

Code of Conduct for Visitors, Learners, Service Users, Project and Event Participants¹

This Code of Conduct has been created to help Glasgow Women's Library (GWL) to create a welcoming, inclusive environment and positive experiences for everyone who wants to enjoy their time with us. We are committed to providing an environment free from abuse, discrimination and harassment, and ensuring that all staff, volunteers, members of the Board of Directors and users are treated, and treat others, with dignity and respect. This Code of Conduct should be read in conjunction with our Equality, Diversity and Inclusion Policy.

For over three decades, as an equalities focussed, intersectional feminist organisation, GWL has led the way towards creating more inclusive museums, libraries, archives, learning and creative spaces, with our work addressing issues of social justice, human rights and complex inequalities.

This work sometimes requires conversations and interactions about issues that are difficult, challenging and have personal meaning to people – this can be tricky to navigate. Not everyone is at the same stage in their awareness, and as an organisation that embraces *Learning and Development* as one of our Core Values, we know that learning is a continual process, and that our ideas and opinions form and change constantly and over time. GWL is a catalyst in this process for many, and we are happy to be part of dialogue that helps people to learn more about inequalities, even if this involves difficult conversations.

This Code of Conduct help us all to navigate and understand our individual and collective responsibilities. While different views and beliefs are welcome, discriminatory behaviours, abuse and harassment are not. GWL understands and respectfully acknowledges a range of views and beliefs and we welcome robust discussion and debate. When expressing such beliefs, staff, Directors, volunteers and users should treat others with respect and understanding, and avoid causing offence, or discriminating or harassing a group or individual. Any objectionable manifestation of any beliefs will not be tolerated.

Whether you are visiting Glasgow Women's Library in person, attending an event online or interacting with us in any way, we ask that you:

- Behave in a mutually respectful and thoughtful way

¹ All referred to as 'users' in this Code of Conduct

- Are kind and courteous to our staff, volunteers, other visitors, users and / or event participants
- Speak and behave positively with others
- Listen carefully to other people - we welcome debate and discussion, but please be considerate to all. There is no place for:
 - Repeatedly interrupting
 - Discriminatory behaviour, harassment, bullying, hate speech or defamatory comments
 - Advocating for any of the above behaviour
- Be mindful of how others might be feeling - be alert for cues that a person is uncomfortable with a situation or conversation, and respond appropriately
- Respect other people's privacy - participating in physical and digital spaces requires mutual trust
- Remember that everyone deserves an equally enjoyable experience of their time at GWL

Abuse, Discrimination and Harassment

Any behaviour that amounts to abuse, discrimination or harassment will be a breach of this Code of Conduct. Discrimination and harassment related to a Protected Characteristic are unlawful under the Equality Act 2010. Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment.

Unlawful harassment may involve conduct of a sexual nature (sexual harassment), or it may be related to age, disability, gender reassignment, race, religion or belief, sex or sexual orientation. Harassment is unacceptable even if it does not fall within any of these categories. A person may be harassed even if they were not the intended target. For example, a person may be harassed by racist jokes about a different ethnic group if the jokes create an offensive environment.

We take all reports of abuse, discrimination and harassment very seriously, and will investigate and take appropriate action.

Some examples of conduct that may be in breach of this Code of Conduct are:

- Physical contact without consent or after a request to stop
- Comments or actions that minimise a person's lived experience, identity or safety
- Constant and deliberate mis-gendering towards an individual

- Continuing a conversation when someone has signalled that they are uncomfortable
- Deliberate 'outing' of a person's gender identity or sexuality without their consent
- Unwelcome sexual attention
- Deliberate intimidation or stalking of any kind
- Collection or distribution of photography or recordings which has the purpose or effect of harassing an individual
- Threats or acts of violence

Anyone asked to stop any abusive, discriminatory or harassing behaviour is expected to comply immediately. We may act to redress anything disruptive or making the environment a threatening place for others, including removing the participant (and any content they have created) from digital or physical spaces.

Anyone who acts in breach of this Code of Conduct may be excluded from participation in GWL's work. In addition, we will follow procedure for reporting hate crimes if they occur.

Abusive, discriminatory or harassing content posted will be removed, and may result in the individual being blocked or barred from attending future GWL events.

Individuals who are abusive to GWL staff, Directors, volunteers or users may be asked to leave and may be barred from future events.

If you would like to report any behaviour inconsistent with our Code of Conduct, please contact us via info@womenslibrary.org.uk so that we can investigate matters further.

This Code of Conduct represents an ongoing commitment which will be reviewed and regularly updated to reflect your feedback. If you have any thoughts on how we can improve, please contact us via info@womenslibrary.org.uk

Attributions

This Code of Conduct draws upon and is informed by the knowledge and expertise of:

- The Museums Association
- V&A Dundee

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