CODE OF CONDUCT

PREAMBULUM

At Pro Progressione, we are aware of our social role and our responsibility towards our partners and colleagues. As one of the leading artistic and cultural organisations / artistic hubs, our work contributes to the professional development of our partners and colleagues, widening and utilising their national and international contacts to realise new joint ideas and projects. Related to our growth over the past years, based on our gained experience, we have laid down some clear principles that guide how we conduct our artistic, social, and business activities - this document, the Code of Conduct, is a summary of these principles. These principles and our set of rules help ensure that our work is based on mutual understanding, and that we work together on projects with maximum efficiency and quality while respecting each other's personal and professional lives.

The purpose of this document is not to establish a strict set of rules, but to set out an interpretative framework to be used as a point of reference. In the following, we set out our expectations and offer in the areas of general operations, namely project management, finance, documentation, and communication.

We consider this Code of Conduct to be a guideline for all our partners, commissioners and project managers, as well as for all Pro Progressione employees.

Fundamental values

Pro Progressione considers the following core values to be the guiding principles for all projects. These fundamental values help us to make the right choices in our professional relationships, in the creation and implementation of the projects:

- **Openness and creativity:** In the design and implementation of the projects, we seek to promote new and innovative methods and forms. We see learning as a universal value and we are aware that it is an essential tool for development.
- **Cooperativeness, solidarity:** In our work, we strive to actively involve all stakeholders, working together on the basis of equality. Our organisation believes in cooperation in the spirit of solidarity.
- **Transparency:** We consider transparency and accountability to be core values.
- **Sustainability:** We strive to promote environmental and social sustainability in all aspects of our work. The issue of environmental protection is also a priority in the message of our projects.
- **Commitment:** Our work is driven by a commitment to the highest standards of added value.

General principles of cooperation

- For the successful implementation of cooperation, we consider it essential to hold a documented meeting at the start of the project to clarify decision-making processes, tasks, and responsibilities.
- We are also each other's representatives in the project, so we are obliged to complete the agreed tasks (it is important to take responsibility for the project budget and to treat the project tasks as our own).
- We also represent each other ethically. We must also contribute to our shared long-term success by maintaining a positive image of each other. To achieve this, it is essential that we have a mutual understanding of each other's mission, shared values, and expertise. With this in mind, we should respect the laid down guidelines and, if necessary, clarify which procedures we will follow during our cooperation. (For example, adapt to the PP values in communication.)
- We aim to create value through our partnerships, and to attract new, nationally and internationally prominent partners for the seamless and efficient implementation of projects.
- We have confidence in our staff and the rules they make and the professional materials they produce.
- The documents we produce (e.g., application materials, forms, etc.) are the intellectual property of the partnership and their sharing with third parties or use for any other purpose is strictly prohibited.

Internal communication

- We communicate and inform each other via email. It is important that information is exchanged in writing, so we can refer back to it later.
- Try to be as precise as possible when formulating a task /question /problem to be solved:
    - in our email we define what is our exact expectation, what information we need, what we would like to know and by when;
    - we should always state the name of the project in our email (preferably in the subject line of the email).
- We respond to emails within a maximum of 3 days (with a substantive reply or a deadline for the reply, which should not be more than one week).
- If the other party does not react within 3 days, we will consider it as acknowledgement.
- We contact each other by telephone in urgent cases, taking into consideration each other's private lives, during working hours on weekdays, between 10:00 and 18:00. During an ongoing project event, project participants might contact each other outside the above-mentioned intervals for pre-arranged/pre-defined issues and

problems, but always consider whether it is really necessary to contact each other outside working hours!

- If one of the parties will be unavailable for an extended period of time (e.g., due to holidays), the other parties should be notified by e-mail at least 1 week in advance. The notification email will include information on who can provide assistance during this time.

Deadlines, tasks

- At the beginning of the project / during the project tasks are clarified together, and responsibilities and deadlines are clearly defined. Once agreed, avoid assigning new tasks. If any tasks arise in the meantime, we inform each other and jointly agree on their scope.
- The tasks are established in a level of detail that is clear to all parties.
- Within tasks, we give each other trust and freedom as long as there is no serious uncertainty about the quality of performance that could risk the outcome of our joint work. If any problems arise - with the intention of helping - we will make each other aware of them.
- Our common goal is to ensure that our projects have the greatest possible impact and success. That's why we all take care to complete our project tasks as efficiently as possible and within the given timeframe to ensure that the other participants in the subsequent phases of the project have enough time to complete the work to the required quality.
- In advance of the meetings, an agenda will be provided to the participants, which will include the timetable of the meeting.
- At the meetings we always present the current status of the project and the meeting objectives. We always take notes of our meetings, which we later share with all participants. (Pro Progressione follows and recommends the procedure set out in the PM^2 methodology)
- The dates of the meetings will be chosen by digital tools and by a certain deadline, so that the parties concerned can be informed in advance.

Finance

- We guarantee that we will fulfil our financial obligations (partners' invoices) on time, if the partner has done what was expected/agreed to do in the contract.
- We guarantee a predictable, reliable economic environment, including the necessary financial liquidity.
- We meet the invoicing and payment requirements accepted by the relevant tax authorities (in both parties' jurisdictions).
- Understanding the financial documentation support material facilitates cooperation. (Pro Progressione has one, which can be shared with the partners during the cooperation if required).

- Ensuring access to the necessary documents is essential for the submission of application accounts. We provide these to each other before the project starts, to avoid misunderstandings afterwards.

Documentation

- Financial accounting and reporting requirements are consistent and the project manager provides a clear and precise set of rules, as well as prior training and ongoing assistance in the use of the approved accounting system and related administrative tasks.
- Before starting the project, it is essential to provide a clear and transparent written description of the materials and documents required for reporting, together with all the necessary sample documents.
- The manager/accountant is responsible for checking the partners' documentation work and supporting them if necessary.
- We take responsibility for the continuous and timely preparation of documentation, which is essential for successful and efficient reporting.
- We are all responsible for the management of the documentation and the data it contains.

Communication

- A precise, pre-defined, predictable communication strategy and a corresponding basic communication package, prepared by the organisation responsible for project communication, are an essential part of any project.
- For the successful dissemination and the full implementation of the communication tasks undertaken, it is essential that the project partners are aware of and use the communication package.
- The project leader (or the agreed communication manager) is responsible for developing the project's image and communication tools. The communication strategy will also define their usage.
- The partners are required to be involved in the communication of the project (by sharing content on the official project channels, creating their own communication content, actively participating in communication and media events related to the project, etc.) and in the reporting process, according to the framework agreed at the start of the project.
- The dissemination tracker is a particularly important part of the basic communication package for projects, which collects all project-related communication. Partners' communication team members are asked to update this regularly throughout the project, preferably monthly, with their latest communication releases.

- The following questions need to be clarified for communication purposes at the kick-off meeting:
    - Who takes decisions on communication aspects (strategic and operational)?
    - If the official project leader is not responsible for project communication, to what extent does involve in the strategy? (If not at all, give your consent for the organisation responsible for communication to carry out the tasks independently and inform project partners and stakeholders about the decision.)
    - Should the communication strategy fit in with the partners communication?