

# PAGE 1

## Our values/Ō tātou mātāpono

We are family

We work with writers, artists and producers and our goals are to create great songs, recordings and other creative content; to promote great artistry; to produce great live performances, tours and events; and to develop and fulfil great careers

We work hard

We look out for each other

We need our relationships to be strong and durable

We respect boundaries

We respect progress

We respect each other boundaries

We rely on each others' strengths

We respect what each of us brings to the table

We are mindful of the examples we set

We speak up for what is right

We talk openly to each other

We call out risks and question risky behaviour

We raise concerns when something's not right

We listen with open minds

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## Expected behaviours

### WHĀNAU (FAMILY) – LOOKING OUT FOR EACH OTHER

#### *Wellbeing*

1. Wellbeing is essential if we are to succeed with our goals.
2. A sense of belonging is important to wellbeing. We celebrate diversity in our people and our music. We will continue to be inclusive in our approach.
3. Our values include looking out for each other. You can expect Page 1 to be alert to and actively manage work risks to your health, safety and wellbeing.
4. We also expect everyone working with us to look out for each other, safeguard their own wellbeing, and not to negatively impact on others' health, safety and wellbeing.

#### *Relationships*

5. We need our relationships to be strong and durable to achieve our goals.
6. In working together we can form tight bonds but we need to maintain appropriate boundaries.
7. Where there is an imbalance of power in a relationship<sup>1</sup>, the person with the power in the relationship should use their best efforts to:
  - a. Avoid having an intimate personal relationship with the other person because doing so would cross professional boundaries.
  - b. Be the one responsible for maintaining professionally appropriate boundaries in the relationship.
  - c. Respect the other person's mana and integrity.
  - d. If, despite their best efforts, an intimate personal relationship develops, be the one who discloses the existence of the relationship to Page 1<sup>2</sup> as soon as possible. "As soon as possible" means when an intimate personal relationship first starts.

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<sup>1</sup> A power imbalance can result where one person has significantly greater power or influence in the relationship, which may be due to age, experience, achievements, status, knowledge or other factors.

<sup>2</sup> "Page 1" in this context means the owners and directors of Page 1.

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## **MANA (STRENGTH) – BUILDING EACH OTHER UP**

8. We depend on what each of us brings to the table in order to achieve our goals.
9. We all do our best work when we feel respected and valued for what we do.
10. We each need to play our part and to treat each other with dignity and respect.
11. We also need to be mindful of the examples we set to others, including our audiences.
12. We will not tolerate harmful behaviours, such as bullying, discrimination or harassment, including sexual harassment.<sup>3</sup>

## **PONO (HONESTY) – BEING OPEN, ETHICAL & LAW ABIDING**

### *Acting professionally and with integrity*

13. We will behave in an ethical and professional manner at all times and we expect you to do the same.
14. We will manage any conflicts of interest transparently and appropriately, and will create an environment for all persons to be heard.
15. We will protect your privacy by safeguarding your personal information and will only collect and use your personal information for approved purposes.
16. We ask you to be responsible and kind when using media platforms. We will do the same.

### *Being responsible and acting lawfully - alcohol and drugs*

17. Intoxication, especially before or during performances, creates risks for all of us both professionally and personally.
18. We expect those working with us to act lawfully and to model responsible behaviour.
19. Page 1 will lead by example by acting lawfully; and modelling and encouraging responsible behaviours.

### *Speaking up/making a complaint*

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<sup>3</sup> See the appendix to this document for descriptions of these behaviours.

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20. Everyone working with Page 1 is encouraged to speak up or raise a concern early if they become aware of harmful behaviours in the context of Page 1 work. This includes behaviours that may not yet be harmful but which could become harmful if allowed to continue.
21. Page 1 will listen with an open mind to any concerns or complaints raised. We will take such concerns seriously and will maintain confidentiality wherever possible. (In some situations, disclosure may be legally required (for example to ensure safety or natural justice). Page 1 will consult with the complainant if this is required. See also the attached processes for raising a concern or complaint.

## **AROHA (TO FEEL) – OUR MINDSET**

22. We all do what we do because we have love for the industry and those around us
23. Our priority is to encourage and support each other's aroha for our work, for our audiences and for each other.
24. We will act with an aroha mindset. We ask you to do the same.

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## Raising a concern or complaint about harmful behaviour

### WHAT IS HARMFUL BEHAVIOUR?

Behaviour may cause harm when it is unsafe, unreasonable, unprofessional or unethical. Some behaviours that are known to cause harm are described in more detail below.

#### **Bullying and harassment**

Workplace **bullying**<sup>4</sup> is repeated and unreasonable behaviour that can lead to physical or psychological harm. Unreasonable behaviour includes victimising, humiliating, intimidating or threatening a person.

Bullying may include harassment, discrimination or violence.

For further examples of behaviours that may be considered bullying, see the Worksafe website “Bullying at work”

Workplace bullying is **not**:

- One-off or occasional instances of forgetfulness, rudeness or tactlessness
- Setting high performance standards
- Constructive feedback and legitimate advice or peer review
- A manager requiring reasonable verbal or written instructions to be carried out
- Warning or disciplining workers in line with the business or undertaking’s code of conduct
- A single incident of unreasonable behaviour
- Reasonable management actions delivered in a reasonable way
- Differences in opinion or personality clashes that do not escalate into bullying, harassment or violence.

#### **Sexual harassment or sexual harm**

*Please note:* if you have suffered sexual harm/harassment, you can call a free helpline **Safe to talk / Kōrero mai ka ora** which is available 24/7 and has trained counsellors available.

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<sup>4</sup> Worksafe website

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Sexual harassment<sup>5</sup> is unwelcome or offensive behaviour that:

- Is repeated; or
- Is serious enough to have a harmful effect; or
- Contains an implied or overt promise of preferential treatment or an implied or overt threat of detrimental treatment

Sexual harassment can occur in person, by text, email, internet chat or social media channels. Examples of sexual harassment (provided on Worksafe's website) are:

- Offensive sexual remarks or jokes
- Implied or actual threats of being overlooked for work opportunities or promotion
- Unwelcome touching, patting or pinching
- Being regularly hassled for a date or being followed home
- Sexually offensive images at work, including screen savers of a sexual nature
- Intrusive questions about someone's sex life

## **Discrimination**

**Discrimination** is prohibited on the grounds of age, colour, race, ethnic or national origin, sex (including pregnancy), sexual orientation, disability, religious or ethical belief, marital or family status, employment status, political opinion, being affected by family violence, involvement in union activities.

## **RAISING A CONCERN OR MAKING A COMPLAINT**

### **Reason for raising a concern**

You are encouraged to raise a concern or make a complaint if:

- you are concerned about the behaviour of someone who works at or with Page 1
- the behaviour is unsafe, unreasonable, unprofessional or unethical and/or
- it is causing harm to you or someone else, or is likely to cause harm if it continues
- the behaviour occurs in the course of work and/or at a workplace.

A "workplace" can include a performance venue. However, the process for raising a concern or complaint only applies to managers working for Page 1; artists, producers managed by Page 1; employees of Page 1; and those full-time contractors who work primarily at Page 1' office premises. It does not cover others, including but not limited to event contractors or subcontractors.

### **Ways of raising a concern or making a complaint**

You can raise a concern by:

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<sup>5</sup> Worksafe website

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- a. **Speaking up – (raising the concern informally):** If you feel comfortable, speak up to the person responsible for the behaviour. (But do not feel you have to do this, especially if you would feel unsafe).
- b. **Making a complaint:** Record your complaint and describe what happened, where it happened and who was present. The more detail you can provide, the better. Say who did what, how the behaviour made you feel, and how it has affected your work. If you have taken any action about the behaviour so far, describe what you have done. You should also say what you want to happen as a result. Provide your complaint to a director of Page 1.
- c. **Making a complaint to an independent person:** If your complaint is about Page 1 owners or directors and you feel the behaviour is sufficiently serious to warrant an independent investigation, you may send your complaint to Humankind<sup>6</sup> have been retained to provide an independent channel for receiving a complaint about Page 1. Humankind will acknowledge your complaint and, if they consider the matter is sufficiently serious to conduct an investigation, will consult Page 1 on appropriate Terms of Reference for conducting the investigation. Page 1 is committed to providing an independent channel to encourage serious behavioural problems to be raised, but it will have the final decision on whether to commission such an investigation.

Depending on the grounds for your complaint, you may also have a right to complain to the Human Rights Commission. For more information, contact the Human Rights Commission in your region

- New Zealand - 0800 4 YOUR RIGHTS (0800 496 877)
- Australia – 02 9284 9750
- United Kingdom – 0800 800 0082
- United States – 0800 777 4723

If you are an employee, you have the additional option of making a complaint under the Employment Relations Act.

## **Ways of responding to a concern or complaint**

In responding to a concern or complaint, Page 1 may take one of the following approaches, depending on the circumstances and seriousness of the behaviour:

- a. Take a **low key approach** such as talking to the subject of the complaint and reminding them of Page 1' values and expectations.

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<sup>6</sup> Humankind is an HR services company that Page 1 has contracted to provide an impartial, external channel for complaints.

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- b. Take an **informal approach** such as having Page 1 or a trusted third party talking to the subject of the complaint about the allegations and/or organising early mediation to try and reach agreement between the parties
- c. Take a **formal approach** which will involve Page 1 conducting an investigation of the allegations and, if made out, imposing consequences appropriate to the circumstances.
- d. Agree to commission an **independent investigation**, if the allegations are sufficiently serious and the allegations involve Page 1 directly, and follow the recommendations of the independent investigator's report.

## **What principles will Page 1 follow in considering a complaint?**

In considering a complaint, Page 1 will:

- Take all allegations seriously
- Set timelines and deal with concerns or complaints as soon as practicable
- Explain timelines, and any delays, to those involved in the process
- Protect those involved from any victimisation or retaliation (Page 1 prohibits retaliation against anyone making a complaint in good faith)
- Let those involved know they can have a support person at interviews or meetings, and provide other support if required (e.g. employee assistance)
- Maintain privacy and ensure details are only known to those directly concerned (and their representative or support person)
- Treat those involved fairly.