



Code of Conduct

03/08/26

CONFIDENTIAL INFORMATION

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Code of Conduct

This Code of Conduct sets out how we as members of The Oast Theatre will respect each other and collaborate for the benefit of our fellow members and the club.

We recognise that we are all individuals and we all think and act differently and that diversity is our richness. We also recognise the value in each of our roles and each other's skills as individuals or as teams.

- We pride ourselves on our friendly welcome to anyone at The Oast Theatre
- We will treat others with courtesy and respect.
- We are all entitled to enjoy an environment that is free from harassment in any form.
- We understand that we are often in a customer-facing role, and as such, are ambassadors for the Theatre and should be courteous and helpful at all times;
- We will not be too proud or stubborn to apologise. We will also accept apologies and not hold grudges.
- We will deal with any complaints respectfully and promptly, referring issues to a member of the Management Committee
- We have the right to expect the assistance of the Management Committee in dealing with serious issues, or with less serious issues that can't be resolved
- We will honour all commitments we have made to The Oast Theatre
- We will abide by the policies and practices of The Oast Theatre
- We will not behave in any manner or engage in any activity which is likely to impair positive public perception of The Oast Theatre and its members. Any representation of the theatre, including marketing and advertising, should be conducted in cooperation with the management committee to ensure consistency of message and branding.

We will not tolerate any form of abuse towards any member of The Oast Theatre. Members (and their representatives) who act in such a manner may be asked to leave and their membership cancelled without refund.

If you are concerned that our club is being brought into disrepute, or there is a situation causing you concern, then please email or speak to any member of the management committee.

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1 REVISION HISTORY

Changes	Version	MC approval Date
Original version	1.0	10/01/24
Updated to new format	1.1	03/08/26

MC – Management Committee