



# Code of Conduct

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Prepared by:  
Executive Committee

# Code of Conduct

## Code of Conduct Policy

### **Purpose**

This policy affirms Upstage Theatre Company belief in responsible social and ethical behaviour from all volunteers, contractors, and committees. This policy clarifies the standards of behaviour that Upstage Theatre Company expects of all Volunteers, Contractors or Committee Members.

### **Principles**

Our volunteers, contractors and committee contribute to the success of our organisation. Upstage Theatre Company fully endorses that all Volunteers, Contractors or Committee Members are not deprived of their basic human rights. Furthermore, our volunteer contractors and committee are obligated to the Business, our customers and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and Client trust.

## Policy

Our Code of Conduct policy applies to all volunteer contractors and committees and provides the framework of principles for conducting business and dealing with other volunteer contractors and committees, customers and suppliers. The Code of Conduct does not replace legislation; if any part conflicts, the legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other volunteers, contractors and committees, customers and suppliers
- Avoid apparent conflict of interests, promptly disclosing to a Upstage Theatre Company Production manager any interest which may constitute a conflict of interest
- Promote the interests of Upstage Theatre Company
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your engagement with Upstage Theatre Company and our Audiences
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts
- Under no circumstances may volunteers, contractors, and the committee offer or accept money
- Any volunteer contractors and committee who, in good faith, raises a complaint or discloses an alleged breach of the Code whilst following correct reporting procedures will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

Upstage Theatre Company expects cooperation from all volunteers, contractors and committees in conducting themselves professionally, ethically, and socially acceptable to the highest standards.

Any employee breaching this policy may be subject to disciplinary action, including termination.

Should employees have doubts about any aspect of the Code of Conduct, they must seek clarification from Scott Hili.

Upstage Theatre Company will regularly review this policy, and Scott Hili will implement any necessary changes.

## **Clothing**

All clothing should be clean, neatly presented, and appropriate for a rehearsal setting. Care should be given to personal hygiene when interacting with other volunteer contractors and committees. Inappropriate or overtly sexualised outfits on any volunteers contractors and committee will be asked to leave, change or cover-up.

# IT, Internet, Email and Social Media Policies

## **Personal Internet Use**

- Your private use is permitted at rehearsal in break times if the private use does not interfere with a person's work and inappropriate sites are not accessed, e.g. pornographic or gambling. Management can access the system to check if private use is excessive or inappropriate.
- Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff must know that some forms of internet conduct may lead to criminal prosecution.

## **Email Use (Committee)**

- Email facilities are provided for formal business correspondence.
- Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
- Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management can access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
- Non-essential emails, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
- All emails sent must include the approved business disclaimer.
- To protect Upstage Theatre Company from the potential effects of the misuse and abuse of email, the following instructions are for all users:
  - No material is to be sent as a defamatory email, in breach of copyright or business confidentiality, or prejudicial to the good standing of Upstage Theatre Company in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
- Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.

- The email records of other persons are only to be accessed by management (or persons authorised by management), ensuring compliance with this policy or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
- When using email, a person must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all", etc., that are not part of the person's duties, is not permitted.
- Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for policy breach or repetition of an offence may include dismissal.

This policy also applies to all Volunteers, Contractors or Committee Members, contractors and sub-contractors of Upstage Theatre Company. who:

- have an active profile on a social or business networking site such as LinkedIn, Facebook, Instagram, Twitter and Snapchat;
- write or maintain a personal or business blog; and
- post comments on public and private web-based forums, message boards, or other internet sites.

This policy does not form part of an employee's contract of employment. Nor does it form part of any contractor or sub-contractors contract for service.

Professional Use of Social Media,

Upstage Theatre Company expects its Volunteers, Contractors or Committee Members to maintain a certain standard of behaviour when using social media for work or personal purposes.

This policy applies to all volunteers' contractors and committee contractors, and sub-contractors of Upstage Theatre Company. who contribute to or perform duties such as:

- maintaining a profile page for Upstage Theatre Company. on any social or business networking site (including, but not limited to, LinkedIn, Facebook, Instagram, Twitter and Snapchat);

- making comments on such networking sites for and on behalf of Upstage Theatre Company
- writing or contributing to a blog and commenting on other people's or businesses' blog posts for and on behalf of Upstage Theatre Company; and
- posting comments for and on behalf of Upstage Theatre Company: on any public and private web-based forums, message boards, or other internet sites.

## **Procedure**

- No employee, contractor or sub-contractor of Upstage Theatre Company. is to engage in Social Media as a representative or on behalf of CPAC Musical Theatre Inc. unless they first obtain Upstage Theatre Company's written approval.
- Suppose any employee, contractor or sub-contractor of Upstage Theatre Company is directed to contribute to or participate in any social media-related work. In that case, they are to act professionally at all times and in the best interests of Upstage Theatre Company.
- All Volunteers, Contractors or Committee Members, contractors and sub-contractors of Upstage Theatre Company must ensure they do not communicate any:
  - Confidential Information relating to Upstage Theatre Company. or its clients, business partners or suppliers;
  - material that violates the privacy or publicity rights of another party; and
  - Information (regardless of whether it is confidential or public knowledge) about clients, business partners or suppliers of Upstage Theatre Company without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.
- Confidential Information includes any information relating to Upstage Theatre Company and related bodies, clients or businesses which is not public. This includes, but is not limited to, information relating to These can include:
  - social networking – e.g. Facebook, LinkedIn
  - video and photo sharing – e.g. Flickr, YouTube
  - blogs – e.g. corporate blogs, personal blogs or media blogs
  - microblogs – e.g. Twitter
  - forums and discussion boards – e.g. Reddit, Whirlpool, Yahoo! Groups
  - online encyclopaedias – e.g. Wikipedia.

## Private / Personal Use of social media

### Procedure

- Upstage Theatre Company acknowledges that its Volunteers, Contractors or Committee Members, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by Upstage Theatre Company. However, inappropriate behaviour on such sites has the potential to cause damage to Upstage Theatre Company, its Volunteers, Contractors or Committee Members, clients, business partners and suppliers.
- For this reason, all Volunteers, Contractors or Committee Members, contractors and sub-contractors of Upstage Theatre Company. must agree to not publish any material, in any form, which identifies themselves as being associated with CPAC Musical Theatre Inc. or its clients, business partners or suppliers.
- All Volunteers, Contractors or Committee Members, contractors and sub-contractors of Upstage Theatre Company. must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material, including but not limited to material which:
  - Is intended to (or could) cause insult, offence, intimidation or humiliation to Upstage Theatre Company. or its clients, business partners or suppliers;
  - is defamatory or could adversely affect the image, reputation, viability or profitability of Upstage Theatre Company. or its clients, business partners or suppliers; and
  - contains any form of Confidential Information relating to Upstage Theatre Company. or its clients, business partners or suppliers.
- All Volunteers, Contractors or Committee Members, contractors and sub-contractors of Upstage Theatre Company must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action, including termination of employment or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements.
- Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and permanently or temporarily denying access to all or part of Upstage Theatre Company's computer network.



For the purposes of this policy, the following definitions apply:

Social Media includes all internet-based publishing technologies. Most forms of social media are interactive, allowing authors, readers and publishers to connect and interact with one another. Anyone can often access the published material. Forms of Social Media include, but are not limited to, social or business networking sites (e.g. Facebook, LinkedIn), video and photo sharing websites (e.g. YouTube, Instagram), business/corporate and personal blogs, micro-blogs (e.g. Twitter), chat rooms and forums and Social Media:

This policy also guides volunteers, and production team, and committee members in their personal use of social media and making public comments online. Volunteers, the production team, and committee members are reminded of their responsibilities under the Upstage Theatre Company's policies and updated constitution.

Official use of social media, the same high standards of conduct and behaviour generally expected of public servants also apply when participating online through social media.

#### Key Indicators

- Be accurate – ensure the information published is correct and cite sources where appropriate.
- Refer to an appropriate business area where necessary and ensure content has appropriate approvals.
- Be impartial – avoid statements that advocate or criticise policies of Upstage Theatre Company.
- Avoid conflicts of interest through endorsement or criticism of third-party providers, partners, products or services.
- The personal opinion must not be expressed. Be respectful – be courteous.
- Be sensitive to diversity.
- Avoid arguments, and don't make personal attacks.

- Do not post obscene, defamatory, threatening, harassing, discriminatory or hateful content.
- Consider – Upstage Theatre Company’s reputation on social media and respect copyright.
- Always get permission to use words, images or materials from other sources or materials taken at rehearsals and performances.
- Maintain confidentiality – only post publicly available information.
- Don’t disclose or discuss official or classified information, make commitments, or engage in activities on behalf of Upstage Theatre Company unless authorised by the appropriate business area.
- Make a record – keep records of social media posts made in an official capacity. Classify and store information as set out in the Records Management Policy.
- Protect and respect privacy – check that the account privacy settings are appropriate for the scope of engagement. Protect privacy and personal information.
- Don’t share the private details of others.
- Don’t disclose details of private conversations unless explicit consent from the relevant parties has been obtained.

## Risk management

- To ensure risk controls are effectively implemented and monitored, a Risk Management Plan must accompany the business case for a social media initiative.
- Rules of engagement on social media
- Think first – review content before publishing.
- If in doubt, leave it out!
- Comments made from Upstage Theatre Company Facebook and Instagram account must not:
  - Endorse or make judgements about specific providers, products, or services
  - Discuss circumstances surrounding Upstage Theatre Company specific relationship with other companies, service partners, or providers.
  - Make personal judgements about how providers have implemented their theatrical products.
  - represent or speak on behalf of Upstage Theatre Company
  - Suppose an online discussion involves specific individual circumstances or personal details. In that case, the moderator must 'switch channels' by directing public members to an alternative medium (e.g. telephone, direct message, email, letter, face-to-face) as appropriate.
- Personal use of social media and making a public comment online.
- Upstage Theatre Company members have the same right to freedom of expression as other community members, subject to a legitimate public interest in maintaining an impartial and effective public service. The Upstage Theatre Company Code of Conduct protects public confidence in the integrity of public administration. We expect you to take reasonable steps to ensure that any social media use or public comment you make, including online, falls within the following parameters.

Committee members must ensure them:

- Don't use a work email address to register personal social media accounts
- Don't make comments that are unlawful, obscene, defamatory, threatening, harassing, discriminatory or hateful to or about work, colleagues, peers or Upstage Theatre Company
- Please don't make comments that are or could be perceived to be made on behalf of Upstage Theatre Company rather than an expression of a personal view compromising their capacity to fulfil duties as Upstage Theatre Company committee members in an impartial and unbiased manner.
- This applies particularly where the comment is made about Upstage Theatre Company's policies and programmes so harsh or extreme in its criticism of Upstage Theatre Company.
- When considering making personal comments, the Upstage Theatre Company committee and volunteers should reflect on the following questions:
- Could your comments cause Upstage Theatre Company clients or other stakeholders to lose confidence in your ability to work impartially and professionally?
- Are your comments consistent with how the community expects the public service to operate and behave?
- Could your comments lower or undermine the reputation of Upstage Theatre Company?
- Are your comments lawful? For example, do they comply with anti-discrimination legislation and laws relating to defamation?
- Would you be comfortable if your manager read your comments?
- What if someone takes a screenshot of your comments and then circulates these around?

The Internet is forever.

Content published on the internet can remain public indefinitely. Content can also be replicated and shared beyond the original intended audience, who may view it out of context or use it for an unintended purpose. For example, private messages or posts can be saved, screenshot, and made public – with little potential for recourse. It is important to be aware that according to the terms and conditions of some third-party sites, the content published is the property of the site where it is posted and may be re-used in ways that were not intended. Before posting to a social media site, it is important to understand the tool/platform and that users read the terms of service and user guides and look through existing content to get an idea of the posting etiquette and any cultural and behavioural rules or protocols associated with the social media platform.

Do not rely on a social media site's default or adjustable security settings as any guarantee of privacy. Even if Volunteers, Contractors or Committee Members do not identify themselves online as part of the Upstage Theatre Company committee, others could identify them as one. Posts can be traced back to individual Volunteers, Contractors or Committee Members and identified as an employee of Upstage Theatre Company if posted anonymously or using a pseudonym.