



ELSTREE AND BOREHAMWOOD TOWN COUNCIL

CODE OF CONDUCT FOR STEWARDS

The primary function of a steward is to keep the public safe and to ensure that Council events run smoothly.

The Head Steward is a position determined on an annual basis by the Council and he/she is responsible for appointing stewards and instructing them as to their individual duties.

The instructions of the Head Steward are to be followed. In the unlikely event that a steward is unable or unwilling to follow the Head Steward's instructions a report must be produced after the event in writing for submission (in confidential session) to the Council's Entertainments Committee for consideration.

Any of the following including the aiding and abetting of others constitutes a breach of the Council's Terms and Conditions of employment and/or voluntary position.

1. Neglecting to complete a required task or failing to arrive for duty at an agreed time given by the Head Steward promptly and diligently, without sufficient cause.
2. Leaving a position without permission or without sufficient cause. In all cases the Head Steward must be informed.
3. Making or signing any false statements, of any description.
4. Destroying, altering or erasing documents, records or electronic data without permission or through negligence.
5. Divulging matters confidential to Council without permission.
6. Soliciting or receipt of gratuities or other consideration from any person, or failure to account for keys, money or property received in connection with the business of the Council.
7. Incivility to persons encountered in the course of duties or misuse of authority. Courtesy and consideration should characterise the dealings of stewards with the public, Council Staff and contractors.

8. Conduct in a manner likely to bring discredit to the Council.
9. Use of uniform, equipment or identification without permission.
10. Reporting for duty under the influence of alcohol or restricted drugs, or use of these whilst on duty. Smoking is only permitted on authorised breaks agreed by the Head Steward and no Council uniforms (including High Visibility Tabards) should be worn whilst smoking (including e-cigarettes and vaporisers).
11. Failure to notify the Council immediately of any unspent conviction for a criminal offence.

A steward's signature on the registration form confirms agreement to these codes of conduct which are issued together with the form at the time of registration.

Steward Protocols:

- I. Make sure you know where the following are;
 - Emergency Exits
 - First Aid
 - PA system
 - Water Supply
2. When using a radio please be aware that people around you can hear what you are saying, so be concise and speak **SLOWLY AND CLEARLY**.
If it is an **EMERGENCY** quote "code 9" and give your name and position. If you need to talk to the Head Steward or Entertainments Officer in private, call them as normal and ask them to go to one of the open channels.

Radio channels are;

- 1 - General Communication.**
- 2, 3 + 4 - Open.**
- 5 - First Aid - if needed, stewards are to contact them direct and give them the details and then inform the head steward.**

Stewards are not to give instructions to other stewards and are only to contact the Head Steward or Entertainments Officer.

Correct radio procedure;

- **Richard to Ron.**
- **Ron answers, "Ron received" or "Ron, go ahead"**
- **Richard then gives the instruction.**
- **Ron replies with "ok" or "will do"**

Please do not deviate from this as radio messages then become confusing?

3. At the Parade, Stewards are to stay in the positions allocated and not to wander from that position. You must not allow other traffic to join The Parade. Be aware of people, especially children getting too close to The Parade vehicles. Ensure that the floats are moving all the time (unless officially stopped) and that large gaps are not appearing between them.
4. On Families Day, you will be told by the Head Steward or Entertainments Officer when to go for your food and drink break. When you move locations, please decide who is going to move first and when the replacement arrives, the other Steward can move.
Please **DO NOT** move together as the position then becomes unmanned.
If you are on roaming duty this means moving around the park, not standing around talking.
You should be on the lookout for any problems.
5. On Guy Fawkes Night, Stewards are to stay in their positions until the head steward asks them to move. You need to stop people climbing on the barriers and trying to gain entry to the arena. In the arena you should be positioned equidistant from each other. You will need to look to see if you are too close or too far away from the next Steward.
6. Please make sure that you stay in your positions at **ALL TIMES** unless the Head Steward or Entertainments Officer asks you to move.
7. Please **DO NOT** leave the venue without the Head Steward or Entertainments Officer telling you to do so.
8. Please fill in a claim form at the end of each event and hand it back to the Head Steward or Entertainments Officer before you leave.
9. If you are unsure of anything or have any problems or issues, please contact the Head Steward or Entertainments Officer by radio. Do not contact anyone else.

Only stewards are authorised to use the radios.
10. Stewards are not to smoke, consume alcohol or use a mobile phone whilst on duty.

A designated steward break area will be made available for breaks where stewards will be allowed to smoke and use their phones.

THE MAIN ROLE OF THE STEWARD IS PUBLIC SAFETY.

Authority: Entertainments Committee
Meeting: 5 October 2021
Review Body: Entertainments Committee
Review Period: every 3 years
Next Review: October 2024

