



## Code of Conduct Guidelines

---

**NOTE:** Where English National Opera ("ENO") is referenced in this policy it refers to all ENO Group Companies including London Coliseum Limited ("LCL").

### Who does this policy apply to?

These guidelines apply to all our employees regardless of terms of employment or rank. Permanent and fixed term employees, casuals, freelancers and visiting artistes are all expected to observe this code and be protected by these guidelines.

### What is the purpose of the policy?

Our employee code of conduct guidelines outlines our expectations regarding employees' behaviour towards their colleagues, managers and the overall organisation.

We promote freedom of expression and open communication whilst following these guidelines. We should avoid offending, participating in serious disputes and disrupting our workplace. We expect to create a well organised, respectful and collaborative environment.

### Our Commitment to you

When you make a commitment to ENO we make the following commitments to you:

- We will be honest, truthful, transparent and professional in our dealings with you;
- We will respect your privacy and will only release details with your consent or if disclosure is required by law;
- We will keep you informed about the project that you are supporting in an honest and accessible manner;
- We will respond to any concerns you might have swiftly and efficiently.

We outline the guidelines of our Code of Conduct below:

### Compliance with Law

All employees must comply with all environmental, health and safety and other laws. We expect employees to be ethical and responsible when dealing with ENO's finances, partnerships, audiences and the public and not misuse any information.

### Respect in the Workplace

All employees should respect their colleagues. We won't allow any kind of discriminatory behaviour, harassment or victimisation. Employees should conform to our dignity at work policy in all aspects of their work from recruitment and performance and interpersonal relations. Some examples of discriminatory behaviour might include:

- "Picking on" or making degrading comments about a colleague;
- Criticising a colleague in public;
- Whispering or gossiping campaigns;
- Shouting at a colleague or refusing to speak to a colleague;
- Repeatedly putting unreasonable pressure on staff that you manage, for example, imposing unachievable deadlines;
- Derogatory comments about gender or matters associated with gender and sexual orientation;
- Degrading comments about appearance or dress;
- Physical conduct of a sexual nature ranging from unnecessary touching, unwelcome advances and remarks to sexual assault;
- Making offensive comments to a pregnant woman about her appearance;
- Display of pornographic or sexual suggestive pictures, objects or written materials;

- Derogatory or degrading abuse or insults and offensive comments about race or religion including telling jokes related to race or religion;
- Mimicry and imitation of a disabled person and telling jokes related to a disability;
- Offensive comments about disability or matters associated with disability
- Derogatory stereotyping based on age;
- Talking down to, joking and humiliating staff on the basis of their age.

### Protection of Company Property

All employees should treat our company's property, whether material or intangible, with respect and care.

### Employees:

- Shouldn't misuse company equipment or use it frivolously
- Should protect company facilities and other material property from damage and vandalism, where possible.

### Professionalism

All employees must show integrity and professionalism in the workplace.

- **Job duties** – All employees should fulfil their job duties with integrity and respect towards colleagues, audiences and the community. Managers shouldn't abuse their authority and are expected to delegate duties to their team members taking into account their competencies and workload. Likewise, we expect team members to follow managers' instructions and complete their duties appropriately in a timely manner.
- **Absenteeism and Tardiness** – Employees should follow their schedules. We expect employees to be punctual when coming to and leaving from work.
- **Collaboration** – We expect employees to be friendly and collaborative and try not to disrupt the workplace or present obstacles to their colleagues' work.
- **Communication** – All employees must be open for fair and honest communication with their colleagues and managers.
- **Policies** – All employees should read and follow our company policies. If they have any questions, they should contact the People Team via email at [people@eno.org](mailto:people@eno.org).

### Disciplinary Action

ENO or LCL may have to initiate an investigation against employees who repeatedly or intentionally fail to follow the guidelines of our Code of Conduct.

### Further Guidance

If you have any questions or require any further support in relation to this policy, please contact a member of the People Team ([people@eno.org](mailto:people@eno.org)) who will be able to advise.