



Express FM (Portsmouth) Ltd

Working with volunteers

Express FM wants to include many types of people and many kinds of programmes. To ensure things run smoothly, we have a few simple procedures that need to be followed. All volunteers are asked to co-operate with them when they join.

1. In And Around Express FM

1.1 What volunteers do

Express FM's relationship with volunteers is - obviously - voluntary. If you're a volunteer, the station can't demand work from you, and you can't demand that your work is accepted. On-air programmes are allocated by station staff, who periodically review the schedule. If you decide to contribute, you'll need to comply with station-wide systems and rules on topics such as health and safety etc.

1.2 Respect

Everyone shares a duty to create a positive atmosphere at Express FM. We don't allow anyone to cause offence or distress to others, through harmful words or violence.

1.3 Use of IT facilities

The computers should be treated with care. You mustn't eat or drink whilst using them. The University of Portsmouth provide the internet facilities and so users should also adhere to their rules of use. Computing facilities are primarily for Express FM related use and such work always takes priority over any other activity.

1.4 Studio Use

Studios not on the air can often be booked for training/production/practice/pre-recording of features etc. See a member of Express FM staff for details. If, after making a booking, you find you can't use that time, you must tell the Technical Co-Ordinator so the studio time can be released.

1.5 Drink, drugs and smoking

You must never turn up at Express FM under the influence of drink or drugs. All of Express FM's studios and offices are strictly non-smoking.

1.6 Studio Management

Use of Express FM facilities is subject to any instructions given by the staff member in charge of the relevant area of work. The presence of any guests (other than those scheduled to appear on air) is subject to his/her permission.

2. On The Air

Public broadcasting is a privilege, and we always respect our listeners and our special access into their homes, cars and workplaces.

2.1 Behaviour on the Air

When on air you literally become the voice of Express FM so don't say anything that goes against what Express FM aims to achieve. For example, you must not:

1. Use bad language.
2. Display any political bias.
3. Discriminate (by race/gender/disability or other).
4. Break the law (contempt of court/libel).
5. Bad-mouth other organisations (especially other radio stations).

2.2 Attendance

You must not think that because you have a regular slot that you can never miss your show but you must understand also that by taking on a show you make a commitment to us.

If, for whatever reason, you cannot do your show all we ask is that you provide us with plenty of time to make alternative arrangements. For example, if it's your 40th birthday let us know beforehand, we won't mind! Simply not turning up for a show is unacceptable. Of course there will always be exceptional circumstances and we understand this.

You must also turn up at the agreed time for any on-air commitment. Being late could mean not being able to gain access to the studio. If there's a problem and you are going to be late, you must phone to alert us as soon as possible.

If you record a show for weekend broadcast, it must be delivered by Friday lunchtime.

2.3 Behaviour in the Studios

In order to protect equipment food and drink is not allowed in the studios other than in designated areas.

Likewise, use your head; rough and tumble and ball games are not suitable for radio studios!

3. Representing Express FM

3.1 Promotion

All team members share the responsibility to tell everyone in the Portsmouth area about the radio station. You should explain your role and our mission in a positive light. We're not perfect but in public we stress our achievements, not the things that go wrong!

3.2 Making promises

You will probably need to make promises to outsiders about Express FM – an interview slot on your show, for example. We always try to keep our promises; find a system for remembering what you've promised, and if things go wrong, apologise fully and promptly.

3.3 Authority

There are some things that can only be promised by Express FM staff members. These include future programme schedule commitments, spending any money and ordering any goods/services. Volunteers should refer all such issues to a member of staff.

3.4 Unofficial rewards

You are not generally allowed to accept any money, goods or services by using your connection with Express FM. There may be exceptions (such as a local band's CD, or a ticket to review their gig), but these situations need to be checked first with a member of staff.

Arrangements for volunteers if case of complaint

1. If as an Express FM volunteer you have a complaint you should try to resolve it informally at first. A simple chat is often enough to alert the other person to a problem and get it resolved.
2. If that doesn't work, you should use the complaints procedure in the Public File section of the website at www.expressfm.com

Arrangements for volunteers in case of problems

1. In respect of a minor case of unacceptable conduct a formal verbal warning will be given.
2. A more serious case of unacceptable conduct or a repetition of a series of minor cases (including but not limited to smoking or use of alcohol on the premises, being disrespectful to others, swearing on air, or being late for your show) will result in a written warning which, where appropriate, will be a final written warning indicating that you may either be temporarily excluded from the station, or your contribution to the station may be ended.
3. The most serious cases of unacceptable conduct (including but not limited to the use of violent or threatening behaviour, the consumption of illegal drugs on the station's premises, being on station premises under the influence of alcohol or illegal drugs, theft of property from the station's premises, sexual harassment and acts of dishonesty or serious breaches of confidentiality) will be regarded as gross misconduct and are likely to result in an instant end to your contribution to the station.
4. In all cases, before any action is taken, you will be interviewed by a staff member and be informed of any allegations made against you. You will be given an opportunity to state your case and may be accompanied by a person of your choice. If the complaint is upheld you will be informed of the action to be taken.

You may appeal against any step in the process by writing to the Station Manager.

As a volunteer, you are a key part of a community radio station: we look forward to working with you.