

GLASGOW FILM

Glasgow Film Code of Conduct & Safer Spaces Document

Our vision: Cinema For All

Our values: Authenticity, Community, Sustainability

Glasgow Film is committed to nurturing and maintaining is a **safe environment, free from discrimination, harassment, bullying and abuse**. Everyone has the right to feel safe and welcomed when they come to work, attend the Cinema, or engage with us online or in person, in any setting.

Glasgow Film has created this guide so that all staff, customers, and partners understand our commitments and play an active part in helping to sustain a safe environment, free from discrimination.

- We expect everyone that engages with Glasgow Film in any context to adhere to these principles and guidelines and treat everyone with respect and kindness.
- We want this Code of Conduct to help everyone who engages with Glasgow Film understand that we have a zero-tolerance approach in this area and that we are all responsible for nurturing a safe and inclusive culture.
- Any non-adherence by a volunteer, employee or other paid representative of Glasgow Film will be taken very seriously and investigated thoroughly in line with relevant organisational policies.
- Non-adherence by customers attending our screenings, in person events or engaging with us online may be subject to expulsion without refund or blocked from social media.
- This Code of Conduct is for all staff, volunteers, customers, partner organisations, guests, external facilitators, contractors, and tradespeople.
- This code of conduct was produced by the Glasgow Film Staff and Volunteer Diversity Committee, with input from other staff groups and in reference to many other similar documents produced by peer organisations across the creative and charity sectors. Additional expert advice was sought from Tony McCaffery from Diversity Scotland.

Principle 1

Glasgow Film has a Zero Tolerance approach towards any discriminatory behaviour or harassment directed at our staff, volunteers, partners, audience members or participants.

Discrimination is the unfair or prejudicial treatment of people and groups based on protected characteristics (age, gender reassignment, being married or in a civil partnership, being pregnant or on maternity leave, disability, race including colour, nationality, ethnic or national origin, religion or belief, sex and sexual orientation.)

Harassment is any behaviour, whether physical, verbal, written, or otherwise, that is unwanted and unwelcome, and may offend or humiliate, or makes you feel fear or alarm.

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What might this look like?

- making it harder for someone to do their job or excluding someone from opportunities or benefits
- comments or offensive 'jokes' based on protected characteristics like race or gender
- negative stereotyping, minimising a person's lived experience or intentional misgendering
- inappropriate or unwelcome sexual attention, innuendo or joking
- the use of derogatory or discriminatory language, any racism, sexism, homophobia, transphobia or any other targeted comments which cause harm to another person
- sustained and repeated disruption of online and cinema-based events or sustained interruption of service

Principle 2

Glasgow Film has a Zero Tolerance approach towards any bullying directed at our staff, volunteers, partners, audience members, participants.

Bullying is unwanted behaviour from a person or group that is offensive, intimidating, malicious.

Bullying behaviour can also be classed as harassment if it relates to any protected characteristics.

What might this look like?

- threatening, aggressive or intimidating behaviour
- constantly criticising someone's work, constantly putting someone down in meetings
- spreading malicious rumours about someone either in person or on digital platforms
- an abuse or misuse of power that undermines, humiliates, or causes physical or emotional harm to someone
- showing continued disrespect, refusing to complete tasks, undermining someone's authority

Speaking Up and Reporting

If you are staff or a volunteer:

- If you witness or experience any behaviour or language from another colleague that is disrespectful or causes offence, you have permission to speak to the person in a quiet place and politely suggest how things could have been handled differently. Alternatively speak to your line manager and they will help you assess and then address the situation. In most instances an informal conversation can help, however any serious breaches will be dealt with in line with our equal opportunities and disciplinary policies.
- If you witness or experience any behaviour or language from a customer, partner or stakeholder that is disrespectful or causes offence, tell your line manager immediately and they will help you assess and address the situation.
- If a sudden or unexpected interruption to our services or schedule occurs by person/s causing offense or making others feel intimidated, you should use your radio to call for the manager to attend the area you are in. Acting speedily in this instance will ensure that we act as promptly as possible. If the person/s are

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not yet in the cinema, the manager will most likely ask them to leave and prohibit entry. In worst-case scenarios, Managers will act if any such behaviour happens during a screening. This might include stopping the screening until the person/s involved has left the cinema.

If you are a customer, partner, contractor, or anyone else:

- If you witness or experience any behaviour or language from a staff member or volunteer, or another customer whilst attending or engaging with Glasgow Film in any context please report this immediately to a staff member or the Duty Manager on shift. Alternatively email feedback@glasgowfilm.org
- Any complaint or issue will be dealt with sensitively and confidentially until agreed otherwise.

Reporting online harassment

We do our best to remain vigilant across all of our social media platforms, but we are a small team, and our accounts are not monitored 24/7. If you experience or witness any form of harassment on one of our digital platforms, please contact a member of Glasgow Film staff providing detailed information. All complaints will be investigated, and appropriate action taken. We will treat your complaint with confidentiality.

Contacts for reporting online harassment:

Please email feedback@glasgowfilm.org

If you would prefer not to contact a shared email address, you can contact:

Lindsay Clydesdale: lindsay.clydesdale@glasgowfilm.org

Claire McNaught: claire.mcnaught@glasgowfilm.org

*Notifying Glasgow Film does not constitute or replace notifying relevant authorities. All serious violations of the law should be reported immediately.

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Glasgow Film Theatre (GFT) is registered in Scotland No. SC097369 with its registered office at 12 Rose Street, Glasgow G3 6RB. GFT is a company limited by guarantee and is registered as a charity (No. SC005932) with the Office of the Scottish Charity Regulator.