

GI Safer Spaces Guidelines

Glasgow International will actively promote and work towards creating a supportive and safe environment for all across the festival. At the core of this aim is the desire to embed understanding institutional care and accountability in our work.

The GI team use the '[Orient, Grapple, Act](#)' model which means committing to listening, understanding, thinking before acting so we don't respond in reactionary or defensive modes.

As part of this, the following expectations are in place:

Expectations for all (staff, freelancers, artists, participants):

We challenge discriminatory or harmful language. Although it isn't easy this can be done respectfully without hostility.

We challenge and put an immediate stop to actions or behaviours which discriminate on the grounds of age; disability; gender reassignment; marriage and civil partnership; race, religion or belief; sex, sexual orientation, pregnancy or maternity or social background, including perceived or associated discrimination. We may refer to these discriminations as ableism, transphobia, sexism, racism, ageism, classism.

If you have acted or spoken harmfully, even if this is unintentionally, a staff member may bring this up with you. If this happens, our role is to listen and reflect on what they are saying (even if you think they may be wrong.) We don't try to absolve ourselves of responsibility.

Harassment, hostility and aggression will not be tolerated and will be challenged.

We will not make assumptions about anyone's gender pronouns. We will ask for pronouns when we are unsure.

We will respect each other's physical boundaries and always get explicit verbal consent before touching someone.

There are clear ways to communicate a breach of our Safer Spaces Guidelines or give Feedback (see below).

We will seek to resolve complaints in connection to our Safer Spaces Guidelines within our best ability and in ways which centre the person who experienced discrimination and their needs.

Expectations for staff:

We ensure all staff, freelancers and artists are given this document, and are all committed to making GI safer.

We accept we are part of a social justice learning process.

We will continue to learn* and accept failure. We won't always get it right and we will be considerate and compassionate as we learn.

*Learning here refers to formal staff training as well as actively seeking out social justice resources.

Expectations for festival participants

Behaviour outside GI which contravenes these values and effects our reputation will mean we may discontinue working with you.

Feedback, Complaints and Grievances

The GI team is keen to hear any feedback or concerns from any artist, festival participant or partner organisation, as they arise. Those participating in GI's Open Programme should contact the Open Programme Convenor. Other festival artists should be in touch with their principal curatorial contact.

Alternatively, email communication can also be sent to the general email address info@glasgowinternational.org which is monitored during office hours, and our office phone number is 0141 287 8910, (Mon - Thu, 10:00 - 17:00). Individual team-member email addresses are available on the GI website.

GI is part of the larger organisation Glasgow Life, a charity which manages Glasgow's culture and sport provision on behalf of Glasgow City Council. Glasgow Life has a set of policies which lay out the formal complaints process available to all who engage with GI. It is important we have these policies in place, however we do acknowledge they don't always have the nuance to be able to respond to the range of contexts and relationships that exist within the festival.

With this complexity in mind, GI has identified three stages for mitigating against grievances arising and addressing them when they do occur:

Pre-incident

- For those organising projects as part of GI's Open Programme, you will be offered a series of check-in meetings with a GI member of staff in the lead up to the festival, and contact details in case of issues arising outside these check-in points. Through these meetings, we aim to provide support to identify any challenges arising in the process of project organisation.

- We ask that project organisers also provide participants in their projects with contact information for GI. The responsibility for the project's organisation, and the relationship with and support of project participants remains with the project organiser, however participants can contact GI if issues arise that cannot be resolved with the project organiser directly.
- For those participating in another area of GI's programme, the GI curatorial team will actively maintain contact with you. If there are concerns at any point, please raise these with your principle point of contact in this team in the first instance.
- For freelancers, please contact the person listed on your contract
- For staff, please speak to your line manager

Mediation

In situations where a project organiser or participant in Glasgow International has experienced a serious concern that they wish to raise with GI, and the individual affected would prefer not to address the issue directly with a member of the GI team, please use this online form to record your concern or issue:

<https://surveys.glasgowlife.org.uk/s/S0L4HB/>

This message will be received and reviewed by Glasgow Life's Senior Arts, Music and Diversity Manager (SAMDM). If further discussion has been requested, the Senior Arts, Music and Diversity Manager will be in touch directly to discuss ways to manage the situation.

In this discussion, the opportunity to pursue mediation in order to address the issue will be offered. The project organiser or participant will be asked what kind of mediation would best suit their needs (ie, who is involved, who the mediators are, etc). A range of mediation options have been researched, so suggestions could also be put forward.

If mediation is not an appropriate approach for the issue experienced, support will be provided in submitting a formal complaint or grievance, or reporting harassment or a hate incident.

Formal Grievance Procedure

For all project organisers, participants and audience members of Glasgow International , the formal process for reporting a complaint is outlined on the Glasgow Life website:

<https://www.glasgowlife.org.uk/contact-us/leave-a-comment>

Incidents that occur on Glasgow Life premises that constitute a hate crime should be reported here:

<https://www.glasgow.gov.uk/hatecrime>

A hate crime targets someone because of a dislike or prejudice of their disability, race, religion, sexual orientation or transgender identity. The crime can be verbal or physical and include: threatening behaviour; verbal abuse or insults including name-calling; assaults; robbery; damage to property; encouraging others to commit hate crimes; harassment; online abuse.