

CALGARY OPERA

Respectful Workplace Policy

Code of Conduct

We hold each other accountable to ensuring our workplace and community is an open and welcoming environment for everyone, regardless of age, body size, disability, ethnicity, sex characteristics, gender identity and expression, level of experience, education, socio-economic status, nationality, personal appearance, race, religion, sexual identity and orientation, and neurological differences.

We value a work atmosphere that promotes well-being, a place where everyone is treated fairly, with dignity and respect and an environment free from violence, threats of violence, harassment, intimidation, and other disruptive behaviour. Respect is a shared responsibility that applies to all work sites, work-related travel, team building, social events, workshops, conferences, seminars, as well as communications. This also applies to all interactions with customers, vendors, partners, and anyone else connected to the Opera's business.

Calgary Opera maintains the exclusive right to amend this policy at any time without advance notice to you and you will continue to be bound by any amendments and replacement policy or policies as part of the terms of your association with Calgary Opera.

Purpose

The purpose of this policy is to make you aware that acts of discrimination, harassment, and violence are unacceptable and will not be tolerated. It is also intended to make you aware that there is a process in place to report any form of discrimination, harassment, or violence without fear of retaliation.

This policy is not meant to override applicable provincial, territorial, or federal laws. Where there are inconsistencies, the applicable laws will prevail.

Scope

This policy applies to all Calgary Opera employees, or employees of Calgary Opera affiliates, and other individuals acting on behalf of Calgary Opera under contract for service or services with Calgary Opera at the Workplace or while using company property (**referenced collectively in this policy as Company Members**). This includes but is not limited to all administrative staff, production staff, board members, artists, contractors, and volunteers.

Nothing in this policy prevents anyone from contacting appropriate officials to report a violation of the Alberta Human Rights Act, the Occupational Health and Safety Act, or the CAEA and IATSE 212 collective agreements.

This policy applies to behaviour that occurs in the Workplace or outside of the Workplace while representing yourself as Company Members of Calgary Opera or in a manner that impacts Calgary Opera.

For the purposes of this policy, “Workplace” is defined broadly and includes, but is not limited to:

- all areas of the actual work site,
- the locations of work-related social functions,
- the location of work assignments,
- any location related to the company’s business,
- any location where interactions may be reasonably viewed as having an impact on the work environment and relationships, and
- work-related conferences or training sessions.

This policy targets actions and conduct that are verbal, physical, sexual, psychological, written, copied, typed, texted, recorded, or otherwise communicated to others in the Workplace or in public about Calgary Opera, the Workplace, or coworkers.

Our Standards

Examples of behaviour that contributes to a positive environment include, but are not limited to:

- Using welcoming and inclusive language
- Respecting differing viewpoints, experiences, beliefs, and traditions
- Kindly giving and gracefully receiving constructive criticism
- Showing empathy and focusing on what is best for the Opera, team members, partners, audiences, and community members

Examples of unacceptable behaviour include, but are not limited to:

- Lying, cheating, or stealing; misusing or abusing company property
- Soliciting or accepting personal gifts or gratuities in exchange for preferential business treatment
- The use of sexualized language or imagery and unwelcome sexual attention or advances; trolling, insulting/derogatory comments, and personal or political attacks; public or private harassment
- Disclosing private or confidential information about a colleague or Calgary Opera’s business
- Entering into an inappropriate relationship, which is defined as any relationship where one party has real or perceived authority, influence, or power over the other, and/or where the relationship could potentially compromise professional objectivity or create an unfair advantage or disadvantage. This can include romantic or intimate relationships between supervisors and subordinates, or any relationship where one person’s actions could be seen as exploitative or taking advantage of another.
- Other conduct which could reasonably be considered inappropriate in a professional setting including habitual tardiness or absence, and/or engaging in unethical behaviour or activities that could reasonably be determined to present a conflict of interest

Psychological Safety

Mental health conditions and concerns often go unnoticed in the workplace, which can result in major impacts to the health and wellbeing of affected Company Members and to Calgary Opera’s business. We recognize the importance of supporting stress management and tending to mental health on a regular basis. To support a

psychologically safe environment, we encourage open, stigma-free conversations about mental health. Company Members are encouraged to speak to a trusted colleague, their department director, or access available resources such as the Distress Centre at 403-266-4357, or the Alberta Mental Health Helpline 24/7 at 1-877-303-2642 for immediate assistance.

Workplace Bullying/Harassment & Violence

Bullying/harassment is any repeated inappropriate behaviour, either direct or indirect, whether verbal, physical, or otherwise, conducted by one or more persons against another person or group, at the place of work and/or in the course of employment.

Examples include, but are not limited to:

- Verbal or Psychological: slandering, ridiculing, or maligning a person or their family; persistent name calling which is hurtful, insulting, or humiliating; using a person as the subject of jokes; abusive or offensive remarks
- Physical: pushing; shoving; kicking; poking; tripping; assault, or threat of physical assault; damage to a person's work area or property
- Gesture: non-verbal threatening gestures, glances which may convey threatening messages
- Exclusion: socially or physically excluding or disregarding a person in work-related activities
- Sexual: unnecessary and/or unwanted sexual advances or physical contact; requests for sexual favours; derogatory comments or jokes, gestures; sexually suggestive printed or electronic material

These are some instances not considered to be bullying or harassment that should be noted:

- Legitimate management authority of operations, allocation of resources, role responsibilities, work performance, absenteeism, progressive discipline, and termination
- Common workplace conflict and resolution
- Challenging employment conditions
- A mutual social relationship
- Friendly gestures like a pat on the back, elbow bump, handshake, or a "high five"

No Company Member, audience member, or person encountering our company should feel threatened while on our premises or in the course of our work. Anyone who engages in violence of any kind during work or on company property will be immediately removed from the premises and may be subject to disciplinary action, immediate termination, and possibly legal action. Violence is defined as physical or verbal assault toward another person (e.g. stabbing, shoving, pushing, harassing, intimidating, verbal abuse, coercion, callous or intentional disregard for the physical safety or wellbeing of others, brandishing weapons, obscene phone calls, serious threats, or threatening of any of those activities). No Company Member will possess any unauthorized, dangerous, or illegal firearms, weapons, or explosives on company property.

We all have a responsibility to prevent violence in the workplace. Company Members can help by reporting anything they see that might indicate an individual is in trouble, or the company policies are being disregarded to the General Director & CEO or the Chair or Vice-Chair of Calgary Opera Board of Directors. All reports will be

investigated according to Reporting of Complaints process described below or Whistleblower Policy found in Attachment A.

Resolving Conflict

It's easy to let conflicts fester, which can lead to unnecessary tensions and/or escalation. Thus, it's important to address issues quickly when they arise. Whenever possible, attempt to resolve issues by having a respectful and direct conversation with the individual involved. For support, please ask your department director, another member of the Leadership Team, and/or the General Director & CEO for advice. When possible, address issues in-person or over video. Please keep in mind that text communication tends to be low on emotional bandwidth and can lead to misinterpretation. Escalating to an in-person or video chat to resolve conflicts is almost always more effective. When resolving conflicts, please begin by assuming that your colleague is operating in good faith, with good intentions.

Reporting of Complaints

Anyone who believes they or someone else has experienced abusive, harassing, discriminatory treatment, or otherwise unacceptable behaviour is asked to report their complaint immediately to the General Director & CEO or one of the Officers of the Board of Directors. All complaints will be reviewed and investigated and will result in a response that is deemed necessary and appropriate to the circumstances. Calgary Opera is obligated to maintain confidentiality with regard to the person who submits a complaint.

Whistleblower Policy

Please refer to the Opera's Whistleblower Policy, included for Company Members as Appendix A.

The Workplace

Safety, Health & Wellness

We care deeply about your safety and wellbeing. The [Alberta Occupational Health and Safety Act](#) is our guide and we aspire to go above and beyond. For more information about Occupational Health and Safety (OHS) specific to theatrical work, please refer to [Safe Stages Best Practices](#).

General Safety Procedures

In any emergency, the primary focus is to ensure personal safety. Adhering to the following principles can significantly enhance your safety and well-being:

1. Assess the situation quickly and calmly, call 911 if necessary
2. Ensure personal safety by sheltering in place or evacuating the premises using designated exit routes.
3. If evacuation is necessary, all employees, artists, and visitors are asked to proceed to the Mamdani Opera Centre muster point, located across 7th St SW in the parking lot between the apartment building and the office building

If someone is seriously ill or injured, please call 911 immediately and describe the nature of the emergency and location. Please advise a colleague who can meet emergency responders at an entrance and direct them.

If visible fire, smoke, or a chemical spill is discovered:

- Activate the closest manual pull alarm and call 911 immediately
- If the fire does not present a risk to your health or safety you may attempt to extinguish it
- Vacate the building and proceed to the Opera's muster point across 7th St SW
- Account for all employees on a department by department basis
- Remain in the area to advise emergency responders

Ensuring a safe workplace is a shared responsibility. All Company Members are encouraged to promptly report concerns about safety, wellness, or potential policy violations to their department director, a Leadership Team member, or the Occupational Health & Safety Committee (OHSC). All reports will be investigated and kept confidential to the extent possible.

In addition, under the Alberta Occupational Health and Safety Act, all Company Members have the Right to Refuse Unsafe Work. If you believe your work presents an immediate danger to your health or safety, or that of others, you have the right to stop working and immediately report the situation to your department director or a member of the OHSC. Company Members who refuse unsafe work in good faith will not face retaliation or disciplinary action.

The OHSC roster and incident report forms are posted on the bulletin board outside the boardroom and available in the CO Staff Team files. Calgary Opera's Health & Wellness Policy can be found on our website here:

<https://www.calgaryopera.com/wellness>.

Failure to comply with this policy may result in disciplinary action up to and including termination for just cause.

I acknowledge that I have read and agree to adhere to the respectful workplace and policies set forth in this document.

Signature

Name (print)

Date

Appendix A: Whistleblower Policy

Calgary Opera is committed to the highest legal, ethical, and moral standards of conduct and will not tolerate dishonest or illegal behaviour. Our reputation for honesty and integrity among stakeholders is key to the success of our work. The transparency, honesty, integrity, and accountability of the Opera's financial, administrative, and management practices are vital. These high standards guide the decisions of the Board of Directors and are relied upon by our stakeholders. For these reasons, it is critical to maintain a workplace where concerns regarding questionable business practices can be raised without fear of discrimination, retaliation, or harassment. In this spirit, we encourage Company Members to identify and report any instances in which these standards may be compromised using the Whistleblower Policy.

The individuals involved in the allegedly improper activities may be employees, members of the Board of Directors, Artists, volunteers, auditors, vendors, members, or others connected to Calgary Opera.

This Policy has been established to provide a means for Company Members, officers, and directors to raise good faith concerns about behaviour that appears to be illegal, dishonest, unethical, fraudulent, or in violation of any official policy of Calgary Opera. A Whistleblower is the Company Member, officer, or director reporting such activity.

All Company Members, officers, and directors are covered under the Policy. A copy of the Policy will be distributed to all Company Members, officers, and directors when they join the Opera and when any updates are adopted. It is the responsibility of all Company Members, officers, and directors to comply with the Policy and to report any allegations of suspected improper activities in accordance with the procedures set forth in this Policy.

Examples of misconduct covered by this Policy generally include:

- Violations of federal, provincial, or municipal laws, whether civil or criminal;
- Fraudulent financial reporting;
- Destroying, altering, concealing, or falsifying a document, or attempting to do so, with the intent to impair the document's availability for use in an official proceeding;
- Fraudulently influencing or misleading any independent public accountant engaged in the performance of an audit of the Opera's financial statements; or
- Planning, facilitating, or concealing any of the above.

This is not meant to be an exhaustive list but rather a guide to the types of improper behaviour covered by this Policy.

Procedure for Reporting Violations

Any person may report allegations of suspected improper activities, in writing, to either the Chair of the Board of Directors or the General Director & CEO, who will be responsible for investigating and resolving all reported complaints and allegations concerning violations under this Policy.

The allegation submitted by the Whistleblower should include whatever documentation is available to support a reasonable basis for the claim and to assist with investigating the allegation including specifics of names, dates, places where events took place, the Whistleblower's perception of why the incident(s) may be a violation, and what action the Whistleblower recommend be taken. The General Director & CEO, and/or the Chair or Vice Chair of the Board of Directors will discuss on an as-needed basis, in a timely manner, the confidential report identifying all

concerns reported under this Policy. Allegations may be made anonymously. Anonymous allegations should include the highest level of detail possible, because follow-up questions are not possible.

If a Whistleblower is not comfortable reporting to the General Director & CEO or Chair of the Board of Directors, or is unsatisfied with the response, the Whistleblower is encouraged to communicate with any member of the Calgary Opera Board of Directors. In such case, the Board member to whom such concern is reported shall in turn report such complaint to the Executive Committee of the Board of Directors. Such report shall include a statement as to whether such concern was reported first to the GD & CEO or Chair of the Board of Directors. If the concern was raised first with the GD & CEO and/or Chair, the report shall indicate what response was given by the GD & CEO and/or Chair; if it was not, the report shall indicate why the concern was not reported to the GD & CEO and/or Chair.

Although the Whistleblower is not expected to prove the truth of the allegation(s), they must demonstrate reasonable grounds for concern. No investigation will be made of unspecified wrongdoing or broad allegations. The Whistleblower is not responsible for investigating the activity or for determining fault or corrective measures.

Unless the allegation is submitted anonymously or there are overriding legal or public interest concerns, the Whistleblower will receive acknowledgement of receipt of the allegation within five (5) business days. All reports will be investigated promptly, and corrective action will be taken if warranted by the investigation.

Confidentiality, No Retaliation, & Good Faith

Any investigation will be conducted in a manner that conceals and protects the Whistleblower's identity to the greatest extent possible, consistent with the need to conduct a fair and adequate investigation.

The Opera strictly prohibits any form of intimidation, harassment, discrimination or other retaliation, or other adverse employment consequence toward a Whistleblower in response to a good faith allegation under this Policy. Any person who retaliates against a Whistleblower or other individual who assists in the investigation is subject to appropriate disciplinary and corrective action, up to and including termination of employment in the case of an Company Member.

Any good faith Whistleblower report is fully protected by this Policy, even if the allegation is not substantiated at the conclusion of the investigation. Anyone filing a report must be acting in good faith and have reasonable grounds for believing there has been a breach of Opera policies, laws, or regulations. A Whistleblower's right to protection does not extend to immunity for participating or being complicit in the matters that are the subject of the allegations or ensuing investigations. Any Company Member, officer, or director found to have knowingly made a false allegation with malicious intent or to have knowingly produced false information with respect to the complaint will be subject to disciplinary measures, up to and including termination.

Whistleblower Policy Approved by Governance & Nominating Committee: March 14, 2025

Whistleblower Policy Approved by the Board of Directors: April 22, 2025

Resources

Employment Standards

[Employment Standards – Rules | Alberta.ca](#)

[Employment Standards – Alberta General Holidays | Alberta.ca](#)

[Alberta Employment Standards – Job-Protected Leaves | Alberta.ca](#)

[Employment Standards Rules – Termination and Termination Pay | Alberta.ca](#)

Health, Safety & Mental Health

[Alberta Occupational Health and Safety Act](#)

[Safe Stages Best Practices](#)

Distress Centre Calgary: 403-266-4357

[24-Hour Crisis Support in Calgary & Southern Alberta \(distresscentre.com\)](#)

Alberta Mental Health Helpline: 1-877-303-2642

[Alberta Wide - Mental Health Help Line | Alberta Health Services](#)