

# The MissImp Code of Conduct

## Introduction

All MissImp staff, directors, teachers, and volunteers (referred to as “Staff” for the rest of the document) represent MissImp when engaging with the community and greater public. Therefore, in addition to complying with all applicable legal requirements, they agree to maintain a high standard of conduct – displaying respect and concern for others at all times.

## MissImp’s Aim

At MissImp, our aim is to provide anyone who walks through our doors, regardless of their background, access to high quality improv training, shows, and performance opportunities in a safe and welcoming environment.

In line with this, The MissImp Code of Conduct has been drawn up based on the seven Nolan Principles for public life, which are:

### 1. Selflessness

Staff should act solely in terms of the interest of the community they represent. They should not act in order to gain financial or other benefits for themselves, their family, or their friends.

### 2. Integrity

Staff must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They must declare and resolve any interests and relationships.

### 3. Objectivity

Staff must act and take decisions including making appointments, awarding contracts, or recommending individuals for rewards and benefits including the casting of teams and shows, impartially, fairly and on merit, using the best evidence and without discrimination or bias.

### 4. Accountability

Staff should be accountable to the community for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

### 5. Openness

Staff should act and take decisions in an open and transparent manner. Information should not be withheld from the community unless there are clear and lawful reasons for so doing.

## **6. Honesty**

Staff should be truthful, this includes declaring any private interests relating to their duties and to take steps to resolve any conflicts arising in a way that protects the interests of the company and the community.

## **7. Leadership**

Staff should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

## **Spirit of Improv**

At MissImp we don't feel that our commitment to the values improv holds dear ends when we come off the stage. Above all else, an importance is placed upon collaboration and all staff are expected to work collaboratively and show understanding and empathy when working together on whatever project they find themselves.

## **Inclusion**

At MissImp we are committed wholeheartedly to inclusion and believe that anyone who wishes to, should have access to our services irrespective of race, gender, disability, medical, financial, or other need.

As part of this, we make the following commitments:

- To, where possible, use fully accessible spaces for our activities.
- To attempt to increase the representation of underrepresented groups on stage.

## **Confidentiality**

We expect all staff to respect the confidentiality of the members of the improv community and general public, in terms of both treating their data in accordance to the General Data Protection Regulation (GDPR), and respecting their confidentiality on personal issues unless the issue itself is considered to be a criminal or safeguarding issue.

We also understand how gossip and unsubstantiated rumours can be destructive to a positive working environment and individuals, and therefore heavily caution against such behaviour.

## **Conflicts of Interest**

When you are in a business situation in which competing loyalties could cause you to pursue a personal benefit for you, your friends, or your family at the expense of MissImp, the community, or the greater public, you may be faced with a conflict of interest. Where

possible, all of us should avoid conflicts of interest and circumstances that reasonably present the appearance of a conflict.

We understand that a case where competing loyalties can arise, and in this case we expect people to follow the procedure for declaring a conflict, and to do so with honesty and transparency from the outset.

## **Personal Behavior**

Staff are required to treat everyone with courtesy and respect at all times and remember that everyone has the right to be treated with dignity.

From time to time staff will have to deal with difficult people. In such circumstances they should maintain high standards of professionalism and fairness. Rudeness, offensiveness, threatening, violent, or abusive behaviour is not acceptable in any circumstance. If you are subject to unacceptable behaviour, please advise a member of the board of directors immediately to ensure this is dealt with promptly and properly.

We will not tolerate any form of bullying, be that verbal, physical, emotional, or otherwise. Anyone who is involved in the company will respect each other's differences, support each other, and uphold a strict policy of non-discrimination.

Anyone representing MissImp is expected to support anyone with any extra needs, be they physical, emotional, or otherwise as best they can.

Staff should be reliable and punctual and be able to demonstrate honesty, integrity and fairness. Staff should avoid doing things that might imply a sloppy or uncaring attitude.

Staff are expected to take reasonable measures to protect MissImp's property and assets from theft, damage, waste, or misuse. Staff must ensure that they use funds & resources entrusted to them for the purpose intended, and in a responsible manner.

Staff should be aware that it is a serious criminal and disciplinary offence to corruptly receive or give any gift, loan, fee, reward or other advantage in return for doing (or not doing) anything or showing favour to any person or organisation.

## **Personal Relationships**

Staff should not use informal channels to influence Directors on matters of Board of Directors business.

Staff must never allow any personal relationships to conflict with the duties of their employment, or with the best interests of MissImp and the greater community. They must never allow themselves to be compromised by or take advantage of their relationship with another staff member.

## Purchasing Goods

Staff involved in buying goods or services on behalf of MissImp should ensure that:

- Decisions provide the best value for money.
- Decisions are taken objectively and without favour to one supplier or contractor.

## Discriminatory Groups

MissImp will not in any circumstances work with or for any representatives of groups who condone discrimination, including racist, homophobic, sexist, or any other form of discrimination. In addition to this, care must be taken at all times to ensure that MissImp are not seen to be condoning the views of these such organizations.

There are a number of steps that staff can take, including ensuring that any workshop, drop-in, show, or other event ran by the company abide by the **MissImp Ground Rules for Workshops and Shows**.

## Issues

Should a member of staff have an issue or complaint with another member of staff, a member of the community, or MissImp as an organisation, your first port of call should be to resolve this informally at a face-to-face meeting between those involved.

### Informal or “on-the-spot” procedure

- If possible you should speak to the alleged harasser yourself, making it clear that his/her behaviour is unacceptable and you wish it to stop. In many cases, such an approach is successful and the harassment ceases.
- You may wish to seek help or advice from a friend or sympathetic colleague whom you feel able to talk to and who may also accompany you to a meeting or in helping to put your case to the harasser; this cannot be your instructor.

Should the issue or complaint not be resolved at this meeting or you feel this not be appropriate for your issue, MissImp practices a standard 3-stage procedure.

### Formal 3-stage procedure

1. The staff member should report this issue by emailing [contact@missimp.co.uk](mailto:contact@missimp.co.uk), or sent to a member of the exec directly, detailing the problem under the subject “Reporting an Issue”. There it will reach a member of MissImp’s leadership team.
2. A meeting where both sides sit down together and may explain their case. There will be an expectation on both sides to attempt to understand the other’s point of view on the matter. After which (should it be necessary) the exec will notify the employees of

their decision and their right of appeal.

3. An appeal meeting if the employee appeals, followed by notification of the final decision.

***\*Note\*** an appeal should be used in the event that someone involved in the issue feels, for whatever reason that the procedure wasn't followed properly.*

This is our standard procedure for issues, we reserve the right to act how the exec feels appropriate in exceptional circumstances.

## **Sanctions**

Failure to comply with this code of conduct will lead to appropriate sanctions.