

The Code of Conduct is a summary of what is expected of you as a volunteer for Equinox24. 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.

We will ensure we give:

- Clear instructions regarding your volunteer role which will include: attendance time, location, travel, food and any other requirements
- A detailed role description. However where possible and reasonable, volunteers should also be flexible and support events/activities where they can;
- Training for your role;
- A healthy and safe environment;

Your Responsibilities

As a marshal or volunteer you are in a position of trust and it is vital that you behave in an appropriate manner to both other volunteers, staff, runners and members of the public. This includes being helpful, polite and courteous, staying calm under pressure, not use inappropriate or offensive language, either verbally or in written communications, show respect for people that have different backgrounds, beliefs and ways of life and ensure that your behaviour towards colleagues and others does not cause offence. And most importantly, be supportive and encouraging to the runners!

Accountability

It is important that you attend every shift you have been rostered for. If you cannot attend a shift you must please directly inform the event management team as soon as possible. If this Friday onwards please call Johnny 07869 410645 or Laura 07809 678657 as we won't be checking emails or notice online cancellations. This is to ensure we make alternative arrangements to fill your role. Failure to contact us may place unnecessary additional pressure on existing volunteers. Failure to contact us may place unnecessary additional pressure on existing volunteers so your support is much appreciated with this.

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 services / events as efficiently as possible. However, if you feel unable to perform extra duties, please let your Volunteer Manager know.

Confidential Information

As a volunteer you have an obligation to protect confidential or personal information in relation to other volunteers and the members of the public and runners that you deal with. If you have access to confidential information (including addresses or telephone numbers of colleagues/clients), 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 and do not keep a copy of any personal information, in any format, beyond the event.

First Aid

We have a full first aid team on site who can be contacted by event staff at any time. 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;
- Offer a cleansing wipe or plaster to the individual to use until further help arrives (if needed)
- 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 if you wish 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.

See the Emergency Procedures Documents at each Marshal point for the steps you should follow in all emergencies.

If you require first aid treatment yourself please let event HQ know immediately.

Health and Safety

Equinox24 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 given to you. The following safety responsibilities apply to everyone:

1. Pay close attention and familiarise yourself with the facilities of the venue and look at the site plan.
2. Co-operate fully with Event staff and contractors at all times;
3. Read the emergency plans for the event;
4. Do not use any equipment or machinery which you have not been trained to use;
5. Take care when lifting and carrying in accordance with our manual handling policy (e.g. don't lift very heavy boxes or do anything you don't feel able to do)
6. Report any potential hazards to a member of staff
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, unsuitable for you or you feel unwell report this immediately to your supervisor.
9. Contribute to a safe and healthy workplace - don't leave things lying around, keep work areas and gangways clear and tidy
10. Read and follow the Covid-19 specific guidance in the marshal info.

Personal Property

You should note that there is no supervised storage space at the event. You are advised, therefore, not to bring valuables. Equinox24 Ltd or the venue will not assume responsibility for the loss, theft of, or damage to, your personal possessions.

Professional behaviour

All volunteers have a responsibility to behave professionally at all times.

Whilst at your post you must not:

- smoke in view of the general public
- take photographs
- consume illegal substances
- consume alcohol at your post or before your shift

Please be aware that swearing, offensive language and offensive/inappropriate jokes are unacceptable

Clothing

Please dress appropriately for the weather and be prepared for if the weather changes. There is shelter at some marshal points but not all. We advise you to bring layers, a hat and a waterproof coat as well as comfortable shoes. You may also wish to bring sun protection.

A crew tshirt will be issued to volunteers to be worn at your marshal point and is yours to keep. Also if you are on the run course, at your Marshal point will be a Swimzi XK which is for use during your shift and is to be left at the point at the end of your shift for the next volunteer. It is a full length warm, waterproof jacket and can be worn over coats. We may have spares at HQ if you require one for other marshal points at the event. For some roles Hi Visibility jackets will be provided. If they are please ensure they are worn and visible

Contact with the Media

All requests from members of the media for comments/information should be politely directed to the Event Director (Johnny or Laura). 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 event Director.

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. Equinox24 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 up is very much appreciated. A he thank you for making Equinox24 so special!

HAPPY VOLUNTEERING!

The information in this sheet is for guidance only and is not a substitute for professional advice. If you would like to discuss any part of this document, please contact us.

I agree to abide by the volunteers code of conduct.

Signed: Date: