



CONDUCT POLICY

Protecting our Values



02 DECEMBER 2024
HOUSE OF DAMNATION CIC
Old Bakery Studios, Blewett's Wharf, Malpas Road, Truro TR1 1QH



“It is not our differences that divide us. It is our inability to
recognise, accept, and celebrate those differences”

- Audre Lorde, writer and activist



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Purpose

The purpose of this Conduct Policy is to define the standards of behaviour, ethics, and integrity expected of everyone representing House of Damnation CIC. It ensures that our organisation operates with professionalism, respect, and inclusion across all of its activities: on stage, online, and behind the scenes.

This policy aims to:

1. Promote a safe, welcoming, and equitable environment where everyone is treated with dignity, respect, and fairness.
2. Outline the responsibilities of staff, volunteers, directors, and performers in upholding our shared values, mission, and public reputation.
3. Provide clear guidance on appropriate conduct, professional boundaries, and confidentiality, ensuring accountability across all interactions.
4. Embed equality, diversity, and inclusion within everyday practice rather than treating it as a standalone obligation.
5. Safeguard organisational integrity and resources by defining ethical standards for decision-making, financial management, and conflicts of interest.
6. Set out a transparent process for addressing concerns about behaviour or breaches of conduct in a fair, proportionate, and timely manner.

By establishing a shared code of conduct, this policy supports a culture grounded in trust, creativity, and authenticity, ensuring that House of Damnation CIC continues to operate with integrity, compassion, and excellence in everything we do.

Scope

This Conduct Policy applies to everyone involved in the work of House of Damnation CIC, regardless of role, status, or length of engagement.

It sets out the standards of behaviour expected from:

- Directors and Board members in their leadership and governance roles.
- Staff, contractors, and volunteers working on behalf of the organisation in any capacity.
- Performers, artists, and collaborators representing House of Damnation CIC at events, workshops, or community activities.
- Partners, suppliers, and sponsors whose actions may impact the reputation, safety, or integrity of the organisation.

This policy applies to all activities undertaken in connection with House of Damnation CIC, including but not limited to:

- Live performances, workshops, rehearsals, and community outreach.
- Digital and online engagement, including social media, email, and messaging platforms.
- External partnerships, funding activities, and professional networking.
- Financial, administrative, and governance functions.

Everyone covered by this policy is expected to uphold its principles at all times (whether acting in a professional, creative, or volunteer capacity) to ensure that House of Damnation CIC maintains the highest standards of conduct, inclusion, and integrity.

Principles

House of Damnation CIC is guided by four core values that shape how we work, create, and relate to one another.

These values define the standards of conduct expected from everyone who represents the organisation and express the culture we strive to sustain in everything we do.

Diligence

- We approach our work with care, attention, and professionalism.

- We take responsibility for the quality of what we do, from creative preparation to governance decisions, and follow through on our commitments.
- We plan ahead, respect deadlines, and take pride in doing things properly and safely.
- Integrity means not cutting corners, but doing what is right even when it requires effort.

Authenticity

- We show up as our real selves and create space for others to do the same.
- Honesty, transparency, and trust underpin every interaction.
- We communicate openly, admit mistakes, and learn from them.
- We acknowledge that authenticity also means accountability: representing House of Damnation truthfully, both on and off the stage.

Magnanimity

- We treat others with generosity, respect, and compassion.
- Kindness and empathy guide our relationships with colleagues, audiences, and partners.
- We celebrate each other's achievements, offer help when it is needed, and engage in feedback constructively rather than critically.
- We recognise that inclusion and fairness strengthen both our community and our art.

Neutrality

- We maintain professionalism and objectivity, especially when handling disagreements, sensitive information, or organisational decisions.
- We avoid conflicts of interest and declare them when they arise.
- We strive to ensure that decisions are based on evidence, fairness, and the collective good, not personal preference or bias.

- Neutrality ensures that House of Damnation CIC remains a trusted, balanced, and accountable organisation.

These values are lived, not stated: guiding our behaviour, shaping our relationships, and defining the standards by which we hold ourselves and one another accountable.

Definitions

For the purposes of this policy, the following definitions apply:

- **Conduct** refers to the way individuals behave, represent themselves, and interact with others when engaged in any activity connected to House of Damnation CIC.
- **Conflict of Interest** means a situation in which personal, financial, or other external interests could improperly influence, or be perceived to influence, professional judgement or decision-making.
- **Whistleblowing** refers to raising concerns about serious wrongdoing, misconduct, or breaches of this policy in good faith and without fear of reprisal.
- **Bullying and Harassment** include any behaviour that intimidates, demeans, or humiliates another person. This can be verbal, physical, written, or online.
- **Values** (Diligence, Authenticity, Magnanimity, and Neutrality) represent the ethical standards and cultural expectations that underpin all policies and decisions within House of Damnation CIC.

Responsibilities and Accountability

Maintaining a culture of diligence, authenticity, magnanimity, and neutrality is a collective responsibility.

Every individual associated with House of Damnation CIC contributes to our reputation, safety, and success through their behaviour, decision-making, and professionalism.

This section sets out the rights that protect everyone involved with the organisation, and the responsibilities that accompany those rights.

Everyone Representing House of Damnation CIC

All staff, volunteers, performers, and collaborators have the right to:

- Be treated with dignity, fairness, and respect at all times.
- Work, perform, and engage in an environment free from bullying, harassment, discrimination, and victimisation.
- Have their wellbeing, safety, and personal boundaries recognised and protected.
- Raise concerns or report misconduct in good faith, without fear of reprisal.
- Receive support, feedback, and communication that is constructive and inclusive.

They share the responsibility to:

- Act with integrity and uphold the values of diligence, authenticity, magnanimity, and neutrality in all activities.
- Treat others (including audiences, colleagues, and external partners) with professionalism, kindness, and respect.
- Maintain appropriate personal and professional boundaries.
- Use organisational resources, equipment, and funds responsibly.
- Report any concerns or breaches of this policy promptly, ensuring a safe and accountable environment for all.

Directors and Senior Leaders

The Board of Directors holds overall accountability for the ethical, legal, and professional operation of the organisation.

They will:

- Lead by example, modelling the organisation's values in conduct and decision-making.

- Ensure transparent, inclusive, and fair processes for recruitment, conflict management, and conduct concerns.
- Address breaches of this policy promptly, proportionately, and in accordance with due process.
- Safeguard the organisation's integrity by identifying and managing ethical, financial, or reputational risks.
- Review this policy regularly to ensure it reflects best practice and the evolving needs of the organisation.

Designated Conduct Lead

A Director may be nominated to provide advice and oversight on conduct-related matters.

They will:

- Act as a confidential contact for concerns or ethical queries.
- Support staff, volunteers, and performers in understanding this policy.
- Ensure that reported issues are handled fairly, sensitively, and without bias.
- Escalate serious or unresolved matters to the full Board when necessary.

Partners, Sponsors, and Suppliers

External collaborators play a vital role in upholding the reputation of House of Damnation CIC.

They are expected to:

- Conduct themselves ethically and respectfully in all dealings related to the organisation.
- Comply with this policy and all relevant legislation.
- Report any concerns that could affect the safety, inclusion, or integrity of our operations.

Behavioural Standards and Expected Conduct

Everyone representing House of Damnation CIC is expected to act in a manner that upholds the organisation's reputation, values, and legal obligations.

Our conduct should reflect diligence in our work, authenticity in our interactions, magnanimity in our relationships, and neutrality in our decision-making.

Professionalism and Representation

- Behave respectfully and responsibly at all times when representing House of Damnation CIC, whether in person, online, or in community spaces.
- Ensure that language, tone, and appearance reflect professionalism, inclusivity, and respect for diverse audiences.
- Avoid behaviour (including online activity) that could bring the organisation into disrepute or undermine its mission.
- Treat venues, equipment, costumes, and resources with care and respect.

Equality, Dignity, and Respect

- Treat all individuals with fairness, kindness, and respect, regardless of background, identity, belief, or experience.
- Do not engage in, condone, or ignore discrimination, bullying, harassment, or victimisation of any kind.
- Take responsibility for challenging discriminatory or inappropriate behaviour safely and constructively.
- Respect personal boundaries, consent, and privacy at all times.

Teamwork and Collaboration

- Foster a culture of cooperation and open communication, valuing others' contributions and perspectives.

- Support colleagues and performers through encouragement, patience, and professionalism.
- Resolve disagreements respectfully and seek mediation through a Director if informal resolution is not possible.
- Encourage others, celebrate achievements, and contribute to a positive and inclusive team atmosphere.

Integrity and Confidentiality

- Be honest, transparent, and reliable in all interactions and commitments.
- Handle confidential or sensitive information responsibly and share it only when necessary for legitimate organisational purposes.
- Declare any potential conflicts of interest promptly.
- Refrain from accepting gifts, favours, or hospitality that could compromise impartiality or create the appearance of bias.

Health, Safety, and Wellbeing

- Take reasonable care for personal safety and the safety of others.
- Follow health and safety instructions and report hazards, incidents, or near misses immediately.
- Avoid working or performing while under the influence of alcohol or drugs, unless explicitly part of a performance and risk-assessed.
- Look out for the wellbeing of others and speak up if someone appears distressed or unsafe.

Digital Conduct

- Use social media and online platforms responsibly when representing or referencing House of Damnation CIC.
- Ensure all content shared publicly aligns with the organisation's values and does not include confidential or inappropriate material.

- Be mindful that private online interactions can still impact professional relationships and the organisation's reputation.
- Refrain from posting or sharing material that could be discriminatory, defamatory, or harmful to others.

Addressing Concerns and Maintaining Standards

House of Damnation CIC encourages openness, honesty, and accountability.

We recognise that concerns about behaviour, integrity, or fairness may arise from time to time, and we are committed to addressing them constructively, fairly, and without fear of reprisal.

Raising a Concern

- Anyone who witnesses or experiences behaviour inconsistent with this policy is encouraged to raise their concern as early as possible.
- Concerns can be raised verbally or in writing to a Director, the Designated Conduct Lead, or another trusted member of the team.
- All concerns will be treated confidentially, with sensitivity for those involved.
- You will never be disadvantaged for raising a concern in good faith — this includes protection under whistleblowing principles.

How Concerns Are Handled

- Concerns will be reviewed promptly, impartially, and in proportion to their seriousness.
- Minor issues may be resolved informally through conversation, mediation, or coaching.
- Where necessary, a formal review or investigation may be undertaken by the Board or an appointed external person.

- All parties will have the opportunity to share their perspective, and outcomes will be communicated clearly and respectfully.

Maintaining Standards

- The aim of any action is to restore trust, reinforce values, and support learning, not to assign blame.
- Depending on the circumstances, outcomes may include feedback, additional supervision or mentoring, adjustments to responsibilities, or in serious cases, termination of engagement.
- Patterns or recurring issues may inform future training, policy updates, or organisational learning logs.

Accessibility

House of Damnation CIC is committed to ensuring that this policy and its principles are accessible to everyone.

We will provide information in alternative formats or explain content verbally upon request, and will support anyone who needs assistance to understand or follow the policy.

Accessibility, inclusion, and respect are integral to how we communicate and work with one another.

Monitoring and Improvement

We view conduct not as a fixed standard, but as an evolving reflection of our culture and values.

House of Damnation CIC is committed to monitoring how this policy is understood, applied, and experienced across the organisation.

Monitoring Practice

- Directors will regularly review how conduct expectations are being met within rehearsals, performances, meetings, and collaborative work.
- Feedback from staff, volunteers, and performers will be actively sought through reflection, debriefs, or informal conversations.
- Concerns, compliments, and lessons learned will be recorded in the organisational learning log, in line with the Feedback Policy.
- Emerging trends, patterns, or repeated themes will inform updates to training, induction, and policy content.

Learning and Improvement

- Lessons learned from conduct-related issues will be discussed at Board level to identify opportunities for improvement.
- Where patterns of behaviour indicate systemic or cultural issues, Directors will take steps to address them through training, dialogue, or procedural change.
- Updates and improvements will be communicated transparently to everyone involved with the organisation.

Commitment to Reflection

We recognise that maintaining high standards of conduct is an ongoing process.

By reflecting on our behaviours and decisions, we strengthen the culture of respect, inclusion, and accountability that defines House of Damnation CIC.

Policy Review

This policy will be reviewed annually, or sooner if there are significant organisational, legal, or operational changes that affect its relevance or effectiveness.

The review will be led by the Board of Directors, with input from staff, volunteers, and performers to ensure the policy remains practical, inclusive, and aligned with lived experience.

Feedback on the policy can be shared at any time with a Director or the Designated Conduct Lead.

All feedback and lessons learned will be recorded in the organisational learning log to inform future updates.

The next scheduled review date will be stated in the version control table at the end of this document.

Appendix 1 – Frequently Asked Questions (FAQs)

- **What should I do if I see behaviour that doesn't align with our values?**

Speak up as soon as you feel able. You can raise it informally with the person involved, or contact a Director or the Designated Conduct Lead for confidential advice and support.

- **Will I get in trouble for raising a concern?**

No. Anyone who raises a concern in good faith is protected from retaliation or disadvantage. We value honesty and accountability – raising issues helps us improve.

- **What happens if someone breaches this policy?**

Minor issues are usually handled through conversation, feedback, or mediation. Serious or repeated breaches may lead to formal action or removal from role, but always with fairness, respect and confidentiality.

- **What if I make a mistake or say the wrong thing?**

We all do. What matters is how you respond; take feedback on board, apologise if needed, and learn from it. Integrity includes owning our growth.

- **Do these standards apply outside of events or performances?**

Yes. You represent House of Damnation CIC whenever your words or actions are connected to the organisation, including online or at external events.

- **How can I learn more about good conduct and inclusive practice?**

You can speak with a Director or the Conduct Lead, or refer to our Safeguarding, Feedback, and Information policies, which explore related areas like safety, learning and privacy.

Appendix 2 – Version Control

Version	Date	Author	Approver	Summary of Changes	Next Review
1.0	Dec 2024	Managing Director	HoD Board	Document Created	Dec 2025

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