

Canadian Arabic Orchestra Code of Conduct

For all CAO Personnel: staff, volunteers, musicians, contractors

The Volunteer Code of Conduct is a set of guidelines that promotes and supports ethical behaviour and decision-making for all CAO Personnel . In this document you will read about our mission, vision and values along with the conduct standards and related policies that will be expected of all those involved with the CAO.

Vision

World Harmony One Note At A Time

Mission

To Connect, Enrich, And Inspire Through Music

Core Values

Excellence: To commit to the highest level of artistic, administrative, and volunteer achievement.

Community Engagement: To foster meaningful relationships throughout our communities through musical performances, programs, and collaborations that engage the hearts and minds of our listeners.

Legacy: To invest responsibly in our present, to plan dutifully for our future, and to nurture our community's investment in us.

Inclusivity: Embrace and promote diversity across all levels of our organization.

Impartiality: To maintain a focus on music and have no affiliation with any religious, political, or social identities.

Respect and Responsibility

The CAO supports an environment that promotes self-control and respect for others. Harassment, discrimination, disruptive or other behaviours that compromise the dignity and self-worth of others will not be tolerated.

Represent the CAO in a positive manner to audiences, artists, sponsors, media, and other partners. As CAO Personnel, you become a representative of the CAO and your actions and behaviour will be attributed to the values of the CAO

Must not be intoxicated or under the influence while representing, working, or attending CAO sponsored events.

No advancing or rallying for religious or political ideas.

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CAO Personnel are expected to be punctual, attentive and communicative during their relationship with the CAO

The CAO does not differentiate between the accountability for tasks performed by any CAO Personnel, including volunteers, contractors, and staff.

Confidentiality

In the course of carrying out, performing and fulfilling duties with the Orchestra, CAO personnel will have access to and will be entrusted with detailed confidential information concerning the Orchestra, its affiliates, Third Parties, patrons and any confidential or proprietary information entrusted to the Orchestra by others. CAO Personnel must preserve confidential information during and after their relationship with the Orchestra.

Conflict of Interest

CAO Personnel must not place themselves in a position where they are, or appear to be, under personal obligation to any person who might benefit or seek to gain special consideration or favour resulting from the relationship with the CAO.

Orchestra's Domain Email Rules

It is strictly forbidden to use Orchestra's email system for anything other than legitimate business purposes. Therefore, the sending of personal emails, chain letters, junk mail, and jokes is prohibited. All messages distributed via the Orchestra's email system are the Orchestra's property.

VIP approaches, Autographs and Photography

CAO Personnel are not allowed to solicit autographs and/or request photographs from any guest artist outside any specific time that the CAO may assign for this purpose.

Contact with the Media

All requests from Media organizations are to be directed to the person in charge at CAO or to your supervisor.

CAO Personnel are not allowed to post on social media, any sort of material acquired in areas of privileged access unless allowed by CAO person in charge.

Rehearsal and Event Etiquette

ATTENDANCE – CAO Musicians and Choir members are expected to:

Make CAO rehearsals and concerts a priority and attend them, except in the case of unavoidable circumstances.

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Arrive early for rehearsals to tune and warm up, return back from breaks promptly and report planned absences with as much advance notice as possible.

Phone the office and leave a message if ill for a rehearsal, sectional or concert.

Bring all CAO orchestra music to every rehearsal and concert, even when sharing music with a stand partner.

Bring personal equipment related to the performance of their instruments, including cello/bass pin stoppers, to all rehearsals and concerts.

Have a pencil available during all rehearsals, to mark personal music copies.

Refrain from chewing gum, eating food or drinking anything but water during rehearsals and concerts.

Turn off all electronic devices and refrain from using cell phones during rehearsals and concerts.

Clean up personal garbage, personal belongings and their own chairs and stands, at the end of rehearsals. During concerts, they are expected to ensure that they clean up personal garbage and personal belongings from the green room.

Adhere to the CAO concert dress code for performances.

We promise to treat you with courtesy, in a professional and friendly manner. We promise to do our best to make your relationship with the CAO memorable and rewarding. We recognize your valuable contribution to our mission and thank you for it.

Failure to comply with these standards will be sufficient grounds for disciplinary action up to and including termination.