

BLACK COUNTRY RADIO - CODE OF CONDUCT

[Volunteer Copy]

Our Mission Statement:

“To develop Black Country Radio to its full potential as a vibrant community radio station and media service, whose management and programming is based on community access and participation, and which reflects the special interests and needs of the Black Country community that the station is licensed to serve.”

VOLUNTEER AGREEMENT WITH BLACK COUNTRY RADIO

Black Country Radio is managed by Waterfront Media CIC, a Community Interest Company. Waterfront Media CIC may undertake other community media projects to support the running of Black Country Radio. This volunteer agreement describes the arrangement between Black Country Radio (as managed by Waterfront Media CIC) and you as a volunteer.

Black Country Radio is committed to the following:

- **Induction and training** - To provide you with induction on the work of Black Country Radio, its staff, your volunteering role and appropriate training to meet the responsibilities of your role.
- **Supervision, support and flexibility** - To explain the standards we expect for our services and to encourage and support you to achieve and maintain them. To provide a named person who will be your contact to discuss your volunteering and any successes and problems. To do our best to help you develop your volunteering role with us.
- **Health and Safety** - To provide adequate training and feedback in support of our health and safety policies.
- **Insurance** - To provide adequate insurance cover for volunteers whilst undertaking voluntary work approved and authorised by us.
- **Equal Opportunities** - To ensure that all volunteers are dealt with in accordance with equal opportunities legislation.
- **Problems** - To try to resolve fairly any problems, grievances or difficulties you may have while you volunteer with us. In the event of an unresolved problem, to offer an opportunity to discuss the issues in accordance with Black Country Radio’s Problem Solving Policy.

You, as part of your volunteering at Black Country Radio, agree to;

- To help Black Country Radio fulfil its services
- To perform my volunteering role to the best of your ability
- To follow the organisation's policies, procedures and standards, including those relating to health and safety and equal opportunities, in relation to its staff, volunteers and the public.
- To meet time commitments and standards agreed to and to give reasonable notice so that other arrangements can be made.

Staff and volunteers at the station may provide a range of support and training commitment, dependent on your requirements. As part of this the station expects you to commit to involvement in the area you are volunteering in for a minimum period of time, which will be agreed with your mentor / trainer / point of contact.

I, as a volunteer with Black Country Radio, also agree to the following: CODE OF CONDUCT

Black Country Radio Volunteers are required to be aware of, and to understand, the following rules and abide by them at all times.

In general terms volunteers shall act in a manner consistent with the mission statement and objectives of Black Country Radio and shall not act in any way prejudicial to the viability, and integrity of Black Country Radio.

Black Country Radio's studios are based at Cable Plaza, Waterfront West, Brierley Hill DY5 1LW. You will be expected to follow the college protocols when on site.

Copies of the Black Country Radio handbook and Black Country Radio's Policies and procedures will be available for all volunteers to access.

Any breach reported to the Management Team may result in the volunteer being suspended until such time as the matter can be discussed with and considered by the Management Team.

Serious breaches may result in a permanent suspension of the volunteer and on air broadcast rights (please see our Problem Solving Policy). Some parts of this code apply solely to presenters, but the remainder apply to ALL volunteers.

1. Volunteers must behave in a professional and courteous manner at all times, remembering that they are representing Black Country Radio.
2. Volunteers must NOT bring the station into disrepute through inappropriate behaviour.
3. Black Country Radio is an regulated radio station and volunteers must comply with the Ofcom Broadcasting Code and as such standards of broadcast shall be of a level that caters to the general community. The choices of music, issues and language shall reflect that standard. No explicit or offensive language shall be broadcast during this time.
4. Volunteers must NOT be in possession or use of alcoholic beverages or illegal drugs in the course of their volunteering duties or be on air while under the influence of drugs or alcohol (see Smoking, Alcohol & Drugs Policy).
5. Volunteers must follow the protocols as determined by Resonance music college. Smoking is not permitted on the premises and is only permitted in the allocated areas as defined by Resonance.
6. Volunteers must NOT eat food in any studios. Any drinks MUST be in a sealed container, well away from any equipment. or drink over the equipment. Animals are also not permitted in the studio at any time.
7. Volunteers must NOT speak on behalf of the station when on-air or at any other time. Volunteers must NOT speak to the press or other media about the station's affairs without permission – doing so is considered a serious breach of the station's rules. Any negative criticism of the station and its affairs in public by spoken word, on-air, in a printed publication or online (including on social media channels) will not be tolerated.
8. Bad language or swearing whilst on-air is deemed wholly unacceptable in line with the Ofcom Broadcasting Code.
9. All volunteers are given Black Country Radio emails and access to the Google Portal Drive. All volunteers MUST access their emails on a regular basis as this is the method of communication for all information for the station.
10. Volunteers must be 18 years of age and no one under the age of 14 shall be allowed in the studio without supervision (e.g. from a parent/ guardian or teacher).

All on site volunteers will be subject to a satisfactory DBS checks by Black Country Radio (see Safeguarding Policy).

11. Volunteers shall respect the contents of the studio and surrounding area at all times, report any damage or loss to the board and leave the studio in a tidy state.
12. Volunteers MUST respect other volunteers, shall not engage in physical or provocative acts towards other volunteers, nor shall in any way interfere with the legitimate broadcast of any other volunteer.
13. Locking up and security protocols must be in line with the Station's access, in accordance with permissions from Resonance. Access passes and passwords MUST not be shared with third parties, unless authorised by the board.
14. Volunteers shall fulfill Black Country Radio's contractual obligations to advertisers and any contractual paid sponsorships. Community notices (as required by Ofcom) and trailers are to be broadcast in accordance with the guidelines set by the management team).
15. Presenters shall inform station management, as soon as possible if they are unable to make their scheduled broadcast. Any volunteer missing two consecutive scheduled broadcasts without good reason shall be considered to be in breach of this code.
16. Any messages received during a broadcast shall be noted in full and passed on to the appropriate person as soon as possible.
17. Volunteers are given individual access to the appropriate level for computer systems operated by the station, including broadcast equipment, email and internet services, including a shared online portal. After completing a show the presenter or before leaving the volunteers must ensure that they are logged out of all computer systems including Myriad, email accounts and social media accounts.
18. Volunteers shall be available for training as required by the management team.
19. All broadcast shows are kept on the logger as required under the Ofcom Broadcast Code.
20. Volunteers also bound by the policies of Black Country Radio.

Black Country Radio is a community-based organisation dedicated to providing local community radio broadcast under Ofcom licensing requirements (and associated legislation). Participation in the station's activities is subject to the observance of the organisation's rules and procedures.

The activities outlined below are strictly prohibited. Any volunteer who violates this Code is subject to discipline, up to and including removal from the station.

- Abusive language towards a volunteer, visitor or member of the public - on air, online or face-to-face.
- Bringing onto Black Country Radio's property dangerous or unauthorized materials such as explosives, firearms, weapons or other similar items.
- Discourtesy or rudeness to a fellow volunteer, visitor or member of the public.
- Verbal, physical or visual harassment of another volunteer, visitor or member of the public. This includes via phone, text, email, or social media such as threatening behaviour, sexual innuendo, racism, disability etc.
- Criticising the organisation to other volunteers publicly, or gossiping about their failings with other volunteers or people from outside the station - this includes on air and through personal social media communications.
- Actual or threatened violence toward any individual or group.
- Conduct endangering the life, safety, health or well-being of others.
- Failure to follow any station policy or procedure.
- Bullying or taking unfair advantage of any volunteer, visitor or member of the public.
- Failing to co-operate with a supervisor/leader/mentor.

I agree to abide by the above Code of Conduct and understand that failure to do so, may result in the implementation of the Black Country Radio Problem Solving Procedure possible suspension or cessation of my volunteering with Black Country Radio.

I also agree that volunteering for Black Country Radio is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.