

VOLUNTEER CODE OF CONDUCT

Welcome to the A2 team! As a volunteer, you are one of the most important aspects of our convention. Your attitude, professionalism and reliability directly shape the experience of our attendees, guests and fellow volunteers.

This Code of Conduct outlines the behavioural standards expected of all volunteers. By volunteering with us, you agree to abide by these rules. Violation of this Code may result in immediate dismissal from your volunteer role, removal from the convention premises, and disqualification from future volunteer opportunities.

SECTION 1: PROFESSIONAL CONDUCT

1.1 Respect for All

Treat every person, attendees, guests, staff, vendors and fellow volunteers with dignity and respect. Discriminatory, harassing or hostile behaviour based on race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or any other protected characteristic is strictly prohibited.

1.2 Professional Demeanour

- Maintain a calm, helpful, and courteous demeanor at all times while on duty.
- Avoid arguing with attendees. If a situation escalates, politely disengage and immediately notify your supervisor or convention security.
- Profanity, yelling, or aggressive behaviour is prohibited.

1.3 Appearance

- Wear your assigned volunteer badge, lanyard, or shirt visibly at all times while on duty.
 - Follow any department-specific dress code provided by your supervisor.
 - Avoid clothing with offensive language, explicit imagery, or excessive rips/revealing cuts.
 - Closed-toed shoes are required for safety in most operational roles unless otherwise instructed.
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SECTION 2: ATTENDEE SAFETY & BOUNDARIES

2.1 No Harassment

Harassment in any form is prohibited. This includes but is not limited to:

- Unwanted physical contact (touching, hugging, blocking movement)
- Sexual comments, advances, or jokes
- Stalking or following an attendee

- Repeated unwanted communication or attention

If an attendee asks you to stop a behaviour, stop immediately.

2.2 Interaction with Minors

- Exercise heightened care when interacting with attendees under the age of 18.
- Avoid being alone with a minor in a secluded or closed-door area.
- If a minor requires assistance, provide it in a public, visible space or in the presence of another adult volunteer or staff member.
- Volunteers are required to have up-to-date Working with Children Checks (WWCC).

2.3 Physical Contact

Do not initiate physical contact with attendees unless:

- It is necessary for safety (e.g., guiding someone during an evacuation, preventing a fall)
- It is part of your explicitly assigned role (e.g., security, medical, or authorised photography)
- The attendee has given clear, verbal consent

2.4 Duty to Report

If you witness or become aware of:

- Harassment or unsafe behaviour
- A medical emergency
- A security concern
- Any violation of this Code

You must report it immediately to your supervisor or convention security. Do not assume someone else will report it. Failure to report known violations may result in disciplinary action.

SECTION 3: OPERATIONAL RULES

3.1 Punctuality & Attendance

- Arrive at your assigned location at least ****15 minutes**** before your shift start time unless otherwise instructed.
- If you are running late or cannot make your shift, notify your supervisor as soon as possible.
- Two unexcused no-shows may result in permanent disqualification from future volunteer opportunities.

3.2 Leaving Your Post

- Do not leave your assigned post without notifying your supervisor and receiving approval.
- If you need to leave early for any reason, inform your supervisor, return any issued equipment, and surrender your volunteer credentials if required.

3.3 Cell Phone & Electronic Use

- Personal cell phones should be used minimally while on duty.
- Do not scroll through social media, watch videos, or engage in extended personal calls while actively volunteering.
- Brief phone use for emergencies or quick coordination with your supervisor is acceptable.

3.4 Alcohol & Substances

- Refer to our Drug and Alcohol Policy on our Website, [Adelaideanthros.com](https://www.adelaideanthros.com/) - https://www.adelaideanthros.com/_files/ugd/ef00f6_474ba9ba8bb34936881483617b5c4aa4.pdf
- You may not consume alcohol, cannabis, or illegal drugs while on duty.
- You may not report for a shift while impaired by any substance.
- If you consume alcohol while off-duty, do not return to volunteer duties until you are fully sober. Wearing volunteer credentials while impaired is prohibited.

3.5 Health & Safety Compliance

- Refer to our Health and Safety policy located on our website, [Adelaideanthros.com](https://www.adelaideanthros.com/) https://www.adelaideanthros.com/_files/ugd/ef00f6_15386e27f5364429a1c346d3b2849f8b.pdf
 - All volunteers must comply with the requirements of the Work, Health and Safety (WHS) Act, applicable WHS Regulations, and the Adelaide Anthros Health and Safety Management System (A2-WHS-PO001)
 - Volunteers are expected to take reasonable care for their own health and safety, and that of others, follow all reasonable instructions, and adhere to established safety procedures, including the use of any required personal protective equipment.
 - Hazards, incidents, injuries, and near-misses must be reported promptly to a supervisor in accordance with event procedures.
 - Volunteers must not engage in unsafe behaviour or interfere with safety measures and are required to participate in any safety briefings or training relevant to their role
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SECTION 4: CONFIDENTIALITY & INFORMATION

4.1 Restricted Information

- Refer to our Privacy policy on our website [Adelaideanthros.com](https://www.adelaideanthros.com/) - https://www.adelaideanthros.com/_files/ugd/ef00f6_de916ee52fd74a8aa992fb09a4fb370c.pdf
- During your volunteer service, you may learn non-public information, including:
- Security protocols and emergency procedures
 - Layout details of restricted areas
 - Personal information about attendees, guests, or staff
 - Behind-the-scenes operational details

You agree to keep all such information confidential and not to disclose it to any third party or on social media without written permission from convention management.

4.2 Credentials & Access

- Your volunteer badge, wristband, or credentials are for your use only. Do not lend them to anyone.
 - Enter only areas you are authorised to access. Restricted areas include green rooms, backstage, security offices, storage areas, and any area marked "Staff Only" unless you are assigned there
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SECTION 5: PHOTOGRAPHY & SOCIAL MEDIA

5.1 Personal Photography

- Unless your assigned role is photography, do not take photos or videos of attendees without their explicit, verbal consent.
- Do not photograph or record in restricted areas, backstage areas, or anywhere with posted signage prohibiting photography.
- Do not use flash photography in exhibit halls, panel rooms, or performance spaces unless authorised.

5.2 Social Media Guidelines

- You are not authorised to speak as an official representative of Adelaide Anthros(A2) on social media unless explicitly approved by convention management.
 - Do not post complaints, internal issues, or confidential information about the convention, its operations, staff or attendees publicly.
 - Do not share behind-the-scenes photos, setup images, or photos of restricted areas
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SECTION 6: USE OF CONVENTION PROPERTY

6.1 Equipment

If you are issued equipment such as radios, keys, tablets, or uniforms:

- You are responsible for its safekeeping during your shift.
- Return all issued items to your supervisor at the end of your shift or upon dismissal.
- Report lost or damaged equipment immediately.

6.2 Theft & Misuse

Theft of convention property, merchandise, attendee property, or vendor property is strictly prohibited and will result in immediate removal, a permanent ban from future events, and potential referral to law enforcement.

SECTION 7: COMPENSATION

7.1 Ticketing

Returning Volunteers:

If you have volunteered for our 1 Day Adelaide Anthros (A2) event in 2025, you will be eligible for a refund of this years registration or credit towards your Volunteer Bank (more info below)

New Volunteers:

New volunteers must purchase a valid registration prior to registering as a volunteer. This helps to ensure that new volunteers are committed to their shifts, and assists with the growth of our convention in our early days.

For every hour you work, you will receive \$10 in credit towards your Volunteer Bank. This credit can be used towards future convention registrations OR other rewards where negotiated for those higher performing volunteers.

SECTION 8: CONSEQUENCES OF VIOLATION

Violations of this Code of Conduct will be addressed based on severity. Consequences may include:

Violation Type | Potential Consequences

| Minor infraction (e.g., tardiness, minor policy violation) | Verbal warning; written warning for repeated issues |

| Serious infraction (e.g., harassment, substance use on duty, confidentiality breach) | Immediate dismissal from volunteer role; removal from convention premises; disqualification from future events |

| Criminal behavior (e.g., theft, assault) | Immediate removal; permanent ban; referral to law enforcement |

All disciplinary decisions are at the sole discretion of convention management and directors

SECTION 8: ACKNOWLEDGMENT

I have read and understand this Volunteer Code of Conduct. I agree to comply with all rules and standards outlined above.

By accepting to volunteer, you agree to AdelaideAnthros(A2) policies outlined on our website, AdelaideAnthros.com

I understand that violation may result in immediate dismissal, removal from the convention premises and disqualification from future volunteer opportunities

