



Volunteer Code of Conduct

Although you are a volunteer, you are still subject to the rules of conduct expected of all Frameline: San Francisco International LGBT Film Festival staff members. Once you have made a commitment to the organization, we depend on you to follow through with your commitment. Essentially, you become an integral part of the Film Festival team.

As such, you represent the organization to both patrons and the public at large and it is important to portray a positive image. Regardless of your capacity or seniority, as a volunteer with Frameline: San Francisco International LGBT Film Festival, you are expected to:

- Treat patrons, visitors, artists, fellow volunteers and staff with respect and courtesy
- Be sensitive to the diverse people involved with the Film Festival
- Conduct yourself in a manner that is befitting a positive organizational image
- Partake of no alcohol while on a shift and do not report for duty while under the influence of alcohol or drugs
- Show up on time and dressed appropriately for scheduled events and shifts
- Contact the Volunteer Coordinators immediately when you must cancel a scheduled volunteer engagement
- Stay through your entire shift
- Keep all information you handle confidential
- Smile and have fun.

In return from your Festival staff you can expect to:

- Have your concerns, problems and issues heard
- Be treated with respect and courtesy
- Be kept informed about changes within the Festival that pertain to you
- Be provided with a safe atmosphere in which to volunteer
- Be provided with necessary training opportunities
- Be appreciated for your contributions to the organization.

While we appreciate the time you graciously donate to Frameline, reported negative behaviors will be investigated and, depending on frequency and severity, could result in the termination of your volunteer position with the Film Festival.