

# **MANCHESTER EVENT VOLUNTEERS**

## **CODE OF CONDUCT**

## TABLE OF CONTECTS

Definitions in the code of conduct	3
Standards	4
Equal Opportunity Issues	4
Confidential Information	4
Contact with the Media	5
Criminal/Illegal activity	5
Drugs and Alcohol	5
Facilities and Property	5
Fraud and corruption	5
Gambling	6
Gifts and Hospitality	6
Gratuities/tipping	6
Grievance resolution	6
Performance Issues/ Inappropriate Practices	6
Professional behaviour	6
Selling or Canvassing on premises	7
Workplace Health and Safety	7
<b>GENERAL GUIDELINES</b>	7
<b>Athlete</b> /VIP approaches, Autographs and Photography	7
Firearms/Dangerous Weapons	7
Grooming	7
Notice boards and information display	8
Non-smoking environment	8
Other duties	8
Personal Property	8
Security	8
Sleeping on duty	8
Shift start/finish times	8
Training attendance	8
Unauthorised access	8
Uniforms	8
Use of mobile phones, radios, pagers	9
Further Information	9

## MANCHESTER EVENT VOLUNTEERS CODE OF CONDUCT

### **What is the Code of Conduct?**

The Code of Conduct is a summary of the policies which apply to being a volunteer. This policy sets out the standards of behaviour that Manchester Event Volunteers expect from you and identifies your rights and responsibilities as a volunteer.

Compliance with the Code of Conduct is one condition of your involvement with us and should be regarded as a minimum standard which you should to work to. The different organisations you will work with throughout your time with MEV may also have codes of conduct and standards which you may need to adhere to

If you are unsure whether a decision you are about to make will breach the Code of Conduct, ask your immediate supervisor/manager or a member of the MEV team. By working within the guidelines of the Code of Conduct you will be contributing to the culture and success of the event you are working on.

This document may not answer all your queries. However, if you have any concerns or would like to ask us any questions about the content of this code of practice, we can be contacted in the following ways:

### **POST (no stamp required)**

Manchester Event Volunteers  
FREEPOST MRI514  
Town Hall  
Manchester  
M60 2BR

### **PHONE**

0161 234 1530 / 1531 / 1532

### **E-MAIL**

[info@mev.org.uk](mailto:info@mev.org.uk)

### **WEBSITE**

[www.mev.org.uk](http://www.mev.org.uk)

## **MANCHESTER EVENT VOLUNTEERS CODE OF CONDUCT**

### **Standards**

It is important that quality is at the heart of everything we do. All of our customers are entitled to a high level of service. As a volunteer you have a responsibility to care for those customers and that we and the event organisers care for you! It is important that we demonstrate a positive attitude, promote teamwork, and provide a quality service to all our customers.

### **Equal Opportunity Issues**

All volunteers are responsible for ensuring that we provide a work environment free of harassment and discrimination and where everyone is treated with respect, fairness and equity. You must undertake your duties ensuring that everyone is treated the same.

Harassment is behaviour which is imposed by one person on another and is unwanted by the recipient. It is unreciprocated, one-sided and is unwelcome and offensive. Harassment can be in either written, verbal or physical form and causes another person distress. Harassment is unacceptable in the workplace and we all have a responsibility to ensure that we do not engage in this behaviour.

Discrimination can take two forms. Direct discrimination is when one person is treated less favourably because of their race, sex, age, sexuality, religion, disability, marital status or responsibility for dependants. Indirect discrimination is when a condition or requirement is applied in a work situation which seems, on the face of it, to apply equally to all but which, in practice, can be met by fewer people from one of the groups listed above **AND** is not strictly justifiable in terms of the work required.

If you believe a situation is happening which is contrary to the statement above, you must immediately notify MEV, your immediate supervisor/manager or the Venue Management with your concerns. All allegations of harassment and/or discrimination will be promptly and thoroughly investigated. Confidentiality will be maintained and appropriate action will be taken to ensure the situation, if substantiated, does not continue. Where instances are proven, disciplinary action will be taken which will include removal from the venue. If the person is a paid member of staff or contractor, their employer may subsequently take further action.

### **Confidential Information**

As a volunteer you have an obligation to protect confidential or personal information about the event organisers, other volunteers and other parties involved in the staging the event. If you have access to confidential information (including addresses or telephone numbers of colleagues), you should 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 event.

### **Contact with the Media**

All requests from members of the media for comments/information should be politely directed to the Press Manager at your venue. If the event or venue does not have a Press Manager you may direct the person to a member of the venue management or your immediate supervisor/manager. 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 affairs of the event, without the prior consent of the organisers. Ask your manager/supervisor 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. (See also the Section on Performance Issues/Inappropriate Practices).

### **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 work shift is not allowed. Consumption of alcohol at a venue or other workplace is only permitted when supplied by management on special occasions, and should be enjoyed in moderation. Do not consume alcohol in a public place whilst in uniform during your shift (see also section on Professional Behaviour). You must ensure that your actions do not bring into question the professionalism of yourself or the event organisers.

### **Facilities and Property**

The organisers have significant constraints on available resources and a have a high level of public accountability. We ask you to be efficient and economical and protect these assets. This covers all consumables and equipment including, but not confined to, items such as stationery, communication devices, computers, office equipment and sports equipment. The organisers property (including consumables) is not to be removed from the premises and/or used for private purposes without prior authority from your immediate supervisor/manager. You are not authorised to use the organisation's equipment such as faxes, photocopiers, PC's and phones for private purposes.

### **Fraud and Corruption**

Fraudulent and corrupt activities are in fundamental opposition to the spirit any event. If you suspect fraudulent or corrupt behaviour, report it to your immediate supervisor or Volunteer Manager. Where the circumstances are such that you consider it would be inappropriate to report such activities via the above method you may contact the Independent Fraud Reporting Hotline on 0800 783 9668 in confidence.

We will treat reports of corrupt/fraudulent behaviour as confidential where possible and will seek to protect from recrimination any volunteer member making such reports. All reports will be investigated promptly and fairly. Anyone found to be engaging in such conduct will be removed from the venue and referred to the police if appropriate. If you are a paid member of staff or a contractor you may be subject to disciplinary action by your substantive employer.

### **Gambling**

Gambling is strictly prohibited on the event premises.

### **Gifts and Hospitality**

You should register the acceptance of any gifts or entertainment, other than those of nominal value (e.g. pens, diaries etc) with your immediate supervisor/manager or the Volunteer Manager. Gifts or entertainment, even of nominal value, should never be accepted if it could be seen as an inducement to influence a decision. Where there is any doubt you should speak to your immediate supervisor/manager.

### **Gratuities/tipping**

Acceptance or solicitation of tips/ gratuities is not allowed.

### **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. The event organisers are 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. More information on the grievance resolution procedure can be obtained from your immediate supervisor/manager or the Volunteer Manager.

### **Performance Issues/ Inappropriate Practices**

The event organisers will always attempt to resolve any performance issues or conflict situations fairly and equitably. In such cases, the relevant supervisor/manager will discuss their concerns with you and seek to resolve the matter in a timely and professional manner.

Inappropriate practices e.g. arriving late for duty, arriving for duty not wearing full uniform will be dealt with by the relevant supervisor/manager under the event organisers Policy on dealing with disciplinary issues. Removal from the venue can occur as a result of repeated unsatisfactory performance or serious misconduct e.g. theft, assault, and abuse of privileges. The Volunteer Manager is available to assist if required.

### **Professional behaviour**

All volunteer members 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 event. 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:

- eat, smoke or chew gum in view of the general public
- ask for autographs or take photographs
- consume alcohol (other than at designated staff functions)

Please be aware that obscenities, offensive language and offensive/inappropriate jokes are unacceptable at the venue.

### **Selling or Canvassing on premises**

You must not engage in personal business or other interests during rostered working hours. This includes use of event organisers telephones to make calls in relation to personal interests, the display or distribution of posters, pamphlets and catalogues and/or approaching colleagues in relation to those activities.

### **Workplace Health and Safety**

The event organisers are committed to providing you with both a safe working environment and safe ways of working. Everyone has a responsibility to help achieve safety goals. You are required to exercise reasonable care in the course of your work in a manner which ensures the health and safety of yourself and others. Please be aware of, and follow, all safety information, instruction and any training you have received when you are carrying out any work activities or tasks and for the venues where you are working.

The following safety responsibilities apply to everyone:

- co-operate with the event organisers and Venue Management on health and safety matters
- only use equipment, machinery or vehicles if you are authorised and trained to do so
- understand any emergency arrangements for the activities you are carrying out and the venue where you are working
- take due care when lifting and carrying heavy items
- wear protective clothing where required
- report any potential hazards or any safety failings to the Volunteer Manager or directly to your supervisor
- remove yourself from and warn others of imminent danger

## **GENERAL GUIDELINES**

### **VIP approaches, Autographs and Photography**

The soliciting of athlete/VIP autographs and/or taking of photographs is not permitted during rostered work hours or whilst in uniform. These activities can be disruptive and can also pose a security risk. Please be polite and discreet when making such approaches at other times and be prepared to take 'no' for an answer. You are discouraged from bringing a camera to work since there is no secure storage provided.

### **Firearms/Dangerous Weapons**

Possession/carrying firearms or dangerous weapons is not permitted.

### **Grooming**

You are required to be neatly groomed, presentable and to maintain a high level of personal hygiene at all times. Please note that wearing of extremes of facial jewellery is not acceptable.

### **Notice boards and information display**

Noticeboards, newsletters and other forms of information display are for the benefit of the whole team. You cannot place or distribute any personal material within the venue without the approval of the Volunteer Manager or your immediate supervisor/manager.

### **Non-smoking environment**

We observe a smoke-free work environment and you cannot smoke whilst on duty. Smoking will be allowed in the designated staff smoking area (where provided) during breaks approved by your supervisor.

### **Other duties**

Depending on the nature of your venue and your role, you may at times be asked to perform duties other than those to which you were originally assigned. Your cooperation and flexibility will help the event organiser to run the event as efficiently as they can.

### **Personal Property**

You should note that there will be no supervised storage space at the venues. You are advised, therefore, not to bring valuables to work, including personal items such as bags, radios, portable personal CD/cassette players or stereos, cameras, personal laptops etc. The event organisers will not assume responsibility for the loss or theft of, or damage to, your personal possessions.

### **Security**

Security measures will be in place at the venue and you will be required to adhere to those measures whilst on duty and off duty. The security measures will be notified to you via training at the appropriate time.

### **Sleeping on duty**

Sleeping whilst on duty is not permitted.

### **Shift start/finish times**

The start time on your roster is the time you are required to check-in at your venue/place of work. You are requested not to arrive at the venue any more than 30 minutes prior to your rostered start-time.

### **Training attendance**

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

### **Unauthorised access**

You may only be in attendance at the venue when rostered on for a shift and must check in at the commencement of your shift. Rosters will be checked as part of this process. Access at any other time will be with the permission and knowledge of your supervisor/manager.

### **Uniforms**

Your uniform should be worn and maintained with pride and in accordance with the guidelines below:

- The official uniform must be worn when you are rostered to work 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 including, if possible, black trousers/socks/tights. Footwear should be clean, comfortable and conservative in colour. In some cases, for safety reasons, open toe shoes and high heels may not be permitted. Comfort is the priority so footwear such as trainers are acceptable items of uniform.
- 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
- Uniform items should only be worn when you are rostered to work

Additional garments and accessories may be worn to ensure religious or cultural requirements are observed. Where possible, however, standard uniform items should be worn to ensure that you are identified as a volunteer.

### **Use of mobile phones, radios, pagers**

The use of personal mobile phones, radios or pagers inside the venue whilst on duty is not permitted, unless authorised by your supervisor. Phones, radios and pagers can be carried visibly by staff when they are officially issued by the event organisers or a contracting organisation for work purposes. If you need to have your mobile phone with you, it must not be visible during the shift and must be turned off or on silent whilst you are working.

### **REMEMBER:**

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

MEV and the event organisers not only wish to provide a professional service to its users but we also want you to enjoy volunteering. We would like you to know that the time you give up is very much appreciated and, in many cases, events would not happen without your valuable assistance.

**If you would like to discuss any part of this document, please contact us on 0161 234 1530 or e-mail [info@mev.org.uk](mailto:info@mev.org.uk)**

**Have fun!!!!**

**The Manchester Event Volunteer Team**