

WORSHIPFUL COMPANY OF GLAZIERS & PAINTERS OF GLASS
MEMBERS' CODE OF CONDUCT

Introduction:

Glaziers agree to observe "all good rules, ordinances and orders" of the Company when they become Members. This includes this code of conduct.

Definitions:

The Worshipful Company of Glaziers & Painters of Glass	'The Company'
Glaziers' Hall Limited	'GHL'
The members of The Company, liverymen and freemen	'Members'
Glaziers' Hall	'The Hall'
The staff of GHL	'Hall staff'
The staff of the Company	'Company staff'
Glaziers' Foundation ¹	'The Foundation'

The Code:

The Company does not tolerate discriminatory, bullying, harassment or disrespectful or offensive behaviour by Members and their guests to each other, staff of the Company or of GHL, guests or visitors at The Hall or at any Company event or activity. Members are responsible for their guests' behaviour and for helping to uphold the reputation of the Company and the wider City Livery movement. We want The Company to offer a respectful, welcoming and inclusive environment.

Examples of harassment (which may arise from a single incident and may in addition be unlawful) may include (but are not restricted to)-
physical conduct including touching, pinching, pushing and grabbing;
unwelcome sexual advances or suggestive behaviour (which the harasser may perceive as harmless);
offensive e-mails, text messages or social media content; and/or
mocking, mimicking or belittling a person's disability or may be related to age, gender, ethnic or national origin, race, colour, religion or belief, sex or sexual orientation.

Examples of bullying may include (but are not restricted to)--
physical or psychological threats;
overbearing and intimidating levels of behaviour;
inappropriate derogatory remarks about someone's performance; and this may be physical, verbal or non- verbal.

Anyone who believes they have a cause for complaint about The Company, The Foundation, another Member, a volunteer or anyone associated with The Company should write either

¹ Registered charity number 1143700

to the Clerk or the Master giving full details. The matter will then be pursued in accordance with our written conduct procedures.

Members must never personally reprimand any member of Company staff, or Company Volunteers. This will not however inhibit legitimate, reasonable and constructive exchanges between Company staff, Company volunteers or officers dealing with strategic and operational matters.

The Company will deal with all complaints in a fair and proportionate way, taking fully into account all relevant circumstances and will provide the opportunity for all sides to respond, or make comments. Grievances by employees of The Company will generally be dealt with in a separate procedure that respects the rights and duties of those involved.

Members whose behaviour is under question may be required by the Master to provide an explanation, and, pending a full and fair review, may have membership suspended or have one or more privileges suspended for all or part of any suspension period. During a suspension of membership, privileges, including social activities, attendance at and visiting The Hall, may be revoked.

We are a craft-based livery, and some of our events are attended by or activities include non-Members, including students, emerging artists, Award winners, glass artists, craftspeople and conservators. Members are expected to behave in accordance with this Code when they meet or interact with them and to make a positive contribution to a welcoming, respectful and inclusive environment.

Decisions about what action to take in a given case will be at the discretion of The Company and it will not accept liability to provide a consequential refund or reduction for any payments made by or on behalf of the complainant; or for any other loss (including consequential loss), damage, costs or liability suffered or incurred as a result of any action taken by it.

Approved by the Court, 29 April 2019.