



# **R&R**

# **Members Handbook**



Dear R&R Members,

It is a real joy and honour to introduce this **R&R Members Handbook** covering our shared Values and Policies for Rathmines & Rathgar Musical Society and beyond. Our society exists because of the enthusiasm, creativity, and generosity of our Members, and this handbook captures the spirit of what we stand for and how we work together.

At its heart, our amateur society with its volunteer spirit is about more than putting on a show. Since 1913, it has been about friendship, teamwork, and the thrill of creating something special as a community.

These values are what make our society strong and welcoming, and they are what this handbook seeks to protect and encourage on-stage and backstage and in any R&R setting —feeling respected and valued. It also outlines the policies that support good governance, accountability, and transparency, ensuring that our society continues to thrive for years to come and extends to anyone working with us in a professional capacity.

You will find here not only the policies, developed by your R&R Committee to help us run smoothly, but also a celebration of the culture as values we are proud to share: one that is inclusive, supportive, and full of possibility. By following these values, we make sure that every R&R Member has the chance to grow, shine, and enjoy the magic of our productions.

I am excited about the future of The Rathmines & Rathgar Musical Society, R&R Theatre and R&R Juniors... inspiring the next generation of performers... which this **R&R Members Handbook** values and policies extend to. With these guiding principles in place, we can look forward to many more productions, new friendships, and memorable moments together.

Here's to the next chapter in our story!

With thanks,  
John Hurley

*President, Rathmines & Rathgar Musical Society*

2025

The R&R, Ireland's leading musical society,  
entertaining millions since 1913

# R&R Values

The R&R embraces musical theatre, R&R Theatre, R&R Concerts and R&R Juniors, creating a vibrant and inclusive entertainment space for all ages and abilities.

Our values, for us all, define how we work together, ensuring a respectful and positive environment for everyone.

By embracing these values, we create a positive and rewarding environment for everyone involved.

Thank you for being part of our society and for upholding these standards together

## R&R SEVEN VALUES



### 1. Passion for Music & Theatre



### 2. Inclusivity & Community



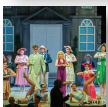
### 3. Diversity, Equity & Inclusion



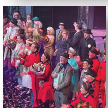
### 4. Growth, Learning & Initiative



### 5. Respect & Teamwork



### 6. Performance with Purpose



### 7. Fun, Friendship & Engagement



## 1. PASSION FOR MUSIC & THEATRE

We celebrate the joy of music, drama, and excellence in amateur performance, committing ourselves to creativity and expression.

### **Acceptable Behaviours:**

- Show enthusiasm for rehearsals, performances, and creative expression.
- Commit to learning, being on time, lines, music, choreography, and staging.
- Encourage and celebrate each other's artistic efforts
- Conduct R&R Auditions that builds our reputation, transparently, to optimize the experience

### **Not Acceptable Behaviours:**

- *Disrupting rehearsals, direction, not learning material, or lacking commitment without communication.*
- *Dismissing others' creative ideas, performance or efforts either openly or to others in the ensemble*
- *Jeopardizing our reputation at venues of any kind that may create negative feedback from stakeholders*



## 2. INCLUSIVITY & COMMUNITY

Everyone is welcome, regardless of background, ability, or experience. We work together to create a friendly and collaborative environment.

### **Acceptable Behaviours:**

- Welcome and support all members, including seniors, juniors, newcomers, those with new skill sets
- Foster a friendly and respectful atmosphere across all age groups, leading by personal example
- Ensure everyone feels valued and included in whatever role large or small

### **Not Acceptable Behaviours:**

- *Cliques, favouritism, or excluding individuals from activities this includes social media communications*

- *Dismissing seniors, Juniors or less-experienced members instead of mentoring/helping them improve. Offering structured feedback at an agreed date and time if necessary*



### **3. DIVERSITY, EQUITY & INCLUSION**

We actively promote fairness, respect, and accessibility, ensuring everyone has an equal opportunity to participate and thrive.

#### **Acceptable Behaviours:**

- Celebrate diversity and ensure an inclusive, welcoming environment.
- Ensure fair opportunities in casting, production, backstage roles, and leadership.
- Speak up against discrimination and unfair treatment in line with R&R published values, policies and guidelines

#### **Not Acceptable Behaviours:**

- *Any form of discrimination, bullying, name-calling or exclusion based on background, race, identity, gender, sexual orientation or ability.*
- *Ignoring or undermining accessibility needs, personal preferences or appearances*



### **4. GROWTH, LEARNING & INITIATIVE**

We support personal and collective growth by embracing change, learning, taking initiative, and stepping up to help where needed.

#### **Acceptable Behaviours**

- Be open to feedback and strive to improve performance, production and supportive skills.
- Take initiative in rehearsals, productions, and society activities.
- Encourage seniors, Juniors and peers to develop skills and confidence.
- Take initiative and pride in the safety, security, cleanliness and pride in The Rathmines Rehearsal Hall and Committee Room.

## **Not Acceptable Behaviours:**

- *Ignoring feedback, resisting improvement and change, causing distraction unnecessarily, or not taking rehearsals and communications seriously*
- *Avoiding responsibilities and leaving all the work to others.*
- *Not taking pride and cleanliness in our Rathmines Rehearsal Hall and Committee Room*
- *Undermining others efforts in an unprofessional way including social media commentary/chat groups*



## **5. RESPECT & TEAMWORK**

Music and theatre are collaborative arts. We succeed when we listen, support, and respect each other.

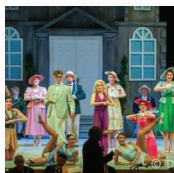
### **Acceptable Behaviours:**

- Be punctual and prepared for rehearsals and shows.
- Respect all roles, from lead performers, other performers, chorus, backstage crew production team members, organizers and committee members
- Listen actively and follow directions, verbal and written, digital and offline from directors and role leaders.
- Recognising always that all contributions are with and on a Volunteer basis and spirit.
- Respecting volunteer time away from family and professional careers

## **Not Acceptable Behaviours:**

- *Talking over others, ignoring directions, or causing disruptions.*
- *Disrespecting backstage volunteers, tech crews, or Juniors/new members.*
- *Disrespecting the role of parents, guardians and chaperones*
- *Actively undermining fellow Members efforts in any way possible*
- *Creating unnecessary, provocative conflict in Chat groups*

## **6. PERFORMANCE WITH PURPOSE**



Every performance is an opportunity to inspire, entertain, and engage audiences.

### **Acceptable Behaviours:**

- Approach performances with professionalism, dedication, and energy.
- Represent the society positively on and off stage.
- Adapt to change and challenges with a positive attitude.

### ***Not Acceptable Behaviours:***

- *Turning up unprepared or missing key rehearsals or calendered meeting dates without reasonable notice.*
- *Undermining performances with negative attitudes or careless behaviour, or being under the influence of drugs and alcohol*
- *Jeopardizing our reputation at performance locations or social venues with any stakeholder*



## **7. FUN, FRIENDSHIP & ENGAGEMENT**

Music and theatre for all our Members, young and older, should be enjoyable experiences, building friendships and community spirit.

### **Acceptable Behaviours:**

- Enjoy and respect the creative process and build strong friendships across all groups.
- Support all of our own productions, social events, fundraising, community outreach and event / show preparation by attending and promoting events
- Offer ideas, support and enthusiasm for future projects or better "ways of working" together in a positive manner
- Demonstrating pride in being part of a production and sharing their R&R "**Member Spotlight**" profile on our website as a sign of engagement with the Society and as a way to get to know one another better

### ***Not Acceptable Behaviours:***

- *Creating unnecessary drama, spreading negativity, or discouraging participation.*
- *Excluding others from social activities or disregarding Member community efforts that supports better engagement and experience*
- *Disregarding reasonable and standard communication with a professional tone of voice, name calling or slandering peoples' reputation carelessly*

# **R&R Equality, Inclusion and Code of Conduct Policy**

Equality, inclusion and code of conduct in the R&R, supported by R&R Values means that no-one will receive less favourable treatment than someone else because of their gender, marital or family status, sexual orientation, religious belief, age, disability, race or membership of the Traveller community; we aim to create an environment in which differences are respected and in which all people are valued and respected as individuals.

## **Code of Business Conduct for R&R Committee Members**

### ***1. Conflict of Interest***

Members shall ensure that there is no conflict of interest between the discharge of their duties as Members of the R&R Committee and any outside employment/business interests/beneficial or other interests they may have. In particular, individual Members shall avoid actual or apparent conflict of interests in relation to situations involving the potential award of a contract or the disbursement of monies.

To ensure appropriate practice, Members shall comply with the following requirements:

- disclose all details relating to their connection to any persons or groups doing business with the R&R.
- remove themselves from situations or decisions that may present a potential conflict of interest.
- not participate, where an actual or apparent conflict of interest occurs, in discussions or votes on business transactions between the R&R and other parties.
- not take advantage of their position for personal gain.

Where a question arises as to whether or not a case relates to the interests of a Member or a person or body connected with him or her, the R&R Committee, whose decision shall be final, shall determine the question and shall record this decision in the minutes of the meeting.

Where a matter arises relating to the interests of the Chairperson, he/she shall delegate another member to chair the R&R Committee meeting in relation to that item and shall absent himself from deliberations or decisions on that matter.

## ***2. Support and Loyalty***

Members shall not undermine through action or omission the values, goals and objectives of the R&R.

Members shall support all actions taken by the R&R, even when they may be in a minority position with respect to such action. Members may identify that a decision or action was not their preference but shall do so in a manner that supports the collegiate decision and does not undermine that decision.

## ***3. Fairness***

Members place the highest priority on the creation of an appropriate social and working environment and affirm that it is their requirement that:

- the R&R places the highest priority on promoting and preserving the health and safety of its Members and the general public
- any form of harassment of Members is not tolerated
- the R&R complies with equality and equal status legislation
- the R&R commits to fairness in all its commercial dealings
- all parties in communication with the R&R are treated equitably and with courtesy.

## ***4. Confidential Information/Improper Communications***

A Member shall not disclose confidential information obtained in the course of performing their duties unless authorised in writing by the R&R.

Members in receipt of 'confidential' information shall:

- only use it in accordance with the proper performance of their duties.
- not divulge or use the information improperly.

- keep the information secure and not make copies of it.
- dispose of the information in a proper and appropriate way so that the confidentiality of the material is maintained.

Recipients of confidential information should only discuss it with others who have received copies. If inquiries are received from others, e.g. the media, no comment should be made.

Members in receipt of confidential information shall ensure that it is kept securely and that reasonable steps are taken to avoid access by a third party and / or loss.

Members shall not repeat in a public setting any discussions of the R&R Committee meetings or associated with R&R Committee business.

Members shall not disclose or use confidential information for their personal advantage, for the advantage of any other individual or entity known to them, or to the disadvantage or the discredit of the R&R or anyone else.

## ***5. Integrity***

R&R members shall avoid the giving or receiving of corporate gifts, hospitality, preferential treatment or benefits which might affect or appear to affect the making of independent judgment on the business of the R&R.

Members acting in a personal capacity, or on behalf of a club, society or professional body, shall not solicit or request a gift, donation, support or sponsorship from suppliers / contractors of goods or services to the R&R or from customers of the R&R.

## ***6. Retirement / Resignation***

Members upon retirement/resignation have a responsibility to ensure the principles of this Code are not compromised on cessation of their position.

Former Members should treat commercial information received while acting in that capacity as confidential. Members should not retain confidential documentation obtained during their terms as Member and should return such documentation to the Chairman on the cessation of their position.

## **7. Complaint Process & Fair Procedure**

### **a. Principles**

- All complaints will be treated seriously, fairly, and confidentially.
- Every party has the right to be heard, respond, and accompanied (by a fellow Member/supporter).
- Complaints will be resolved as quickly and informally as possible, escalating only if needed.
- The Committee is the final decision-maker.

### **b. Step-by-Step Process with Timelines**

#### **Stage 1 – Informal Resolution** (*within 7 days of the issue arising*)

- A member with a concern should, where possible, raise it informally with the relevant person (e.g., director, choreographer, or committee member).
- Aim: to resolve misunderstandings quickly without a formal process.
- If resolved the process ends.
- If not resolved then proceed to a formal complaint.

#### **Stage 2 – Lodging a Formal Complaint** (*within 14 days of the issue*)

- A complaint must be submitted in writing (email or letter) to the General Secretary (or Trustees if complaint involves the General Secretary).
- It must include:
  - The nature of the complaint
  - Relevant dates, events, and people involved
  - Any steps already taken to resolve it
  - Desired outcome (if any)
  - The General Secretary acknowledges receipt within 3 working days.

### *Stage 3 – **Preliminary Review** (within 7 days of acknowledgement)*

- The Chair (or delegated officer) reviews the complaint to ensure:
  - It is within the scope of the society (not personal disputes outside activities).
  - It contains sufficient detail.
- If more info is needed, the complainant is asked to provide it within 5 days.
- If the issue is deemed outside the society's remit, the complainant is notified.

### *Stage 4 – **Investigation** (completed within 21 days)*

- A subcommittee of 3 impartial Committee members (Subcommittee not involved in the issue) is appointed to investigate.
- They:
  - Notify the person(s) subject of the complaint in writing within 3 days.
  - May interview both sides and relevant witnesses.
  - Keep written notes of all meetings.

### *Stage 5 – **Subcommittee Report** (within 7 days of investigation closing)*

- The subcommittee writes a report with:
  - Summary of complaint
  - Process followed
  - Key findings
  - Recommendation (upheld, partially upheld, not upheld; suggested action if any)
- Report sent to the Committee.

### *Stage 6 – **Committee Decision** (within 14 days of receiving report)*

- The Committee reviews the report at the next scheduled or emergency meeting.
- Both complainant and respondent may be invited to make final short statements (separately).

- Committee decides by majority vote.
- Decision and rationale issued in writing to both parties within 5 days of the meeting.

### *Stage 7 – **Final Resolution***

- The Committee's decision is final and binding within the society.
- Any disciplinary action (if applicable) is implemented immediately, e.g.:
  - Verbal/written warning
  - Mediation requirement
  - Removal from a role or production
  - Suspension or termination of membership (per constitution)

### ***Timeline Summary***

- Informal resolution: within 7 days
- Formal complaint lodged: within 14 days of issue
- Acknowledgement: 3 days
- Preliminary review: 7 days
- Additional info (if requested): 5 days
- Investigation: 21 days
- Subcommittee report: 7 days
- Committee decision: 14 days
- Written outcome: 5 days
- Total timeframe (issue to final decision): 8–9 weeks maximum

## **Concise Guidelines to Prevent Misuse of the Formal Complaint Process**

### **1. Purpose**

The formal complaint process is for genuine concerns about misconduct or breaches of policy. It must be used fairly and in good faith.

### **2. Misuse**

Misuse includes:

- Repeated or vexatious complaints
- Using complaints to target or pressure others : before, during or after a production/show/concert including before during and after a designated R&R Social gathering
- Submitting false, exaggerated, or unsupported allegations
- Raising minor issues that should be resolved informally

### **3. Requirements**

Complaints must be written, fact-based, specific, and include relevant evidence. Where appropriate, informal resolution should be attempted first.

### **4. Screening**

A designated Committee Member will review each complaint to ensure it is reasonable, relevant, and not duplicative. Complaints may be declined at this stage.

### **5. Good Faith**

Complainants must act honestly and respectfully. Bad-faith complaints may be halted or dismissed by designated Committee member with Chair or General Secretary agreement

### **6. Consequences**

Misuse may result in warnings, limits on future complaints, or disciplinary action under the R&R (charity's) Code of Conduct.

### **7. Encouragement of Informal Resolution**

Members are encouraged to address concerns constructively and seek mediation or conversation before filing a formal complaint.

## **8.Social Media Policy**

### *a. Purpose*

This policy provides guidance on how members, volunteers, and committee should use social media responsibly to:

- Promote the society in a positive light
- Protect the reputation of members and the society
- Ensure compliance with data protection, copyright, and safeguarding rules

### *b. Scope*

- Applies to all members, cast, crew, volunteers, contractors and committee.
- Covers use of: Facebook, Instagram, TikTok, X/Twitter, YouTube, WhatsApp groups, and personal accounts where society activities are referenced.

### *c. General Guidelines*

- Be respectful – treat fellow members, audience, and supporters with courtesy.
- Promote positively – share society events, ticket info, photos, and achievements.
- Protect privacy – do not post personal information (addresses, phone numbers, financial details).
- Think before posting – if you wouldn't say it on stage in front of an audience, don't post it online
- Child privacy - compliance with agreed parental approval and no posing of identifiable individual R&R Juniors members
- Follow copyright rules – use of licensed music, official graphics, and respect performance rights contracted with R&R

#### *d. Official R&R Accounts*

- Managed by the nominated Designated Committee Member.
  - Only official accounts may be used to:
  - Announce productions, auditions, or events
  - Post rehearsal updates, photos, or promotional content
  - Engage with audiences and sponsors
- All content should reflect the society's values of inclusivity, creativity, and respect.

#### *e. Photos & Videos*

- Cast/crew members must give consent before images are shared.
- For R&R Juniors members, parental/guardian consent must be obtained in writing before posting.
- No backstage photos should be shared without permission of the production team.
- Filming of performances may be restricted by licensing rules – official recordings only.

#### *f. Personal Use of Social Media*

- Members are encouraged to share society posts from official accounts to help promotion.
- Do not create separate pages, events, or groups representing the society without committee approval.
- Do not post negative, offensive, or defamatory remarks about:
  - Other members
  - The R&R ( Musical, Theatre, Juniors)
  - Other local groups or productions
- Disputes should be raised through the complaints procedure, not online.

### *g. Confidentiality & Safeguarding*

- Rehearsal notes, casting discussions, or committee decisions must not be shared publicly.
- Never tag or identify R&R Junior members without parental consent.
- Respect “closed” WhatsApp or Messenger groups – information shared there stays private.

### *h. Breach of Policy*

- Breaches will be reviewed by the Committee.
- Possible outcomes include:
  - Request to remove the post
  - Formal warning
  - Restriction of social media privileges
  - Disciplinary action under the society’s constitution

### *i. Policy Review*

- This policy will be reviewed annually by the Committee to ensure it remains relevant.

## **9. Alcohol and Drug Use Guidelines**

### *a. Purpose*

These guidelines ensure the safety, professionalism, and reputation of the society at rehearsals, performances, and official gatherings.

### *b. General Principles*

- The society expects all members to act responsibly, safely, and respectfully.
- Alcohol or drug use must never compromise the quality of a performance, the safety of others, or the society’s reputation.
- Illegal drug use is strictly prohibited at all times.

### *c. Before Performances & Rehearsals*

- No alcohol or recreational drug use is permitted before or during rehearsals or performances.
- Members must not arrive under the influence of alcohol or drugs.
- Prescription medications are permitted, provided they do not impair safety or performance.
- Members should inform the Director/Stage Manager if they are taking medication that may affect performance or safety.

### *d. During Performances*

- Members must remain sober and fit to perform.
- Alcohol is not permitted backstage, in dressing rooms, or in any performance area.
- Illegal substances are strictly forbidden.
- Anyone suspected of being under the influence may be removed from the performance by the Director(s), Stage Manager or Committee.

### *e. After Performances & Official Gatherings*

Alcohol may be consumed responsibly at post-show events or officially designated gatherings (cast parties, wrap parties, fundraisers, screenings etc.).

Members must respect the venue's licensing laws and behave in line with the society's values.

Anti-social behaviour, excessive intoxication, or any conduct that could bring the society into disrepute will not be tolerated.

Illegal drug use at any society event is forbidden and may result in disciplinary action, up to suspension or termination of membership.

### *f. Safeguarding Considerations*

- Junior members (under 18) must not be supplied with or encouraged to consume alcohol.
- Adults must act responsibly and set an example.
- At mixed-age events, alcohol should be clearly separated (e.g.,

bar area vs. general gathering).

#### *g. Disciplinary Process*

- Breaches of this policy will be dealt with under the society's Complaints and Disciplinary Procedure.
- Sanctions may include warnings, suspension from rehearsals/performances, or removal from R&R membership.

#### *h. Policy Review*

- This policy will be reviewed annually by the Committee and communicated to all members at the start of each production cycle and the most current **R&R Members Handbook** will be on [randr.ie](http://randr.ie) and dated

### **10. Policy Acknowledgement & Confirmation Process**

#### *Step 1 – Distribution of Policies*

- All policies (e.g., Complaints, Social Media, Alcohol & Drug Use) are compiled into an "R&R Member Handbook"(website, PDF or printed).
- Policies are circulated:
  - Face to face with signed receipt
  - By email to all members at the start of the season/production cycle with RECEIVED return email acknowledgement
  - Hard copies available at first rehearsal/AGM.
- **R&R Member Handbook** is also uploaded to the society's website [randr.ie](http://randr.ie) with a date or "revised" The committee reserves the right to update the handbook.

#### *Step 2 – Explanation of Policies*

- At the first rehearsal, AGM, or induction meeting, a committee member (usually Chair or Secretary) gives a short overview of the R&R Member Handbook

- Time is allowed for questions or clarifications or direction to a Committee member

### *Step 3 – Member Acknowledgement*

Each member is required to confirm receipt and understanding of the policies by either:

#### Signature (in-person)

- Members sign an R&R Members Handbook Policy Acknowledgement Form at the first rehearsal/meeting.
- Form states:  
"I confirm I have received, read, and understood the Rathmines & Rathgar policies on Standards, Complaints, Social Media, and Alcohol/Drug Use, and I agree to abide by them as a condition of membership ( opt-in)."
- Signed forms are stored securely by the General Secretary.
- Email Digital Confirmation (online)
- Policies emailed with attachment. *It is the Member's responsibility to provide an active/current email address at time of email to them.*

### *Step 4 – Tracking & Reminders*

- General Secretary maintains a master register of acknowledgements
- Members who have not confirmed within 14 days of distribution receive a reminder.
- Only members who have confirmed by either email or signature are considered "in good standing" for participation.

### *Step 5 – Annual **R&R Member Handbook** Renewal*

- At the start of each new season/production, The **R&R Members Handbook** is refreshed and dated on [randr.ie](http://randr.ie)

- Updated policies are reissued to the [randr.ie](http://randr.ie) website and all new members re-sign or re-confirm receipt.

Thank you for taking the time to review your **R&R Member Handbook**. The most up to date version will always be available on [randr.ie](http://randr.ie).

*The Committee reserves the right to update the Handbook , always available on [randr.ie](https://randr.ie)  
with latest update version date*

Follow us: [randr.ie](https://randr.ie)

