



Volunteer Handbook

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Babylon ARTS (operated by Arts Development in East Cambridgeshire)

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1 Introduction to volunteering at Babylon ARTS

1.1 The importance of volunteers at Babylon ARTS

Volunteers play a vital role at Babylon ARTS, and are often the first people our visitors and participants encounter. We want volunteering to be an enriching experience, and Babylon ARTS is keen to ensure you have a fulfilling time when you offer your time to us. Whilst volunteering does not involve entering into any kind of legally binding contract, it should be a mutually beneficial exchange and does involve some reciprocal rights and responsibilities. Please read this handbook carefully, and raise any questions or concerns with your Designated Staff Contact.

1.2 Purpose of this handbook

This handbook contains our current policies and rules and has been designed to help you understand how Babylon ARTS is organised, what standards and procedures you are expected to follow and what you can expect from us in return. We hope this will help our volunteers to feel part of the team more quickly and be useful reference information for everyone.

We want to provide a volunteering environment that is both challenging and enjoyable. On occasions you may need personal assistance for a variety of reasons, please talk to your Designated Staff Contact about any problems you may have that affect your work.

Changes: From time-to-time, Babylon ARTS will need to make changes to the Volunteer Handbook. You will be notified in writing of any changes.

Queries: If you have any queries about your contract of employment or this handbook, please take them up with your Designated Staff Contact.

1.3 Our mission

Babylon ARTS' mission is to **develop creativity and connect communities with arts and culture**. Our aims are:

- For Babylon ARTS to be seen as an essential part of the area's cultural, economic and artistic life.
- To enrich more people's lives through our inspiring and dynamic Creative Spaces and Creative Communities programmes
- To build our networks, developing partnerships and connections that enable us to grow arts and cultural provision for the enjoyment of people across West Anglia
- To nurture creative practice of those who live and work in West Anglia, providing opportunities through our programmes, to showcase their work.

1.4 Our values

As an organisation, we strive to be:

- **Resourceful**
We seek to develop new partnerships and create opportunities through our work to increase opportunities for arts and creativity to flourish.
- **Passionate**
We care deeply about the communities in which we work and will work fervently to showcase and develop engaging and exciting creative opportunities.
- **Curious**
We are interested in people's ideas and in new ways of working. We're open to trying new things and taking considered risks to reach new audiences. We're keen to invoke curiosity in the communities we work in.
- **Inclusive**
We value diversity, promote equality and provide a supportive environment for artists, audiences, partners and businesses to be creative in response to a variety of art forms, styles and genres.

2 Core expectations of all volunteers and staff

2.1 Dress code

The dress code will vary for different volunteer roles, so please consult the Volunteer Role Description for specific guidance. In general, as a volunteer, you are likely to come into contact with visitors, staff, funders and members of the public, and you are often 'the face' of Babylon ARTS, so we'd appreciate smart casual dress unless otherwise stated in the role description.

When you are volunteering, please wear the supplied lanyard or badge.

2.2 Conduct

Babylon ARTS is a community-focussed arts organisation and prides itself on fostering good relationships with our visitors, service users, and associated businesses/organisations. Despite other's lack of consideration on occasion, it is essential that we always act in a dignified, respectful and professional manner. We will never tolerate rudeness, brusqueness or off-hand behaviour to our clients, visitors, staff and fellow volunteers.

Should a volunteer feel they have been treated unprofessionally by a staff member, or without due consideration by a fellow volunteer, they should raise the issue with their Designated Staff Contact in the first instance. Should that not be possible, then they should raise it with the Chief Executive. Please refer to the Grievance Procedure outlined later in this Handbook.

Should a volunteer feel they have been treated poorly by a member of the public or external person, they should raise their concerns with their Designated Staff Contact so appropriate action can be taken.

2.3 Smoking policy

Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. This includes company vehicles. This policy applies to all volunteers, employees, contractors, customers or business partners and visitors.

All volunteers are obliged to adhere to, and support the implementation of the policy. Appropriate 'no-smoking' signs will be clearly displayed at the entrances to and within the premises, and in all smoke free vehicles.

For clarity, the use of electronic cigarettes or similar devices are not permitted in the workplace, company vehicles or whilst on company business.

Volunteers who do not comply with this policy may be asked to leave immediately, and will no longer be considered for volunteering positions. Those who do not comply with the smoke free law may also be liable to a fixed penalty fine and possible criminal prosecution.

2.4 Computer use

Please ensure you have read our communication and IT policy (section 5) as we do monitor these facilities. In general, personal use of our IT facilities during the course of your volunteering role must be minimal and subject to our rules.

2.5 Telephone rules

Telephone use is restricted for business purposes only.

2.6 Personal mobile phones

Please switch off mobile phones, or ensure they are on silent, when you are volunteering. Calls to and from personal mobile phones including text messages should only take place during breaks and you should be away from your post or workstation.

2.7 Diversity/religious observance

Babylon Arts respects all religious faiths, beliefs and practices equally as they are represented within the workplace. All volunteers have the right, within the law, to religious freedom and to the peaceful practice and expression of their religious faith, including the beliefs, values and practices involved in them. As part of our culture it is the expectation and requirement that religious groups and adherents of all faiths within the Babylon Arts should accord full respect to the religious faith, beliefs, values and practices of others and for those who subscribe to no faith.

The legitimate right of religious people, within the law, to religious freedom and the peaceful practice and expression of religious faith should be demonstrated by consideration and by a concern for the freedom and dignity of those of differing religious faith and of those subscribing to none. In practice this implies:

- Respect for another person's expressed wish to be left alone;
- The avoidance of the imposition of religious views on individuals who are in vulnerable situations in ways which exploit these;
- The avoidance of violent action or language, threats, manipulation, improper inducements or the misuse of any kind of power;
- Respect for the right of others to disagree.

Disregard for any of the above will be considered a breach of the fundamental principle of respect for others and may constitute harassment.

2.7.1 Religious Dress

Babylon Arts welcomes the variety of appearance brought by individual styles, customs and personal choices. The wearing of items arising from particular religious norms (e.g. hijab, kippah, mangal sutra and clerical collar) is seen as part of a welcome diversity. Only Health and safety requirements may mean that for certain tasks specific items of clothing such as overalls, protective

clothing etc need to be worn. If such clothing produces a conflict with an individual's religious belief, the issue will be sympathetically considered by Babylon Arts, with the aim of finding a satisfactory resolution that does not compromise the health and safety of any Babylon Arts' employees, volunteers, visitors or business partners.

2.7.2 Religious Observance

For many religious people the daily practice of corporate, personal or private prayer is a primary responsibility and one of the ways in which religious practice constitutes and sustains a sense of personal identity. Adherents of a religion should advise their staff contact if they have any special requirements in this regard. Babylon Arts is responsible for ensuring that if other staff or volunteers are affected by an individual's spiritual needs, a reasonable degree of respect and understanding is exercised between them and a sensible solution found.

Where facilities are sought by employees, Babylon Arts will make reasonable efforts to provide accommodation (with appropriate additional facilities, such as washing facilities, nearby).

2.8 Unwanted behaviour

If you feel that you have been discriminated against, harassed or victimised in breach of the principle of equal opportunities set out above, you are entitled to complain using the procedures set out below.

2.8.1 Definitions

Discrimination: treating one person less favourably than another on the grounds of their sex, age, sexual orientation, marital status, race, religious belief or disability.

Harassment: any unwanted behaviour which is offensive, abusive or intimidating. It can be persistent or isolated and includes behaviour which induces anger, stress, anxiety, fear or sickness on the part of the person being harassed. It can be physical, verbal, direct or indirect and can include gestures, intimidation, unwelcome remarks, suggestions, propositions, malicious gossip, jokes and banter. In addition, non-verbal harassment can include offensive literature, pictures, graffiti and unwelcome physical conduct.

Victimisation: singling someone out for ill-treatment.

2.8.2 Informal procedure

Stage 1: You should speak or write to the individual concerned informing them that their behaviour is unwelcome and asking them to stop behaving in that manner.

Stage 2: If the unwanted behaviour continues, you should ask your Designated Staff Contact to speak to the person concerned.

Stage 3: If the unwanted behaviour continues, you should keep a record of any relevant incidents and consider taking formal action as set out below.

2.8.3 Formal procedure

Stage 1: If you feel that the informal procedure has not stopped the unwanted behaviour or that the behaviour is too serious to be resolved by using that procedure, you should notify your staff contact of the matter in writing who will then arrange to investigate it. Where your Designated Staff Contact is the cause of your complaint you may speak to their Manager or the Chief Executive.

Stage 2: If there appears to be any substance to the matter, your Designated Staff Contact will notify the appropriate level of management, be that the Line Manager or the Chief Executive without delay.

Stage 3: Babylon Arts will investigate the matter, take whatever immediate steps are necessary (for example, relocation or suspension) and consider invoking the Disciplinary Procedure.

3 Time Credits and expenses

Babylon ARTS believes that volunteering should be open to all, and that financial considerations should not be a barrier to voluntary work. Whilst volunteering does not result in financial gain, we think it is important to acknowledge our volunteers' efforts in a variety of ways.

3.1 Tempo Time Credits

Volunteers can sign up for a Tempo Time Credits account and receive credits for the hours they volunteer. These can then be exchanged for a variety of redemption offers at arts, cultural and entertainment venues across the country.

You will be asked to sign up for Tempo Time Credits when you begin volunteering with us. For each hour you volunteer, you will receive 1 Tempo Time Credit. If you have any questions about the credits system, or a concern about receiving credits, please speak to your Designated Staff Contact in the first instance.

You can find out more about Tempo Time Credits and see a list of recognition offers at wearetempo.org

3.2 Expenses

It is unlikely that volunteers should need to spend any money for business purposes during the course of the voluntary service. However, should it be necessary, Babylon Arts will reimburse all business expenses reasonably and properly incurred provided that VAT receipts and expense claims are submitted according to Company policy. All such spending **must be authorised by your Designated Staff Contact in advance**, and all claims must be supported by proper receipts or invoices.

Volunteers who need to use transport to carry out volunteering duties at Babylon ARTS, can request to receive travel expenses. This should be agreed with the Designated Staff Contact before the commencement of the volunteering activity.

In the event that you need to travel on business to a destination other than the normal place of volunteering, you will be repaid for fares/mileage, accommodation, meal costs and all reasonable out-of-pocket expenses. Expenses must be submitted within one month of the receipt date, and late claims will not be paid unless there are mitigating factors. Mileage will be paid at 45p per mile, however, wherever possible volunteers should use public transport for work travel and share car journeys where this is possible.

4 Finding a suitable role, training and development

4.1 Volunteer role descriptions

For any volunteering we ask you to do, you will be provided with a Volunteer Role Description. This will outline what the role entails, what you can expect to be asked to do, and the skills or experience that you can bring to the role. Please look over the role description carefully and let your Staff Contact know if there is anything you don't feel comfortable with, or feel unable to do. It may be we can offer support and training, or find you a different role that is more adapted to your strengths.

4.2 Recruitment and selection

We are committed to equality, diversity and fairness in our recruitment and selection procedures. All volunteers will go through a process that is appropriate to the role offered and we will ensure all selections are fair, equitable and based on merit.

A criminal offence will not automatically disbar anyone from volunteering and each applicant's case will be considered individually. However, it is likely that applicants with convictions for serious violent or sexual crimes will not be considered suitable for roles involving young people or vulnerable adults, and those convicted of fraud or theft for roles involving access to money or financial information. Volunteers may be asked to undertake a Disclosure and Barring Service (DBS) check if they will be directly supporting activities with children, young people or adults 'at risk'.

4.3 Learning and development

We are committed to providing volunteers with the necessary information and skills to carry out their tasks. We will provide an induction session, as well as appropriate role-specific learning for volunteers. Volunteers will also be able to access additional training sessions appropriate for their role. All volunteers will have online access to all relevant information and policies.

Training will be provided for staff working with volunteers and the organisation is committed to maintaining and reviewing policies to ensure we keep up-to-date with best practice.

4.4 Moving on

We recognise that volunteers may choose to stop volunteering at any time. We will invite volunteers to feed back on their experience, either through a short exit interview in-person or on the phone, or through a feedback form. The results will be used to inform the development of the volunteer programme.

We also have a duty of care for our volunteers. If we consider that a volunteer's duties have become detrimental to their own or other people's health or safety, we have the right to decide it is appropriate for a volunteer to reduce or cease their contribution.

5 Use of IT facilities and IT security

5.1 Introduction

Babylon ARTS's communications facilities are provided by Babylon ARTS and made available to users for the purposes of the business. A certain amount of limited and responsible personal use by users is also permitted. Much of the following information will not be relevant to most volunteer duties, but is provided for completeness.

All use of our communications facilities is governed by the terms of this policy, and if our rules and procedures are not adhered to, then use of our facilities may be curtailed or withdrawn and disciplinary action may thereafter follow. Any breach of this policy may lead to disciplinary action being taken against you; and serious breaches may lead to summary dismissal.

At Babylon ARTS, communication plays an essential role in the conduct of our business. How you communicate with people not only reflects on you as an individual but also on us as an organisation. We value your ability to communicate with colleagues, customers and business contacts, and we invest in information technology and communications systems which enable you to work more efficiently. We trust you to use them responsibly.

This policy applies to all individuals working for Babylon ARTS who use our communications facilities, whether Chief Executives, full-time, part-time or fixed-term employees, volunteers, work experience trainees, contract staff, temporary staff, agency or home workers.

Although the detailed information is limited to use of email and internet facilities, the general principles underlying all parts of this policy also apply to telephone communications, fax machines, copiers and scanners. Note that some elements of personal use of Babylon ARTS's communications facilities are specifically addressed at items 5.3 to 5.5, 5.8 and 5.9. Please read this policy carefully.

5.2 General Principles

You must use Babylon ARTS's information technology and communications facilities sensibly, professionally, lawfully, and consistently with your duties, with respect for your colleagues and for Babylon ARTS and in accordance with this policy and Babylon ARTS's other policies and procedures.

All information relating to our customers and our business operations is confidential. You must treat our paper-based and electronic information with utmost care.

Many aspects of communication are protected by intellectual property rights which are infringed by copying. Downloading, uploading, posting, copying, possessing, processing and distributing material from the internet may be an infringement of copyright or other intellectual property rights.

Particular care must be taken when using email and social media, as a means of communication because all expressions of fact, intention and opinion in an email may bind you and/or Babylon ARTS and can be produced in court in the same way as other kinds of written statements.

The advantage of the internet and email is that they are extremely easy and informal ways of accessing and disseminating information, but this means that it is also easy to send out ill-considered statements. All messages sent on email systems or via the internet should demonstrate the same professionalism as that which would be taken when writing a letter or a fax. You must not use these media to do or say anything which would be subject to disciplinary or legal action in any other context such as sending any discriminatory (on the grounds of a person's sex, race, disability, age, sexual orientation, religion or belief), defamatory, or other unlawful material (for example, any material that is designed to be, or could be construed as, bullying or harassment by the recipient). If you are in doubt about a course of action, take advice from your Designated Staff Contact.

5.3 Use of Electronic Mail

5.3.1 Generally

Always use the email template which contains the appropriate disclaimer notice from Babylon ARTS and do not amend this notice in any way.

Do not amend any messages received and, except where specifically authorised by the other person, do not access any other person's in-box or other email folders nor send any email purporting to come from another person.

It is good practice to re-read and check an email before sending.

If you copy an email to others, it may breach the Data Protection Act or GDPR if it reveals all the recipients' email addresses to each recipient (e.g. in the case of marketing and mailing lists).

It can also breach duties of confidentiality (e.g. in the case of internal emails to members of a staff benefit scheme). Accordingly, it may be appropriate to use the 'Bcc' (blind carbon copy) field instead of the 'Cc' (carbon copy) field when addressing an email to more than one recipient. If in doubt, seek advice from a member of Babylon ARTS staff.

5.3.2 Business use

Each business email should include the appropriate Babylon ARTS business reference.

If the email message or attachment contains information which is time-critical, bear in mind that an email is not necessarily an instant communication and consider whether it is the most appropriate means of communication.

If you have sent a critical document or one that required submission by a particular time and date, always telephone to confirm that the email has been received and read.

If appropriate, file a hard copy of any email (including any attachments) sent to or received from the customer before filing or deleting the electronic copy. The same applies to all internal email transmissions concerning customer matters.

In light of the security risks inherent in some web-based email accounts, you must not email business documents to your personal web-based accounts. You may send documents to a customer's web-based account if you have the customer's express written permission to do so. However, under no circumstances should you send price sensitive or highly confidential documents to a customer's personal web-based email account, even if the customer asks you to do so.

When you need to work on documents remotely, they can be saved to a disk or sent to your company email address.

5.3.3 *Personal Use*

Although Babylon ARTS's email facilities are provided for the purposes of our business, we accept that you may occasionally want to use them for your own personal purposes. This is permitted on the condition that all the procedures and rules set out in this policy are complied with. Be aware, however, that if you choose to make use of our facilities for personal correspondence, you can expect very little privacy because Babylon ARTS may need to monitor communications for the reasons given in item 5.8.

You will greatly increase the privacy of any personal email by complying with the procedures set out in this policy.

Under no circumstances may Babylon ARTS's facilities be used in connection with the operation or management of any business other than that of Babylon ARTS or a customer of Babylon ARTS unless express permission has been obtained from the Chief Executive.

All personal email you send from Babylon ARTS's facilities must be marked PERSONAL in the subject heading, and all personal email sent or received must be filed in a separate folder marked "Personal" in your inbox should you wish to retain it after reading. Contact the Finance and Office Manager if you need guidance on how to set up and use a personal folder. All email contained in your inbox and your sent items box are deemed to be business communications for the purposes of monitoring (see item 5.8).

You must ensure that your personal email use:

- does not interfere with the performance of your duties;
- does not take priority over your work responsibilities;
- is minimal and limited to taking place substantially outside of normal working hours (i.e. during any breaks which you are entitled to or before or after your normal hours of work);
- does not cause unwarranted expense or liability to be incurred by Babylon ARTS;
- does not have a negative impact on Babylon ARTS in any way; and
- is lawful and complies with this policy.

As with any correspondence made using Babylon ARTS's electronic facilities, you can delete personal email from the live system, but they will have been copied (perhaps many times) onto the backup tapes and in that form will be retained indefinitely. It would be a very difficult, costly and

time-consuming exercise to sift all those tapes in order to delete an individual's personal email, and if we were to agree to attempt this, it would be at our convenience, and only on the basis that all the very considerable costs involved were paid in advance by the person making the request.

By making personal use of our facilities for sending and receiving email you signify your agreement to abide by the conditions imposed for their use, and signify your consent to Babylon ARTS monitoring your personal email in accordance with item 5.8 of this policy.

5.4 Use of Internet

We trust you to use the internet sensibly. Bear in mind at all times that, when visiting a website, information identifying your PC may be logged. Therefore, any activity you engage in via the internet may affect Babylon ARTS.

We recognise the need for individuals to have to carry out some personal tasks during working hours, e.g. for internet banking or online shopping, and this is permitted subject to the same rules as are set out for personal email use in item 5.3 of this policy. If these activities require additional software to be installed onto your PC then you should submit a request to the Box Office and Admin Officer who may be able to arrange this for you. Whenever you need to download software to enable you to access an online service you must obtain the express permission of the Chief Executive who will consider the request in line with Babylon ARTS's policy.

The computer should not be used to watch television - Babylon Arts is not licensed to use any BBC Service.

You are strongly discouraged from providing any Babylon ARTS email address when using public websites for non-business purposes, such as online shopping. This must be kept to a minimum and done only where necessary, as it results in you receiving substantial amounts of unwanted email.

Access to certain websites may be blocked during normal working hours. If you have a particular business need to access such sites, please contact the Finance and Office Manager.

You must not:

- introduce packet-sniffing or password-detecting software;
- seek to gain access to restricted areas of Babylon ARTS's network;
- access or try to access data which you know or ought to know is confidential;
- intentionally or recklessly introduce any form of spyware, computer virus or other potentially malicious software; nor carry out any hacking activities
- use Babylon ARTS's systems to participate in any internet chat room or post messages on any external website, including any message board or blog, unless expressly permitted in writing to do so by Babylon ARTS

For your information, breach of the items above, would not only contravene the terms of this policy but could in some circumstances also amount to the commission of an offence under the Computer Misuse Act 1990, which creates the following offences:

- unauthorised access to computer material i.e. hacking;
- unauthorised modification of computer material;
- and unauthorised access with intent to commit or facilitate the commission of further offences.

5.5 Misuse of Babylon ARTS' facilities and systems

Misuse of Babylon ARTS' facilities and systems, including its telephone, email and internet systems, in breach of this policy will be treated seriously and dealt with in accordance with Babylon ARTS' disciplinary procedure. In particular, viewing, accessing, transmitting, posting, downloading or uploading any of the following materials in the following ways, or using any of Babylon ARTS' facilities, will amount to gross misconduct capable of resulting in summary dismissal (this list is not exhaustive):

- material which is sexist, racist, homophobic, xenophobic, pornographic, paedophilic or similarly discriminatory and/or offensive;
- offensive, obscene, derogatory or criminal material or material which is liable to cause embarrassment to Babylon ARTS and any of its staff or its customers or bring the reputation of Babylon ARTS and any of its staff or its customers into disrepute;
- any defamatory material about any person or organisation or material which includes statements which are untrue or of a deceptive nature;
- any material which, by intent or otherwise, harasses the recipient;
- any other statement which is designed to cause annoyance, inconvenience or anxiety;
- any material which violates the privacy of others or unfairly criticises or misrepresents others;
- confidential information about Babylon ARTS and any of its staff or customers;
- any other statement which is likely to create any liability (whether criminal or civil, and whether for you or Babylon ARTS);
- material in breach of copyright and/or other intellectual property rights;
- computer games not essential for work purposes;
- any material for personal gain (e.g. advertising goods or services);
- online gambling; or
- unsolicited commercial or advertising material, chain letters or other junk mail of any kind.

If Babylon ARTS has evidence of the examples of misuse set out above it reserves the right to undertake a more detailed investigation in accordance with its disciplinary procedures.

5.6 System security

Security of our IT systems is of paramount importance. We owe a duty to all of our customers to ensure that all of our business transactions are kept confidential. If at any time we need to rely in court on any information which has been stored or processed using our IT systems it is essential that we are able to demonstrate the integrity of those systems. Every time you use the system you take responsibility for the security implications of what you are doing.

Babylon ARTS' system or equipment must not be used in any way which may cause damage, or overloading or which may affect its performance or that of the internal or external network.

Keep all confidential information secure, use it only for the purposes intended and do not disclose it to any unauthorised third party.

Keep your system passwords safe. Do not disclose them to anyone. Those who have a legitimate reason to access other users' inboxes must be given permission from that other user. The Box Office and Admin Officer will provide guidance on how to do this.

If a document is highly commercially confidential or price sensitive, you should mark it as "private and confidential" and the document itself. Bear in mind that documents which are marked "private and confidential" can be accessed by all users of the network.

Copies of confidential information should be printed out only as necessary, retrieved from the printer immediately, and stored or destroyed in an appropriate manner.

You should not download or install software from external sources without having first received the necessary authorisation from the Chief Executive.

No external device or equipment, including discs and other data storage devices, should be run on or connected to Babylon ARTS's systems without the prior notification to and approval of the Chief Executive

You should always exercise caution when opening emails from unknown external sources or where, for any reason, an email appears suspicious. The Finance and Office Manager should be informed immediately in such circumstances.

5.7 Personal blogs, websites and social media accounts

If you post any content to the internet, written, vocal or visual, which identifies, or could identify, you as a volunteer at Babylon ARTS and/or you discuss your voluntary role or anything related to Babylon ARTS or its business, customers or staff, Babylon ARTS expects you, at all times, to conduct yourself appropriately and in a manner which is consistent with the Volunteer Code of Conduct and with Babylon ARTS' policies and procedures. It should be noted that simply revealing your name or a visual image of yourself could be sufficient to identify you as an individual who works for Babylon ARTS.

If you already have a personal blog or website which indicates in any way that you work for Babylon ARTS you should report this to your Designated Staff Contact.

If you intend to create a personal blog or website that will say that you work for Babylon ARTS, or in any way could identify you as someone who works for Babylon ARTS then you should report this to your Designated Staff Contact.

If a blog posting clearly identifies that you work for Babylon ARTS and you express any idea or opinion then you should add a disclaimer such as "these are my own personal views and not those of Babylon ARTS".

The following matters will be treated as gross misconduct capable of resulting in summary dismissal (this list is not exhaustive):

Revealing confidential information about Babylon ARTS in a personal online posting. This might include revealing information relating to Babylon ARTS' clients, business plans, policies, staff, financial information or internal discussions. Consult your Designated Staff Contact if you are unclear about what might be confidential.

Criticising or embarrassing Babylon ARTS, its clients or its staff in a public forum (including any website). You should respect the corporate reputation of Babylon ARTS and the privacy and feelings of others at all times. If you have a genuine complaint to make about a colleague or workplace matter the correct procedure is to raise a grievance using Babylon ARTS' grievance procedure.

If you think that something on a blog or a website could give rise to a conflict of interest and in particular concerns issues of impartiality or confidentiality required by your role then this must be discussed with your Designated Staff Contact.

If someone from the media or press contacts you about your online publications that relate to Babylon ARTS you should talk to the Chief Executive before responding and Babylon ARTS' Marketing Manager office must be consulted.

Online publications which do not identify the author as a member of Babylon ARTS staff and do not mention Babylon ARTS and are purely concerned with personal matters will normally fall outside the scope of Babylon ARTS' communications policy.

5.8 Monitoring of communications by Babylon ARTS

Babylon ARTS is ultimately responsible for all business communications but subject to that will, so far as possible and appropriate, respect your privacy and autonomy while working. Babylon ARTS may monitor your business communications for reasons which include:

- providing evidence of business transactions;
- ensuring that Babylon ARTS' business procedures, policies and contracts with staff are adhered to;
- complying with any legal obligations;
- monitoring standards of service, staff performance, and for staff training;
- preventing or detecting unauthorised use of Babylon ARTS' communications systems or criminal activities; and
- maintaining the effective operation of Babylon ARTS' communications systems.

Babylon ARTS will monitor telephone, email and internet traffic data (i.e. sender, receiver, subject; non-business attachments to email, numbers called and duration of calls; domain names of websites

visited, duration of visits, and files downloaded from the internet) at a network level (but covering both personal and business communications) for the purposes specified at item 9.1. For the purposes of your maintenance of your own personal privacy, you need to be aware that such monitoring might reveal sensitive personal data about you. For example, if you regularly visit websites which detail the activities of a particular political party or religious group, then those visits might indicate your political opinions or religious beliefs. By carrying out such activities using Babylon ARTS' facilities you consent to our processing any sensitive personal data about you which may be revealed by such monitoring.

Sometimes it is necessary for Babylon ARTS to access your business communications during your absence, such as when you are away because you are ill or while you are on holiday. Unless your mailbox settings are such that the individuals who need to do this already have permission to view your inbox, access will be granted only with the permission of the Chief Executive.

Any emails which are not stored in your "Personal" folder in your mailbox and which are not marked PERSONAL in the subject heading will be treated, for the purpose of availability for monitoring, as business communications since we will have no way of knowing that they were intended to be personal. Therefore, you must set up a rule to automate the routing of personal email to your personal folder – ask the Finance and Office Manager for guidance on how to do this. Furthermore, there is a risk that any person authorised to access your mailbox may have their own preview pane option as a default setting, which would reveal the content of any of your personal email not filed in your "Personal" folder, whether or not such email are marked PERSONAL. It is up to you to prevent the inadvertent disclosure of the content of personal email by filing your personal email in accordance with this policy. In particular, you are responsible to anybody outside Babylon ARTS who sends to you, or receives from you, a personal email, for the consequences of any breach of their privacy which may be caused by your failure to file your personal email.

In certain very limited circumstances we may, subject to compliance with any legal requirements, access email marked PERSONAL. Examples are when we have reasonable suspicion that they may reveal evidence of unlawful activity, including instances where there may be a breach of a contract with Babylon ARTS.

All incoming email are scanned, using virus-checking software. The software will also block unsolicited marketing email (spam) and email which have potentially inappropriate attachments. If there is a suspected virus in an email which has been sent to you, the sender will automatically be notified and you will receive notice that the email is not going to be delivered to you because it may contain a virus.

5.9 Compliance with this Policy

Failure to comply with this policy may result in disciplinary action being taken against you under Babylon ARTS' disciplinary procedures, which may include summary dismissal, and/or in the withdrawal of permission to use the firm's equipment for personal purposes. If there is anything in

this policy that you do not understand, please discuss it with your Designated Staff Contact or other member of staff.

Please note that the procedures and policies outlined in this policy, and in any related policy, may be reviewed or changed at any time. You will be alerted to important changes.

6 Data Protection Policy

As a volunteer at Babylon ARTS who uses our communications facilities, you will likely be involved in processing personal data for Babylon ARTS as part of your role. Data protection is about the privacy of individuals, and is governed by the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) Act 2018. This Act defines, among others, terms as follows:

"data" generally means information which is computerised or in a structured hard copy form;

"personal data" is data which can identify someone, such as a name, a job title, a photograph;

"processing" is anything you do with data – just having data amounts to processing; and

"data controller" is the person who controls the purposes and manner of processing of personal data – this will be Babylon ARTS, in the case of personal data processed for the business.

Whenever and wherever you are processing personal data for Babylon ARTS you must keep it secret, confidential and secure, and you must take particular care not to disclose them to any other person (whether inside or outside Babylon ARTS) unless authorised to do so. Do not use any such personal data except as authorised by Babylon ARTS for the purposes of your job. If in doubt get help from our Data Protection Officer or Designated Staff Contact.

The Data Protection Act gives every individual the right to see all the information which any data controller holds about them. Bear this in mind when recording personal opinions about someone, whether in an email or otherwise. It is another reason why personal remarks and opinions must be made or given responsibly, and they must be relevant and appropriate as well as accurate and justifiable.

For your information, section 55 of the Data Protection Act provides that it is a criminal offence to obtain or disclose personal data without the consent of the data controller. "Obtaining" here includes the gathering of personal data by employees at work without the authorisation of the employer. You may be committing this offence if without authority of Babylon ARTS: you exceed your authority in collecting personal data; you access personal data held by Babylon ARTS; to control it or you pass them on to someone else (whether inside or outside Babylon ARTS).

While Babylon ARTS is a data controller of all personal data processed for the purposes of our business, you will be a data controller of all personal data processed in any personal email which you send or receive. Use for social, recreational or domestic purposes attracts a wide exemption under the Data Protection Act, but if, in breach of this policy, you are using our communications facilities for the purpose of a business which is not Babylon ARTS' business, then you will take on extensive personal liability under the Data Protection Act.

To help you understand and comply with Babylon ARTS' obligations as a data controller under the Data Protection Act and GDPR you may be offered, and you may also request, training. Whenever you are unsure of what is required or you otherwise need guidance in data protection, you should

consult the Chief Executive. Babylon ARTS' privacy statements can be found here:
<https://www.babylonarts.org.uk/privacy.htm>

7 Controlling Risks

7.1 General

It is everyone's responsibility to prevent the theft or damage of goods, company property or resources from the business.

The security rules are designed to minimise the risks of loss and your fullest cooperation in implementing, maintaining and improving our procedures is required. These rules and procedures are also designed to protect you. Failure to follow the security rules may on its own lead to the inference that you have acted dishonestly.

We may use a variety of security and surveillance techniques for the protection and management of the business and its employees, including monitoring communication, CCTV cameras and search.

If you notice anything suspicious, report it to your Designated Staff Contact or another available member of management as soon as possible. Any suggestions for improvements in the security procedures are always most welcome – these should be taken up with your staff contact in the first instance.

7.2 Goods In/Ordering

You may only sign for goods received or accept deliveries or order goods or services if you are specifically authorised to do so and follow the procedures issued to you.

7.3 Deliveries

You may only accept and sign for deliveries if you are specifically authorised to do so and follow the procedures issues to you.

7.4 Cash/Cheques

As a charity we must adhere to strict rules for handling cash and cheques. Unless you have been authorised to do so, please do not process either cash or cheques. Please discuss with your Designated Staff Contact. Failure to follow company procedures with regard to cash handling may result in disciplinary action being taken against you.

7.5 Personal Property

Please do not bring valuables or large sums of money to work with you as we cannot accept responsibility for your money, clothing or other property on our premises.

7.6 Building Security

If you are issued with keys to any Company premises it is your responsibility to ensure the safe keeping of these keys at all times. Where you are responsible for locking up at the end of the day, you must ensure you follow the appropriate procedures issued to you.

8 Health & Safety

Babylon ARTS will provide working conditions which comply with all the relevant statutory requirements and officially approved codes of practice that are designed to ensure good standards of health and safety.

8.1 Company Responsibilities

- To provide information, instruction and supervision to enable all employees to contribute positively to their own health and safety at work.
- To ensure that electrical equipment and systems of work are safe and do not endanger health.
- To provide safe arrangements for the storage, handling and movement of materials and substances.
- To provide welfare facilities and benefits so far as is reasonably practicable.
- To provide safe means of access to and from places of work, which are under Babylon Arts' control.

8.2 Volunteer Responsibilities

- It is the responsibility of every employee and volunteer to take reasonable care for the health and safety of himself / herself and others who may be affected by his/ her acts or omissions at work.
- To cooperate fully with Babylon Arts to enable it to comply with any relevant legislation regarding health and safety at work.
- To report and cooperate in the investigation of accidents or incidents that may have led or may lead to injury.
- To refrain from intentionally or recklessly interfering with or mis-use anything provided by the company in the interests of health, safety and welfare in pursuance of the relevant legislation.

8.3 Health and Safety at Work Rules

Your duty: It is your duty whilst volunteering to take reasonable care for your own safety and for that of others who may be affected by your acts or omissions.

Legal responsibilities: Babylon Arts and its employees also have legal responsibilities under the Health and Safety legislation. If you need more information please ask.

Extra precautions: There may be special precautions and/or codes of conduct relating to your use of particular equipment. You should familiarise yourself with these and observe them at all times.

Fire procedures: You must comply with Babylon Arts' fire regulations, fire drill practices and procedures. Copies of relevant standards are on all notice boards.

Fire extinguishers and fire notices are located on all floors of the building. IT IS THE VOLUNTEER'S RESPONSIBILITY TO READ THE INSTRUCTIONS ON THESE EXTINGUISHERS AND FIRE NOTICES.

In the event of fire the following procedure should be undertaken: SOUND THE FIRE ALARM

Use the appropriate fire extinguisher ONLY if the fire is contained enough.

DO NOT endanger yourself or others. NEVER use water on electrical fires.

Dial (9) 999 for the emergency fire service.

Evacuate the building via the stairs, closing all doors and windows, if possible, as you leave.

Once outside, stand well back from the building. ON NO ACCOUNT should you or anyone else re-enter the building. WAIT FOR THE EMERGENCY SERVICES TO ARRIVE. Keep passers-by away.

Reporting accidents: You must report any accident which occurs at your place of work - however trivial it appears to be, to the Chief Executive. You must complete the accident book which is kept with the First Aid box in the main office.

Safety awareness: All employees are expected to adopt a safety conscious attitude and be aware of the circumstances which can cause accidents. You should, therefore, report immediately any hazards or potential hazards in your workplace to your Designated Staff Contact.

Electrical equipment: Equipment which does not require continuous operation should be switched off when not in use and disconnected from the main electricity supply at the end of the day. On no account should you carry out any adjustments to electrical equipment. In the event of a fault developing, the equipment should be switched off and the Designated Staff Contact be notified of the details.

Please make sure that you use all office equipment with care. Under no circumstances should volunteers tamper with any of the office's electrical equipment, including changing plugs, fuses, light bulbs etc. Please inform the Designated Staff Contact if equipment is faulty or needs attention.

Please do not bring personal electrical equipment to the office. Care should be taken to ensure that all electrical and telephone wires are not left stretched across areas where accidents may occur.

Workplace: You should endeavour to keep your workplace in a tidy state at all times. Care should be taken to ensure that cupboard doors and desk drawers are not left open unnecessarily. Special care should be taken to ensure that rights of way and escape routes are never obstructed.

Manufacturer's instructions: When using machines you must always follow the manufacturer's instructions and never take shortcuts to save time.

Lifting: As serious injury, especially to the back, can result from incorrect lifting, you should familiarise yourself with the correct method of lifting heavy or awkwardly shaped objects.

First Aid boxes: These are located in the main office. No employee or volunteer is permitted to dispense pharmaceutical products including aspirin and related products. In cases of serious illness or injury you should telephone for an ambulance.

Breach of Health and Safety Regulations: In certain circumstances, breaches of Health and Safety Regulations and/or law and/or these Health and Safety at Work Rules may constitute gross misconduct and may result in instant dismissal and possibly civil or criminal proceedings. In any event a failure to comply with the appropriate standards will render an employee liable to disciplinary action.

Personal Protective Equipment: If you are provided with protective clothing for your work, it is a condition of your employment that you must wear these items when you are working.

8.4 Manual handling

Many injuries that happen at work are caused by failure to move or handle objects safely. You can protect yourself and minimise the risks by following these guidelines:

- Assess how heavy or awkward the item is and if appropriate ask for help.
- Plan how to hold the object and get a good grip (wear gloves if necessary).
- Stand close to the object with your feet apart and spread your weight evenly, bend your knees and lift with your legs keeping your back in a natural line.
- Lift smoothly and keep the load close to your body. Avoid twisting your body.
- When carrying an object keep your arms tucked in and make sure you can see where you are going.
- If equipment is provided make sure you use it correctly.

8.5 VDU equipment

Your volunteering may involve the use of VDU equipment. Babylon Arts provides VDU equipment, which comply with health and safety legislation.

Good practice around the use of VDUs state:

- The screens should be the right size.
- The keyboard should be detachable from the screen.
- The screen should have contrast and brightness controls. All users should find a setting that is most suited to them. It may be necessary to change this setting on occasions, e.g. if the ambient lighting changes during the day.
- The VDUs should tilt and swivel. Users should adjust the angle of the screen and its distance away from them so that they can read it clearly. Looking down 15° – 20° to the centre of the screen is normally recommended.
- The surface of the keys, keyboard and screen surround should be a matt finish.

8.5.1 Position

All users should experiment to find the most comfortable position – normally arms should be bent at the elbows at an angle of 90° with the forearms. Wrists and hands should be parallel to the work surface and the floor.

8.5.2 Faults

It is important that VDU users report any of the following faults to the Designated Staff Contact for immediate correction:

- Images/characters which are unclear or difficult to see.
- Flickering screens.

8.5.3 Glare

Wherever possible screens should not be sited adjacent to a window. If this is unavoidable, the screen should be positioned at right angles to windows thereby reducing the likelihood of glare or reflection on the screen.

8.5.4 General points

- Never place drinks near electrical equipment.
- Do not cover or obstruct ventilation grilles.
- If there are trailing wires near workstations please report them to a member of staff who will ensure that the necessary action is taken.
- Avoid rapid repetitive movements of the head or eyes.
- Remember to blink regularly and to glance away from the screen to rest eyes and to stop the surface of the eye from becoming dry.
- Most jobs incorporate tasks, which require the employee to move away from the keyboard and screen. Breaks should be taken away from the equipment to provide the opportunity to change posture and to rest both eyes and hands.
- If the lighting surrounding the workstation is too bright or too dim, please report it.

9 Resolving Problems

We believe that clear, open and fair procedures for the resolution of problems are necessary both for the success of Babylon ARTS and for the fair treatment of all our team.

Any grievance or complaint can be discussed informally, or through the formal grievance procedure. Often raising issues promptly at the time in a sensible way helps to solve them and prevent further difficulties.

9.1 Grievance

9.1.1 Stage 1

Where there is an issue whilst volunteering we would ask that you raise it promptly and with the relevant person. If this fails or you feel the matter is more serious then you can go to the formal procedure.

9.1.2 Stage 2

To make a formal grievance, set out your complaint in writing, giving as full account of the situation as possible. This should be given to your Designated Staff Contact together with any relevant documents. We will invite you to a meeting to discuss the grievance and ask how you think it can be resolved. It may be necessary for us to make further enquiries and hold a second meeting.

After the meeting we will write to you with the outcome of the grievance. The letter will remind you of your right to appeal if you are not satisfied with the outcome.

In serious cases or cases where the Manager is the cause of the grievance another Manager, Chief Executive or independent consultant will be asked to investigate the complaint.

9.1.3 Appeals

You have the right of appeal against any disciplinary decision taken against you. Your appeal should be in writing and sent to a Chief Executive within five working days of the decision and state the reasons for your appeal. You will receive a reply within a further five working days setting a date for an appeal hearing. The decision from the appeal hearing will be final.

9.2 Misconduct

As a volunteer, you do not enter into a legally binding contract. However, volunteering does come with a range of reciprocal responsibilities. If you are engaged in misconduct, you may be asked to step back from volunteering. Examples might include:

- Poor time keeping or failing to turn up for a volunteering position without giving any notice.
- Failure to comply with procedures.
- Failure to answer a question during a properly constituted investigation.
- Minor violation of safety practices.

- Minor breaches of Company regulations.

Should you commit an act of gross misconduct, we may ask you to leave the premises or your volunteering position immediately. Examples of gross misconduct might include:

- Theft or wilful damage of or negligence which leads to loss, damage to property or goods belonging to the Company, its customers or suppliers, or other employees.
- Unreasonably refusing to the Company searching your bags or vehicle.
- Unauthorised disclosure or use of confidential information from the Company or about any of its customers.
- Conduct likely to damage the reputation of the Company.
- Drunkenness and unlawful drug abuse.
- Discrimination on the grounds of age, sex, race, religious belief, disability or sexual orientation or harassment or bullying of colleagues or customers [or service users/clients/guests/members]
- Fraud, dishonesty or any other offence which would be a breach of the law of the land.
- Assault or attempted assault of other employees or members of the public.
- Failure to carry out a reasonable order given by a manager during working hours or serious disregard of duties.
- Serious insubordination.
- Serious breaches of the IT Security policy.
- Serious breaches of the Health and Safety policy.
- Failure to report accident damage to a Company vehicle.

9.3 Bullying and Harassment

Babylon Arts encourages an environment in which everyone is entitled to carry out their duties without harassment, victimisation and bullying.

Harassment may be described broadly as "unwanted conduct affecting the dignity of men and women". Where a particular form of conduct has the effect of making a person feel humiliated, threatened or that their privacy is being invaded, then that conduct will constitute harassment and should cease immediately.

We will not condone harassment and the procedure for dealing with complaints is set out below.

The policy applies to conduct in, or out of office hours, when entertaining customers, or at Babylon ARTS events.

All volunteers have a responsibility for complying with this policy and treating all colleagues with dignity and respect. If you believe that you have been subject to, or witnessed harassment, victimisation or bullying, you must inform your Designated Staff Contact or the Chief Executive so that we can keep our workplace free from unacceptable behaviour.

9.3.1 *The procedure for dealing with cases of harassment is set out below:*

If you believe you are being subjected to any harassment then, in the first instance you should ask the offender to stop or make it clear that such attention is unwelcome. If necessary ask a friend or colleague to help you do this.

Such an informal approach may be all that is needed, but you should make a note of the details and keep them.

If your request is ignored and the harassment continues, or you feel unable to make the informal approach, please contact your Designated Staff Contact or the Chief Executive immediately. Details will be taken and should be confirmed in writing by the victim, this constitutes a formal complaint.

Either a manager nominated by the manager who took the complaint, or a trustee, will investigate the complaint. Allegations will be dealt with seriously and confidentially and there will be no victimisation of any employee making or being involved in a complaint.

In cases of serious alleged harassment, any employee directly involved may be suspended on full pay pending investigation.

If the harassment has taken place then the accused will be dealt with in accordance with the Disciplinary and Grievance procedures.

It is hoped that the implementation of this policy will ensure that all our employees work in an atmosphere of mutual trust, dignity and respect.

9.4 **Drug and Alcohol Policy**

It is the responsibility of the Company to ensure, so far as is reasonably practicable the health, safety and well-being of all employees. Employees or volunteers who are under the influence of drugs and or alcohol whilst carrying out their duties may adversely influence their own safety and that of their colleagues.

The aim of the policy is to establish clear and comprehensive rules, which will apply to all employees and volunteers. We aim to provide a supportive environment to those with a drug or alcohol related problem, who are committed to changing their behaviour.

9.4.1 *Definition*

Alcohol covers all alcoholic beverages. Drugs include all Class A, B and C substances, drugs which are only legally available on prescription and solvents which are misused.

9.4.2 *Rules*

The taking of alcohol and drugs is strictly prohibited **before** working hours where appropriate functioning at work would be adversely affected and at **all times during** working hours.

9.4.3 *Special Circumstances*

Where employees are entertaining clients or attending social functions outside of the normal working day, the Company accepts that moderate amounts of alcohol may be consumed.

The Company insists that employees and volunteers stay within the legal limit whilst driving a car and would strongly advise that no alcohol at all should be taken if driving.

Where employees or volunteers are taking medication for a pre diagnosed condition, the type of drug and its possible contraindications must be reported by the employee to their Designated Staff Contact.

9.4.4 *Confidentiality*

A volunteer who has a drug or alcohol related problem may approach their Designated Staff Contact in confidence, within the provisions of the law, and receive help and support.

9.4.5 *Disciplinary Action*

- a) Any volunteer who is found to be under the influence of drugs and or alcohol during the course of their volunteering duties will be required to leave their volunteering role.
- b) Any volunteer found to be in possession of, or dealing in illegal substances will be required to leave their volunteering role. In all instances of this kind the volunteer will be reported immediately to the police.

10 How We Do Business

Babylon ARTS has strived hard to build a good reputation over the years. This policy sets out requirements for volunteers, which are designed to maintain the reputation for integrity and protect employees from accusations of partiality in commercial matters

10.1 Conflict of Interest

The requirements are based on three principles and relate to the activities of all volunteers.

Volunteers will not allow any conflict between their duties and their private interests to affect their ability to carry out these duties effectively.

Volunteers will not make use of or exploit the Company, or brand names associated with Babylon ARTS, their connection with the Company or information obtained in the course of their duties, to further their own private interests or those of any outside organisation, to the detriment of the Company.

Volunteers will not act in a manner likely to bring Babylon ARTS, its staff, trustees or volunteers, into disrepute or to affect its reputation for integrity.

10.2 Whistle Blowing Policy

We encourage an open culture in all our dealings with employees, volunteers, managers and all the people with whom we come into contact. Effective and honest communication is essential if malpractice is to be effectively dealt with. The procedure below provides guidelines to all our employees, casual, temporary agency staff, freelancers, trainees, home workers and contractors, who feel they need to raise certain issues relating to, in confidence.

The Public Interest Disclosure Act 1998 (commonly known as the 'Whistle Blowing Act') came into effect on 1st July 1999. This Act sets out a framework to promote the responsible and protected disclosure of concerns on the following matters:

- that a criminal offence has been committed, is being committed, or is likely to be committed.
- that a person has failed, is failing, or is likely to fail to comply with a legal obligation which they are subject to.
- that a miscarriage of justice has occurred, is occurring, or is likely to occur.
- that the health and safety of an individual has been, is being, or is likely to be endangered.
- that the environment has been, is being, or is likely to be damaged.
- that information tending to show any matter falling within the matters above has been, is being, or is likely to be concealed.

The procedure is not a substitute for the Disciplinary and Grievance policy and is not a channel for volunteers to raise matters in relation to their role. The procedure allows individuals to have their concerns treated in confidence. All concerns must be raised in good faith. Anyone who abuses the procedure (for example by maliciously raising a concern they know to be untrue) will be subject to

disciplinary action, as will anyone who victimises a colleague by raising a concern through this procedure.

10.2.1 Your protection

If you raise a genuine concern, you will not be at risk of damaging your position as a result. Provided you are acting in good faith, it does not matter whether or not your concern proves to be well founded. The Company does not of course extend this assurance to someone who acts from an improper motive and raises a matter they know to be untrue.

10.2.2 Your confidence

Babylon Arts will not tolerate the victimisation of anyone raising a genuine concern and anyone responsible for such conduct will be subject to disciplinary action. You may decide that you want to raise a concern in confidence. Therefore, if you ask for your identity to be protected, it will not be disclosed without your consent. If a situation arises where it is not possible to deal with the concern without revealing your identity (for instance because your evidence is needed in court or a disciplinary hearing), there will be a discussion as to whether and how we can proceed. This policy does not cover the situation where information about malpractice is received anonymously; however discretion will be used in the investigation of such information.

10.2.3 How to raise your concern

Stage 1: Internal Line Management - Your Designated Staff Contact

If you have a concern about malpractice, we hope you will feel able to raise it first with your Designated Staff Contact. This may be done orally or in writing. It will help if you state the facts of the matter clearly. You can outline how you would like it to be investigated. If you have a direct or personal interest in the matter, you should also tell us at this stage. If you are writing, remember to give details of how you can be contacted.

Stage 2: Alternative Contacts

If you feel unable to raise the matter with someone in your line management, for whatever reason, please speak to the Chief Executive.

If you want to raise the matter in confidence we will ensure that practical measures are put in place to protect your identity. We will contact you by the most secure means. We will not disclose your identity without your consent, unless we are required to do so by law.

Once you have reported your concern, Babylon Arts will look into it to assess initially what action should be taken. You may be asked how you think the matter might best be resolved. If your concern falls more appropriately within other policies we will tell you.

We will institute the appropriate enquiries and/or investigations. We will:

- tell you who is handling the matter and how you can contact him or her;

- say whether your further assistance may be requested;
- and, if you request, you will be written to, with a summary of your concern and an outline of how the company proposes to handle it.

While the purpose of this policy is to enable us to investigate possible malpractice and take appropriate steps to deal with it, we will give you as much feedback as we properly can. If requested, we will confirm our response to you in writing. Please note, however, that we may not be able to tell you the precise action we take where this would infringe a duty of confidentiality owed by us to someone else.

10.2.4 *If you are dissatisfied*

If you are unhappy with the Company's response, remember you can go to the other level detailed in this policy. While we cannot guarantee that we will respond to all matters in the way that you might wish, the matter will be handled fairly and properly. By using this policy, you will help us to achieve this.