

# PLYMOUTH ARENA

## EVENT DAY STAFF CONDUCT POLICY

VERSION: 2.0

DATE: 06/11/2025

REFERENCE NUMBER: PA/IND18/2025/SCEDP

RESPONSIBLE PERSON: CLIENT SERVICES MANAGER

DATE FOR RENEWAL: JULY 2026

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INDEPENDENT.  
YOURS.**

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### POLICY STATEMENT

Plymouth Arena is committed to maintaining high standards of integrity and professionalism amongst its staff.

To ensure transparency, this policy establishes clear guidelines for our expectations of staff on event days.

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## PURPOSE

This policy is designed to:

Ensure a code of conduct is adhered to by staff on show days and communication and contact with performers and clients.

Prevent unauthorised removal of items left by performers and confirm a clear policy for items that are gifted.

Establish a secure and accountable process.

Designate a sole point of contact responsible for event day communication with the client.

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## SCOPE

This policy applies to all staff members, including full-time and casual employees at Plymouth Arena.

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## GENERAL CONDUCT

All staff must remain professional, courteous, and focused on their assigned duties.

Staff should avoid unnecessary interactions, unless part of their role.

No autographs or photographs can be requested, along with any merchandise.

Any disputes or incidents must be reported immediately to a supervisor or manager.

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## BACKSTAGE AND RESTRICTED AREAS

Only authorised personnel with credentials may enter backstage areas.

Access to dressing rooms, green rooms, and technical areas is restricted to those with direct work-related responsibilities.

Staff must not loiter in backstage areas or engage in personal conversations with performers unless required for their role.

No autographs or signed memorabilia can be requested.

Unauthorised photography or recording in backstage areas is strictly prohibited.

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## INTERACTION WITH PERFORMERS

Staff should always maintain a professional distance from performers.

Engaging performers in conversation, requesting photos, autographs, or personal favour is not permitted.

Any work-related communication with performers should be brief, relevant, and respectful.

Personal opinions about the performance should not be shared with performers unless solicited professionally.

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## GUIDELINES FOR HANDLING ITEMS

### Identification and Reporting:

Any staff member who discovers an item left by a performer must immediately notify the Arena Supervisor.

If the Arena Supervisor is not present, the items must be left at stage door, for the Arena Supervisor to collect.

Staff are prohibited from moving, handling, or inspecting the item beyond what is necessary to identify the item.

Backstage areas must be given special attention when cleaned, to ensure valuables are not thrown away.

Any items such as food perishables should be left at stage door and the Visitor Services Manager made aware, so they can disperse.

### Secure Storage and Documentation

The Arena Supervisor is solely responsible for collecting any items left by the tour or the tours representatives, including any memorabilia.

If the Arena Supervisor is not present, a detailed record must be made and left at Stage Door, including the below.

Description of the item (e.g., type, colour, brand, and any identifying features) including number of items.

Location where the item was found or handed in.

Date and time of discovery.

Name of the staff member who accepted the item.

### Communication and Retrieval:

The Events team will contact the relevant tour or tour management team to notify them of the found item, if lost property.

If the item has been left for the venue or has been prearranged to be given to the Arena Supervisor, it is their responsibility to distribute to staff.

Items can only be returned to verified representatives of the performer upon confirmation of ownership.

### **Unclaimed Items:**

If unclaimed after 30 days, the Arena Supervisor will liaise with senior management to determine the appropriate course of action, which may include donation or disposal.

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## **STAFF CONDUCT AND ACCOUNTABILITY**

Any leftover or unclaimed items (including signed memorabilia, promotional materials, or gifts) remain the property of the venue and are to be handed to the Arena Supervisor.

Under no circumstances may staff members take, use, or keep items left by performers, unless the Arena Supervisor has authorised this.

Under no circumstances is any member of staff, apart from the Arena Supervisor, or approved senior management, allowed to approach or request signed memorabilia from any member of the touring party.

In the rare event of an unsolicited gift being handed personally to a member of staff, this item must not be sold for profit.

Any breach of this policy, including unauthorised handling or removal of items, will be treated as a serious disciplinary matter and may result in disciplinary action, including termination of employment.

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## **COMMUNICATION**

All staff will receive this policy as part of their induction and all current staff will be asked to review and agree to this policy.

This policy will be made available on the staff admin drive.

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## REVIEW AND AMENDMENTS

This policy will be reviewed annually or when necessary to ensure its effectiveness and compliance with organisational standards. Amendments will be communicated to all staff in a timely manner.

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## CONTACT INFORMATION

For further information on this policy or any further questions, please contact Alex Dupree on 01752 522 167 or [alex.dupree@plymoutharena.com](mailto:alex.dupree@plymoutharena.com).

