

Open House Festival

VOLUNTEER CODE OF BEHAVIOR

All Volunteers should:

- Work together to create an event and environment that is inclusive, supportive and encouraging to all.
- Value everyone's beliefs, opinions, knowledge and experience irrespective of race, religion, colour, age, gender, creed, sexuality, or musical taste.
- Treat each other with consideration and respect.
- Always be on time.
- Attend the Volunteers meeting which will be held immediately prior to the Festival event
- Always let the Volunteer Coordinator know in good time if you can't make it.
- Take pride in the actions and tasks being undertaken.
- Carry out the activity designated to you by the Volunteer Coordinator or Event Manager to the best of your ability
- Work well and properly communicate with other team members
- Ask for help/offer support when needed.
- Not arrive on site under the influence of drugs or alcohol.
- Not drink alcohol or smoke while on duty.
- Immediately inform the Volunteer Coordinator if you become ill or injured
- Always be polite and courteous when dealing with audience members (if you feel threatened, step back and contact a member of security or a member of the Open House Festival Staff).
- Not permit unauthorised access to the festival site/venue.
- Maintain festival dress code whilst at work (Please refer to the Volunteers Handbook for full details)



- Familiarise yourself and follow Open House Festival's policies and in particular:
 - Safeguarding Children , Young People and Vulnerable Adults Policy (including the code of conduct)
 - Diversity and Inclusion Policy
 - Health & Safety Policy
 - Data Protection Policy
 - Equal Opportunities Policy
 - Volunteer Policy.
 - Confidentiality Policy
 - Drugs and Alcohol Policy
 - Anti-Harassment and Bullying
 - Smoking Policy
 - Internet and Email Policy
 - Social Media Policy
- Ensure that the site/ venue is kept tidy at all times, if you see litter on the ground please pick it up and place it in the nearest bin. Always use gloves and litter pickers at all times.
- Report all injuries and incidents to the Site or Venue Manager.
- Not attempt to use equipment on which they are not trained.
- Not attempt to carry a physical task which they have not been trained to do (e.g. carrying heavy loads, work at height, touch electrical equipment).

If you see something that isn't right- speak up.

Open House Festival prohibits unlawful harassment in any form – verbal, physical or visual.

All Open House festival Staff, contractor and security are asked to abide by a similar Code of Behavior to this one

In the case of an emergency listen and follow instructions of security and Open House Staff

