



CODE OF CONDUCT – ARTIST PROJECT 2023

Artist Project is committed to our purpose of creating an environment that inspires enriching conversation for a more personal experience with art. We are guided by our values to create a safe and successful show – virtual or in-person – and community that is inclusive of artists, collectors and curators, gallerists, enthusiasts and the culturally curious. In return, we expect our exhibitors, visitors, and staff to do the same. Our Code of Conduct has been updated to outline our expectations for all exhibitors, staff, attendees, venue staff, security, management, speakers, sponsors, media, volunteers, interns, or any other participants and visitors of the Artist Project. Cooperation and compliance is expected from all participants to ensure our goal of running a safe, inclusive, and successful show.

Artist Project acknowledges that all of us are not perfect, but we have the capacity to learn, grow, and change. We are all capable of common courtesy and respect. We are all here for the shared values and purpose to champion creativity through the celebration of art, art makers, and the artistic process. The Code of Conduct provides us with guidelines on how to do this.

COMMUNITY

Our interactions with and behaviour towards one another are of the utmost importance. Coming together in a shared space, we strive to facilitate an inclusive community that allows for the collective sharing of knowledge, creativity, and artistic expression.

- Be respectful, welcoming, and tolerant of yourself, fellow exhibitors, visitors, staff, venue staff, volunteers, managers, and the Show, regardless of ethnicity, gender, gender identity and expression, economic status, sexual orientation, disability, physical appearance, age, national origin, race, and religious identity and/or beliefs.
- Respect personal space and boundaries. Do not touch people or their assistive devices/equipment/animal without consent. Be mindful of common courtesy and those around you.
- Inappropriate behaviour or harassing behaviour is not tolerated. Inappropriate and harassing behaviour can take many different forms and can include, but is not limited to, general rude behaviour and language, the use of foul language or insulting remarks, racial slurs, offensive displays, jokes, threats or threatening behaviour, destruction of property, leering, stalking, staring, physical violence and verbal assault towards the Artist Project team, show floor staff, volunteers, other artists of this community, our digital community and/or any guest of the Show.



COMMUNICATIONS

Respectful, transparent, and productive communication, both online and off, is key to our shared success.

- Postings, comments or discussions on any of our social media sites and virtual platform must not contain any inappropriate information, including but not limited to hate speech (personal attacks on fellow exhibitors or the Show itself, profanity, racism, etc.), graphic, obscene, explicit, or illegal submissions as well as advertisements and accusatory comments.
- Discussions pertaining to the Show should be constructive and aimed at starting a healthy conversation to help improve the Show. No one is perfect, so share feedback in a way that encourages dialogue and debate rather than negativity.
- There should be no dissemination of deliberately misleading or false information about the Show or other makers.
- Sharing negative or destructive comments about fellow exhibitors or the Show with customers, any other parties and/or other exhibitors is not appropriate and reflects poorly on everyone involved. If you have an issue or complaint, please use the proper channels so that we can address your concerns.
- It is your responsibility to communicate any problems or issues with Show Management so that we can work with you to find a solution in a timely fashion.

COMPANY

Our Show is successful thanks in large part to the many talented artists and makers who partner and work with us to create a premiere event.

- The Show reserves the right to decline, refuse or expel any exhibit, or item or feature thereof which, in its judgment, is inappropriate or out of keeping with the character of the show. If any information is discovered indicating that your artwork, product or production methods may be in violation of our Conditions of Exhibiting, or that differ from what was included in your application, Informa reserves the right to immediately terminate your participation at the Show and no refund will be issued. If such information is discovered while onsite during the Show, you will be required to move out of the Show by the end of the day on which you received such notice.
- You take responsibility for your preparation and promotion of the Show by educating yourself with the essential information provided and taking advantage of any resources and opportunities to further set yourself up for success.



- It is your responsibility to ensure that you and anyone working within your booth is aware of the Code of Conduct and abide by it. Violations of the Code by those working in your booth are your responsibility.
- Your Exhibitor Badge is the property of the Show and must be used in accordance with the Conditions of Exhibiting. Exhibitor Badges must be used by the person whose name appears on the badge and no other individual. Additional badges beyond allocated amounts can be purchased from Show Management. If anyone is caught abusing badge privileges, they will be asked to leave the show floor and participation in future shows may be impacted.
- It is our expectation that you will politely comply with the process that allows us to put on an in-person event. Complaints can be directed to Show Management, not those working at the door or on the show floor.

CUSTOMER SERVICE

We are committed to and are expected to provide exceptional service, and as an exhibitor of the Show, you are expected to provide the same standard of excellence.

- Customers come out to meet you, the artists. Make sure your booth is open and you are present during all Show hours, professional and ready to engage with everyone (and not looking down at your phone). Late arrivals and early closures are in violation of your contract agreement.
- Our relationship does not end when the Show does. Ensure you fill orders, respond to customer queries, and address any complaints related to the Show in a timely manner.

CONSEQUENCES FOR VIOLATIONS OF THE CODE OF CONDUCT

- Inappropriate and harassing behaviour will not be tolerated. If asked to stop you should comply immediately.
- Artist Project and Better Living Centre reserve the right to refuse entry or remove the offending party from the Show with no refunds of entrance fees, booth fees, membership fees, parking fees, rental fees, or any other expenses/payments.
- Consequences for violating the Code of Conduct are at the discretion of Show Management and can include your booth removal from the Show with no refunds, as well as possible exclusion from participating in future shows.



Artist Project makes the Code of Conduct public and will advise participants on how to make a complaint or log an incident report. We take all reports seriously and aim to respond to them in an appropriate and professional way.

All violations of the law should be reported to local law enforcement. For emergencies, immediately dial 911. For non-emergencies, the Police Department is available at 416-808-2222.

Please also ensure that if you feel that your safety or others' safety is in question, you report it directly to security onsite.

If you or someone else has been involved in an incident we should be aware of, please submit a report at <https://informacanada.typeform.com/to/PZ4qSC>