

CODE OF CONDUCT AND STAFF SCRIPT

AUDIENCE CODE OF CONDUCT (FOR PROGRAMMES, SIGNAGE, OR WEBSITES)

- We want this event to be welcoming, respectful and safe for everyone.
 - We do not tolerate racism, Islamophobia, antisemitism, homophobia, transphobia, sexism, ableism or other discriminatory behaviour.
 - If you experience or witness behaviour that makes you feel unsafe or uncomfortable, please speak to a member of staff.
 - Anyone engaging in abusive or discriminatory behaviour may be asked to leave the event.
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SIMPLE STAFF INTERVENTION SCRIPT

At the **staff briefing before the event**, the lead person briefs all staff:

“If anyone experiences racism or other discriminatory behaviour today, we respond immediately, support the person affected, and let the event lead know.”

If you witness or are told about a hate incident:

1. **Support the person affected**
 - “Thank you for telling me.”
 - “I’m sorry that happened.”
 - “Let’s step over here for a moment.”
2. **Address the behaviour (if safe to do so)**
 - “That behaviour isn’t acceptable at this event.”
 - “We ask everyone to treat each other with respect.”
 - “If it continues, you may be asked to leave.”
3. **Escalate if needed**
 - Call another staff member or security.
 - If someone feels threatened or unsafe, contact emergency services.
4. **Report the incident**
 - Inform the event lead.
 - Record what happened as soon as possible.
 - If the person affected wishes to report the incident further, make sure they know their options. Any decision to involve the police is theirs alone.