

## **CODE OF CONDUCT\* ROODKAPJE**

*\*a code of conduct is a set of rules outlining the norms, rules, and responsibilities and proper practices of an individual party or an organization.*

### **Introduction and purpose**

Roodkapje is a breeding ground for musicians, artists, programmers, volunteers, residents and upcoming talent from the Netherlands and abroad. We offer a program wherein people from different backgrounds meet each other, share views, work, create and learn together. We aim to be and facilitate a diverse community in which we acknowledge our differences and approach each other with respect. Roodkapje is an ever-changing, dynamic and learning organization, therefore this Code of Conduct is regularly re-evaluated and updated when needed.

Roodkapje takes responsibility for creating and maintaining a safe(r) space free from any form of structural oppression, including but not limited to racism, sexism, ableism, agism, homo, trans- and xenophobia. Discrimination, physical or verbal violence or any other form of unwanted, (sexually) transgressive behavior are not tolerated.

A safe environment requires an active contribution from everyone who enters the world of Roodkapje. Please be aware that as soon as you enter the world of Roodkapje, whether online or in-person or any other form of communications, you consent to this Code of Conduct.

### **This Code of Conduct applies to**

Anyone who enters the world of Roodkapje; staff, members of the supervisory board, partners, musicians, artists, programmers, volunteers, residents, freelancers, and visitors. This applies to Roodkapje as a place of work, for instance between colleagues and (performing) artists and when we recruit new people. And it applies to Roodkapje as a place for events, exhibitions and hospitality.

Employees, freelancers and artists will be handed the code upon signing a contract, visitors can find the code on our website and through QR-codes available at our location.

### **What is classified as unwanted behaviour?**

***This list is based on provisions that are laid down in Dutch legislation:***

- *The Civil Code*
- *The General Equal Treatment Act*
- *The Equal Treatment of Men and Women Act*
- *The Working Conditions Act*

Roodkapje defines undesirable conduct as behavior - regardless of whether or not there is a hierarchical difference in function or position between the persons involved - that leads to psychosocial (work) pressure or the continuation of oppression as mentioned in the introduction insofar as it concerns:

- **Discrimination**, that is to say: Statements, actions or decisions that are insulting or humiliating due to distinction on the grounds of, but not limited by: a physical or mental disability, race, appearance, origin, religion, political persuasion, age, marital status, chronic illness, gender, belief or sexual orientation. The laws cited only refer to men and women. However, the above applies to all gender identities at Roodkapje and we regularly consult on the meaning of the terms described.

- **Intimidation:** Behavior that has the purpose or effect of violating the dignity of a person and creating an intimidating, hostile, insulting, humiliating or offensive environment.
- **Sexual harassment:** Any form of verbal, non-verbal or physical behaviour with a sexual connotation that is unwanted and/or has the purpose or effect of violating the dignity of a person, in particular when a threatening, hostile, insulting, humiliating or hurtful environment is created. Examples of sexual harassment are:
  - making sexual remarks
  - unnecessary touching or roadblocking
  - written approach with a sexual connotation
  - showing offensive images in the workplace
  - suggesting or pursuing an unwanted/unfounded romantic relationship
  - assault and rape
- **Aggression and use of violence**, that is to say: Incidents in which an employee or visitor is mentally or physically or verbally harassed, threatened or attacked at Roodkapje
- **Bullying**, that is to say: all forms of intimidating behaviour with a structural character, by one or more employees (colleagues, managers) directed against an employee, group of employees, (performing) artist or visitor who cannot defend themselves against this behaviour. An important element regarding bullying at work is the repetition of the behaviour over time.  
This could include:
  - Derogatory remarks, such as disparaging someone's work
  - Comments on someone's appearance;
  - Ignoring someone;
  - Making it impossible for someone to work.
  - The power or strength relations between the attacking party and the person being bullied are unbalanced, for example because someone holds a higher position hierarchically, someone is verbally or physically stronger. As a result, the victim cannot defend themselves.

### **Reporting undesirable behavior**

Everyone who works at Roodkapje - employed, freelance or volunteer -, participates in the programs of Roodkapje, who visits Roodkapje or provides a service is jointly responsible for a safe climate.

**If you experience undesirable behavior, there are the following 3 options to express, discuss and/or report concerns or experiences:**

#### **1. As a Roodkapje employee (employed, freelance, intern or volunteer):**

- to your direct manager (for employees, interns, volunteers), or client (for freelancers)
- if this is neither possible nor desirable for any reason, then to the director of Roodkapje, in person or through e-mail: [marloes@roodkapje.org](mailto:marloes@roodkapje.org)
- if this is neither possible nor desirable for any reason, then you can contact our external confidential counselor H el ene de Haart. She can be reached via [info@dehaartmediation.nl](mailto:info@dehaartmediation.nl) or 06-40308024.

**The external confidential counselor Hélène de Haart:**

- Is completely independent in their support and guidance
- Has a duty of confidentiality, which can only be lifted with the consent of the reporter
- Does not handle anonymous, written complaints
- Does not handle complaints via third parties
- The external confidential counselor does not mediate

**The most important tasks of the confidential counselor are:**

- Supporting the employee;
- Analyzing the situation with the employee
- Advising the employee on the steps to be taken
- Guiding and supporting the employee who experiences the undesirable behavior in the mediation procedure and/or the complaints procedure

**2. As a visitor, guest or other external party without a direct (employment) relationship with Roodkapje:**

- With a floor manager during Roodkapjes events, or a shiftleader/employee at Burgertrut, or by e-mail to [love@roodkapje.org](mailto:love@roodkapje.org)

**3. As a service provider:**

- With the person who gave you the assignment or, if that is not possible, by e-mail to [love@roodkapje.org](mailto:love@roodkapje.org)

All experiences are taken seriously and treated confidentially. If the Roodkapje team itself does not have the right expertise, professional help will be called in - in consultation with the reporter - to guide this further.

Please note the following: the management/director(s) has/have the duty to ensure a safe working environment and the Supervisory Board to supervise the organization. It may therefore be necessary to act on a report to the management the Supervisory Board for example because the undesirable behavior also affects or could potentially affect others. Although everything will of course be handled carefully, complete confidentiality cannot always be guaranteed. Employees against whom a complaint is filed will be treated with care. In principle, complete confidentiality is the adage for all parties involved. It may be necessary to deviate from this principle if the general company interest is involved. In that case, the privacy of those involved will be protected as much as possible. Clear agreements about follow-up steps are made with the consent of all parties.

**Procedure**

If transgressive behaviour is reported, the following steps will generally be taken:

- Roodkapje listens to the reporter;

If the reporter has witnessed the behaviour:

- Roodkapje discusses the report with the parties involved;
- See below for further actions;

If the reporter has experienced this behaviour themselves:

- Roodkapje receives the reporter and provides them with support, depending on the wishes of the reporter;
- Roodkapje discusses the options. For example:
  - Talking to the person(s) involved

- Talking to an external confidential advisor
- Calling in the police and/or victim support or the sexual violence centre;
- If the required expertise within Roodkapje is insufficient, advice is sought from independent experts
- If necessary and applicable, cases are discussed in the meeting of the Supervisory Board
- If necessary, appropriate sanctions will be taken, depending on the relationship with the perpetrator and the seriousness of the behavior. This can vary from a formal warning, denial of access to the building, termination of the (working) relationship, termination of the assignment, dissolution of the employment or cooperation agreement, etc. This is decided by the director or, in case of perpetration of this code of conduct by the, by the advisory board.

In all steps, Roodkapje respects the trust and privacy of the reporter, whereby the reporter retains as much say as possible about the steps to be taken, unless their own safety or that of others is at stake, or when serious crimes oblige us otherwise and reporting must be made to the Police and/or Veilig Thuis. In that case, the privacy of those involved will be protected as much as possible.

Clear agreements about follow-up steps are made with the consent of all parties.

All cases are assessed individually.

## **Evaluation and learning**

Roodkapje commits to establishing an environment in which this code of conduct can be implemented, adhered to and further developed together. We understand that this is a continuous process and that we need to develop skills to signal unwanted behavior, to feel confident to speak out, to have an open conversation and to accept feedback and improve once our own behavior is out of line.

To maintain an open learning environment and awareness within Roodkapje we commit to doing the following:

- This code of conduct can be found in our organization folder, at the bar, on our toilets and on our website. Everyone that works at Roodkapje, employed, freelance and/or as a volunteer gets this code of conduct with their contract
- We hold a monthly office team meeting about diversity and inclusion in which we take time to reflect on our program, goals and things that happened and hold each other accountable on the commitment to this code of conduct
- We check in every quarter/year with our floor teams about the code of conduct in practice and change/improve things if necessary
- We have an online resource list on our drive with reading material on subjects like racism, accessibility, sexism etc. which we regularly update
- We commit to a bi-yearly anti-racism workshop with the whole (office) team
- Next to this workshop we check in with the team at large which skills they feel they need to develop in order to adhere to this code of conduct and we organize trainings accordingly. For example: Recruitment and Selection training, Sign Language, Conflict/Mediation, Dealing with Confused People, Accessibility Training, Resilience, De-escalation, Low Stimulus Events etc.