



*Interactive entertainment products for
corporate, public and private events*

120 Crowland Road
Peterborough
PE6 7TR

01773 606 210
www.OutstandingEvents.co.uk
Hello@OutstandingEvents.co.uk

Event Attendant – Staff Code of Conduct

Emergency Procedures:

On arrival at a venue it is your responsibility to identify evacuation routes, assembly points and staff duties during an emergency.

Equipment Safety:

Do not allow anyone to use equipment without your permission.

General Safety:

You must stop an activity immediately if you feel that the behaviour of one or any members of the group are causing disturbance or are in any other way causing a potential danger to themselves or others.

Client Relationships:

At all times, a professional attitude must be adopted to the staff from our client groups. Always address client staff by their title Mr, Mrs etc unless specifically requested differently. Keep all relationships between yourself and client staff on a strictly professional basis.

Alcohol / Smoking / Drugs and Medication:

No alcohol is to be consumed at any time whilst working. Any alcohol consumed out of working hours, must not affect your work when next on duty.

Smoking is not permitted in front of clients at any time. Additionally, smoking must be not done on clients' sites or immediately outside clients sites. If it is felt that you smell of smoke and it would noticeable to any other person you will sent away from work and will not be paid.

You must not be under the influence of any controlled substance whilst working or on site. It is an offence to carry controlled substances.

Appearance:

Clothes

Personal clothing must be suitable for the activity you are supervising and the environment in which you are working. All clothing must be clean, tidy and presentable. Therefore no cleavage, midriff or bottom exposure.



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Tools and Equipment Care:

All equipment must be checked before and after every activity session. No damaged or broken equipment must be used. Only use the proper equipment for each activity and only use equipment for its designated purpose.

If a piece of equipment is damaged, broken or lost during use, report it to the Company at the earliest opportunity and not later than the next day.

Company tools and equipment are the responsibility of each employee who uses them. You are required to take care of all tools and equipment you use and ensure that all items are stored in accordance with Company procedures at the end of each working day, unless otherwise instructed by your immediate manager. Failure to observe this rule may result in disciplinary action.

The Company reserves the right to deduct from your pay the costs of replacing or repairing any tools or equipment damaged as a result of your actions, beyond normal wear and tear.

Mobile Phones and Pagers:

Staff may carry mobile phones and/or pagers whilst working, provided ;-

- The wearing of any phone or pager does not affect the running or safety of your activity.
- Phones and/or pagers must either be switched off or set to silent mode.
- Phones must not be used whilst on duty except in cases of emergency or directly in the course of your duties such as social media sharing.

You may be provided with a Company mobile telephone to assist you to perform your duties. The Company will pay the line rental and the costs of business telephone calls.

Where an unreasonable level of personal calls are made, you will be notified of this and you will be responsible for paying the excess costs, normally by deduction from your following pay unless you agree an alternative method with your line manager.

On termination of your employment, the mobile phone must be returned to the Company no later than the final day of your employment. The Company retains the right to deduct the cost of any mobile phone that is not returned, or is returned in a damaged condition due to your actions, from your final pay.

Attitude:

All staff are expected to give 100 % at all times. If one member of staff becomes lazy, the rest of the staff will have to work harder to compensate.



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Please try not to bring personal problems to work. If you do have a problem that may adversely affect your work, please inform your line manager, who will be willing to help as much as possible.

All staff are to be polite, treating everyone with respect at all times whilst working for Outstanding Events.

If you are in a relationship with another member of staff DO NOT allow your feelings towards each other to be apparent whilst working. Additionally if you have a disagreement with another member of staff please settle it quickly or ask your line manager to intervene. Under no circumstances are you to argue with another member of staff.

Reporting / Feedback:

Report any problems you may be having to your line manager. All problems should be aired as stress at work affects your performance.

If you have any suggestions or ideas about any part of our business, please direct them to either Rob Lancaster or any member of the Management Team.

Absence Reporting:

You are required to notify the Company as soon as possible of your sickness absence and the reasons for it. You should do this personally at the earliest opportunity to Rob Lancaster by no later than 8.00 a.m. on the first day of your absence.

Thereafter, it is essential that employees keep the Company updated on the circumstances of the absence and of its estimated duration.

Time Keeping:

Ensure that you arrive at the activity venue in plenty of time to allow for setting up. Check with the Company before the event for your start time. Remember that the start time is the time you must be ready to start work, not necessarily the time you arrive. Please do not leave a venue without checking that everything has been tidied away and you are not required for anything else.

Ensure that activities start and finish on time.

Driving / Transport:

Only designated drivers are permitted to drive company vehicles. No customers are to travel in any private vehicle. All vehicles must have a first aid kit and fire extinguisher.

If you use your own vehicle for work purposes, you are required to ensure that your vehicle is properly taxed and insured for use on Company business.



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Bullying:

Bullying will not be tolerated by anyone. Any suspected bullying must be reported to the Company immediately.

Harassment:

Harassment will not be tolerated by anyone. Any suspected harassment must be reported to the Company immediately.

Acknowledgement:

I acknowledge receipt of this Code of Conduct. I confirm that I have read this and the Statement of Employment which set out the principal rules, policies and procedures relating to my employment and which together with my offer letter form my written contract of employment.

Signed by the Employee

Date