



## Code of Conduct

**Document Version:** version 1.1.2026

Prepared by: Emma Franks

Edited by: Lauren Andrew &  
Clive Phillips  
2026

## **1. Purpose**

This Code of Conduct sets out the standards of behaviour expected of all staff and volunteers working with Greenbox to deliver waste management and recycling services at events and festivals.

It exists to promote a safe, respectful and professional working environment; to protect Greenbox's reputation, staff and event partners; and to ensure compliance with UK law, event licence conditions and site rules.

This Code should be read alongside Greenbox's Health & Safety Policy, Risk Assessments and Method Statements (RAMS), Safeguarding Policy, Transport Policy, Disciplinary Policy, Grievance Policy, and the Temporary Contract issued upon confirmation of work.

Staff Handbooks issued prior to arrival on site must be read before work ensues, which provides a summary of expected standards for staff to abide by.

---

## **2. Scope & Acceptance**

This Code applies to all Greenbox employees and volunteers:

- While on duty
- While off duty but on event premises
- Within staff or volunteer campsites
- During event build, live days and breakdown

All staff are required to complete pre-event documentation and on-site induction forms, including health and safety acknowledgements, before commencing duties. Completion of induction confirms understanding of site rules, safety procedures and behavioural expectations.

Failure to comply with this Code, including aiding or abetting others, constitutes a breach of the Temporary Contract and may result in action under the Disciplinary Policy.

---

## **3. Professional Conduct & Public Interaction**

Staff must act professionally, responsibly and courteously at all times.

Interactions with members of the public, including intoxicated or vulnerable attendees, must remain calm and respectful. Staff must not engage in confrontation, argument or physical intervention. Situations involving aggression, threats or unsafe behaviour must be escalated to supervisors, event security or management.

Staff must follow all Greenbox and event instructions, remain within designated work areas unless authorised, and carry out assigned duties diligently.

Honesty is required at all times. False or misleading statements will be treated as misconduct under the Disciplinary Policy.

---

#### **4. Equality, Respect & Appropriate Behaviour**

Greenbox is committed to equality, diversity and inclusion in accordance with the Equality Act 2010.

Anybody bringing Greenbox into disrepute through poor ill-judged behaviour or causing offence or intimidation through violent misconduct, sexual harassment, racial or religious abuse, misogyny or just generally inappropriate behaviour will be dealt with under disciplinary procedures.

Discrimination, harassment, bullying, intimidation, victimisation or offensive conduct will not be tolerated. These standards apply during working hours and within staff accommodation.

Unwanted physical contact, sexual misconduct, coercion or misuse of authority are prohibited. Personal relationships between staff must remain appropriate and must not involve abuse of position or power imbalance. Supervisors must not exploit their role in relation to other staff members.

Concerns about inappropriate behaviour may be raised as detailed under the Safeguarding Policy or the Grievance Policy.

---

#### **5. Health, Safety & Operational Standards**

Staff must take reasonable care of their own health and safety and that of others.

All work must be carried out in accordance with Greenbox's Health & Safety Policy, RAMS, safe systems of work and Transport Policy. Detailed procedures are provided within those documents and in Staff Handbooks issued before arrival on site.

Vehicles, plant, tools and machinery may only be used by trained and authorised personnel. Site speed limits, pedestrian awareness, reversing procedures and safe vehicle operation must be followed at all times. Mobile phone use while operating vehicles or plant is prohibited unless lawful and hands-free.

PPE must be worn correctly where required. Unsafe conditions, hazards, near misses, injuries or damaged equipment must be reported immediately to a supervisor or manager.

Staff must also report if they are unfit for duty due to fatigue, illness, injury, dehydration, extreme weather exposure or any condition that may compromise safety.

Detailed operational procedures are set out in H&S documentation and RAMS, compliance with those procedures forms part of this Code of Conduct.

Staff must read the staff handbook before work commences to ensure they have got an overview of H&S rules and procedures.

---

#### **6. Alcohol, Drugs & Fitness for Duty**

Staff must report for duty fit to work.

Arriving under the influence of alcohol or drugs, or consuming alcohol or drugs while on duty, is strictly prohibited. Illegal drugs are not permitted anywhere on site, including staff campsites.

Off-shift alcohol consumption must be responsible and must not affect behaviour, professionalism or readiness for duty.

Anyone deemed unfit for work may be stood down or removed from site in accordance with the Disciplinary Policy and Temporary Contract.

---

## **7. Off-Shift Conduct & Campsite Behaviour**

Behaviour off shift but on event premises must remain responsible and respectful.

Staff campsites are shared living spaces and must be treated accordingly. Noise levels must be reasonable, fire safety rules followed, and camps kept clean and safe.

Unauthorised guests are not permitted in staff-only campsites or restricted operational areas. Staff must not abuse their event pass, uniform or position to gain improper access or to allow unauthorised persons — including members of the public, customers or acquaintances — into staff-only areas or restricted zones.

Permitting unauthorised access to event sites, staff areas or places of work is a breach of this Code and may result in removal from site.

When off shift, you are required to remove your hi-viz, unless moving in restricted or high risk areas, or are within Greenbox staff campsite.

No out of hours drinking is acceptable within Greenbox's working yard, or within an on site licensed premises unless it is alcohol bought from said premises.

---

## **8. Safeguarding & Welfare**

Staff must maintain appropriate boundaries with children and vulnerable adults and report safeguarding concerns immediately in line with the Safeguarding Policy.

Concerns relating to exploitation, coercion, modern slavery, abuse, unsafe living conditions or welfare risks must be escalated without delay.

Staff are encouraged to look out for one another's wellbeing. Welfare concerns may be raised formally through safeguarding channels or via the Wellbeing reporting process.

---

## **9. Environmental Responsibility & Property**

Staff must carry out waste collection and sorting in line with Greenbox procedures and event sustainability goals. Detail of our sustainability goals can be found in our environmental policy.

Items should not be removed from waste streams for personal use unless authorised.

Found property must be handled according to event procedures, or given to the onsite manager or supervisor, detailing when and where it was found.

---

## **10. Confidentiality, Social Media & Media Contact**

Confidential or sensitive information relating to Greenbox, its clients, events or staff must not be shared without permission.

Staff should avoid posting operationally sensitive or event-sensitive information online, including incidents, restricted areas or internal matters. Social media activity must not damage Greenbox's or an event's reputation.

Code of Conduct v1.1.26

Photographs or videos of operational areas, incidents, staff-only spaces or event infrastructure must not be taken or shared without authorisation.

Only authorised Greenbox representatives may speak to the media or provide public statements regarding operations or incidents.

---

### **11. Conflict of Interest & Misuse of Position**

Staff must not use their role, uniform, identification or access privileges for personal gain.

This includes unauthorised side work, sharing confidential client information, misuse of uniform or ID, or conduct that creates a conflict of interest with Greenbox or its event partners.

Misuse of authority, incivility or behaviour likely to bring discredit to Greenbox or its clients will be treated as misconduct under the Disciplinary Policy.

---

### **12. Reporting Concerns**

Breaches of this Code, unsafe practices, safeguarding issues or inappropriate behaviour must be reported promptly to a Greenbox Supervisor, Manager, Safeguarding Lead or appropriate Greenbox representative.

Staff who believe concerns have not been addressed appropriately may raise matters under the Grievance Policy.

Failure to report serious breaches may itself constitute misconduct.

---

### **13. Consequences of Breach**

Failure to comply with this Code may result in removal from duties or site, termination of employment or volunteer placement, exclusion from future events, and referral to event organisers or relevant authorities where required.

Serious misconduct — including violence, criminal activity, safeguarding breaches, deliberate safety violations or abuse of access privileges — may result in immediate removal and referral to police or relevant authorities.

All disciplinary matters will be managed in accordance with Greenbox's Disciplinary Policy and the terms set out within the Temporary Contract.