

# Our Cultural Statement

## Introduction

**This Cultural Statement is formed from our collective voice and we all have a responsibility to uphold its values.**

**We are all ambassadors of theatre and take pride in our work and the work of our members.**

**We believe that theatre is many things to many people and we work to champion its place within people's lives.**



**STAGE ONE**

## How we treat each other

- ★ We will treat everyone with equal respect.
- ★ We believe that all our interactions with one another begin from a basis of trust.
- ★ We recognise that we are all individuals and we all think and act differently and that diversity is our richness. We also recognise the value in each of our roles and each other's skills as individuals or as teams.
- ★ We all have a responsibility to uphold our values and managers to lead by example. Managers will listen to any concerns/issues brought to their attention and deal with them sensitively and constructively. They will communicate thoroughly with their staff and make their expectations clear to avoid confusion and inconsistencies.
- ★ We will all behave as responsible adults who are professionals and should all be treated as such.
- ★ We don't want a culture where people cannot touch each other to express support or in comradery. But we recognise that some people do not want to be touched (ever!) and that's OK.
- ★ We all have a responsibility to show each other respect throughout our interactions with one another. As professionals we will schedule meetings fairly, we will be punctual, we will be present in meetings and engage fully, we will not show favouritism and we will allow space for all opinions.
- ★ We all share a responsibility for each other's well-being at work. We all spend a lot of time together and make an effort to enhance each other's experience at work.
- ★ We are all capable of making mistakes or acting outside of the values of our Cultural Statement but we will endeavour to rectify the mistakes we have made in the treatment of others. We will not be too proud or stubborn to apologise. We will also accept apologies and not hold grudges.

## Our working environment

- ★ We will communicate with others in order to solve problems and discuss issues.
- ★ We do not have a culture of blaming or shaming.
- ★ We do not believe shouting is ever OK.
- ★ We think that occasional swearing is OK to let off steam but it is never to be directed at anyone or done in an aggressive way.

- ★ If we have a concern or issue we have a responsibility to bring it up with our line manager or an appropriate person.
- ★ We do not want to ban alcohol consumption completely during work hours or at work events. We know that we need to act responsibly and drink within our own limits. We recognise that not everybody drinks alcohol and that is also absolutely fine too!
- ★ We do not want to prohibit or restrict conversation topics or shy away from difficult subject matters. We welcome healthy debate and challenges to each other's opinions. We also know to take a step back when we recognise a conversation is becoming uncomfortable for ourselves or others or disruptive.
- ★ We all appreciate how helpful technology is and in particular are very reliant on our phones. We agree that using your phone to do your emails/texts during a meeting or conversation is inappropriate and disrespectful. If we are waiting for a particularly important call/email we will ask our colleagues' permission before the meeting. If we know we cannot fully partake in a meeting because we are distracted, we will reschedule.
- ★ We appreciate the value of evaluations, constructive criticism and debriefs and know that we can acknowledge the positives and learn what we can do better next time.
- ★ We respect that we all work in different ways. This might be on a casual, part-time or on a flexible basis. We recognise that some roles allow people to work outside of the office for their roles. This includes travel, external meetings, working from home and working at events and/or press nights.
- ★ We will communicate effectively with each other and understand that we are all part of a 'bigger picture' working towards the same goal.
- ★ We understand that the organisation aims to accommodate flexible working where practical, however we recognise that it is ultimately the line manager's decision.
- ★ We appreciate that some people request flexible working due to personal issues and/or commitments. Personal information will only be shared on a need to know basis.
- ★ We do not have a culture of working consistently 'long hours' and can take pride in the amount we achieve within reasonable and healthy working hours and we do not all work in the same way. We also know it is about give and take and sometimes there are occasions where 'out of hours' work is necessary to deliver our roles. We work collectively as a team in these scenarios.

- ★ Some of us like listening to the radio and some of us use headphones to concentrate better. Listening to the radio is only appropriate if everyone (who can hear it!) is in agreement. In any scenario, it is not appropriate to always listen to the radio. It must be fair and democratic. Using headphones from time to time is fine but we should be aware that it may make us seem unapproachable.

## How we interact with others

- ★ We pride ourselves on our friendly welcome to anyone who we interact with at Rose Street and at the TKTS Booth.
- ★ We often work with freelancers and expect them to read this statement and respect it whilst they are working with us.
- ★ We think humour is vital and it plays a large part in creating a happy, healthy working environment but we will be mindful that one person's "banter" may be another person's embarrassment.
- ★ We love to celebrate people's personal lives and arrange opportunities to congratulate them; be it a new job, engagement, new baby or retirement.
- ★ Whilst we all love to celebrate each other's lives we all need to be mindful that others may be experiencing difficulties. We are careful to be considerate and not 'over-share' with information that may hurt another's wellbeing.
- ★ We know that there are certain perks of the industry we work in and we ensure we are fair in distributing these throughout the organisation.

**This Cultural Statement will be reviewed and updated every year to ensure it still reflects our collective view.**