

VOLUNTEER PACK & AGREEMENT



NOVEMBER 2022

1. Volunteer Pack & Agreement

- 1.1. This Volunteer Pack and Agreement sets out the nature of the relationship between us, Spark, and you, the Volunteer. It is not a contractually binding agreement as the relationship is voluntary; however, the standards, hopes and expectations of both parties are set out below.

2. About Us

- 2.1. Spark is a multi-platform media organisation, operating a community radio station and associated digital platforms. It serves a target market of young people in Sunderland aged between 15 and 30. Spark is part of the mediaHUB and works to create, share and distribute great content.
- 2.2. Spark is owned by the University of Sunderland and is accountable both to the Dean of the Faculty of Arts and Creative Industries and the Executive team of the University, including the Vice Chancellor and the Governors. As an integrated part of the University, all Spark volunteers are expected to comply with University policies on behaviour, equal opportunities and discrimination, health and safety, the safeguarding of young people, amongst others, all of which are available to read at <http://services.sunderland.ac.uk/hr/policies/>
- 2.3. Spark is socially aware, diverse, unconventional and inclusive. Our products offer opportunities for training, learning and development in media production, journalism and design, to students and the wider community. Our aim is not to compete with other media products but to compliment the commercially, or publicly funded products available in our market.
- 2.4. Spark is a team. We work together to make great radio and engaging digital content. We support each other, and we are all willing to do all jobs, large or small. If someone needs help, we help them, not only because we know that if they sound better, we sound better, but also because we are inclusive, supportive and a responsible community. We want to engage in the life of Sunderland, to talk about it, share it, celebrate it and be an integral part of it. Our door is open to new ideas, new voices and anyone in the City who has a relevant story to tell. We share the responsibilities and the benefits of being part of this great media organisation.
- 2.5. As members of Spark, we strive to be the best we can be, to do the best job we can, and to try new things. We aim to be brilliant every day, we are forward-focused and we help each other to do better tomorrow.

- 2.6. We produce Spark for our audience, as without an audience we are nothing. We draw them into our programmes, encourage their participation, and their support. We open doors for them to join us, take every opportunity to go out and meet them, and seek to break down barriers between communities.

3. Management and Leadership

- 3.1. MANAGEMENT – Although our volunteer teams and managers make most decisions, there is a system of support from full-time members of University staff. These members of staff have ultimate responsibility for the areas they lead, and have the final say in key decisions. Currently these people are:
- 3.1.1. RICHARD BERRY – Spark Station Manager: Leads the radio station, setting objectives for the management team and supporting station development
- 3.1.2. SCOTT MCGERTY – mediaHub Compliance Manager: Oversees Spark progress in achieving our key commitments set out by Ofcom and will work directly with management and individuals to ensure these are achieved
- 3.1.3. Spark Graduate Intern (Radio): Assists the Compliance Manager and Station Manager in the day-to-day running of Spark by supporting with training, administration and external relations. They will work to support cross-brand communication with other Faculty Interns. The Journalism Graduate Interns will facilitate the publishing of content to sparksunderland.com, as part of their role.
- 3.2. YOUR MANAGERS – Most of the operation of Spark is co-ordinated via our management team. This is a group of volunteers who meet regularly and will work with you in the operation of the station. Faculty staff may also work with you, or ask you to support events, visits or other activities. Your current Management team will be communicated in Slack. This may be updated from time to time as Spark and mediaHub needs change and that will be communicated appropriately.
- 3.3. TEAMS – Whatever your role in Spark, you will be allocated into a team, which is managed by a senior volunteer. You should meet and communicate with this person on a regular basis, and work with them to agree on your tasks and responsibilities. Our on-air programming is broken down into three main genres of shows: Daytime, Specialist Music and Speech (which also includes Sport). These are each headed up by a senior volunteer on the management team, who all report to the Programme Manager. These teams, and our other off-air teams, operate as follows:

- 3.3.1. DAYTIME – Includes Breakfast, Lunchtime and Hometime shows, which are ‘content-driven’, meaning that they are characterised by content that is relevant to our Sunderland and youth audiences.
- 3.3.2. SPECIALIST MUSIC – Includes all specialist music shows, which are each based on a specific music genre. Presenters of these shows are able to choose their own music, provided it aligns with the agreed music genre of the show. You may be required to supply your own back catalogue of music in order to ensure you can sustain a variety of songs and artists on your show. When adding music to Zetta, this must be sourced from a legitimate source, such as from music pluggers and record labels, or purchased on a CD or via online music websites such as iTunes or Amazon. Music illegally downloaded from YouTube or similar sites must not be uploaded to Zetta, nor can we stream music from Spotify or other music streaming sites. You may be asked to supply purchase codes or record numbers for your tracks.
- 3.3.3. SPEECH – Includes all speech shows, which are characterised by the fact that the content is speech-based. Presenters may choose to play some music if this has been discussed and agreed with the management team, but the majority of the show should consist of speech-based content.
- 3.3.4. SPORT – Includes sport shows and other sport-based content that may appear on other shows in shorter form. Sport shows are classed as a speech show to fit our three main genres of shows.
- 3.3.5. MUSIC – The music team is responsible for curating and scheduling the music heard on the station, as well as managing relationships with pluggers, record labels and the local music scene. The Head of Music is responsible for managing the email inboxes and the volunteers within their team.
- 3.3.6. SOCIAL MEDIA – The social media team is responsible for the social media we post and the online branding of the station, but this does not necessarily include posting about individual shows for you. Individual presenters and shows are encouraged to produce their own social media posts as part of their role of being on-air. However, these must align with our social media strategy and style and brand guide. As well as providing general support in the process of posting on our social media accounts, the social media team will be able to assist in ensuring posts meet our style and brand guide. The Head of Social Media is responsible for creating systems and processes that support your development in this area.

4. Communication

- 4.1. We will communicate with you in an open and transparent manner. This will predominantly be via our Slack workspace. As a Spark volunteer, it is mandatory that you are signed up to Slack and that you are regularly checking it for messages and communications. It is important that you are easily contactable and keeping informed of important station updates. We expect you to keep up to date with all communications in specific channels, which are: #announcements, #social-media-and-branding, #urgent and the channel that

relates to the team/s you are part of e.g. daytime. The Head of the team/s will invite you to this channel, as these channels will not initially be visible to you. We encourage you to turn on notifications for the aforementioned channels so you are as up to as possible. Please let us know if you require communications via another format.

- 4.2. We ask that all communication from you and between you and other volunteers is respectful, polite and in line with the university's policies as mentioned at clause 1.2 above. We will ensure the same standard of communication from us to you.
- 4.3. Communication between you and community members must always be polite, respectful and in line with university policies. If this is not the case, we will be entitled to review your position as a volunteer with us and may remove you from this position if we believe the circumstances are so serious as to allow that.

5. Induction and Training

- 5.1. INDUCTION – As a volunteer, you will be invited to a welcome meeting with a member of the management team to introduce you to the station. This meeting will give you a chance to find out more about Spark, to read and sign a volunteer agreement, and to discuss how you might like to get involved at the station. You will then be able to start supporting our work. New volunteers often start by shadowing programmes or by helping out in the office. This could include dealing with emails, meeting guests, supporting the music team, or keeping the place tidy.
- 5.2. TRAINING – You will be trained in whichever role you wish to pursue. This might include operation of the website, studio operations, programme production, music scheduling, use of the social media platforms, and what to say on-air. Please let us know if there are things you want us to cover or explain to you. EVERY volunteer must have completed and passed our Compliance Quiz (see clauses 7.2 and 7.3), as this is a condition of you being allowed access to ANY of our platforms. Training will take on different forms based on resources, individual needs and access available at the time. Speak to the existing management team to find out more about the current training programme.

6. Acceptable Behaviours

- 6.1. **RESPECT:** You should always bear in mind that your behaviour impacts on others. In a broadcast radio environment, your behaviour also may impact the operation of a radio station and what the listeners hear. You should always respect those around you, both in the office and on the air. Therefore, we should not be abusive, intolerant, rude or threatening. Bullying or Harassment of ANY form is NOT acceptable, be this verbal, physical, sexual or by means of exclusion. It is important that you keep noise in the studios at a professional level. Our policy also reflects the University's Dignity at Work Policy, which as a volunteer you are subject to – even if you are not a student. Our Policies can be found here: <http://services.sunderland.ac.uk/hr/policies/>
- 6.2. **ALCOHOL AND ILLEGAL DRUGS:** The use of alcohol and/or illegal drugs on University premises is strictly forbidden. You should not bring these substances into the buildings or be affected by them whilst on site. Anyone found to be either in possession of drugs or alcohol whilst in the building, or under their influence whilst volunteering will be immediately suspended, pending investigation, or excluded permanently from the station. The University security team also reserve the right to call the police should they believe an offence of this nature has occurred. You should not allow guests into the building, or on-air from any location, if you feel that they may be under the influence of drugs or alcohol.
- 6.3. **YOU, AS REPRESENTATIVE:** When you are working in our offices or studios, on Spark business, or when you wear one of our hoodies, you are representing Spark. Therefore, you need to modify your behaviour to meet that of your surroundings, and to represent Spark in the best possible manner. This might include behaving responsibly in the office during tours and open days, being respectful at events or press conferences, or not wearing your branded hoodie on a night out. You should also exercise caution when using social media. If you identify yourself as a Spark presenter/producer on social media, and then post content that we would not post ourselves or is not in line with our policies and behaviours, you may unintentionally damage our name. We may suspend or remove you from your position within Spark should we feel the circumstances are so serious as to allow that. Additionally, please do not include reference to Spark in dating app bios.
- 6.4. **YOU, AS PRESENTER –** Being able to present on our radio station is a privilege, not a right. Whilst we would like to be able to give everyone who would like to be on-air the opportunity to do so, the reality is we cannot always achieve that. So, if you are offered a show you should treat that opportunity with respect. You must be on-site no later than 60 minutes before the time you are due on the air. Automating shows in your absence is not to be considered an option as this can lead to us being in breach of our key commitments. You must tell us well in advance of times when you cannot present a programme that you have been allocated. Getting cover for your show is a joint responsibility between you and the Programming team, you must consider wisely the implications of not being on air for your own show.

Speech and specialist music shows should always have a back up show recorded in Zetta to be used in emergencies. If you take a holiday without telling us and arranging appropriate cover with the management team, then we may suspend or remove you from Spark as a result. Should you repeatedly not attend when you are scheduled to do so, you will be removed from that role permanently.

- 6.5. ACCEPTABLE USE OF I.T. – As part of your role you will be granted access to computing systems and hardware in the mediaHUB and the radio studios. When using these systems, we ask you to abide by the University Acceptable Use Policy, Email and Internet Policies and by the following:
 - 6.5.1. PASSWORDS – When issued with passwords for IT systems, you should not share them with other people, and ensure you log out of accounts and systems when you are finished. Do not leave machines logged in, and do not store your personal passwords on our systems. We take privacy seriously; this includes posting comments using the social media accounts of your colleagues which have been left open.
 - 6.5.2. INAPPROPRIATE MATERIAL – You should not access illegal or offensive content on our machines. This includes violent imagery, torrent sites or pornography, unless editorially justified and approved by the Station Manager or Compliance Manager.
 - 6.5.3. EMAIL – If issued with a @sparksunderland Gmail account, you should not use this for personal or external matters. This Gmail account is for Spark business only and may be terminated at any time.
 - 6.5.4. USAGE – Computer systems within the mediaHUB are intended for the team to produce content for our platforms. You should not be using these terminals to write essays, edit coursework or conduct personal business without permission.
 - 6.5.5. ZETTA – You will be shown how to use our studio system, including how to add and manage audio. You should follow this training carefully, and always ensure that you place audio in the correct place and do not interfere with the live log for the show currently on-air. You will be expected to cleanse audio you add regularly.
 - 6.5.6. G-Selector – Only a limited number of people will have access to this system. If you do have access, please ensure you only work on the elements relevant to your role. Do not update clocks, assignments, song cards, or goals without authorisation from management.

7. Our Compliance Culture

- 7.1. At Spark, we have a culture of good compliance. This means we understand the rules of broadcasting; we follow them and share this responsibility across the team. This means we tell our colleagues if something might be

inappropriate, we report potential breaches internally and we engage in updating our skills via briefings and email updates. We take these responsibilities seriously, but at the same time we continue to make creative programming and encourage you to make and cover topics which encompass difficult subjects, whilst having regard to our compliance obligations. We will have robust discussions about content, and refer questions to the Station Manager, and we ensure our programmes are planned to avoid potential risks. We understand that good compliance is good professional practice and ensures that Spark is a sustainable and respected media brand. This is a shared practice and is part of our culture.

7.2. BROADCASTING CODE - As an Ofcom licensed radio station, ALL our programmes must adhere to the Ofcom Broadcasting Code. This code sets-out standards on Taste and Decency, Accuracy, Children, Religion and Politics. When you agree to go on the air with us, you also agreed to read, understand, and follow the rules of the Broadcasting Code. This includes the following elements:

7.2.1. ACCURACY - The material you broadcast is accurate and truthful

7.2.2. UNDUE PROMINENCE - No one view should dominate content

7.2.3. POLITICS - You cannot declare supports for any political party on the air (*)

7.2.4. CHILDREN - Younger listeners should never hear in-appropriate content

7.2.5. RELIGION - You should not endorse or denigrate any religion, or religious group

7.2.6. COMMERCIAL MESSAGES - The role of sponsorship in shows

(*) During Elections there are additional legal restrictions, which we will brief you on and expect you to comply with

7.3. MEDIA LAW - As a Spark volunteer, you need to have passed our compliance quiz with a minimum score of 80/100 within three attempts, regardless of whether your role is on or off-air. The key aspects of good compliance are awareness and a clear understanding of the rules, which are vital so that you do not place yourself or us at risk. You should be aware of the importance of avoiding libel and contempt of court. This often means planning links and avoiding comment on ongoing, or pending, court cases. You will be asked to re-sit the compliance quiz as a refresher every so often.

7.4. BREACHES - If you think you have broken any rules, you MUST let the Compliance Manager know immediately. The Station Manager or an appropriate member of the wider management team can be contacted if unavailable. You must not post about any potential breaches publicly within Slack or on social media. In the case of accidental use of profanity, you should apologise immediately. If the words are in a song, PRESS NEXT and go to the

next song and report the track to the music team. If the words are spoken by a guest, or a member of the team you should apologise immediately and then go to music. You can find regular Broadcast Bulletins that outline UK wide breaches here: <http://stakeholders.ofcom.org.uk/enforcement/broadcast-bulletins/>

- 7.5. COPYRIGHT – Everything used in a show is covered by copyright. This includes news stories, YouTube videos and sources like BBC Weather. You should only use content that you are cleared to use, or if a copyright exemption applies.
- 7.5.1. MUSIC – All of the music added to Zetta is licensed via PRS/PPL/MCPS. You should only be adding legal music to our systems. Do not add illegal downloads or bootlegs (See clause 3.3.6). This excludes local music tracks that have been submitted to us by the artists/bands.
- 7.5.2. COPYRIGHTED MATERIALS – If someone else has made a piece of work, they hold the copyright, so using someone else's work and passing it off as your own is not acceptable. This might mean crediting the fact a story is in a particular paper or using cleared sources (such as Sky News via Burli).
- 7.5.3. EXEMPTIONS – You can use things like YouTube clips IF a) You are using the clip as part of a news story, or in a discussion of current events, b) You are reviewing it, and c) if your usage is not substantial and you credit the source.
- 7.5.4. OUR COPYRIGHT – Spark and the University own the copyright to everything we broadcast or publish. Therefore, you should not re-use our material elsewhere without our permission. We are happy for you to share your own work online, but you must credit Spark as the publisher/broadcaster.

8. Use of Equipment and Studios

- 8.1. The University has invested considerable amounts of money into equipment and resources for Spark. This includes location equipment, studios, computers, branding products and the mediaHUB. Whilst we accept that accidents happen, and that equipment does not last forever, we do ask you to treat our resources with respect.
- 8.2. USE OF STUDIOS – During weekdays you must book a studio before use. Studios should be booked via Grant Lowery on Slack or by email, after checking availability on <http://makingradio.co.uk/studios>. You may use an unbooked studio but remember classes and anyone who has booked the studio have priority. You should not attempt to disconnect any piece of equipment or change settings to mixing desks or computers. Any faults or breakages should be reported to the technical staff. You MUST NOT remove equipment from the studios at any time.

- 8.3. **USE OF EQUIPMENT** - All equipment must be booked out via the technical stores booking system or through our technical staff. By borrowing any equipment from Spark, you are confirming that you are responsible for the equipment, and its security. You are also confirming that you have appropriate insurance cover and will keep the equipment securely stored during the time you have it. You will not lend the equipment to anyone else; as if they lose it, you are responsible for the full cost of replacement. Any damage **MUST** be reported to the technical staff ASAP.
- 8.4. **FOOD AND DRINK** - You should not take food or drink into any studio, other than bottles with sports caps. Please see a member of the management team if you have any additional requirements. Any rubbish from any food or drink consumed in the mediaHUB must be thrown away in the appropriate bins, and not left on desks. All cups and mugs must be washed after use, and surfaces cleaned on a regular basis.
- 8.5. **OUT OF HOURS** - For the purposes of broadcasting, you may work in the media centre outside of normal operating hours. This is for the purposes of broadcasting only. You are not permitted to use this access unnecessarily, for example to edit a university assignment. You **CANNOT** sleep overnight in the media centre, nor should you invite friends, family, or other guests into the building outside of office hours. It is also your responsibility to ensure that your access is valid. You will be expected to provide your campus card details with us which will allow us to process out of hours access as well as access to Studio 5. Any abuse of the access rules may impact severely upon our ability to use the Media Centre outside of office hours. You must have your campus card/visitor card on you at all times. There is a £50 fee for replacing a lost visitor card (£10 for a student campus card).
- 8.6. **PARKING** - The University manages the car parks on this campus. Anyone volunteering for Spark should park in accordance with the terms and conditions of the campus. This means paying for parking when charging is in force and parking in the appropriate bays. You should not bring your vehicle into the square unless you are collecting or returning equipment. If you are not a student, and require a parking permit, please speak to a member of the management team who will be able to support you with this. The University's car parking policy and car registration system can be found here: <https://parkingpermit.sunderland.ac.uk/>

9. Being a Volunteer

- 9.1. As a volunteer, you will sign our Volunteer Agreement and we will keep this form for our records. We may document your training and performance and

will only use the details you supply to us for the purposes of this. We will not disclose them to third parties without your consent.

- 9.2. OUR COMMITMENT TO YOU – As a responsible organisation we will do our best to support you during your time at Spark. We will provide you with the necessary tools to do the things we expect of you. We will ensure that you are trained and supported in your role, and we will offer opportunities for you to progress and develop. We will give you creative freedom to develop ideas but will also guide those ideas in line with our strategy. We will encourage you to enter awards schemes and will endeavour to help you get there if you are nominated. We will listen to your views, and respond to your concerns and support your personal, professional, and emotional wellbeing. We will be accountable to you and share our strategies with you at the appropriate time.
- 9.3. YOUR COMMITMENT TO THE TEAM – In exchange for our commitment to you, we expect you to give something in return. We expect you to tell us if you cannot do something you have agreed to do. This means giving at least 24 hours' notice if you cannot do your show; or at least 12 hours' if you cannot attend an event or arranged interview – although instances will be considered on a case-by-case basis. We expect you to keep the offices and studios tidy. We expect you to support your colleagues by supporting events as street team, content production, training, mentoring and other off-air duties. You should share ideas and opportunities and be prepared to offer support to your colleagues to help them develop. You will help keep your working spaces tidy, and work to make Spark a welcoming place to visit and work. We expect you to archive show content and share it with the team so that we can enter you for awards or use it for demos. We expect you to share our values in inclusion, diversity, compliance, and ambition and to help us collectively achieve them. We do not expect you to bring Spark, its teams, members, or the University into disrepute. If you do not contribute to Spark for three months, we will consider you inactive and remove you from the team.
- 9.4. PROGRESSION – We have several routes through our organisation. Many of you will start by observing programmes, and then joining them as a Show Assistant or Content Producer. You might read our Travel news or join our central content team providing support across the whole station. You might even help us with office management. Shows are for academic terms initially, and we aim to provide 3 or 4 opportunities a year to join the schedule. Progression opportunities will vary depending on circumstances within Spark at the time.
- 9.5. MANAGEMENT - Management and Leadership roles are advertised when they become vacant, and these posts are open to all. All Management posts are unpaid. Managers must apply for the posts and will be interviewed for the role. We reserve the right to create roles and projects in line with educational assignments.

- 9.6. YOUR SHOW – It is your responsibility to work with the members of the management team relevant to you and your show, and to keep them informed of ongoing developments about it regularly. This includes initially agreeing and then keeping them updated on the structure of your show and the kind of content you are doing.
- 9.6.1. If you want to present/produce a programme, we would also expect you to do other things around the station. This may be a management role, working on the website, producing other people, or supporting us on outside events. We would normally expect every presenter to be involved with at least one Outside Broadcast or promotional event a year. We expect you to attend events several times throughout the year and you can use this opportunity to talk to and interview members of the community for show-related purposes.
- 9.6.2. All teams are expected to contribute to achieving our Key Commitments. These are our legal targets, and we all have a responsibility to meet them collectively. Therefore, we will consider if your programme contributes to our musical styles, our diversity of voice or the themes we have promised to deliver. You may be asked to carry content that helps us to achieve these aims in your show. We would normally give you prior warning about this and we would expect you to accommodate it even at the last minute.
- 9.6.3. We expect you and your team to take accountability for archiving broadcast content for the creation of demo and award submissions.
- 9.6.4. If one member of a team cannot attend the show, we still expect the other team members to be present and for any producers to have created the content in line with the show agreement.
- 9.6.5. Any shows/brands created or broadcast on Spark remain the Intellectual Property of Spark and the University of Sunderland. On occasion, the University may enter into an agreement that will allow you to be handed ownership of the Intellectual Property. This will be on a case-by-case basis and may require engagement with the University's legal team. All conversations about the syndication of your show or teaming up with external brands must be led by the Station Manager/Compliance Manager. Any videos or streams broadcast on social media (Facebook Live, TikTok, Twitch etc) are still expected to adhere to the Spark and University policies and standards. This includes anything published or broadcast on your personal social media.
- 9.6.6. In agreeing to do a show on Spark, you are also agreeing that you have read the Broadcasting Code and understand your responsibility under it; and that you have not been convicted for illegal broadcasting. This can be found here: <http://stakeholders.ofcom.org.uk/broadcasting/broadcast-codes/broadcast-code/>

10. Health and Safety

- 10.1. We all have a duty of care under the Health and Safety at Work Act, and associated rules and regulations. This includes obvious actions like keeping fire exits clear and not engaging in dangerous behaviour.
- 10.2. FIRE – The Media Centre has an operational fire alarm system connected directly to the emergency services. If the alarm goes off, the Fire and Rescue Service are called automatically. Therefore, you should not tamper with smoke detectors or fire doors at any time. You should only use a fire exit in the event of an emergency, or if you are told to do so by security staff. The fire alarm is tested every Thursday, so if the alarm sounds at any other time, you should consider it to be genuine.
 - 10.2.1. If the fire alarm goes off, you should leave by the nearest exit. You should check where these are. The fire assembly point is in the main square at the front of the media centre, if you are in Studio 5. The fire assembly is the temporary car park towards the National Glass Centre, if you are in the mediaHUB, Studio 1, 2, 3, or 4. Do not wait for someone to tell you to leave, and do not collect your belongings. If you are on-air, put the station into automation and leave the studio.
 - 10.2.2. If you discover a fire, you should break the glass on the nearest fire alarm pane. Do not attempt to control the fire unless you have had appropriate training.
- 10.3. FIRST AID – In the event of an injury during office hours, there are trained First Aiders on site. Please see First Aid signs located around the building for more information. If outside of office hours, please notify security, as they also have trained First Aiders. They may recommend you attend a Walk-In Centre. In an emergency when you are required to call 999, please contact security and let them know to expect an ambulance.
- 10.4. RISK ASSESSMENTS – You will be expected to risk assess any activity that involves a degree of risk. This might include Outside Broadcasts, promotional events, studio sessions or location recordings. Any electrical equipment that you bring into the studio must have a recent PAT test, as any faulty equipment could take the studio off the air. You should also avoid anything in the studios that might damage equipment, such as splashing water near the mixing desks or activities with excessive noise levels.
 - 10.4.1. You should ensure that any safety directions given to you by Spark Management or event staff are followed. This may include securing cables, using barriers, or safe handling methods. All risk assessments must be completed and returned to the Operations Manager BEFORE the activity.
- 10.5. PERSONAL SAFETY – We will not ask you to work in conditions which are unsafe for you personally. If you are going to conduct interviews, please ensure another member of the team knows where you are or can go with you.

If you have any medical conditions that might add risk, please inform the Station Manager, Compliance Manager or a relevant member of the management team.

- 10.6. OUT-OF-HOURS ACCESS – In order to be in the building between 1800hrs and 0800hrs Monday-Friday and over the weekend, you must have agreed out of hours access with the management team and ensured that it is activated on your campus card/visitor card. Access on campus cards/visitor cards for this purpose must be renewed annually and will only be for the period where your access is essential. Access is at discretion of the management and security team, who have a responsibility for the security of the campus and its users. Please respect them in this role and show the appropriate courtesies. It is YOUR responsibility to request access via the management team when you need it, and to ensure that your access is updated or renewed.

11. Young People and Vulnerable Adults

- 11.1. As a radio station that targets the under 18's, and one which is called upon to work with the under 18's we must be mindful of our responsibilities in Child Protection.
- 11.2. SAFEGUARDING POLICIES – As a principle we adhere to the University of Sunderland's policy on child protection. In principle this means that:
- 11.2.1. Spark should be a safe place for young people to visit, learn and practice radio.
- 11.2.2. We should not be alone in private spaces with a young person, unless we have DBS clearance.
- 11.2.3. Where possible, our trainers and managers will have DBS clearances. Please ask if you think you need this.
- 11.2.4. We should be aware of our behaviour around young people.
- 11.2.5. We will not ask our younger volunteers to broadcast out-of-hours without appropriate supervision.
- 11.2.6. Where possible, we ask that under 17's are accompanied by an appropriate adult.
- 11.2.7. We would expect parents or teachers to provide consent for a young person to become involved in our programme-making processes.
- 11.2.8. We will gain appropriate permission to broadcast the voices of young people, where this is not possible, we will not ask the young person to identify themselves.

- 11.2.9. You should avoid personal relationships with volunteers under 17. This includes making contact on private social media platforms such as Facebook.

12. Disciplinary Action

- 12.1. Occasionally there may be reasons why we need to speak to you about something that has happened or take action against you because of something that has happened, or that you have done. This policy is separate from the University's own disciplinary process, where you may face action for serious misconduct, or conduct which brings the University into disrepute.
- 12.2. OCCASIONS REQUIRING ACTION - This may include obvious breaches such as fighting, being drunk in the studio, abusive behaviour, or repeatedly failing to turn up for your show. We are also clear that you should not secure guest passes, free gifts, taxis, or other benefits for your own personal usage. Anything offered to you because of your role, should be logged and if the item/incentive is intended as a prize, it should be allocated as a prize.
- 12.3. PROCESS - Initially most matters will be dealt with within teams. For example, if you repeatedly fail to turn up for your live show, the Programme Manager has the authority to remove you from the schedule. In the event of disciplinary action being necessary the initial complaint/allegation will be investigated and if it is felt necessary, you will be given notice of being called to a formal meeting with Faculty Staff to discuss the matter. This will give you an opportunity to discuss the issue or allegation against you and offer your version of events and point of view. At this point, the Faculty Management team (our Advisory Board) will decide on the most appropriate course of action. It is important to note that you may be suspended or permanently removed from Spark and its related platforms, should the issue in question be deemed sufficiently serious.
- 12.4. SANCTIONS - You may be suspended from your role within Spark or removed entirely depending on the nature of the case. Some cases (for example, loss of equipment or serious misconduct) may be referred to the University for action. You will be told about this in your meeting with Spark Managers and/or other Faculty staff.
- 12.5. APPEALS - You will be offered the opportunity to appeal the decision made as a result of the disciplinary action. This will be carried out by a senior person who is independent from the initial investigation. A meeting will be convened

which you will be invited to attend, and a final decision made thereafter. The outcome of the appeal is final and no further opportunity to appeal will be allowed.

- 12.6. You will be entitled to bring a colleague with you to each meeting, who can support you throughout. They are not there to talk for you but can take notes and offer you support where necessary.

13. Complaints

- 13.1. In the event that you have a complaint, you should raise this with either the Station Manager, the Compliance Manager or an appropriate member of the management team. You can do this in writing or in person. You will be able to discuss your concerns freely and confidentially. If you wish us to investigate your complaint, we will do so as quickly as possible and we will provide you with details of the outcome thereafter.

14. Branding

- 14.1. Our brand is important to us, and you should not use it without consent. This might include printing your own T-shirts, creating your own show websites, or using the Spark brand to gain access to events for yourself. You should discuss any use of the brand (away from our own platforms) with a member of the management team.
- 14.2. SOCIAL MEDIA - We do not retweet, like or favourite offensive or abusive posts. We aim to promote a positive image of our platforms. We do not create show or presenter specific Facebook pages, Twitter handles etc unless on a rare occasion it is approved by the Station Manager and Compliance Manager. You will be asked to delete these if they have been created. Mixcloud is acceptable, as it is a platform for your work. Social media accounts for podcasts and brands that existed pre-Spark can be used while at Spark, but Spark does not own the rights to these.

15. COVID

- 15.1 We take our approach to COVID very seriously and aim to protect staff and volunteers who contribute to Spark, especially those who may be considered more vulnerable. We appreciate that COVID is ever-changing and will impact in different ways at different times. At Spark, we are committed to following University COVID policies and we will communicate these to you as and when required. If Spark requires special access outside of the boundaries of the

University policies, we will work with the relevant University teams to ensure we do this as safely as possible. Updates and links to these policies will be shared with you in Slack.

- 15.2 We ask you to continue to clean studios, equipment and office spaces after use with the anti-bacterial cleaning products provided.