the policies that apply to being a volunteer. This policy sets out the standards of behaviour that Belfast International Arts Festival expects from you and identifies your rights and responsibilities as a volunteer.

If you would like to ask us any questions about the content of this Code of Conduct, please contact the Festival Operations Manager or the General Manager (enquiries@belfastinternationalartsfestival.com / 028 9033 2261).

Purpose of this code of conduct

- To contribute towards a constructive and pleasant atmosphere in which to volunteer.
- To ensure that all volunteers know what behaviour they have a right to expect from other volunteers and the volunteer leaders.
- To ensure that all volunteers know what behaviour is expected of them whilst volunteering for BIAF.

Respect for Others

Both volunteers and BIAF staff will:

- treat other people fairly and equally
- not discriminate unlawfully against any person
- allow others to express themselves and understand that all views are important even if they are not the same as their own - as long as no offence is caused even if unintentionally
- Inform the Festival Operations Manager in the first instance if they have any issues with the role or another volunteer.

Equal Opportunities

A Volunteer must:

- Understand, respect and work at all times without prejudice to race, age, ethnic origins, disability, gender, physical and mental health, religion, sexuality or cultural background.
- Understand that all forms of discrimination, including bullying and harassment are unacceptable and contravene BIAF's Accessibility, Equality and Diversity Policy.
- Perform his/her duties with honesty, integrity, impartiality, objectivity and a positive attitude

Responsibilities

Volunteers should:

- Work together and help each other wherever possible
- Be punctual and well-presented
- Listen to and adhere to the instructions of BIAF staff and Event Managers
- Ask the Event Manager if in doubt about any of the instructions – as many times as is needed.

A Volunteer can expect to:

- Be praised where and when it is due
- Be treated fairly and with respect by all others
- Be listened to and have their views taken in to account when performing tasks
- Work in a positive and friendly environment

General Guidelines

Accountability

It is important that you are punctual, and attend every shift you have been scheduled for. If you cannot attend a shift you must directly inform BIAF as soon as possible. This is to ensure we make alternative arrangements to fill your role. Failure to contact us may place additional pressure on existing volunteers and impact upon our ability to present events.

Additional Duties

Due to the nature of some of the volunteer roles, you may at times be asked to perform additional duties other than those to which you were originally assigned. Your cooperation and flexibility will help the team to deliver their services / events as efficiently as possible. However, if you feel unable to perform extra duties, please let your Event Manager know.

Confidential Information

As a volunteer you have an obligation to protect confidential or personal information in relation to other volunteers and other organisations/events. If you have access to confidential information (including addresses or telephone numbers of colleagues/clients), you must never discuss or disclose such information to anyone other than the person/s authorised to receive it, both during and after your involvement with the organisation/event.

Contact with the Media

All requests from members of the media for comments/information should be politely directed to the Marketing Manager (paul@belfastinternationalartsfestival.com). This will ensure the accuracy of all information given to the media and help to maintain good relationships. Similarly, you should not give any interviews, appear in any promotions, advertisements or endorsements, or give any assistance to the media in relation to any story concerning the Festival, without the prior consent of the organisers. Ask your Supervisor/Team Leader or Manager if you need more information or if there is anything you are not sure about. You should also exercise discretion when commenting in your private capacity about the event where your comment may be understood to be an official comment of the organisation.

Criminal/Illegal activity

Any volunteer found to be engaging in criminal or illegal activity in the workplace will be referred to the police.

Dangerous Weapons/ Firearms

Possession/carrying firearms or dangerous weapons is not permitted.

Equal Opportunities

BIAF is committed to ensuring within the framework of the law that our workplace is free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar philosophical belief. We aim to ensure that our volunteers achieve their full potential and that all decisions are taken without reference to irrelevant or discriminatory criteria.

First Aid

If a medical emergency should arise, *unless you are a trained first-aider, your first priority should be to get assistance from someone who is trained.* Even if you are a trained first-aider, ensure that professional medical help is obtained as a matter of urgency.

If there is any immediate danger, get yourself and those near you away from the area as quickly as possible. Your attempts to assist someone should be minimal but you might be able to do some of the following until help arrives.

- Clear the space around the ill or injured individual and keep other spectators away
- Help make the individual comfortable
- If possible, place them in the recovery position and call 999 as soon as possible

- Be extremely careful with blood. You can put a cloth over a wound to help stop bleeding but do not touch the wound or allow blood to come into contact with your skin.

Grievance Resolution

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. BIAF is committed to encouraging an open environment in which all volunteer members can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect. Above all, we are committed to providing fair and honest settlement of any grievance.

Health and Safety

BIAF is committed to providing you with a safe working environment. You are required to exercise reasonable care in the course of your role to ensure the Health and Safety of yourself and others.

Please be aware of, and follow all safety information. The following safety responsibilities apply to everyone:

- Pay close attention and familiarise yourself with the facilities during your tour of the organisation or venue you are volunteering at and note the names of the different exits and access points
- Co-operate fully with organisation staff at all times
- Understand the emergency plans for the venue (e.g. fire evacuations)
- Do not use any equipment or machinery which you have not been trained to use
- Take care when lifting and carrying (e.g. don't lift very heavy boxes)
- Report any potential hazards to a member of staff
- In the event of fire/hazard or any other risk, remove yourself and warn others of imminent danger
- If you feel an activity is unsafe or you feel unwell report this to your supervisor
- Contribute to a safe and healthy workplace - don't leave things lying around, keep work areas and gangways clear and tidy

Illegal Drugs and Alcohol

We prohibit the sale, distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect your performance and behaviour in the workplace. Consumption of alcohol, illegal drugs or other performance-impairing substances prior to and/or during a shift is not allowed. You must ensure that your actions do not bring into question the professionalism of yourself or BIAF. If you take medication which makes you drowsy, please inform the Festival Operations Manager to ensure you are not given a role which would place you in danger.

Performance Issues/ Inappropriate Practices

We will always attempt to resolve any performance issues or conflict fairly. In such cases, the relevant Manager will discuss their concerns with you and seek to resolve the matter in a quick and professional manner.

Personal Property

You should note that there might be no supervised storage space at the venue where you are volunteering. You are advised, therefore, not to bring valuables to your volunteering assignment. BIAF will not assume responsibility for the loss, theft of, or damage to, your personal possessions.

Professional Behaviour

All BIAF volunteers have a responsibility to behave professionally at all times. If you travel to and from the venue in uniform you will be highly visible as a representative of the organisation. You must, therefore, ensure that you present yourself in a professional manner at all times.

Whilst in uniform and at your venue you must not:

- ask for autographs
- consume illegal substances
- consume alcohol (other than at designated staff functions)

Please be aware that swearing, offensive language and offensive/inappropriate jokes are unacceptable when volunteering at an event.

Security

Security measures may be in place at your venue and you will be required to adhere to security procedures whilst on duty. The security measures will be notified to you via training or induction.

Selling or Canvassing on premises

You must not engage in personal business or other interests whilst volunteering. This includes making personal calls, the display or distribution of posters, pamphlets and catalogues and/or approaching colleagues in relation to those activities.

Smoke Free environment

We observe a smoke-free work environment and you cannot smoke or vape whilst volunteering. Smoking will be allowed in the designated area (where provided) during approved breaks.

Training attendance

Training will form an important part of your volunteering experience and provides valuable information to help you perform your role. You are required to attend all relevant training/teambuilding sessions.

Uniforms

- If you are provided with items of uniform, it must be worn when you are volunteering and you are expected to look neat and tidy while wearing it. It is your responsibility to clean and care for your uniform items.
- You are required to provide your own footwear. Comfort is the priority so footwear such as trainers is an acceptable item. In some cases, for safety reasons, open toe shoes and high heels may not be permitted and you will be advised whether this applies to your venue during training.
- Personal comfort or various weather conditions may require you to wear additional layers of clothing. Additional layers of clothing should be worn under the official uniform.

Please remember:

These guidelines are in place to ensure both your, and the event organisers safety. They are not designed to be restrictive.

BIAF wants to provide a professional service to its volunteers, but we also want you to have fun and enjoy your volunteering experience. We would like you to know that time you give up is very much appreciated.

The information in this sheet is for guidance only. If you would like to discuss any part of this document, please contact us on:

**enquiries@belfastinternationalartsfestival.com
028 9033 2261**