



Code of Conduct

Upon booking confirmation for Northern Line artists, promoters will be asked to read our code of conduct and accept responsibility for adhering to this when our artists are in their care in order to confirm the booking. Artists will accept the code of conduct as an amendment to their Northern Line contracts.

Jazz North promotes diversity and inclusion; this means we want to see fair representation across the workforce and for that workforce to be treated with fairness, dignity and respect at all times.

By agreeing to our code of conduct, you accept responsibility for disseminating this information to those you work with and ensuring the good practice of all third parties you employ during the time the artist is in your care.

This Code of Conduct has been developed with the support and advice of [Black Lives in Music](#) and covers diversity and inclusion across all the protected characteristics.

Behaviour Guidelines

Jazz North places equal status on the professional roles of the artist and the promoter. Artists and promoters should accept equal responsibility for the success of their collaborations and should ensure good practice according to the Code of Conduct.

When working with artists, we expect promoters to:

- Treat artists professionally, respectfully and with fairness at all times, adhering to the Code of Conduct and respecting the needs and boundaries of each individual
- Hold a Safe Spaces Policy and/or ensure the venue they are working with holds a Safe Spaces policy
- To ensure Code of Conduct and Safe Spaces information is disseminated to all third parties working on each event
- Be transparent with artists about your operational model when negotiating fees and expenses
- Pay artists fairly and promptly for their work
- Ensure information about catering, backline, accommodation and expenses is communicated during the booking process so both parties are aware of costs
 - In doing so, the promoter is ensuring there are minimal barriers to performing at the venue based on equipment and resource needs



- Issue contracts and ensure these are signed and returned, with clear details of cancellation policies in the event of artist-liability, promoter-liability and force majeure
- Make every effort to ensure that the gig is promoted as much as possible, without relying or putting pressure on the artist to backfill any shortfall in audience attendances
 - However, it is reasonable to expect duty by the artist to help promote their gig
- To use only artist approved images and copy for the promotion of the show and to discuss any amendments to supplied copy with the artist
- To ensure professional quality technical provision is supplied and technical staff are well briefed and trusted to work professionally and respectfully with the artist
- To ensure enough time is given for get in and soundcheck so the artist has the best possible experience in preparation for their show
- To ensure the artist has the opportunity to declare and share any access requirements during the booking process and to make all reasonable adjustments to ensure needs are met
- Communicate their needs with the artist to ensure clear lines of communication

When working with promoters, we expect artists to:

- Treat promoters professionally, respectfully and with fairness at all times, adhering to the Code of Conduct and respecting the needs and boundaries of each individual
- Ensure good communication with promoters throughout the booking and advancing process
- Ensure all information is read in a timely manner and contracts are thoroughly read, understood, signed and returned to the promoter
- To be clear and transparent about costs and to agree fees and expenses in advance of the show
- Endeavour to book travel as cheaply as possible in advance
- Understand that Jazz North works with a range of promoters who operate on widely differing financial models, from voluntary promoters to funded organisations. Ensure you are aware of their operating model in order to manage your expectations of what fees and support they will be able to offer
- To ensure full schedule, Code of Conduct and any venue/promoter Safe Spaces information is disseminated to all members of the touring party
- To communicate technical requirements as clearly as possible and with sufficient advance notice
- To ensure good preparation for each gig and not to make last minute requests or changes to the agreed provision in the contract, unless absolutely necessary
- Accept responsibility for good social media engagement in the lead up to the gig and communicate with promoters how much capacity you have to deliver this
- To respect the given timings of the schedule and arrive at engagements promptly with clear understanding of load-in and parking details
- To deliver a high quality performance and treat audience members and all delivery staff with respect and professionalism
- To ensure clear lines of communication with the promoter regarding their requirements



Safe Spaces

Jazz North expects those working with and on its behalf to treat all people with dignity and respect. We want the spaces we (the industry) work in to be safe and welcoming to all people. This means that those holding spaces for audiences and artists should work to remove barriers, wherever possible, that artists and audiences could experience when entering these spaces. These barriers might be social, cultural or physical.

Removing social barriers might include behaving in a friendly and accepting manner towards all entering the space. Removing cultural barriers might mean ensuring that there are alternatives to drinking alcohol. Preventing physical barriers could cover a range of eventualities dependent on the space, but could include, for instance, providing accessible and gender neutral toilets wherever possible.

Zero Tolerance Policy

As part of promoting Safe Spaces, Jazz North has a zero tolerance policy to any form of discriminatory, marginalising or aggressive behaviour. Discrimination can occur in one or many of the following forms:

- Direct discrimination - treating someone with a protected characteristic less favourably than others
- Indirect discrimination - putting rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage
- Harassment - unwanted behaviour linked to a protected characteristic that violates someone's dignity or creates an offensive environment for them
- Victimisation - treating someone unfairly because they've complained about discrimination or harassment

Protected Characteristics

Groups of people known through The Equality Act 2010 as possessing Protected Characteristics are more likely to be discriminated against or placed at a disadvantage. The Equality Act protects those with Protected Characteristics against unfair treatment, harassment and discrimination.

Below, we list the Protected Characteristics as they appear according to the [Equality Act 2010](#) and helpful resources for those working to champion and protect these groups.

Age

Age refers to a person belonging to a particular age (for example 32 year olds) or range of ages (for example 18 to 30 year olds). Discrimination based on age could occur as behaviour that excludes or marginalises groups of people based upon their age or whether they belong to a certain age group.



For more information on age discrimination, you can visit:

[Age UK](#)
[Equality and Human Rights Commission](#)

Gender Reassignment

Gender reassignment is the term used to describe the process of transitioning from one sex to another.

Discrimination based on gender reassignment refers to exclusionary and unfair treatment towards people who identify as transgender, are considering a transition or are transitioning.

For more information on age discrimination, you can visit:

[Equality and Human Rights Commission](#)
[Stonewall](#)

Being married or in a civil partnership

Marriage is a union between a man and a woman or between a same-sex couple.

Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples (except where permitted by the Equality Act).

For more information, you can visit:

[Equality and Human Rights Commission](#)

Being pregnant or on maternity leave

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

For more information, you can visit:

[Equality and Human Rights Commission](#)
[Pregnant then Screwed](#)

Disability

A person has a disability if she or he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

For more information, you can visit:



[Equality and Human Rights Commission](#)
[Attitude is Everything](#)

Race, including colour, nationality, ethnic or national origin

Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

For more information, you can visit:

[Equality and Human Rights Commission](#)
[Black Lives in Music](#) - Anti Racist Code of Conduct

Religion or belief

Religion refers to any religion, including a lack of religion. Belief refers to any religious or philosophical belief and includes a lack of belief. Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

For more information, you can visit:

[Equality and Human Rights Commission](#)

Sex

A man or a woman.

Discrimination based on sex includes sexual harassment.

For more information, you can visit:

[Equality and Human Rights Commission](#)
[Musicians' Union - Help and Support for Sexual Harassment](#)
[Musicians' Union Safe Spaces Scheme](#)

Sexual Orientation

Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.

For more information, you can visit:

[Equality and Human Rights Commission](#)
[Stonewall](#)



Jazz North Policies and Escalation Routes

Jazz North holds policies for Complaints, Bullying and Harassment and Equals Opportunities. Where applicable, we will handle any grievances in reference to these documents alongside the Code of Conduct.

This guidance applies to self-employed freelancers and payrolled staff.

We encourage you to use these resources, or anonymous routes listed below, to let us know when something has gone wrong.

Reporting and Escalation

In the case of any reportable incident, please contact [Heather Spencer](#) directly at Jazz North. We will follow our process and escalation route to CEO and independent board member where appropriate.

You can contact Heather or any member of the Jazz North team for more information about our complaints procedure. Jazz North is committed to providing safe and secure routes of reporting.

Anonymous routes

You can use the following services to seek advice, support and report cases of abuse, harassment and bullying anonymously:

[MU's Safe Space](#)

[HMUK Bullying and Harassment Helpline](#)

[HMUK Music Minds Matter - Mental Health Support Line](#)

Consequences of Violation

If any promoter, artist or third party is in violation of the Code of Conduct they will enter into a period of review.

Depending on the severity of the breach, Jazz North reserves the right to remove subsidy and all future support from the activity.

If a complaint is made, Jazz North will take effective remedial action, including reporting any criminal act to the police.



Third Party Harrassment

Third- party harassment can lead to legal liability and will not be tolerated by Jazz North.

A worker who is bullied or harassed by a third party is not expected to enter into any confrontation with the third party that may put their personal safety at risk.

If, however, a worker decides to tackle the matter themselves, they should take the following steps.

Politely ask the third party to stop the bullying or harassment and inform them that bullying or harassment of the company's workers by a third party will not be tolerated.

If the third party does not stop the bullying or harassment — repeat step 1 and warn them that action will be taken against them if the bullying or harassment continues.

If the third party still does not stop the bullying or harassment — report the incident to their line manager.

The complaint will be investigated immediately and in some cases the bully or harasser may be asked to leave the employer's premises and not return. In all instances of such third-party harassment Jazz North will take effective remedial action, including reporting any criminal act to the police.

A worker should report any incident of bullying or harassment by a third party to their line manager whether or not they have managed to resolve it. The report will be used for the purpose of monitoring the effectiveness of Jazz North's bullying and harassment policy.