

PROTECTION OF STAFF AND VOLUNTEERS

The organisation has a zero-tolerance approach to racist, discriminatory or abusive behaviour directed at staff, volunteers, artists or contractors. This document covers the protection of staff and volunteers specifically. For guidance on supporting artists in the event of an incident, refer to the Artist Support document.

If a staff member or volunteer experiences hate speech, harassment or abuse:

- They should not be expected to manage the situation alone. Another staff member or the event lead should immediately take over interaction with the individual responsible.
- The priority is the safety and wellbeing of the staff member or volunteer. They may step away from their role temporarily if needed.
- A designated staff member will address the behaviour and, if necessary, ask the individual to leave the event. Security or emergency services may be contacted if the situation escalates.
- The incident will be recorded and reported to the event lead.
- After the incident, the staff member or volunteer will be offered appropriate support and a short break before returning to duties if they wish.

All staff and volunteers should feel confident that they will be supported if they experience abuse while carrying out their role.

Where an incident may constitute a hate crime, staff and volunteers should be made aware of their reporting options. Any decision to involve the police rests with the individual affected. Refer to the Hate Incident Response Protocol for full guidance.