



## Muziekgebouw Code of Ethics (full version)

Music connects. Whoever you are. That is why we want to inspire people to discover, experience and share the power of music. The main goal is for as many people as possible to feel connected to each other and therefore at home in Muziekgebouw. Each day, we are dedicated and fully committed to achieving this.

That is a big responsibility. And at the same time one that makes us vulnerable. Our work is characterised by constant pressure to achieve high ambitions with limited resources, time and money. And because we work with varying (external) partners and audiences, we are vulnerable in the areas of diversity and inclusion and role and position (hierarchy).

That is why we work on realising a socially safe working environment in which everyone feels welcome and supported. Clear agreements about what we expect from each other in terms of behaviour and manners are helpful therein. Tips on what we can do if we do not feel safe and supported or notice that someone else is bothered by this are also helpful.

This Code of Ethics provides a framework. We expect every person involved (employee, partner, audience, artist) to adhere to our basic rules and take note of them. If you are a victim or witness of undesirable behaviour, don't look the other way. If in doubt, act in the spirit of this code and discuss it: if possible with the person or persons involved, with colleagues, your manager, the personnel advisor or our internal or external confidential advisers.

### **For whom:**

This code applies to anyone working for us or with us, regardless of capacity:

- Employees (with a permanent, temporary or on-call contract)
- Freelancers, interns, volunteers
- External parties (public and partners who play with us, rent from us or whom we hire)

We add our basic rules to all agreements that we conclude and we ask the person or persons involved to act in accordance with these rules. We also make these rules accessible to our visitors (see Appendix 1).

### **Core values**

The guiding principles for our Code of Ethics are based on the following core values:

- Innovation
- Quality
- Hospitality

**Innovation**

At Muziekgebouw, we pursue innovation. Not only innovation in terms of content, but also in respect of the audience. That is why we strive for a form of inclusivity in which creators, music lovers, employees and partners are as important as each other and therefore equal. We embrace diversity; by being open to other perspectives and encouraging everyone to engage in open dialogue about these perspectives.

**Quality**

At Muziekgebouw, we always strive for the highest possible quality. To achieve this, it is important to work together as efficiently as possible, with an eye for each other. Quality can only be delivered in a socially safe environment, where everyone is seen and has a voice. With quality as our compass, we strive for connection and look for the best possible means to communicate openly with each other.

**Hospitality**

We want to be free from pigeon-holing and labelling. We do not make assumptions and mention things in a constructive and productive way. Hospitality means offering space for other perspectives and actively inviting everyone to contribute different ideas. We act proactively for those who need it and stand up for each other. Hospitality is looking beyond your own interests, enjoying the freedom to be yourself and thinking from a perspective of equality. Everyone deserves to be treated respectfully and hospitably.

We can work from these core values by ensuring:

**Trust**

We trust each other, are friendly and are allowed to make mistakes and learn from them. We dare to be vulnerable in this. We honour our agreements and can each other to account for desired and undesirable behaviour.

**Respect**

We take each other into account, help each other where necessary and respect each other's values and standards.

**Openness**

We are curious about the other, try to discover each other's motives and put ourselves in the other person's position.

**Equality**

We get things done *together* and do not abuse our position (of power).

**Solidarity**

We are there for each other and stand shoulder to shoulder. We support each other in difficult situations and don't look the other way.

These values are interrelated: one cannot exist without the other. They are reflected in this document and all aspects of our work.



## **Our basic rules:**

Reflecting on our vision, guiding principles and core values, we are bound by the following basic rules:

1. We all share a joint responsibility for creating and sustaining an inclusive workplace that is positive and supportive;
2. We do not intimidate and treat everyone equally regardless of position/role, mental or physical health, cultural origin, age, sex, gender identity or any other external or internal characteristic.
3. Under no circumstances do we tolerate transgressive behaviour, defined as discrimination, sexual harassment or intimidation, verbal or physical aggression or violence, or bullying.
4. We value inclusivity and differences, are open to learning from others and strive not to act biased. We build relationships based on mutual respect and give and receive feedback in a constructive way, because we know this will improve quality, creativity, productivity and collaboration.
5. We respect each other's dignity, regardless of the hierarchical position of our role within the organisation. We work as a team, get things done together and do not abuse our position (of power).
6. We recognise that transgressive behaviour can have significant consequences for people's physical and mental health and well-being. We therefore offer help and protection to reporters and victims by conducting thorough and fair investigations into the report and by taking appropriate measures.
7. We understand that reporting transgressive behaviour can be difficult and requires courage. We respect confidentiality and strive to make the reporting process clear and simple. People who have submitted reports should not experience any form of retaliation as a result thereof, or otherwise become victims of it.

## **Internal reporting (staff, freelancers, interns, volunteers)**

You can raise the issue of behaviour if you experience the behaviour as undesirable. We expect everyone to play an active role in this. Not only if you experience undesirable behaviour yourself, but also if you notice that someone else falls victim to undesirable behaviour. This goes beyond Muziekgebouw colleagues alone. Undesirable behaviour can also come from our visitors, musicians or partners with whom we interact in this building.

If you want to report undesirable or transgressive behaviour, you can do so in various ways, depending on what you feel most comfortable with:

1. Internally: discuss it with the person or persons involved. People are not always aware that their behaviour is experienced as undesirable. Discussing the effects of this behaviour on you or your colleague can make the person involved aware. If you prefer not to do this by yourself, ask your manager or the personnel advisor to attend. Alternatively, you can ask the internal confidential adviser to help you prepare for this conversation.



2. Internally: discuss it with your manager. Managers are responsible for creating and monitoring a working atmosphere in which everyone is treated with respect. So, if your own approach has insufficient effect, or if you do not want or cannot take action yourself, you can contact your manager. If you prefer not to do this by yourself, ask a colleague or the personnel advisor to attend.
3. Internally: discuss it with the internal confidential advisers. You can contact them for assistance, advice, support and guidance, should you experience undesirable behaviour. They promise all parties involved confidentiality with regard to all information that comes to their attention. Muziekgebouw has appointed two internal confidential advisers: Ineke Steetskamp and Ton Muijselaar. They can be reached at [vertrouwenspersonen@muziekgebouw.nl](mailto:vertrouwenspersonen@muziekgebouw.nl)

If you would like to contact one of them individually, please send an e-mail to [Ineke@muziekgebouw.nl](mailto:Ineke@muziekgebouw.nl) or [Ton@muziekgebouw.nl](mailto:Ton@muziekgebouw.nl). You can also contact them by telephone or in person. For more information about how confidential advisers can help you and how confidentiality is guaranteed, please go to G:\Algemeen\Personeelsinformatie\Vertrouwenspersonen.

4. Externally: discuss it with the external confidential adviser. This person is affiliated with our Occupational Health and Safety Service: Richard Wardenaar. He can be reached on 071-3642040 (general number of the Occupational Health and Safety Service) or [r.wardenaar@optimaalwerk.nl](mailto:r.wardenaar@optimaalwerk.nl)
5. Externally: via a confidential adviser at Mores Online, Reporting Centre for Undesirable Behaviour for the performing arts, television and film sectors, art education and museums, the contact details of which can be found at [www.mores.online](http://www.mores.online).

Note: we are working together with the internal confidential advisers and the personnel advisor on further arrangements and procedures associated with a report. Examples include a complaints procedure for undesirable behaviour and a whistleblowers' scheme. All employees will be informed once these arrangements are in place. The information will also be shared on our website and on G:\Algemeen\Personeelsinformatie\ Sociale Veiligheid.

### **External reporting (public, external parties and partners)**

If, as a visitor, external party or partner of Muziekgebouw, you would like to report undesirable or transgressive behaviour by another visitor, partner or employee of Muziekgebouw, choose one of the options below, depending on what you feel most comfortable with:

1. Discuss it with the person or persons involved. People are not always aware of their behaviour. Discussing the effects of this behaviour on you can make the person or persons involved aware.
2. Discuss it with an employee of Muziekgebouw. A Public Service Manager is present during every concert or performance. Ask for this person if you want to report undesirable or transgressive behaviour.
3. Send your report to [info@muziekgebouw.nl](mailto:info@muziekgebouw.nl)
4. Discuss it with a confidential adviser from your own organisation;



5. If you cannot contact your own organisation, you are advised to contact a confidential adviser from an umbrella trade association. Such as: Mores [www.mores.online](http://www.mores.online) or Stichting Sociale Veiligheid Podiumkunsten (part of the Dutch Association for the Performing Arts NSPK): [www.socialeveiligpodiumkunsten.nl](http://www.socialeveiligpodiumkunsten.nl)
6. Submit a complaint via the complaints procedure (this procedure will be published on our website once adopted).

### **Lastly**

We are aware that the composition of staff, partners and the public can change quickly. We therefore do not want to fall into a “this is how we always do things here” attitude and open ourselves up to new people and new perspectives. We respect each other, regardless of where someone is from and what knowledge he, she or they bring with them or want to acquire.

We also want to keep this document dynamic. Establishing basic rules for interacting with each other is one thing, but encouraging and safeguarding desired behaviour is another. It is therefore important to continue investing in a safe and stimulating inclusive working atmosphere. This means, among other things, that:

- An inclusive working atmosphere and social safety will remain permanent items of the agendas of the supervisory board, management board, managers and works council;
- We will continue to carefully probe this topic during employee satisfaction surveys and the annual appraisals;
- We create space for dialogue on this topic within the various working groups and teams;
- We will evaluate this Code of Ethics each year;
- We will provide regular information and training on topics related to inclusion, a pleasant and safe working atmosphere and recognising and tackling undesirable behaviour.

Amsterdam, 13 February 2024

### **Appendices:**

- |  |        |
|--|--------|
| Appendix 1 – Making our basic rules accessible           | page 6 |
| Appendix 2 – How do I recognise transgressive behaviour? | page 7 |



## **Appendix 1 – Making our basic rules accessible**

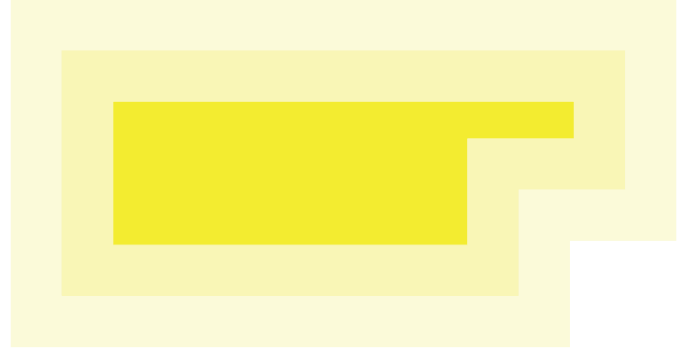
We believe it is important that our basic rules are accessible to everyone within the organisation, but also to our visitors, partners, clients, musicians, hirers and suppliers.

That is why we share these rules with everyone involved. We make our basic rules accessible to our guests in the ticket information and on our website.

We make our basic rules accessible to our staff and partners by making these rules part of the employment contract or order confirmation.

In all our agreements with employees, interns, freelancers, employers, clients, partners, musicians and suppliers, we state the following:

1. by signing this document you comply with our basic rules;
2. you are familiar with the rules and guidelines and will act in accordance with this information and advice;
3. if you do not adhere to these basic rules, it may lead to disciplinary actions and/or termination of the agreement.



## **Appendix 2 – How do I recognise transgressive behaviour?**

Transgressive behaviour manifests itself in four different ways: sexual harassment, discrimination, aggression and violence (verbal and/or physical) and bullying. These factors are not clearly defined and combinations of undesirable behaviour with other conflicts (often) occur. Undesirable behaviour often occurs within unequal power relations, but not necessarily so. It is important to know that transgressive behaviour does not necessarily need to be an offence. What matters is that the recipient experiences the behaviour as transgressive. That alone is sufficient reason to bring it up for discussion.

### **You may encounter transgressive behaviour:**

- as intentional or unintentional undesirable behaviour, aimed at either an individual or a group;
- as undesirable behaviour that is not specifically targeted, but generally creates a negative working atmosphere;
- as repeated undesirable behaviour over a period of time, or one isolated incident;
- as undesirable behaviour between employees and/or managers at the same or at different levels within the organisation;
- in one or more departments or one or more areas of work, within or outside the organisation;
- between employees, other staff and independent contractors and/or customers
- inside or outside the organisation;
- as mobbing, when several people participate;
- as neglect or exclusion;
- during daily work, during work-organised events either at work or another location, during or outside working hours;
- during personal contact, by telephone, via e-mail, text messages and online, for example via social media.

### **Not all harassment is sexual in nature, but keep in mind that on the subject of sexual harassment:**

- an embrace, a kiss on the cheek or a casual touch does not always equate to harassment. The decisive factor is whether the behaviour was unwanted or offensive.
- It is not important whether a person has sexual feelings for the recipient, but only that the behaviour is sexual in nature and that it was unwanted and/or offensive.
- In the event of sexual harassment, sex, gender identity and orientation are not relevant. Anyone can sexually harass another person.