THE CITADEL THEATRE

Code of Conduct		
Policy No: BP-01		**Effective Date: July 1, 2025**
Policy Owner: Board of Directors		
Review Cycle: Annual		**Next Review Date: May 1, 2026**
Reviewed By:	Board of Directors	**Signature:**
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre's ("the Theatre") Code of Conduct Policy outlines expectations regarding team member behavior towards colleagues, managers, guests, and the organization.

This Code of Conduct describes the general ethical responsibilities applicable to all team members including the Theatre management and Board of Directors. This policy is also applicable to consultants and independent contractors ("Agents"). Compliance with this policy is a material condition of every team member's ongoing employment/engagement and every Agent's continuing relationship with the Theatre.

The Board of Directors of the Theatre ("Board"), along with senior management, must create, cultivate, and sustain a work environment at the Theatre in which team member and Agents know that ethical and legal behaviour is imperative. The Theatre's integrity is an important and valuable asset that requires its Board and senior management to model ethical business conduct, to ensure that this policy is communicated to everyone directly and indirectly supervised by them and to handle ethical questions, concerns and reports appropriately and in compliance with this policy and associated procedures.

This policy does not address all ethical situations that team members and Agents may encounter. Instead, it is designed to be a guideline to help them make the right ethical decisions.

This policy should be read in conjunction with all other policies, procedures, and standards. However, the provisions of this policy should prevail in respect of any conflict amongst policies.

Failure to comply with this policy, or applicable laws and regulations, will result in disciplinary action, up to and including termination of employment or other relationship with the Theatre.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers (including the Board of Directors) and is considered valid unless other considerations have been identified for Union members under the current collective agreement.

3.0 DEFINITIONS

3.1 Agent

Any consultants, independent contractors of the Theatre.

3.2 Social Media

The various online tools sites and applications used to communicate several types of content and information in the public domain (including but not limited to Facebook, Snapchat, Instagram, TikTok, X (formerly Twitter) and YouTube).

4.0 OPERATING GUIDELINES

4.1 Compliance with Law

All team members and Agents must conduct themselves in a manner that is ethical and responsible when dealing with the Theatre's programs, services, finances, products, partnerships, and public image.

4.2 Work Environment Policies

All Theatre policies regarding relations between team members and the workplace must be adhered to in accordance with their terms. This includes, but is not limited to, policies that pertain to respectful workplace; non-discrimination and harassment; environment, health, and safety; work rules and regulations; appropriate dress and/or grooming standards; no violence; and drugs and alcohol.

4.3 Accounting

The Theatre is committed to providing financial and other public disclosure that is full, plain, and true and therefore employs internal controls to prevent or detect improper accounting or reporting activities and requires its team members to report any suspected or possible wrongdoing relating to accounting, reporting, and auditing matters.

The Theatre is also committed to enabling such inquiries, suspicions and/or complaints to be filed without fear of reprisal against the person who has made the complaint. More particularly, team members must report instances of suspected improper accounting and accounting-related activities arising with respect to:

- Financial accounting malpractice, impropriety, or fraud;
- Failure to comply with a legal reporting obligation;
- Misrepresentation in the financial records and statements;
- Endorsement of improper financial activities by management;
- Improper business conduct affecting outcome of financial transactions;

- Departure from the significant accounting and financial policies without explanation or authorization; and
- Any attempts to conceal any of the above.

4.4 Confidential Information

The unauthorized use, disclosure, or release of confidential information about the Theatre, during or after employment/engagement (or Agency relationship) with the Theatre, is strictly prohibited. Team members and Agents should not even share such confidential information with their family or friends.

Confidential information is all information that is not currently known or generally available to the public. It includes information owned by the Theatre or pertaining to the Theatre, or other organizations or individuals, and information entrusted to the Theatre under an expectation or duty of confidentiality. Confidential information further includes, but is not limited to, business strategies and plans, special methods of operation, contracts, technical innovations, client and customer lists, purchasing histories, pricing and margin information, research and development, sales reports, marketing research, employee records, training materials, draft documents and similar originals or copies of records (whether or not team member or Agents have contributed to their creation), and any other information that may be of value to parties other than the Theatre for personal gain or other advantage.

Confidential information does not include information that is in the public domain, unless it is in the public domain by reason of a violation of this policy or is otherwise placed in the public domain by someone under a duty to maintain confidentiality.

When a team member leaves the Theatre and when an Agent's relationship with the Theatre ends, they must return and not retain any copies of, in any format whatsoever, any and all confidential information.

It is the responsibility of each team member and Agent to take proper and reasonable measures to safeguard the Theatre’s confidential information from unauthorized use, disclosure, or release, including information contained in personal files, personal computers, laptop computers or any other electronic information storage devices, from unauthorized external or internal access, disclosure, or loss.

If a team member or Agent becomes aware that the Theatre’s confidential information has been wrongfully used, disclosed or released, they should report the incident promptly to their manager.

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4.5 Theft or Inappropriate Use of Assets and Resources

All team members and Agents are responsible for protecting the Theatre's assets and resources from theft and inappropriate use, and must safeguard those assets and resources against loss, and unauthorized or improper use:

- Non-computer resources — Theatre resources, such as team member and Agent time, materials, supplies, equipment, tools, and relationships, are provided for the purpose of furthering the Theatre's business and any other use thereof is tantamount to theft and is strictly prohibited;
- Name, logo or letterhead —the Theatre's name, logo and corporate letterhead must not be used for any purpose other than in the normal course of official Theatre business;
- Computer and electronic communication resources — Personal use of the Theatre's computing assets by team members and Agents, including, but not limited to, internet access, telephones and voice mail, email use, texting, instant messaging, blogging, and computer use, must be kept to a minimum; occasional and incidental personal use is only permitted so long as it does not interfere with work.

Team members and Agents must:

- Use electronic resources only for authorized purposes;
- Take reasonable measures to protect their user IDs and passwords from unauthorized use;
- Access only information that is their own, that is publicly available, or to which they have been given authorized access;
- Use only legal versions of copyrighted software in compliance with the Theatre's vendor license requirements; and
- Be considerate in their use of shared resources by refraining from monopolizing systems, broadcasting unsolicited messages, overloading networks with excessive data, degrading services, or wasting computer time, connect time, disk space, printer paper, manuals, or other resources.

Team members and Agents must NOT:

- Create email rules to auto-forward Theatre emails to electronic accounts that are outside the Theatre domain;
- Share, use or disclose network account passwords to any other person, internal or external to the Theatre;
- Connect any unauthorized or non-Theatre-owned workstations or laptops to the Theatre's network;
- Browse the private files or accounts of others, except as authorized;
- Perform activities intended to circumvent security, corporate policies, or access controls or intended to damage any Theatre computer, computing device, network, or electronic information; or
- Install outside software in Theatre equipment, without prior written permission from their manager.

The Theatre reserves the right, without notice, to inspect, record, and/or otherwise monitor all transactions that occur while using a network or system account or other computer or electronic communication resource (including email or other communications, telephones and voice mail, and any information created or stored on Theatre equipment) for any purpose (including for corrective discipline purposes, up to and including termination of employment or other relationships), and may be required to disclose this information to other authorized parties. Team members and Agents have no expectation of privacy when using Theatre's computing and electronic communication resources.

4.6 Social Media Use

All team members and Agents who create or contribute to social networks, photo and video sharing websites, blogs, or any other kind of publicly accessible forum or site that allows users to share information with others, including but not limited to Facebook, Snapchat, Instagram, TikTok, X (formerly Twitter) and YouTube or comment on online media stories, have a responsibility to adhere to the following guidelines:

- Think before you post - Be mindful of what you write on social networks and avoid any comments that can be interpreted as slurs or inflammatory. Once posted, comments and content may remain public, or be archived, stored, and retrieved indefinitely. Think of all posts to any social media platform as writing a signed letter to the editor of a newspaper — do not write anything or post any material that you would be embarrassed about seeing printed on the front page of a print publication;
- Practice transparency - Assume that you can always be identified when you write or post on a social network. It is good practice to be honest, identify yourself, be accurate, factual and disclose any personal stake you may have in something you are discussing. Be thoughtful about how you present yourself. The lines between personal and professional lives are blurred in online social networks, so when needed use a disclaimer such as: "I am an employee of the Theatre; however, this is my personal opinion";
- Confidentiality and privacy are paramount - Do not post confidential or proprietary information. Adhere to the Theatre's policies regarding privacy and confidential information. Never speak or act on behalf of the Theatre without appropriate authorization;
- Be a good online citizen - Respect your audience. Adhere to any applicable laws and use your best judgment, as there can be consequences to what you publish in any format; and
- Be aware of the terms of service - It is your responsibility to understand the terms of service of any type of social media you choose to use. You must be cognizant of the potential repercussions your conduct can have on both your reputation and the Theatre's reputation. The use of social media in a manner which is detrimental to the Theatre's interests may result in discipline up to and including termination. Team member and Agents should understand the impact that the information shared on a Social Media platform, even if personal, may have on

their image or the Theatre's image and refrain from posting or sharing inappropriate material that may harm the Theatre, its team member, or its Agents.
- Theatre's mission, vision, and values – all published content by any team member should be in line with the Theatre mission, vision, and values.

4.7 Conflict of Interest

The Board, managers and team members should avoid any actual or apparent conflict of interest. An "apparent" conflict of interest arises whenever a director, manager or team member may be perceived as facing a choice between what is in their personal interest (financial or otherwise) and the best interests of the Theatre, even where no conflict of interest actually exists. Any Board member, manager or team member who cannot avoid an actual or apparent conflict of interest must disclose the same at the earliest opportunity:

- Board Member - to the Board as a whole;
- Executive Director - to the Board Chair;
- Manager – to the member of senior management to whom they report;
- Team Member - to their manager or supervisor.

All disclosures must maintain the line of authority as outlined and ensure notification is properly completed.

The following are examples of actual or apparent conflicts of interest and how to avoid them:

1. Financial Interest — Team members and their families shall not own or control, directly or indirectly, a material financial interest in a supplier, contractor, competitor, or any other business enterprise which does business with the Theatre.

2. Corporate Opportunities — Team members are prohibited from taking personal advantage of opportunities discovered through the use of assets, property or information belonging to the Theatre. Team members shall not use Theatre assets, property, information or their position or employment/engagement status with the Theatre for personal gain, including but not limited to, obtaining discounts or rebates, other than those available through authorized Theatre programs. Team members are prohibited from competing with the Theatre for business.

3. Outside Activities — Team members should not engage in outside employment that interferes with the time and attention that must be devoted to their duties with the Theatre, or which adversely affects the quality of the work they perform.

4. Outside Directorships — Team members shall not serve as a director, officer, partner, consultant, or any other role in unaffiliated profit-making organizations if

that activity is detrimental to the Theatre. Directorships by the Executive and or Artistic director(s) in such profit-making, unaffiliated entities require the prior approval of the Board. Directorships by other members of the Theatre's management team in profit-making, unaffiliated entities require the prior consent of the Theatre's Executive Director.

5. Gifts and Entertainment — Team members must not accept or give any gift, benefit, or other favor, which may be perceived as being provided in exchange for a favour or advantage to a third party carrying on business with the Theatre. Where approved business practice allows, team members whose duties permit them to do so may furnish and/or accept modest gifts, tokens, mementos, favors and entertainment to customers, prospective team member, or business associates, however any such gift, favor or entertainment shall not contravene any law or be in the form of cash, bonds, or negotiable securities that may be interpreted as a bribe, pay off, commission or any other improper payment.

6. Customer and Supplier Relations — All suppliers and independent contractors purchasing or furnishing goods and services must be dealt with fairly. Decisions to hire a subcontractor or purchase materials from a particular vendor must be verifiably made based on objective criteria and be consistent with the Theatre's Financial and Purchasing Policies.

7. Personal Relationships — Team members may not participate in a decision to hire, transfer, or promote a family member or any other individual with which the team member has a personal relationship. Team members shall not supervise directly or be in a position to influence, nor have direct or indirect authority over, employment-related decisions that impact a family member or any other individual with which the team member has a personal relationship, such as compensation, promotion, performance ratings, work assignments, discipline, training, or termination. In the unusual circumstance where immediate family members or other personal relationships work in the same reporting structure, the Theatre will work with those individuals to find the best solution to manage any conflict of interest that may arise as a result, which may include the transfer of the team member/contractor to another reporting structure or department. If no alternatives are available there must be a minimum of two levels of supervision in between the team members with approval from that area's senior management.

Just as team members must never place themselves in a conflict of interest, the Board, managers, and supervisors must never do anything that would make a team member feel as though the team member's job security, prospective performance rating or career development at the Theatre may be threatened for reasons unrelated to the quality of the team member's work.

5.0 Roles & Responsibilities
5.1 The Citadel Theatre

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The Theatre must create, cultivate, and encourage a work environment in which team members and Agents know that ethical and legal behaviour is imperative. The Theatre must model ethical business conduct in all its dealings and decision-making processes.

5.2 Management

Members of management must sustain a work environment at the Theatre in which team members and Agents understand their obligations under this policy and that integrity is an important and valuable asset of the Theatre. Management must model ethical business conduct, ensure this policy is communicated to everyone directly and indirectly supervised by them and to handle ethical questions, concerns and reports appropriately. Managers are also responsible for ensuring that appropriate procedures are in place regarding making complaints and investigating complaints of breach of this policy.

5.3 Team Member

Team members must comply with all aspects of this policy and take steps to raise questions and concerns in relation to issues that may arise in the workplace.

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Confidentiality		
Policy No: BP-02		**Effective Date: July 1, 2025**
Policy Owner: Board of Directors		
Review Cycle: Annual		**Next Review Date: May 1, 2026**
Reviewed By:	Board of Directors	**Signature:**
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre (the "Theatre") is committed to protecting the confidentiality of its clients, students, volunteers, employees, funders and other stakeholders. We value the trust of those we deal with and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information they choose to share with us.

While managing our various productions, programs, services, projects and conducting our business activities, we frequently gather and use personal, privileged and/or confidential information which may relate to employees, company operations or clients/customers. Anyone from whom we collect such information should expect that it will be carefully protected. The purpose of this Policy is to ensure that team members of the Theatre know their obligations and are aware of the procedures for dealing with personal, privileged and/or confidential information.

Team members are required to follow all procedures regarding the collection, use and disclosure of personal information as set out in this Policy. Team members who disclose personal information in contravention of this Policy will be subject to disciplinary measures, up to and including dismissal for cause.

When in doubt as to whether certain information is confidential or personal, no disclosure should be made without first asking Human Resources and/or the Artistic and Executive Director. This basic policy of caution and discretion in handling personal and confidential information extends to both external and internal disclosure.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers (including the Board of Directors) or anyone else who is granted access to personal, privileged and/or confidential information and is considered valid unless other newer considerations have been identified for Union members under the current Collective Agreement.

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3.0 DEFINITIONS

3.1 Out of Scope Team Members

Team members of the Theatre who are not members of a union. Team members include agents of the organization, and employees of the organization. Agents may include contractors, artistic contractors, or other personnel.

3.2 Union Team Members

Team members of the Theatre who are members of the IATSE Local 210 and follow the Collective Agreement.

3.3 All Team Members

All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

4.1 Confidentiality

The Citadel Theatre Directors, Governors and team members are not, either during or after their affiliation with the Citadel Theatre, to disclose to any person or organization any donor, employee, financial or business information of the Citadel Theatre obtained in the conduct of the organizations' business, to anyone other than Citadel Theatre Directors, Governors or employees requiring such information (unless the disclosure is required for the benefit of the Citadel Theatre and is authorized by the Board of Directors, Board of Governors, Executive Director or Director of Finance) and such information will not be utilized for personal benefit or against the interests of the Citadel Theatre.

This includes confidential information obtained, prepared, or developed by employees for the Citadel Theatre relating to this organizations business and all proprietary and confidential information received from third parties, customers, and corporations with whom the Citadel theatre has negotiations, business dealings or prospective business dealings. Proprietary and Confidential Information does not include any information in the public domain or information in the passion of Directors, Governors, employees, and agents prior to their affiliation with the Citadel Theatre.

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5.0 ROLES AND RESPONSIBILITIES

5.1 The Citadel Theatre

The Theatre must take reasonable security measures against unauthorized access, collection, use, disclosure, copying, modification, disposal, or destruction of information and comply with applicable privacy and confidentiality legislation. The Theatre will limit collection of employee information to only that which is necessary for the purposes identified by the organization.

5.2 Management

Management has a responsibility to oversee compliance with this policy by Users within their area(s) of responsibility.

5.3 Team Members

During employment and after the termination of employment, Team Members must hold all Confidential Information in trust and confidence, and only use, access, store, or disclose Confidential Information, directly or indirectly, as appropriate in the performance of their duties for the Theatre.

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Privacy		
Policy No: BP-03		**Effective Date: July 1, 2025**
Policy Owner: Board of Directors		
Review Cycle: Annual		**Next Review Date: May 1, 2026**
Reviewed By:	Board of Directors	**Signature:**
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre (the "Theatre") is committed to protecting the privacy of personal information of its clients, students, volunteers, employees, funders, and other stakeholders. We value the trust of those we deal with and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information they choose to share with us.

While managing our various productions, programs, services, projects and conducting our business activities, we frequently gather and use personal, privileged and/or confidential information which may relate to employees, company operations or clients/customers. Anyone from whom we collect such information should expect that it will be carefully protected. The purpose of this Policy is to ensure that team members of the Theatre know their obligations and are aware of the procedures for dealing with personal, privileged and/or private information.

Team members must follow all procedures regarding the collection, use and disclosure of personal information as set out in this Policy. Team members who disclose personal information in contravention of this Policy will be subject to disciplinary measures, up to and including dismissal for cause.

When in doubt as to whether certain information is confidential or personal, no disclosure should be made without first asking Human Resources and/or the Executive and/or Artistic Director. This basic policy of caution and discretion in handling personal and confidential information extends to both external and internal disclosure.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers (including the Board of Directors) or anyone else who is granted access to personal, privileged and/or confidential information and is considered valid unless other newer considerations have been identified for Union members under the current Collective Agreement.

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3.0 DEFINITIONS

3.1 Out of Scope Team Members

Team members of the Theatre who are not members of a union. Team members include agents of the organization, and employees of the organization. Agents may include contractors, artistic contractors, or other personnel.

3.2 Union Team Members

Team members of the Theatre who are members of the IATSE Local 210 and follow the Collective Agreement.

3.3 Personal Information

Personal Information is defined by recorded information about an identifiable individual. This includes but is not limited to: Name, Home or Business Address, Age, Sex, Gender, Marital Status, etc.

3.4 All Team Members

All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

4.1 Privacy

Personal information gathered by our organization is kept in confidence. Our personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained.

We collect, use, and disclose personal information only for purposes that a reasonable person would consider appropriate considering the circumstances. Individuals are offered the opportunity to opt not to have their information used for purposes beyond those for which it was explicitly collected.

The Citadel makes every reasonable effort to ensure the accuracy of the information held. Individuals are entitled to examine the information held about themselves subject to the restrictions provided by law.

Governors, Directors, Agents, and Employees shall make themselves aware of the provisions of the Citadel Theatre's privacy policy and shall govern themselves in accordance with such policy.

5.0 ROLES AND RESPONSIBILITIES

5.1 The Citadel Theatre

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The Theatre must take reasonable security measures against unauthorized access, collection, use, disclosure, copying, modification, disposal, or destruction of information and comply with applicable privacy and confidentiality legislation. The Theatre will limit collection of employee information to only that which is necessary for the purposes identified by the organization.

5.2 Management
Management has a responsibility to oversee compliance with this policy by Users within their area(s) of responsibility.

5.3 Team Members
During employment and after the termination of employment, Team Members must hold all Confidential Information in trust and confidence, and only use, access, store, or disclose Confidential Information, directly or indirectly, as appropriate in the performance of their duties for the Theatre.

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Whistleblower Protection		
Policy No: BP-04		**Effective Date: July 1, 2025**
Policy Owner: Board of Directors		
Review Cycle: Annual		**Next Review Date: May 1, 2026**
Reviewed By:	Board of Directors	**Signature:**
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("The Theatre") is committed to the highest standards of openness, honesty, accountability, and expects team members, contractors, volunteers, and directors to conduct their responsibilities within the highest standards of business and personal ethics. It is in the interest of the Theatre to maintain and enhance public and partner confidence in the integrity of the Theatre and its operations; confidence is enhanced by having effective procedures for the disclosure of wrongdoings and for the protection of individuals who disclose wrongdoings in good faith.

2.0 PURPOSE OF POLICY

This policy establishes the procedure for the disclosure of wrongdoings within the Theatre and provides protection for individuals who disclose wrongdoings. This policy enables Theatre team members, volunteers, contractors, and directors to disclose information, in good faith, about something they believe to be harmful to team members, community partners, or in contradiction with public interest and confidence, without fear of retaliation.

3.0 DEFINITIONS

3.1 Disclosure

The act of calling attention to a wrongdoing in an attempt to have it brought to an end.

3.2 Good Faith

Refers to the concept of being sincere and without a desire to defraud, deceive, take undo advantage of, or in any way act maliciously.

3.3 Retaliation

Any adverse action taken against an individual for reporting, providing information, exercising one's rights or responsibilities under this policy, or otherwise being involved in responding to, investigating, or addressing allegations of discrimination and harassment. Retaliatory actions may include: intimidation, threats, or coercion against any individual for having engaged in the above actions.

3.3 Wrongdoings

Refers to the concept of behavior that is morally or legally wrong and a departure from what is ethically and legally acceptable.

Wrongdoings include, but are not limited to:

- Misuse, gross mismanagement, and/or misappropriation of Theatre assets or funds;
- Accounting, auditing, or other financial reporting irregularities;
- Discrimination, in accordance with the Alberta Human Rights Act and Canadian Humans Rights Act;
- Criminal wrongdoing;
- Taking reprisal against individuals for disclosing wrongdoings; and,
- Unethical conduct including, but not limited to, conflicts of interest, and contravention of Theatre's policies;

3.4 All Team Members

All team members refers to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

4.1 Acting in Good Faith

Disclosure of wrongdoings shall be in good faith and shall have reasonable grounds for believing the information.

Disclosures made in good faith and with reasonable belief will not result in disciplinary actions, even if investigations subsequently find them to be untrue.

Any allegations that prove not to be substantiated and that prove to have been made maliciously, or knowingly to be false will be viewed as a serious disciplinary offense.

4.2 Reporting Wrongdoings

Any individual who has knowledge of an occurrence of wrongdoing, or has reason to suspect wrongdoing has occurred, has the obligation to report the wrongdoing using the Safe Disclosure Procedures.

Disclosures may be made to a supervisor, the Human Resources Manager, Executive Director, Artistic Director, Chair of the Board of Directors, or the third-party disclosure office.

Individuals are encouraged to first report wrongdoings using the process outlined in this Policy and the Safe Disclosure Procedure before raising their concerns outside of the organization.

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The Executive Director and Artistic Director shall report all significant disclosures of wrongdoing and results of the investigation to the Chair of the Board of Directors on an annual basis, or in a more timely manner if necessary.

4.3 Reporting Executive Accusations
Reports of wrongdoing made against the Executive Director or Artistic Director shall be made to the Chair of the Board of Directors or the third-party disclosure office.

4.4 Anonymous Disclosures
Complainants are encouraged to provide their names to allegations in order to facilitate appropriate follow-up and to support the investigation. The complainant's identity will be protected unless required by law.

Anonymous disclosures will be investigated, but consideration will be given to: the seriousness of the issue raised, the credibility of the concern, and the likelihood of confirming the allegation from other sources.

4.5 Investigation of Reported Wrongdoings
The Theatre will respond to all disclosures of wrongdoings and fully investigate each case in a timely manner.

The Artistic Director or Executive Director shall appoint an appropriate party to conduct the investigation.

In cases reported directly to the Chair of the Board of Directors, the Chair, in consultation with the Officers of the Board, shall determine the appropriate steps to conduct an investigation.

An objective and impartial investigation will be conducted, regardless of the position, title, and length of service or relationship with the Theatre of complainant or respondent who is subject of such an investigation.

Within two (2) working days of a disclosure of wrongdoings, the Discloser will be acknowledged in writing and an overview of the disclosure process will be confirmed.

Within fourteen (14) working days of a disclosure of wrongdoing being received, the person responsible to lead the investigation will provide, in writing, the following to the reporting party:

- An overview of the complainants protection as outlined in this Policy;
- Timeline for investigation and who will be involved;
- Indication of how the Theatre proposes to address the matter and what actions have already occurred;
- Estimate of the timeframe to provide a final response; and,

- Indication of whether further investigation will take place, or if not, why not.

4.6 Outcome of Investigation
If the wrongdoing is substantiated by the investigation, disciplinary action, up to and including dismissal, shall be applied by the appropriate level of management, in consultation with the Artistic Director, Executive Director, or the Board Chair as required.

Should the Artistic Director, Executive Director, or Board Chair determine the wrongdoing is substantiated by the investigation and constitutes a criminal action, the matter shall be referred to the appropriate law enforcement branch.

The Theatre will pursue every reasonable effort to recover losses from the offender or other appropriate sources.

4.7 Maintaining Records
All reports of alleged wrongdoings and investigations of such must be fully documented. The Human Resources Manager shall maintain these reports for a period of no less than five years, and no more than seven years.

4.8 Protection of Individual Reporting Wrongdoings
No team member, volunteer, contractor, or director shall:

- Dismiss or threaten to dismiss another team member, volunteer, contractor, or director;
- Discipline, suspend, or threaten to discipline or suspend a team member, volunteer, contractor, or director;
- Impose any penalty upon a team member, volunteer, contractor, or director; or,
- Intimidate or coerce a team member, volunteer, contractor, or director for disclosing wrongdoings in accordance with the provisions of this policy.

Any of the above actions by Management or any person acting on behalf of Management will result in disciplinary action, up to and including dismissal.

Any individual who previously disclosed wrongdoing and subsequently faces reprisal shall report this matter directly to the Artistic Director, Executive Director, Board Chair, or third-party disclosure office. Artistic Director, Executive Director, or Board Chair shall authorize a review and take measures to:

- Permit the individual to return to their duties;
- Reinstate the individual; and,
- Pay compensation in an amount not greater than the equivalent to any financial or other penalty imposed on the individual.

4.9 Union Employees
It is acknowledged that appropriate procedures from the IATSE Collective Agreement will be followed in the execution of this Policy for in-scope employees.

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5.0 ROLES AND RESPONSIBILITIES

5.1 The Citadel Theatre

The Theatre must ensure all team members are fully aware of the policy provisions. The Theatre will provide team members, volunteers, contractors, and directors a space that is free from retaliation. The Theatre is responsible to facilitate effective and transparent investigations.

5.2 Management

Management has a responsibility to oversee compliance with this policy within their area(s) of responsibility.

5.3 Team Members

It is the responsibility of all team members, contractors, volunteers, and directors to report wrongdoings or suspected wrongdoings in accordance with this policy.
Any individual who believes they are being asked to commit a wrongdoing shall immediately disclose the matter in accordance with this policy.

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Complimentary Tickets Policy		
Policy No: GS-01		**Effective Date:** July 1, 2025
Policy Owner: Guest Services		
Review Cycle: Three years		**Next Review Date:** May 1, 2028
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre") believes team members are its greatest asset and wants all team members to enjoy and utilize the services and amenities the Theatre has to offer. Complimentary tickets can be used as follows:

- As thanks (to recognize the contribution of staff, cast, and crew as well as sponsors, donors, media, and Government agencies and resolving patron complaints)
- Per contract requirements (sponsors, productions on tour or co-productions etc.)
- For charity (to contribute to fundraising efforts of other not-for-profit organizations)
- To fill the house (advertising and promotion/advocacy)
- For management and Board to introduce new supporters to the Theatre
- For advertising purposes (contest prizes etc.)
- To enhance staff knowledge of productions – As employees are expected to be knowledgeable about Citadel productions, they are encouraged to attend our shows and as such, complimentary tickets will be made available during previews.

2.0 APPLICABILITY

This policy applies to all team member, including management, employees, contractors, and volunteers (including the Board of Directors).

3.0 DEFINITIONS

3.1 Complimentary Ticket ("Comp")

A ticket that has not been purchased and is provided at no charge to the recipient of the ticket.

3.2 Discounted Ticket

A ticket that has been purchased for less than the value of the ticket.

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3.3 All Team Members

All team members refers to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

4.1 Complimentary Tickets

Upon engagement with the Theatre, team members will be provided with complimentary tickets to the Theatre's productions. This will allow team members to enjoy the incredible shows at the Theatre. Team members engaged on multiple contracts with the Theatre may use only one allotment and may not combine allotments (e.g. A Staff Member or Instructor who is also an Artist in a show company is not eligible for double complimentary ticket allotment.).

It is important that the value of Citadel Theatre tickets be recognized, and complimentary tickets be distributed and used strategically. Complimentary tickets will only be issued when their use provides a direct benefit to the Theatre. The issuance of complimentary tickets must always be done in a manner that minimizes the impact on ticket revenue. As required by our auditors, all complimentary tickets must be booked by Guest Services, including tickets to Press Night.

All complimentary tickets outside the parameters established by this policy must be approved by either the Senior Sales Manager or designate. The Executive Director, Artistic Director, or Guest Services Manager may restrict the complimentary ticket policy at any time and all allocations are subject to availability.

Complimentary Tickets are available for Citadel Theatre productions only. Third Party events occurring at the Citadel Theatre are not included.

Complimentary Ticket allocations in each theatre are limited to 21 holds in the Shoctor and Maclab Theatres and 6 holds in the Rice Theatre per public performance, excluding Press Night and the final week, to minimize the impact on ticket revenue.

If the complimentary ticket allocations are full, Rush complimentary tickets may be available on the day of the performance, pending availability.

Complimentary tickets will be allocated by request to the following team members:

4.1a Full Time Staff

- 2 complimentary tickets (not valid in the final week or Press Night).
- 2 complimentary tickets to Press Night *(Pending availability, tickets are not transferable to a different day. If available, an email invite will be sent, requiring an RSVP to confirm seats. If no email is sent there is no availability).*

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4.1b Part Time and Casual Staff

- 2 complimentary tickets (not valid in the final week or Press Night).
- 2 complimentary tickets to Press Night *(Pending availability, tickets are not transferable to a different day. If available, an email invite will be sent, requiring an RSVP to confirm seats. If no email is sent there is no availability).*

4.1c Instructors (Young Company, and Foote Theatre School)

- 2 complimentary tickets (not valid in the final week or Press Night).
- 2 complimentary tickets to Press Night *(Pending availability, tickets are not transferable to a different day. If available, an email invite will be sent, requiring an RSVP to confirm seats. If no email is sent there is no availability)*

4.1d Company/Cast (Company/Cast of current show or shows currently rehearsing at the Theatre)

- 2 complimentary tickets (not valid in the final week or Press Night)
- 2 complimentary tickets to Press Night *(eligible for the show they are cast in, tickets will be booked by Guest Services, Company Management Team to liaise between Guest Services and Company)*
- Creative team members are eligible for 1 non-transferable complimentary ticket for the final performance of the show they are working on. This ticket is subject to availability.
- Pending availability, 1 complimentary ticket may be issued to company members that are currently working in the building to a production that they are not working on but is running during the time of their residency at the discretion of the Guest Services Manager.
- Company members must be on that production's Company List prior to booking tickets. It is the responsibility of Artistic Administration to provide/update Company Lists to Guest Services as soon as possible.

4.1e Young Companies

- 2 complimentary tickets (not valid in the final week or Press Night)

4.1f Production Preview

- The Director of Production may book up to 10 complimentary tickets for designers and assistants for every preview performance of productions in the Maclab and Shoctor Theatres, and up to 5 complimentary tickets for productions in the Rice Theatre. These tickets will be singles spread out in the theatre towards the back. The Director of Production will request these at the beginning of the season.

4.1g Building Partners (Bee-Clean, ACM Security)

- 2 complimentary tickets (not valid in the final week or Press Night). Employees must provide proof of employment. Ie. Staff List.

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4.1h Sublease Building Partners (Ghostlight, PlayWright, Ester Sushi, Canada Place Dental, Catalyst Theatre)

- 2 complimentary tickets to previews, pending availability. Employees must provide proof of employment. Ie. Pay stub

4.1i Sterling Jurors

- 1 complimentary ticket per juror, for registered Sterling Awards shows only (Jury members are encouraged to book at least two weeks in advance whenever possible as tickets are subject to availability. Sterling Jurors are eligible for a discounted ticket for 1 guest; guest ticket price may change. Any exceptions must be requested by Artistic Administration staff and be approved by the Guest Services Manager).

4.1j Media

- Complimentary tickets will be outlined in contracts for Media Partners for specific shows.
- Media outlets that provide promotional coverage of events at the Citadel should be included in Press Night list or given comps to the previews as approved by Director of Marketing and Sales.

4.2 Discounted Tickets and Special Pricing

Each team member shall be entitled to discounted tickets and special pricing as follows:

4.2a Current Citadel Theatre Staff

- 2 tickets at 50% off Price Code A, not valid on Press Night
- Eligible to purchase Industry Pass

4.2b Company/Cast (Company/Cast of current show or shows currently rehearsing at the Theatre)

- 2 tickets at 50% off Price Code A, not valid on Press Night
- Eligible to purchase Industry Pass

4.2c Volunteers

- Awarded 1 “Work & Play” point per shift, these points will appear in their accounts and are exchanged into tickets at the rate of 2 points equaling 1 ticket for a show.
- Maclab and Shoctor Theatre Productions– maximum of 4 “Work & Play” tickets.
- Rice Theatre Productions – maximum of 2 “Work & Play” tickets.
- Any exceptions must be requested by the Front of House Manager and approved by the Guest Services Manager
    - Volunteers may not count future shifts towards ticket booking
    - Points will only be carried over from the previous season. Any outstanding points after that time will expire

- Ushers:
  - “Work & Play” tickets must be booked on a Tuesday-Thursday, Sunday Evening or Saturday/Sunday Matinee, pending availability. Friday and Saturday Evening can only be booked 24 hours in advance of scheduled performance. “Work & Play” tickets are not valid in the final week or Press Night.
  - 2 tickets at 50% off to Mainstage and Seasonal Productions in Price Code A* – these can be booked into any performance date after single tickets go on sale, subject to availability.

Volunteers on probation are not eligible for 50% off tickets or other discounted tickets

4.2d Building Partners (Bee-Clean, Ghostlight, PlayWright, and ACM Security, Ester Sushi, Canada Place Dental, Catalyst Theatre)

- Advised of availability of C-level pricing for additional tickets.

4.3 Industry Pass

An Industry Pass will be available for the Professional Theatre Community and Citadel Theatre team members to purchase. The Professional Theatre Community includes, but is not limited to, local actors, playwrights, designers, theatre students, arts workers, and stage managers.

The Industry Pass price is to be determined each year. The current season Industry Pass price will be $20+GST. With a valid annual Industry Pass, pass holders may purchase one (1) ticket at $25+GST to each Citadel production in that season. Additional tickets are available at full price.

4.4 Complimentary Ticket Procedure

Press Night tickets are organized and distributed by Guest Services. Press Night tickets are to be used by Citadel and Creative team members and their guest only and are not transferable to a different performance date. Press Night tickets for Cast, Crew, or Stage Management team members for that production are not transferable to a different performance date but may be used for guests.

All other complimentary tickets are to be booked by Guest Services. Complimentary tickets can only be booked as of the casual ticket on-sale date for that season. Tickets will be held at will call under the name/account of the team member who booked them and can be picked up after 5:00 PM the day of the show, or 12:30 PM for matinee performances. Tickets will be booked at the back of the house and then, pending availability, moved forward according to fill pattern on the day of the performance. If an additional ticket is purchased with the complimentary booking, a ticket voucher is redeemed, an accessibility need to be accommodated, or is otherwise approved, the seats will be assigned at that time.

Complimentary Ticket allocations are limited to 21 holds per public performance, excluding Press Night and the final week, in the Maclab and Shoctor Theatres and 6 holds in the Rice Theatre to minimize the impact on ticket revenue.

Staff members must be on the Staff Complimentary tickets list, and company members must be on that production's Company List prior to booking tickets.
It is the responsibility of Human Resources to inform Guest Services of staff changes, and Artistic Administration to provide/update Company Lists to Guest Services as soon as possible.

Members of the Board of Directors and Board of Governors can request complimentary tickets for influential guests. Tickets may be requested through the Executive Director, Artistic Director, Guest Services Manager, and the Director of Community Engagement. Tickets are subject to approval and availability.

4.4 Rush Complimentary Ticket Procedure

If complimentary ticket allocations are full for a given performance, pending seating availability, staff and company members may book their complimentary tickets starting at 5:00 PM on the day of the performance, or 12:30 PM for matinee performances. These tickets must be booked in-person at the Box Office. Rush complimentary tickets will not be available for Pay What You Choose evening performances.

4.5 Ticket Donation Procedure

Ticket Donation Policies and Request Forms are available on our website. Requestors will be directed to the Theatre's Online Donation page. Donation Requests will be sent to Guest Services for processing. Regulations and Guidelines are available on our website.

4.6 Termination of Employment

All complimentary ticket entitlement will be terminated upon severance of service with the Theatre. This section does not include Team Members who may be entitled to complimentary tickets through service recognition programs, retirement programs or any other entitlement through any other program. Any complimentary tickets booked after the last day of employment will be canceled. It is the responsibility of Human Resources to inform Guest Services of staffing changes.

5.0 ROLES & RESPONSIBILITIES

5.1 The Citadel Theatre

The Theatre is responsible for ensuring this policy and the supporting procedures are implemented and maintained.

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5.2 Management
Management is responsible for ensuring team members are aware of the Complimentary Tickets Policy.

5.3 Team Members
All team members are responsible for understanding the Complimentary Tickets Policy and utilizing this employment benefit within the guidelines of the policy. Human Resources are also responsible for notifying Guest Services of any complimentary tickets booked for team members past the severance of employment or volunteer service.

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Respectful Workplace		
Policy No: HR-09		**Effective Date: July 1, 2025**
Policy Owner: Human Resources		
Review Cycle: Annual		**Next Review Date: May 1, 2028**
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre) team members participate in a high performance, dynamic work environment in which people are energetic and creative. The Theatre is committed to providing a safe, healthy, and supportive work environment in which team members are treated with respect and dignity. Harassment, physical or verbal threats– with or without the use of weapons–intimidation, or violence will not be tolerated from any person on or outside of the work site including Board of Directors, Managers, supervisors, staff, volunteers, or contractors.

The Theatre does not tolerate harassment or harassing behaviour. There is a duty upon all individuals to prevent harassment by discouraging inappropriate activities and reporting all incidents of harassment including when such incidents may involve a third party.

The Theatre is committed to providing a work environment that is free from harassment of any form for all team members. The Theatre commits to ensuring team members, upon hiring or engagement will receive orientation/training regarding the gravity of this issue and proper reporting framework.

2.0 APPLICABILITY

This policy applies to all Theatre team members and contractors.
All team members must work in compliance with this policy and the supporting procedures.

3.0 DEFINITIONS

3.1 Harassment

Harassment refers to any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affects the worker's health and safety. This includes conduct, comment, bullying, or action based on race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status,

gender, gender identity, gender expression and sexual orientation, and a sexual solicitation or advance. Reasonable action taken by the employer, manager or supervisor relating to the management and direction of workers or a work site is not harassment.

3.2 Sexual Harassment

Sexual Harassment can be defined as any unsolicited conduct, comment or physical contact of a sexual nature that is unwelcome by the recipient. It may include, but is not limited to, unwelcome sexual advances (verbal, written or physical); requests for sexual favours; sexual and sexists jokes; homophobic or sexist slurs; written or verbal abuse or threats related to sex; unwelcome remarks, jokes, taunts or suggestions about a person's body; unnecessary physical contact such as patting, touching, pinching, hitting, or leering; patronizing or condescending behaviour; displays of degrading, offensive or derogatory materials such as graffiti or pictures; or sexual assault.

3.3 Harassing Behaviour

Harassing behaviour may include, but is not limited to:

- Unwelcome conduct, comments, gestures or contact which causes offense or humiliation (e.g., name calling, harassing phone calls, spreading rumors);
- Unwelcome remarks about a person's physical attributes or appearance;
- Deliberate misgendering (i.e. referring to a person using terms or pronouns that do not align with the persons affirmed gender);
- Physical or psychological bullying that creates fear or mistrust that ridicules to devalues the individual (e.g., fist shaking, yelling);
- Exclusion or isolation of individuals (e.g., ignoring a colleague, leaving someone out of team communications, or excluding them from collaborative work without valid reason);
- Intimidation (e.g., standing too close or making inappropriate gestures / comments);
- Cyberbullying (e.g., posting or sending offensive or intimidating messages through social media or email);
- Deliberately setting the individual up to fail (e.g., making unreasonable demands, setting impossible deadlines, interfering with work);
- Intentionally withholding information or giving incorrect information;
- Taking away work responsibility without cause; or
- Displaying or circulating offensive pictures or materials in print or electronic form.

3.4 Violence

Violence refers to any interaction or act of aggression or hostility between individuals that may involve, but is not limited to: displaying extreme resentment and/or anger; or displaying irrational behaviour; causing physical injury to another person; the utterance of threatening remarks; creation of a reasonable fear of injury; subjecting another individual to emotional distress; the possession of a firearm or dangerous weapon while

on Theatre property or while conducting Theatre business; harassing surveillance (such as stalking); bringing weapons into the workplace.

3.5 Threats

Threats are considered serious and will be treated accordingly. Threatening behaviour includes, but is not limited to: throwing objects at another person; verbal prediction of harm directed towards another individual or property; making threatening or menacing gestures; obsessive behaviour (e.g. unprofessional and/or excessive unwelcome romantic interest); any such behaviour indicating that the individual poses a danger to themselves or others; or escalation of unacceptable behaviour within the workplace (e.g. behaviour triggered by personal circumstances such as an impending divorce, custody battle, etc.).

3.6 Weapons

The following items are considered weapons and are prohibited in the workplace or while conducting Theatre business, unless explicitly required and approved for performance of job duties:

- Firearms such as pistols, revolvers, shotguns, rifles, and so on;
- Dangerous knives not required for the performance of job duties;
- Any explosive or explosive devices;
- Sling shots, baseball bats, clubs, or blunt object;
- Metal knuckles;
- Air guns, pellet guns, and blow guns;
- Any replica of the above items; or
- Any other item that could be used to inflict injury upon another individual.

3.7 Complainant

Person who is or has been subjected to the alleged harassment, violence, or threat.

3.8 Respondent

Person whose alleged conduct is the subject of the complaint.

3.9 Witness

Person or bystander who sees event take place. May be called upon to describe events.

3.10 All Team Members

All team members refers to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence do not only have to occur on the organizations premises to warrant reporting. An incident can occur anywhere there are work-related implications or consequences. This includes off-

site work-related settings such as conferences, meetings, or training sessions. It includes behaviour at client, vendor, or other business contact premises. It also includes business-related social events or at home i.e. contacting to press for dates, making threats or promises, contacting over social media.

4.1 Prevention

The Theatre will work to create and maintain a Harassment, Sexual Harassment, Harassing Behaviour, Threat and Violence-free environment through training and awareness programs and for all team members.

4.2 Procedures

Incidents of Harassment, Sexual Harassment, Harassing Behaviour, Threats, and Violence are taken seriously, and it is the responsibility of the Theatre, its managers, and its team members to ensure they are dealt with in a timely manner and appropriately.

a) It is recommended, where it is appropriate and safe to do so, that the individual doing the offensive behaviour be confronted about their actions. Often if the person is made aware of their inappropriate words or actions, they stop, and an apology is given. This could be the case when the behavior is not intended to be offensive. If the behavior does not stop, then reporting the incident may be required. It is recommended to seek guidance where uncertainty exists.
b) If it is determined that you have been the target of or Witness to an incident(s) of Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence a written submission is required. This will provide a foundation for the investigation.
c) Under no circumstances should the incident(s) be discussed with individuals who are not involved in the situation unless they are required to know for the purpose of an investigation, the resolution and/or the safety of the workplace. The team members should always keep a confidential record of incidents, including dates, times, locations, potential witnesses, and any action taken to stop the behaviour.
d) All complaints will be reviewed and addressed. If required, an investigation will be launched to determine facts and ensure the necessary steps are taken to resolve. Human Resources will:
    - advise the Respondent, in writing within 3 business days of the nature and specifics of the complaint of their rights to representation and of the investigation.
    - advise the Complainant of the investigation; and
    - assign the investigation to an investigator which may be an internal or external third-party investigator selected by the Theatre.

e) Basic principles of fairness will be observed during the investigation. Both the Complainant and the Respondent will be interviewed along with any Witnesses who may be able to provide relevant information. Discretion will be observed, and all complaints will be handled in a confidential manner. Information will be shared only with those individuals who need to be involved to conduct a proper investigation, carry out corrective action or where required by law. Timelines will be communicated with all applicable parties at the time of investigation, carry out corrective action or where required by law.
f) The investigator, with Human Resources, will make a written report with the findings of the investigation to Executive and/or Artistic Director(s). The Executive and/or Artistic Director(s) will review the report and approve a plan of action provided by the investigator and/or Human Resources.
g) The Complainant and the Respondent will be informed once the investigation is complete within 3 business days of the completion of the investigation. They may not be informed of progress throughout the investigation due to privacy and due to the integrity of the investigation. Summaries of the investigation process and conclusions may be provided to the Complainant and the Respondent.
h) Where Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence have been substantiated, corrective and disciplinary action up to and including termination will be taken depending on the circumstances. Specific details of the corrective action or discipline may not be shared with the Complainant or others to respect privacy and confidentiality.
i) If it is determined that a team member made a false complaint knowingly or in a malicious manner, the team member will be subject to disciplinary action up to and including termination.
j) This procedure shall also be used when there is reason to believe that a systemic problem exists in the workplace.

Inquiries/complaints are to be addressed confidentially to one of the following:

- **your Supervisor, Manager, or Director**
- **any member of the Human Resources department**

In the instance that the above complaint procedure is not feasible or does not result in a satisfactory resolution, team members can communicate their situation/concerns to any member of the Senior Leadership Team they feel comfortable doing so with.

4.3 Appeal Process

Within 14 days of the results of the investigation and subsequent decisions as appropriate, if the Complainant or Respondent feel that the reporting and investigation

process has failed or that the corrective action is not consistent with the incident(s), they can exercise their right to appeal as follows:

- within 14 days submit a written statement to Human Resources that a team member has concerns and a further discussion is required.
- Submit a written statement including reasons why the process and/or resolution was not equitable.
- Send your statement to humanresources@citadeltheatre.com.

4.4 Support Resources

It is recognized that any experience of Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence can be difficult and may have an impact on all involved parties. The Theatre provides resources to its team members for dealing with the impacts of these situations through support on an immediate, intermediate, and long-term basis. Team members are reminded of the services as per the Employee and Family Assistance Program.

4.5 Assurance Against Retaliation

This policy encourages team members to freely express their thoughts, opinions, and feelings regarding Harassment, Sexual Harassment, Harassing Behaviour, Threat, and Violence complaints. Retaliation by the Respondent, or anyone acting on behalf of the Respondent, against the Complainant is prohibited and will result in appropriate disciplinary action. Retaliation by the Respondent, or anyone acting on behalf of the Respondent, against any Witness providing information about a report is also strictly prohibited. Acts of retaliation include (but are not limited to) interference, coercion, threats, and restraint.

4.6 Records

Records of all formal and informal resolutions, hearings, and reviews will be kept by the Human Resources department. The records will only be available to members of the Human Resources department. Any records concerning team members will be maintained in accordance with all applicable laws and regulations. Both the Complainant and the Respondent are eligible to obtain copies of hearings or of their own statements made throughout the course of the Harassment remediation process.

5.0 Roles and Responsibilities

5.1 The Citadel Theatre

The Theatre will:

- Develop, maintain and promote awareness of the Respectful Workplace Policy and supporting materials;
- Ensure appropriate procedures are in place, including training team members in recognizing and reporting situations involving Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence;

- Take appropriate action in a prompt, unbiased and confidential manner when issues come to their attention;
- Determine and administer the methods and means for addressing the complaint and investigation; and
- Ensure investigations, decisions and any required discipline are completed in a timely and collaborative manner while respecting the confidentiality of anyone involved in a complaint or investigation.

5.2 Managers

Members of management and supervisors are responsible for:

- Fostering a safe work environment, free from Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence. This included identifying potential areas for improvement;
- Ensuring awareness of and compliance with the Respectful Workplace Policy in their area of responsibility;
- Taking appropriate action in a prompt, impartial and confidential manner when issues come to their attention involving Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence;
- Ensuring every reported incident of Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence is addressed and reported to the Human Resources department as soon as possible; and
- Respecting the confidentiality of anyone involved in a complaint or investigation.

5.3 Team Members

Every team member must work in compliance with this policy and the supporting procedures. All team members are required to:

- Treat others with kindness, respect and dignity;
- Recognize and refrain from actions that offend, embarrass, or humiliate others, whether deliberately or unintentionally;
- Accept responsibility for one's own actions, reactions, behaviours, and the impact on others;
- Report incident of Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence is to the Human Resources department or their manager as soon as possible;
- If a witness to Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence, participate and cooperate in the investigation fully;
- Respect the confidentiality of anyone involved in a complaint or investigation;
- Participate in the instruction and training of the Respectful Workplace Policy or Harassment and violence prevention; and
- Be honest when reporting any Respectful Workplace complaints.

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Substance Abuse & Impairment at Work		
Policy No: HR-11		**Effective Date: July 1, 2025**
Policy Owner: Human Resources		
Review Cycle: Three years		**Next Review Date: May 1, 2028**
Reviewed By:	Executive Director	**Signature:** 
Applies to:	Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre") is committed to the health and safety of its team members and has adopted this policy to communicate its expectations and guidelines surrounding substance use, misuse, and abuse.

Team Members under the influence of drugs or alcohol on the job can pose serious health and safety risks both to themselves and their fellow Team Members. To help ensure a safe and healthy workplace, the Theatre reserves the right to prohibit certain items and substances from being brought on to or present on company premises.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers and is considered valid unless other considerations have been identified for Union members under the current Collective Agreement.

3.0 DEFINITIONS

3.1 Impairment

Where judgement, cognitive ability, alertness, perception, motor coordination or emotional state is negatively impacted, a team member is considered impaired and not fit for work.

3.2 Dependency

Medical term to describe the addictive impact of drugs or alcohol on an individual highlighted by abusive use of drugs or alcohol that continues even when significant problems related to their use have developed.

3.3 Drug

Any substance which may impair judgment, perception, alertness, cognitive ability, or motor skills. Examples of drugs include (but are not limited to): opioids, cannabis, LSD, MDMA, barbiturates and cocaine.

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3.4 Medication
A Drug which is used to treat a health concern and includes both over the counter and prescription drugs. The term “Medication” does not include any treatment which does not meet the definition of “Drug”.

3.5 Work Hours
Any period in which a team member or manager is performing work or services on behalf of the Theatre.

3.6 All Team Members
All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 ROLES & RESPONSIBILITIES
4.1 The Citadel Theatre
The Theatre is responsible to:

- Clearly communicate expectations surrounding alcohol and drug use, misuse, and abuse;
- Maintain a program of employee health and awareness;
- Provide a safe work environment;
- Interpret and apply this policy in a manner consistent with its obligations under the *Alberta Human Rights Act*; and
- Review and update this policy on a regular basis.

4.2 Managers
Management is responsible to:

- Identify any situations that may cause concern regarding an employee’s ability to safely perform their job functions;
- Ensure that any team member who asks for help due to a medical need, or a Dependency, is provided with the appropriate support, including accommodation, and is not disciplined for doing so; and
- Maintain confidentiality and employee privacy.

4.1 Team Members
The following expectations apply to team members, including management, while conducting work on behalf of the Theatre, whether on or off Theatre property:

- Team Members are expected to arrive to work free from impairment and able to perform their duties safely, efficiently, and effectively; team members must remain fit for duty for the duration of their shift;
- Distribution or sale of drugs or alcohol during work hours, including during paid and unpaid breaks, is prohibited;
- Possession of drugs (other than medication) during working hours is prohibited;

- Use and possession of medication is permitted during working hours, subject to the terms and conditions of the Theatre's policies and all applicable legislation;
- Team members using or possessing medication that may alter or impair judgment, perception, alertness, cognitive ability, or motor skills must communicate such use to Human Resources as described herein and report limitations and required modifications because of medication;
- Abide by the provisions of this policy and be aware of their responsibilities under this policy;
- Arrive to work fit for duty and remain as such for the duration of shift;
- Perform work in a safe manner in accordance with company established safe work practices;
- Avoid the consumption, possession, sale, or distribution of drugs or alcohol on company property and during working hours (even if off company property); and
- When off duty, refuse a request to come into work if unfit for duty.

5.0 RESPONSIBILITY TO NOTIFY

5.1 Duty to Disclose Adversity or Inability to Comply

If a team member:

a) cannot comply with this policy for any reason (including but not limited to a Drug or Alcohol dependency (suspected or actual), or a health/medical concern;
b) would suffer an adverse/negative impact by complying with this policy; or,
c) believes that they may not be able to comply, then Team Member must disclose this information to Human Resources prior to breaching this policy.

This disclosure will be treated in confidence so that the Theatre can ascertain whether it has a legal obligation to accommodate the individual and to address what accommodation and assistance is appropriate.

No team member will be disciplined for making such a disclosure.

A team member who fails to disclose an inability to comply with this policy and who subsequently breaches this policy may be subject to discipline up to and including discharge.

Disclosure of a dependency will not shield a team member from discipline (where appropriate) for a violation of this policy occurring prior to the disclosure.

5.2 Reporting Medication Possession or Use

This policy does not prohibit the responsible use and possession of over the counter and prescription Medications during Work Hours and/or while on Theatre property. However, all employees of the Theatre must comply with the following (during Work Hours and while on Theatre property):

- Medication must be used responsibly and in accordance with the physician’s, pharmacist’s, or manufacturer’s recommendations (as the case may be);

- Medication must be used in a manner which eliminates (or minimizes to the extent possible) the exposure of the medication to other persons;
- The team member must advise Human Resources where the use of a Medication makes them unable to perform their duties safely or competently; and
- The team member must advise Human Resources where medication causes impairment or where the medication is brought onto Theatre property (or both).

Human Resources will ensure that information received regarding medication is treated confidentially. Human Resources will use this information to determine the Theatre's ability to accommodate the needs of the team member. In some cases, Human Resources may request that:

- The team member consult with their health-care provider as to whether there are equally effective alternatives to the medication which may minimize impairment where health is not jeopardized and report on the same to Human Resources; and,
- The team member follows a treatment plan (use of medication) which minimizes the use, the impairing effects, and the exposure to other team members of medication while at work (where available and health outcomes are not jeopardized).

There are no restrictions on the use of medicines which do not fit the definition of drug.

5.3 Voluntary Identification

Team members are encouraged to communicate if they have a dependency or have had a dependency so they can be accommodated appropriately. However, they have no obligation to do so unless section 5.1 applies (i.e., that the dependency creates a situation where the team member is unable to comply with this policy, would suffer an adversity, or believes they cannot comply)

The Theatre understands that certain individuals may develop a chemical dependency to certain substances, which may be defined as a disease or disability. The Theatre promotes early diagnosis. Any team member who suspects that they might have an emerging drug or alcohol problem is expected to seek appropriate treatment promptly.

Team members will not be disciplined for requesting help or due to current or past involvement in a rehabilitation effort. All medical information shall be kept confidential by the Theatre, unless otherwise required or authorized by law.

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6.0 DETECTION OF IMPAIRMENT

6.1 Suspicion of Impairment

A team member may form a reasonable belief that another team member is impaired or influenced by drugs or alcohol. This may be based on personal observations such as: slurred speech, difficulty with balance, watery and/or red eyes, dilated pupils, and/or there is an odour of alcohol or drugs.

The following procedure will be enacted if one team member has a reasonable belief that another team member is influenced by drug or alcohol in work hours or on Theatre property (or both), or that another employee is impaired:

1. If the possible impairment is detected by a team member who is not a supervisor/manager, then the team member detecting the possible impairment shall (must) report the situation to a supervisor/manager immediately.
2. Once the possible impairment is detected by a manager/supervisor (either directly or after receiving a second opinion from another manager/supervisor.
3. Next, the manager/supervisor will consult privately with the team member under suspicion to determine the cause of the observation, including whether substance abuse has occurred.
4. If the employee exhibits behavior or signs or smells of drug or alcohol use, then the team member should not be permitted to return to their assigned duties and should be referred to Human Resources.
5. The question of whether a team member is considered impaired and deemed "unfit for work" is made based on the best judgment of two members of management and DOES NOT require a breathalyser or blood test. The team member will be advised that the Theatre has arranged a taxi or shuttle service to safely transport them to their home address or to a medical facility, depending on the determination of the observed impairment. The team member may be accompanied by a manager/supervisor or another team member if necessary.
6. An impaired team member will not be allowed to drive. The team member should be advised if they choose to refuse the Theatre's organized transportation and make the decision to drive their personal vehicle the company is obligated to and will contact the police to make them aware of the situation.
7. A meeting will be scheduled for the following workday to review the incident and determine a course of action which may include a monitored referral program as part of a treatment plan.

7.0 CONSEQUENCES FOR BREACH

7.1 Disciplinary Action

Team members will be subject to disciplinary action, up to and including termination of employment for failure to adhere to the provisions of this policy.

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7.2 Limits on Discipline

The Theatre's right to discipline shall not be exercised in a manner which is inconsistent with the provisions in section 7 (including the subsections) of the *Alberta Human Rights Act,* nor in a manner which is inconsistent with the provisions of any applicable collective agreement.

8.0 ACCOMMODATION

8.1 Legal Obligations of the Theatre

The Theatre shall comply with its legal obligations under the *Alberta Human Rights Act* when and where required.

In many situations, accommodation may require compliance with a treatment program and aftercare program directed by a substance abuse professional or health practitioner. This may be part of An Agreement for the Continuation of Employment (described below).

8.2 Agreement for the Continuation of Employment

As part of its duty to accommodate under human rights legislation, the Theatre may require that a team member enter into an Agreement for the Continuation of Employment as a condition of reinstatement to work following certain breaches of this policy. Such an agreement will be negotiated between the individual team member, the Theatre, and any applicable bargaining agent. The Agreement will outline the conditions governing the team member's return to the job, including requirements to abstain from drug and alcohol use, as well and the consequences for failing to meet the conditions.

In some cases, an Agreement for the Continuation of Employment may be considered and offered to a team member combined with discipline to lessen the applicable level of discipline.

An Agreement for the Continuation of Employment may include a requirement for drug and alcohol testing.

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General Health & Safety		
Policy No: HR-12		**Effective Date: July 1, 2025**
Policy Owner: Human Resources		
Review Cycle: Three years		**Next Review Date: May 1, 2028**
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre") is vitally interested in the health and safety of its team members. Protection of team members from injury or occupational disease is a major continuing objective. The Theatre will make every effort to provide a safe and healthy work environment. All team members must be dedicated to the continuing objective of reducing risk of injury. The Theatre is responsible for worker health and safety and will take every reasonable precaution possible for the protection of our team members.

The Theatre is committed to promoting a safe and healthy workplace for all team members and guests. In pursuit of our commitment, the Theatre will develop, implement, and enforce such policies and procedures that promote and provide a healthier, safer work environment. The Theatre understands the importance of safety to the wellbeing and productivity of its people and strives to safeguard the workplace from injury and malfeasance through dereliction of duty towards safety.

The Theatre will act in compliance with the Occupational Health and Safety Act of Alberta and its regulations, as well as the Occupational Health and Safety Code.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers and is considered valid unless other considerations have been identified for Union members under the current Collective Agreement.

3.0 DEFINITIONS

3.1 Occupational Health and Safety Act of Alberta

Act establishes minimum standards for healthy and safe practices in Alberta workplaces.

3.2 Occupational Health and Safety Code

Code sets the technical requirements for health and safety in Alberta's workplaces.

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3.3 Workplace Injury
Any injury that occurs on the organization's premises or during the transaction of approved Theatre business that requires any medical attention.

3.4 Incident
An unplanned event that may result in or does result in an undesirable consequence. Incidents include all Workplace Injuries and illness, damage to property and equipment, and all Near Miss events.

3.5 Near Miss
Is any narrowly avoided mishap at work that did not result in injury or property damage but had significant potential for those or other negative consequences to occur.

3.6 Workers Compensation Board
The Workers Compensation Board (WCB) is an organization who provides compensation for team members if they become injured and cannot work due to a work-related injury.

3.7 All Team Members
All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES
4.1 Communication
The Theatre encourages open communication on health and safety issues. It is essential to providing an injury-free and productive work environment.

- Team members are encouraged to inform their manager, Human Resources or any member of the Health and Safety Committee of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or verbal.
- Team members who voice or identify a health and safety concern will not be subject to retaliation.
- Health and safety comments will be reviewed and an investigation on each reported or potential hazard will be initiated and followed up with the team member who initiated the submission.

4.2 Joint Health & Safety Committee
The Theatre is committed to maintaining a safe and healthy workplace for all team members. The Theatre has established and maintains a Joint Health & Safety Committee comprised of equal members of management and team members within the Bargaining Unit to be appointed by the Union. The names of the Joint Health & Safety Committee members shall be posted in an area easily accessible to all team members.

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The Joint Health & Safety Committee shall meet at regular intervals identify conditions within the work site that may risk the health or safety of any team member.
The Committee shall make recommendations to the Senior Leadership Team, for correcting any unsafe or unhealthy condition within the work site.

Minutes of the most recent Joint Health & Safety Committee meeting shall be posted in area easily accessible to all team members.

All team members are encouraged to identify work site health & safety concerns to any Joint Health & Safety Committee representative, member of management, or Human Resources.

4.3 Accident/Incident Reports
Every team member must ***immediately*** report all Incidents and Near Misses, no matter how small.

Team members are required to give as much information as possible when reporting and reports of all Incidents involving team members and guests mist be made within a 48-hour period.

The Theatre must report all serious injuries and Near Misses to the Workers Compensation Board (WCB) and all other appropriate authorities where required.
If a team member cannot work due to an employment related injury, WCB may compensate for lost wages while the team member recovers.

5.0 Roles & Responsibilities
5.1 The Citadel Theatre
The Theatre will ensure the health, safety, and welfare of:

- Team members engaged in Theatre work.
- Individuals who are not engaged in Theatre work but are present at the Theatre's work site where work is being carried out.
- Other people at or in the vicinity of the worksite who may be affected by hazards related to the worksite.

Furthermore, the Theatre will ensure that:

- Team members are aware of their rights and duties regarding health and safety and of any issues arising from work being carried out by the Theatre.
- No team member is subject to or contributes to harassment or violence in the workplace.
- Team members are properly supervised by an individual who is competent and familiar with applicable health and safety legislation.
- There is full cooperation with the joint work site health and safety committee or health and safety representative in the exchange of information and resolution of health and safety concerns.
- Health and safety concerns are resolved in a timely manner.

- There is full cooperation with any person exercising a duty under the Occupational Health and Safety Act or Occupational Health and Safety Code.
- All Incidents and injuries are reported to the proper authorities where appropriate.

The Theatre will also ensure that team members are trained in health and safety matters before they:

- Begin performing work.
- Perform a new duty, use a new piece of equipment, or use a new process.

5.2 Management

Management, if it is reasonable to do so, are responsible for:

- Ensuring that managers and supervisors are competent to supervise.
- Taking all necessary precautions to ensure the health and safety of every team member under their supervision.
- Ensuring that team members under their supervision work in accordance with all applicable health and safety policies and procedures set out by legislation and the Theatre.
- Ensuring that team members under their supervision use all required hazard controls and personal protective equipment (PPE) as required by legislation or by the Theatre.
- Ensuring that no team member under their supervision is subject to or contributes to harassment or violence in the workplace.
- Ensuring that team members receive adequate training in their specific work tasks to protect their health and safety.
- Advising team members under their supervision of all known or foreseeable health and safety hazards in the area where team members will work.
- Reporting any concern, committed act, or harmful condition pertaining to health and safety.
- Complying with all health and safety legislation and cooperating with any person exercising their duty under health and safety legislation.

5.3 Team Member

All team members at the Theatre are responsible for:

- Taking all reasonable precautions to protect the health and safety of themselves and others in the vicinity of the work site.
- Cooperating with the Theatre and its management in protecting the health and safety of all team members engaged in work for the Theatre, and any other worker or guest present at the work site.
- Using all provided PPE and devices as required by health and safety legislation or the Theatre to protect their health and safety.
- Not participating in or causing harassment or violence in the workplace.
- Reporting any concerns, acts, or harmful conditions that pertain to health and safety.
- Complying with all health and safety legislation and cooperating with any person exercising their duty under health and safety legislation.

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Smoke-Free Environment		
Policy No: HR-14		**Effective Date: July 1, 2025**
Policy Owner: Human Resources		
Review Cycle: Three years		**Next Review Date: May 1, 2028**
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre") has implemented this smoke-free environment policy to comply with the Tobacco, Smoking and Vaping Reduction Act (TSVRA), which prohibits smoking in enclosed public places and enclosed workplaces to protect team members and the public from the hazards of second-hand smoke.

The Theatre is dedicated to providing a healthy, comfortable, and productive work environment for all our team members.

2.0 APPLICABILITY

This policy applies to all the Theatre management, employees, contractors, and volunteers and is considered valid unless other considerations have been identified for Union members under the current Collective Agreement.

3.0 DEFINITIONS

3.1 Smoking

Inhaling, exhaling, breathing or carrying any lit cigar, cigarette, pipe or other tobacco or cannabis product (medical or recreational), or vaping e-cigarettes, in any manner or any form.

3.2 All Team Members

All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

4.1 Enclosed Workplaces

Team members are protected, by law, from exposure to second-hand smoke and vapour in an enclosed workplace. This is defined as the inside of any place, building, or structure that is covered by a roof and that team members work or spend time in during their workday, even during off-hours when team members are not working.

This includes, without limitation, common work areas, theatres, classrooms, conference and meeting rooms, private offices, elevators, hallways, staff lounge, stairs, restrooms, and storage rooms.

4.2 Smoking During the Workday
Smoking shall be permitted outside of the building in locations not within 10 metres of a doorway, operable windows, and ventilation systems of the facility or on any public passageway.

Team members may use their breaks for the purpose of using tobacco or nicotine products. No additional breaks will be granted for smoking beyond those allowed under the Hours of Work policy or the Collective Agreement where applicable. Dispose of any litter properly in the receptacles provided for that purpose.

4.4 Use of Tobacco for Traditional Indigenous Cultural or Spiritual Purposes
The prohibition on smoking tobacco or holding lit tobacco in an enclosed workplace or an enclosed public place does not apply to:

- An Elder, Knowledge Keeper or Indigenous person who smokes tobacco or holds lit tobacco for traditional Indigenous cultural or spiritual purposes.
- A non-Indigenous person who smokes tobacco or holds lit tobacco if the activity is carried out with an Indigenous person for traditional Indigenous cultural or spiritual purposes.

5.0 Roles & Responsibilities
5.1 The Citadel Theatre
The Theatre shall be responsible for:

- Ensuring this policy and supporting procedures are implemented and maintained.
- Ensuring signage is posted and maintained throughout the facility to maintain a smoke-free environment.

5.2 Management
Management shall be responsible for:

- Ensuring compliance with this policy.
- Ensuring team members are aware of the proper locations to smoke.
- Providing support to any team member who have or are considering quitting smoking.

5.3 Team Member
Team members are responsible for:

- Using smoking products only in the designated areas.
- Reporting any non-compliance of this policy to management.
- Disposing of smoking litter appropriately.

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AI and Wearable Smart Technology		
Policy No: HR-18		**Effective Date: July 1, 2025**
Policy Owner: Human Resources		
Review Cycle: Three Years		**Next Review Date: May 1, 2028**
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre (the "Theatre") recognizes the increasing use of artificial intelligence (AI) and wearable smart devices in the workplace. This policy is designed to establish clear guidelines on their use to ensure workplace efficiency, security, privacy, and compliance with legal and ethical standards.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers including employees, contractors, and volunteers and is considered valid unless other newer considerations have been identified for Union members under the current Collective Agreements.

3.0 DEFINITIONS

3.1 Out of Scope Team Members

Team members of the Theatre who are not members of a union.

3.2 Union Team Members

Team members of the Theatre who are members of the IATSE Local 210 and follow the Collective Agreement.

3.3 AI Tools

Any software, platform, or system that uses machine learning, natural language processing, or other AI-driven technologies to generate, process, or analyze data.

3.4 Wearable Smart Devices

Any electronic device worn on the body that can process, store, or transmit data, such as smartwatches, fitness trackers, and augmented reality (AR) glasses.

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3.5 All Team Members

All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

All team members are expected to use these technologies responsibly, ensuring they do not compromise security, privacy, or workplace efficiency. AI tools should support and enhance decision-making rather than replace human judgment. Wearable smart devices must be used in a manner that respects confidentiality and operational integrity.

4.1 AI Tools

- AI tools must not be used to generate or manipulate sensitive employee, patron, or business data without explicit approval from management.
- Employees using AI-driven tools for work purposes must ensure compliance with applicable privacy laws and Citadel Theatre's data protection policies.
- AI-generated content, such as written materials, proposals, or designs, must be reviewed and approved by a supervisor before use.
- AI tools should not replace human decision-making in matters requiring ethical or strategic judgment, such as hiring, performance evaluations, or disciplinary actions.

4.2 Wearable Smart Devices

- Employees may wear smart devices at work but must ensure they do not disrupt workplace operations.
- The use of wearable smart devices for audio or video recording is strictly prohibited without prior written consent from all parties involved.
- Employees should disable any features that could pose security risks, such as automatic recording, facial recognition, or AI-powered monitoring functions, unless expressly authorized.
- Devices that store or transmit work-related data must be protected with strong passwords and encryption where possible.

4.3 Privacy and Security

Employees must adhere to Citadel Theatre's privacy policies and data security standards when using AI tools or wearable smart devices. Management, along with our IT Provider (ARC Business Solutions), may conduct periodic security assessments of AI tools and smart devices used in the workplace.

Unauthorized collection, sharing, or misuse of personal or confidential information using AI or wearable devices may result in disciplinary action. Violations of this policy may lead to disciplinary actions, up to and including termination of employment. Citadel Theatre reserves the right to restrict or prohibit the use of specific AI tools or wearable smart devices as necessary. Any concerns regarding AI or wearable device usage should be reported to Human Resources.

5.0 ROLES AND RESPONSIBILITIES

5.1 The Citadel Theatre

The Theatre must establish and maintain clear policies regarding AI tools and wearable smart devices. The Theatre must ensure compliance with legal, ethical, and privacy standards. The Theatre will provide necessary guidance and resources to employees on the appropriate use of these technologies.

5.2 Management

Management must ensure that this policy is enforced, and violations are addressed in a timely manner. Management will review and approve the use of AI tools and wearable smart devices in the workplace. Management will participate and contribute to conducting periodic assessments to ensure security and compliance with this policy.

5.3 Team Members

Team members must endeavor to the best of their ability to adhere to the guidelines outlined in this policy and use AI tools and wearable smart devices appropriately and responsibly. Team members must report any misuse, security risks, or concerns to management. Team members must ensure that the use of these technologies do not interfere with workplace efficiency, privacy, or ethical standards.

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Media Relations		
Team Purple Policy No: MC-01		**Effective Date:** July 1, 2025
Team Purple Policy Owner: Marketing & Communications/Human Resources		
Review Cycle: Three years		**Next Review Date:** May 1, 2028
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre") values the importance and significance media relations play in fostering the organization's mission, vision, and values. The Theatre recognizes a strategic approach to media relations is crucial to building mutually beneficial and trusting relationships with news media. Such relationships will help generate the accurate, exciting, and balanced reporting of the incredible mission-driven endeavours coordinated by the organization.

The purpose of this Media Relations Policy is to support team members throughout their dealings with the media to ensure effective and consistent messages.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers (including the Board of Directors) and is considered valid unless other considerations have been identified for Union members under the current Collective Agreement.

3.0 DEFINITIONS

3.1 Media

Media includes traditional news media (print, radio, and television), online (digital websites) and social media used to market or spread communication.

3.2 Social Media

The various online tools sites and applications use to communicate several types of content and information in the public domain (including but not limited to Facebook, Snapchat, Instagram, TikTok, X (formerly Twitter) and YouTube).

3.2 Authorized Spokesperson

Delegated team members who may address all media inquiries. An Authorized Spokesperson may delegate responsibilities when subject matter expertise/information is sought beyond what the Authorized Spokesperson can provide. Authorized

Spokespersons for the Theatre include:

- Director, Marketing & Sales
- Media & Communications Manager
- Executive Director
- Artistic Director
- Board Chair

3.3 All Team Members

All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

4.1 Media Statements & Press Releases

The Theatre will use media advisories and press releases to deliver official statements and information to members of news media. Only Authorized Spokespersons or members of the Marketing & Communications department will have the authority to issue and publish these statements and releases.

4.2 Media Inquiry

Should any team member be approached by journalists, freelance writers, or bloggers/influencers the team member should respond with “no comment” and immediately pass the enquiry to an Authorized Spokesperson. This Authorized Spokesperson is now responsible for responding to the inquiry.

4.3 Posting on Organization’s and Personal Social Media

Only those team members who are Authorized Spokespersons or members of the Marketing & Communications department are allowed to post on the organization’s social media.

If a team member is uncertain about what would be appropriate to post under this policy, they should check with their supervisor or manager.

If team members find or encounter a situation while using social media that threatens to become antagonistic, team members should disengage from the dialogue in a polite manner and seek the advice of their supervisor or manager.

Before team members refer to or post images of current or former team members, guests or their families, members, vendors or suppliers, performers, or technicians, they are required get appropriate permission from the Marketing & Communications department and subject of the post.

Additionally, team members should not post a third party's copyright, copyright material, trademarks, service marks or other intellectual property.

All team members who create or contribute to social networks, photo and video sharing websites, blogs, or any other kind of publicly accessible forum or site that allows users to share information with others, including comment on online media stories, have a responsibility to adhere to the following guidelines:

- Think before you post - Be mindful of what you write on social networks and avoid any comments that can be interpreted as slurs or inflammatory. Once posted, comments and content may remain public, or be archived, stored, and retrieved indefinitely. Think of all posts to any social media platform as writing a signed letter to the editor of a newspaper — do not write anything or post any material that you would be embarrassed about seeing printed on the front page of a print publication.
- Practice transparency - Assume that you can always be identified when you write or post on a social network. It is good practice to be honest, identify yourself, be accurate, factual and disclose any personal stake you may have in something you are discussing. Be thoughtful about how you present yourself. The lines between personal and professional lives are blurred in online social networks, so when needed use a disclaimer such as: "I am an employee of the Theatre; however, this is my personal opinion";
- Confidentiality, consent, and privacy are paramount - Do not post confidential or proprietary information. Adhere to the Theatre's policies regarding privacy and confidential information. Never speak or act on behalf of the Theatre without appropriate authorization. Always obtain consent before posting show images, specifically pertaining to Social Media Holidays and/or days of recognition;
- Be a good online citizen - Respect your audience. Adhere to any applicable laws and use your best judgment, as there can be consequences to what you publish in any format; and
- Be aware of the terms of service - It is your responsibility to understand the terms of service of any type of social media you choose to use. You must be cognizant of the potential repercussions your conduct can have on both your reputation and the Theatre's reputation. The use of social media in a manner which is detrimental to the Theatre's interests may result in discipline up to and including termination. Team members and Agents should understand the impact that the information shared on a Social Media platform, even if personal, may have on their image or the Theatre's image and refrain from posting or sharing inappropriate material that may harm the Theatre, its team members, or its Agents.
- Theatre's mission, vision, and values – all published content by any team member should be in line with the Theatre mission, vision, and values.

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5.0 Roles & Responsibilities

5.1 The Citadel Theatre

The Theatre will ensure this policy is implemented and maintained. All team members will receive relevant information and instruction on the contents of the policy.

5.2 Management

Members of Management are responsible for ensuring team members are trained in the proper procedures when dealing with media inquiries and posting to social media where applicable.

5.3 Team Member

Team members are responsible for ensuring compliance with this policy and the proper steps with media relations.