



SOUTHWARK PARK
GALLERIES

Code of Conduct

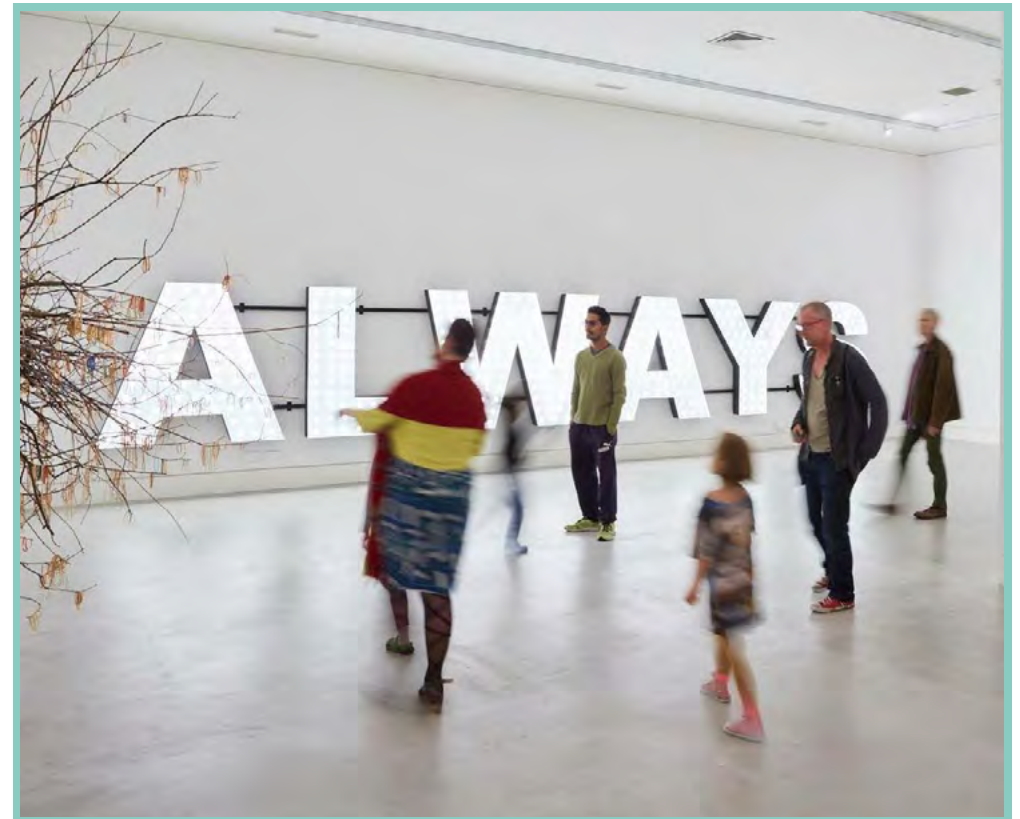
2023-24

We exist to create an open, safe and respectful environment that is welcome to everyone; a place to connect and facilitate meaning through the experience of art, nature and culture.

To maintain this environment as a space for everyone to enjoy, we hereby outline our responsibilities as an organisation and those expectations we have for all who engage with us, our activities, and daily life in our park.

This Code of Conduct provides everyone we engage with clear expectations of our collective behaviour, shared responsibilities, and best professional practice.

We ask that everyone observes this policy when visiting, representing, conducting business on behalf of, and working with us.



Our Values

Inclusivity & Innovation

We will collectively tackle barriers to inclusion by promoting diversity and respect for all, whilst championing innovation, experimentation, and risk-taking.

Safety & Care

Everyone has the equal right to quality cultural engagement, free from threat of intimidation, harassment and abuse, and to work in a safe environment

Dignity & Worth

We respect and actively promote the rights, dignity and worth of every individual and treat everyone equally regardless of age, ability, gender, race, ethnicity, religious belief, sexual orientation, or social-economic status.

Accountability & Fairness

We are always accountable for delivering on our mission and running the charity fairly; we expect everyone to take responsibility for their own actions, and fair and respectful to all.

We expect everyone we engage with, internally & externally, to be:

- **Respectful**
- **Honest**
- **Inclusive**
- **Accountable**
- **Fair**
- **Kind**



Commitment of our Trustees

As Trustees of Southwark Park Galleries (SPG) and Directors of the Bermondsey Artists Group, we have a commitment to:

- Follow Charity Commission guidance at all times and abide by all relevant laws and regulations including but not limited to charity law, company law, health and safety law, data protection law and employment law.
- Act in accordance with the Seven Nolan Principles of Public Life, including selflessness, integrity, objectivity, accountability, openness, honesty, and leadership.
- Lead on and steer the charity's vision, mission, and values, solely for public benefit.
- Treat others with respect, fairness, and dignity, behaving in a manner that aligns to SPG's core values at all times.
- Not use language that is discriminatory or offensive, champion equality, diversity, and inclusivity at all times, and ensure everyone's views are valued equitably.
- Oversee the charity in a strategic manner, fulfilling our responsibilities as a good employer, and acting fairly and without prejudice.
- Ensure all policies and procedures are up-to-date and thoroughly understood and used by all.
- Respect the privacy of all individuals, using confidential information only for the purpose for which it is intended.
- Not use, or allow the use of, SPG's property, resources, or funds, for any other purpose other than to benefit the charity.
- Avoid conflicts of interest and any activities that may undermine impartiality, or are in direct conflict with SPG's charitable objectives and aims.

Commitment of our Staff

As staff of SPG, we have a commitment to:

- Always act in the best interest of the charity with honesty and integrity.
- Carry out all duties in an efficient and professional manner, delivering all aspects of work in line with the charity's vision, mission, and values, solely for public benefit.
- Treat others with respect, fairness, and dignity, behaving in a manner that aligns to SPG's core values at all times.
- Not use language that is discriminatory or offensive, championing equality, diversity, and inclusivity, ensuring that everyone's views are valued equitably.
- Respect the privacy of all individuals, using confidential information only for the purpose for which it is intended.
- Not use, or allow the use of, SPG's property, resources, or funds, for any other purpose other than those authorised by the Board of Trustees.
- Being aware of and adhering to all policies and procedures, but with particular attention to SPG's:
 - Safeguarding Policy
 - Conflict of Interest Policy
 - Health and Safety Policy
 - Equality, Diversity, and Inclusion Policy
 - Grievance and Disciplinary Code
- Avoid conflicts of interest and any activities that may undermine impartiality, or are in direct conflict with SPG's charitable objectives and aims.
- Continually strive to improve the quality of our services through professional development, teamwork, and open communication.
- Be aware of our role within the organisation, and be accountable for individual actions.
- Abide by all relevant laws and regulations including but not limited to charity law, company law, health and safety law, data protection law and employment law.

Commitment of Artists, Stakeholders & Partners

As Exhibiting Artists, Stakeholders & Partners of SPG we have a commitment to:

- Act with honesty and integrity when working with SPG, treating others with respect, fairness and dignity.
- Respect SPG's vision, mission, and values, adhering to these and the organisation's behavioural standards when on SPG property, or when working with SPG.
- Not using language that is discriminatory or offensive, championing equality, diversity, and inclusivity at all times, ensuring that everyone's views are valued equitably.
- Be aware of our role when working with SPG, being accountable for our actions, and working in a collaborative and helpful manner.





Commitment of Visitors to SPG

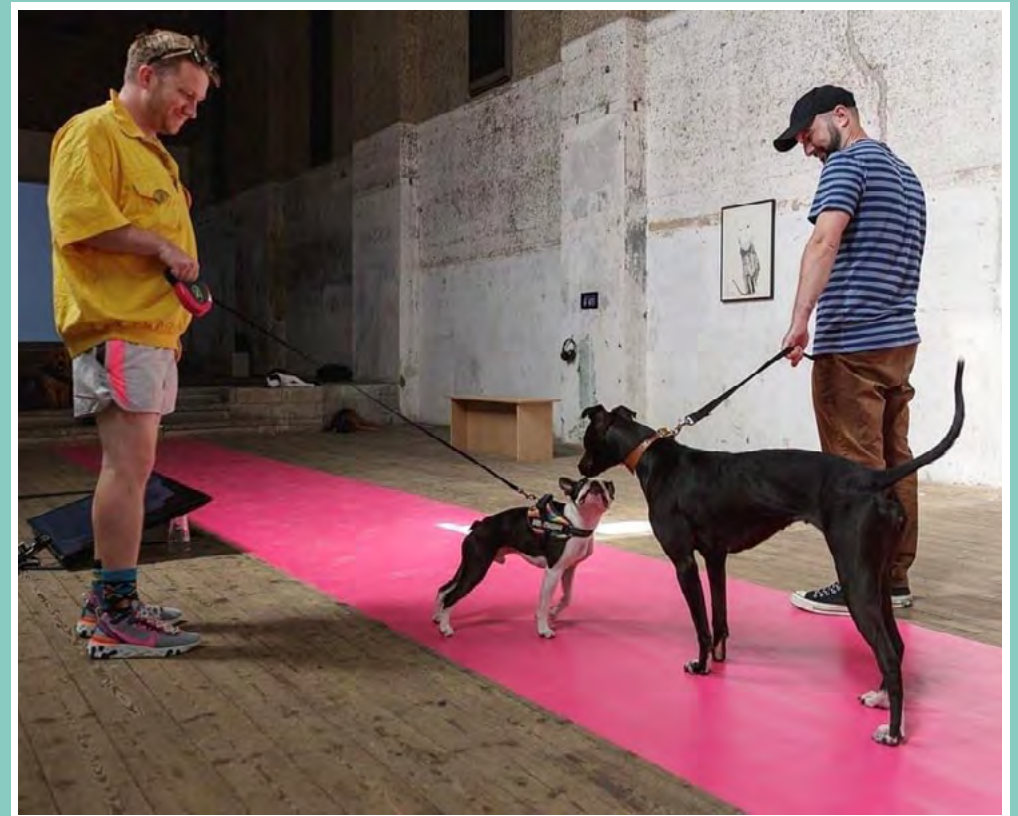
As Visitors to SPG, we have a commitment to:

- Treat everyone with respect, fairness, and dignity, taking into consideration language, tone of voice, body language and behaviour at all times.
- Not using language that is discriminatory or offensive, or that could be considered a threat of intimidation, harassment, and/or abuse.
- Respect SPG's own vision, mission, and values, and adhering to the charity's behavioural standards when on SPG property.
- Respect all policies and procedures set out by the charity when on SPG property, following guidance of staff at all times.
- To uphold the law and not do anything which might damage property or cause inconvenience or distress to others.

Resolving Concerns

Any breach of this Code of Conduct by **employees** will be managed in accordance to the organisation's Grievance and Disciplinary policy, which is detailed in a separate document issued upon appointment.

Any breach of this Code of Conduct by anyone else (**non-employees**) will be managed in accordance to the organisation's complaints procedure, which is set out within this document below.



Complaints Procedure

for everyone excluding employees

If You Have Concerns About:

A Gallery Visitor / Member of the Public:

1. Ask a member of our Front of House Team to help you
2. They will support you to the best of their ability
3. They may alert a member of the office team at the time or after the matter depending on the urgency of the situation at hand
4. Alternatively, depending on the severity of the matter, they may direct you to contact the office team via email admin@southwarkparkgalleries.org to lodge your concern.
5. Your email will be forwarded to the relevant staff member and the matter will be appropriately investigated.
6. Wherever possible, the resolution outcome will be communicated to you.

Complaints Procedure

for everyone excluding employees

If You Have Concerns About:

An Exhibiting / Contracted Artist, Stakeholder, Funder or Partner:

1. Ask a member of our team to help you
2. They will log your concern and contact their Line Manager / key liaison contact.
3. They will investigate the matter and take appropriate action.
4. Wherever possible, the resolution outcome will be communicated to you.

Please Note: If deemed necessary, a Visitor / Member of the Public / Artist may receive a ban from SPG (temporary or permanent), as determined by the Director and/or Board. Should this occur, this action will be communicated to you by a member of our Senior Management Team.

Complaints Procedure

for everyone excluding employees

If You Have Concerns About:

A Member of our Team:

1. Calmly raise your concern with the staff member to work towards a resolution
2. If you are unable to resolve the issue directly with the staff member concerned, ask to speak to the Director.
3. If the Director is unavailable please log your concern via email to admin@southwarkparkgalleries.org
4. Your email will be forwarded to an appropriate staff member who has the authority to deal with complaints and who will contact you to discuss.
5. They will establish the facts and take appropriate action.
6. Wherever possible, the resolution outcome will be communicated to you.

If a Member of our Team has Concerns About:

A Gallery Visitor / Member of the Public:

1. We will raise our concern and discuss the matter which we deem to be in breach of our Values
2. If the matter cannot be resolved directly, a senior member of the team will be called to discuss and act as required to try to resolve the matter
3. If the matter escalates and continues to breach our Values as set out within our Code of Conduct, we will request the visitor leaves the premises with immediate effect
4. If this request is ignored the police will be called to attend, as per Park Safeguarding Protocol
5. Depending on the severity of the matter, the incident will be logged with the Senior Management Team and/or a Trustee.

Any other concerns expressed by staff members regarding employees or workers will be dealt with in accordance with the charity's Grievance & Disciplinary Policy.

Policy Document

Created by:

The Board of Trustees,
Bermondsey Artists Group, Charity Directors

Reviewers:

Paul Franklyn & Giles Smith,
Co-Chairs, Bermondsey Artists Group

Date of Review: August 2023

Next Review Date: August 2024