

Policy Guide and Code of Conduct

This document sets out the written code of conduct and various policies which have been put in place by NEW Sinfonia. This document applies to staff, trustees and volunteers of NEW Sinfonia, as well as participants in its various events, both paid and unpaid.

These policies may be amended from time to time to reflect any changes in legislation, regulatory guidance or internal policy decisions.

Code of Conduct – NEW Sinfonia Staff, Trustees and Volunteers

At NEW Sinfonia we are committed to making NEW Sinfonia, NEW Voices and NEW Academi an inviting, inclusive, and friendly environment for all. We also aim to maintain the highest level of professionalism within rehearsals, concerts, and in communication with all our musicians.

1. NEW Sinfonia staff, Trustees and Volunteers must treat everyone involved in or in attendance at NEW Sinfonia events with kindness and respect. Any violent or abusive behaviours whether physical or verbal will not be tolerated. If any instances of this kind arise, please refer to our Complaints Policy.
2. NEW Sinfonia staff, Trustees and Volunteers will be aware of and comply with our Data Protection and Processing, Safeguarding and Equality, Diversity and Inclusion policies at all times.
3. NEW Sinfonia has adopted the policies and practices of the Musicians Union and Associated Board of Orchestras where practicable and staff, trustees and volunteers will adhere to those policies and practices at all times.

Code of Conduct – Participants

At NEW Sinfonia we are committed to making NEW Sinfonia, NEW Voices and NEW Academi an inviting, inclusive, and friendly environment for all. We also aim to maintain the highest level of professionalism within rehearsals, concerts, and in communication with all our musicians.

For all NEW Sinfonia participants:

1. You must treat all other participants, volunteers and staff with kindness and respect at all times. Any violent or abusive behaviours whether physical or verbal will not be tolerated. If any instances of this kind arise, participants should inform a member of the creative team or email katherine@newsinfonia.org.uk (for NEW Voices) or robert@newsinfonia.org.uk (for NEW Sinfonia or NEW Academi). Where such behaviour is reported, a warning will be given. If such behaviour persists after the warning, you will not be allowed to participate in future events with NEW Sinfonia.
2. You must be respectful of all external collaborators and members of the public at all times. This includes audience members, members of staff at performance or rehearsal venues (such as Ty Pawb, St Giles Cathedral, Capel y Groes), staff members at concerts, external musicians, and other collaborators.
3. Where a dispute arises with another participant, NEW Sinfonia staff are not responsible for carrying out mediation or resolving the dispute. A member of staff in attendance will give a fair hearing to any complaint as a neutral third party but will not have any obligation to resolve disputes, other than in the case where behaviour has breached this code of conduct.

For NEW Voices members:

1. You should aim to uphold an appropriate level of rehearsal attendance if you intend on singing at concerts. We expect that members maintain an attendance rate of 75%. If your attendance drops below this level you must understand that you may not be permitted to sing in the concert, although exceptions may be made for unforeseen or exceptional circumstances.
2. The penultimate rehearsal and rehearsal on the day of the concert are conditional on your eligibility to participate in a concert, although exceptions may be made for unforeseen or exceptional circumstances.
3. If you are unable to attend a rehearsal or concert, it is expected that you inform the administrator via email (voices@newsinfonia.org.uk) prior to the rehearsal or concert.
4. New choir members are permitted to treat their first rehearsal as a taster session.
5. You must be wholly responsible for anyone you bring with you to a rehearsal. NEW Sinfonia is not to be held liable for any injury or harm caused to participants or anyone else during rehearsals or events.

Data Protection and Processing/GDPR

At NEW Sinfonia, we are committed to complying with privacy and data protection laws and regulations, including but not limited to:

- The General Data Protection Regulation ("GDPR") and any related legislation which applies in England and Wales; and
- all other applicable laws and regulations relating to the processing of personal data and privacy, including statutory instruments and, where applicable, the guidance and codes of practice issued by the Information Commissioner's Office ("ICO") or any other supervisory authority. (together "the legislation")

Robert Guy is the Data Protection Officer within NEW Sinfonia.

Your personal data will be:

- processed fairly, lawfully and transparently;
- collected for specified, explicit and legitimate purposes and not further processed in a way which is incompatible with those purposes;
- adequate, relevant and limited to what is necessary for the purpose for which it is held;
- accurate and, where necessary, kept up to date;
- not kept longer than necessary; and
- processed in a manner that ensures appropriate security of the personal data.

You have the right to:

- request a copy of any personal data that we hold about you (as data controller), as well as a description of the type of information that we are processing, the uses that are being made of the information, details of anyone to whom your personal data has been disclosed, and how long the data will be stored (known as subject access rights);
- be told, where any information is not collected from you directly, any available information as to the source of the information;
- be told of the existence of automated decision-making;

- object to the processing of data where the processing is based on either the conditions of public interest or legitimate interests;
- have all personal data erased (the right to be forgotten) unless certain limited conditions apply;
- restrict processing where you have objected to the processing;
- have inaccurate data amended or destroyed; and
- prevent processing that is likely to cause unwarranted substantial damage or distress to yourself or anyone else.

In some instances, we may collect information about you that is defined by the GDPR as special categories of personal data, and special rules will apply to the processing of this data. In most cases if we need to do this, we will ask for your consent to do so, and will clearly tell you what we will do with this information. There are some cases where we do not need to ask for your consent. If you have any concerns about the processing of your data, please contact the Data Protection Officer.

Where we are required to by the GDPR, we will report any data breaches to the ICO within 72 hours.

Equality, Diversity and Inclusion

NEW Sinfonia strives to create an inclusive environment for all staff, trustees, volunteers, collaborators, participants and audience members.

We want everyone to feel included regardless of gender, race, ethnicity, nationality, religion, sexual orientation, background, physical ability, physical or mental health or age.

NEW Sinfonia is committed to:

- Encourage equality, diversity and inclusion;
- Create an environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all participants are recognised and valued;
- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by staff, trustees, volunteers, participants, the public and any others in the course of NEW Sinfonia's activities;
- Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of NEW Sinfonia;
- Make decisions concerning staff, trustees and volunteers based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act);
- Review practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law; and
- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

Safeguarding and working with children, young people and vulnerable adults

NEW Sinfonia often works with children, young people and vulnerable adults and is committed to ensuring the safety of those participating in NEW Sinfonia activities.

All NEW Sinfonia staff, trustees and volunteers (paid and unpaid) are required to report any suspected safeguarding concerns, and to be aware of reporting procedures at all times. Concerns or allegations brought to NEW Sinfonia staff will be dealt with quickly and fairly.

Should you have a concern, please approach a member of the creative team or e-mail robert@newsinfonia.org.uk.

All permanent NEW Sinfonia staff hold a valid DBS certificate, and will comply with the safeguarding policies of collaborating institutions such as schools and colleges in addition to following our own procedures.

All permanent NEW Sinfonia staff will receive training and regular refresher training on how to spot signs of concern and what to do in the event that they need to make a report.

Welsh Language

Mae NEW Sinfonia yn falch o weithredu ar draws Gogledd Cymru ac o fod yn ymrwymedig i hyrwyddo, defnyddio a chynnwys yr iaith Gymraeg ym mhob achos posib.

Croesewir pob cyfathrebiad gyda staff NEW Sinfonia yn Gymraeg neu Saesneg.

NEW Sinfonia is proud to operate across North Wales and is committed to promoting, using and including the Welsh language wherever possible.

All communication with NEW Sinfonia staff is welcomed in English or Welsh.

Local Suppliers

At NEW Sinfonia, we strive to champion local talent in all areas. We are proud of our North Wales links and will try to offer first refusal to those suppliers most local to wherever we are working at the time.

Complaints

While our aim is to make your experience with NEW Sinfonia as enjoyable as possible, we understand that sometimes you may need to let us know about any unsatisfactory experiences.

We will always try to deal with complaints as quickly and as fairly as possible. Should you have a complaint, please contact robert@newsinfonia.org.uk in the first instance.

In the rare occasion that we are unable to resolve your complaint, this will be escalated to our Board of Trustees who will review your complaint and appoint a trustee to liaise with you to suggest a resolution.

Should the matter prove unable to be resolved at the Trustee level, the matter will further be escalated to mediation by a relevant third party body, for example the Musician's Union.