

FRIENDS OF SHANKLIN THEATRE
CODE OF CONDUCT FOR VOLUNTEERS

All staff and volunteers aim to create an environment where all who access the activities and performances have a positive and enjoyable experience. The Friends of Shanklin Theatre are committed to a code of good practice with regards to the relationship between its volunteers, paid members of staff and visitors. When becoming a volunteer, all members commit themselves to this Code of Conduct. The Theatre and Stage Management have the overall responsibility for the safe running of the Theatre. Therefore, it is important for volunteers to respond positively to their requests. We believe that volunteers should;

- Treat everyone with respect and dignity
- Respect and be sensitive to individuals' beliefs; faith and religions
- Respect and be sensitive to individuals' sexuality/gender/age
- Respect and be sensitive to individuals with special needs
- Be punctual
- Dress appropriately for your role. (Ushers to follow the agreed dress code of smart black trousers/skirts and white shirts/blouses and black jackets/jumpers/cardigans)
- Wear their volunteer badges at all times when present in the Theatre for security and identity purposes
- Respect the performers and comment positively about the performances when on duty
- Inform the relevant supervisor /manager if you are unable to attend
- Be polite, welcoming and helpful to the public and to new volunteers
- Ensure that relevant procedures have been read and are followed i.e. Box Office/ Ushers/Green Room
- Not consume alcohol whilst on duty, or arrive for duty at the Theatre under the influence of alcohol
- Not use bad language
- Make every effort to attend mandatory training

We welcome all volunteers to contribute ideas in order to improve the Theatre and urge volunteers to adhere to the channels in place when doing so. Should any volunteer have a concern, they must, in the first instance, consult with their appropriate Supervisor. Should the volunteer feel the concern has not been resolved, the volunteer then has the opportunity to raise the issue with the Chair or Secretary of FOST. If the Chair or Secretary of FOST are unable to resolve the concern, they will refer the matter to the Managing Director of the Theatre. In such cases, where the concern may have arisen with the Supervisor, the volunteer should communicate directly with the Chair or Secretary of FOST. All these matters should be treated confidentially.

The Constitution of the Friends of Shanklin Theatre is committed to an annual review of this Code of Conduct.

By signing this document, you agree to adhere to this Code of Conduct.

I agree to follow the FOST Code of Conduct and I am a paid-up member of FOST Full

Name.....

Signed:.....

Date:.....

This document reviewed April 2019