

The Rising Sun Arts Centre

Volunteer Code of Conduct

Date ratified: unknown

Date reviewed: July 2026. Updated to reflect change in RS staff structure – no paid Centre Manager in post.

What is the Code of Conduct?

The Code of Conduct is a summary of the guidelines which apply to volunteers. This document sets out the standards of behaviour that The Rising Sun Arts Centre expects 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 work to. If you are unsure whether a decision you are about to make will breach the Code of Conduct, ask a member of the Rising Sun staff or Trustees. By working within the guidelines of the Code of Conduct you will be contributing to the success of the organisation.

Accountability

It is important that you attend every shift you have signed up for. If you cannot attend a shift you must directly inform Rising Sun staff or fellow volunteers on the Operations Team with as much notice as possible. This is to ensure we make alternative arrangements to fill your role. Failure to contact us may place unnecessary additional pressure on existing volunteers.

Additional Duties

Due to the nature of some 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 events as efficiently as possible. However, if you feel unable to perform extra duties, please let the Volunteer Coordinator 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 volunteers), 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 organisation/event.

Criminal/Illegal activity

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

Equal Opportunities

The Rising Sun Arts Centre 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.

Facilities and Property

The Rising Sun Arts Centre has significant constraints on resources. We ask you to be efficient and economical with our resources.

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. The Rising Sun is committed to encouraging an open environment in which all volunteers 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. Please speak to the Volunteer Coordinator if you have any concerns.

Health and Safety

The Rising Sun Arts Centre is committed to providing you with a safe working environment. You are required to exercise reasonable care while in 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:

1. Pay close attention and familiarise yourself with the location of the different exits and access points;
2. Co-operate fully with organisation staff at all times;
3. Understand the emergency plans for the venue (e.g. fire evacuations);
4. Do not use any equipment or machinery which you have not been trained to use;
5. Take care when lifting and carrying (e.g. don't lift very heavy boxes)
6. Report any potential hazards to a member of staff or one of the Operations Team; and
7. In the event of fire/hazard or any other risk, remove yourself and warn others of imminent danger

8. If you feel an activity is unsafe or you feel unwell report this to staff or operations team or fellow volunteer.

9. 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

Consumption of excessive alcohol while working is not permitted. When volunteering at a public event where our bar is open, we permit volunteers to have one alcoholic drink and no more than this.

We prohibit the sale, distribution, use or being under the influence of illegal drugs or any other substances that may affect your performance and behaviour in the workplace. Consumption of illegal drugs or other performance-impairing substances during a work shift is not allowed.

Performance Issues/ Inappropriate Practices

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

Professional behaviour

All volunteer members have a responsibility to behave professionally at all times. Please be aware that swearing, offensive language and offensive/inappropriate jokes are unacceptable.

Security

Security measures are in place at the venue and you will be required to adhere to security procedures whilst volunteering.

Training

Training will form an important part of your volunteering experience and provides valuable information to help you do your role. You should aim to attend all relevant training/team building sessions.

PLEASE REMEMBER:

These guidelines are in place to ensure both your safety and that of other people. They are not designed to be restrictive in any way. The Rising Sun Arts Centre want 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 the time you give is very much appreciated.