



ROYAL EXCHANGE THEATRE DIGITAL WORKING POLICY

During this period of shutdown, we want to work digitally to connect, create work and support each other. In order to do this, we are going to use digital platforms. When using these platforms, it is important to protect you and your families and follow our online code of conduct.

GENERAL ETIQUETTE

- You will not bully, intimidate or harass any user.
- You will not upload viruses or other malicious code.
- You will not solicit login information or access an account belonging to someone else.
- You will not post content that: is hate speech, threatening or pornographic; incites violence; or contains nudity or graphic or gratuitous violence.
- You will not post unauthorised commercial communications (such as spam).
- You will not engage in unlawful multi-level marketing, such as a pyramid scheme.

LIVE VIDEO CHAT

Always think of an online chat as a face to face meeting and conduct yourself as you would if you were all present in the same room.

PRIOR TO THE MEETING

- If you have not used the online tool before, click the link to download the app prior to the day of the meeting and familiarise yourself with any features you may need to use on the day – mute/unmute microphone, stop/start video.
- Check which room or area of your home the internet/Wi-Fi works best in case you are experiencing connection issues.
- Consider finding a quiet space without interruptions or too much background noise.
- Have a plain background if possible. Avoid busy backgrounds which will divert attention, or feature anything of a personal nature.
- Avoid backlight from bright windows, lighting is more useful in front, if you have good lighting on your face you can be seen clearly.
- Adjust your camera to be at around eye level if possible – especially take note of the angle of your laptop screen if using the built-in camera.
- Join early – up to 5 minutes before the meeting start time. The host will let you into the meeting after you request joining.
- Mute your mobile telephone phone before video call starts.



- Never use your full name, first names will do. If there are people with the same name, then we will recommend using your first name and the first letter of your surname e.g. Andy B or Carys W.
- Make sure people you are living with know you are on a live video chat. Don't include them in the chat.
- Wear appropriate clothing, even on parts of you that you think won't be seen.
- Remember it's easy to misinterpret things online – especially if we can't see your facial expressions.

DURING THE MEETING

- Mute your microphone when possible at times when you are not talking or if you need to move around.
- Try to avoid talking over / at the same time as other participants. If there is a particularly large group in your meeting, you could try methods such as a hand-raising approach.
- Be attentive. Face forward.
- Refer to the director/a Royal Exchange member of staff if you feel worried or uncomfortable about anything.
- Do not record or take photos of anything without the others consent.

SUBMITTING VIDEOS

- Don't use your full name.
- Don't film things that might reveal your exact address, school or somewhere you go regularly (e.g. a sports club or activity).
- Don't film anyone else under the age of 18.
- Wear appropriate clothing.
- Keep yourself safe - don't share something that feels too personal, complicated or sad.

If you are worried or concerned about anything online or personal during this period, please contact Royal Exchange staff; they will listen and find you the right support.

SHARING WORK CREATED ONLINE

When we share work created online will take the following steps:

- As much as possible, share the final edits with the participants (including their parents/carers for those under 18) before sharing.
- Gain parental/guardian consent for their child (if under 18) to be photographed and videoed.
- Only use images of children/young people in suitable clothing to reduce the risk of inappropriate use.
- Only share content through the Royal Exchange Theatre official accounts.