



Code of Conduct

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1. Preamble and Objectives

For a shared understanding of awareness, responsibility and respectful interaction.

We create spaces in which all people can feel safe, seen and respected, regardless of gender or gender identity, background, sexual orientation, body, mental or physical condition, age, religion, beliefs or social status. We understand safety and respectful coexistence not as a fixed state, but as a collective practice that requires ongoing reflection, a culture of accountability, courage for change and structural clarity from us as an organization, both internally and externally.

We believe that every space, whether in nightlife, at events or in professional settings, has the potential to be experienced as empowering and as safe as possible. However, this requires more than just good intentions. It calls for binding commitments, awareness, lived responsibility and a shared understanding of power structures and power dynamics.

We strive to create places that aim to be as safe as possible, while recognizing that absolute safety is never fully attainable in our society. Our spaces should invite people to pause, enjoy and simply be, free from fear of assault, exclusion or devaluation. Should assaults occur or boundaries be crossed nevertheless, this Code of Conduct aims to establish core principles so that those affected can defend themselves in a protected and confidential manner. Each individual experience will be considered when implementing structural measures in our awareness-practice as we don't see harassment and violence as isolated incidents, but structural problems. This Code of Conduct creates transparency regarding the values, procedures and responsibilities we uphold, so that everyone involved knows what they can rely on.

Therefore, we have established clear structures: there are designated awareness leads and at some concerts also on-site awareness teams; there are contact persons for crisis situations, clearly defined responsibilities and protocols for action (see [Chapter 6](#) for more information). Our approach is not merely reactive, we focus on preventive strategies. For us, awareness work means creating consciousness, listening, intervening, with a focus on those affected and on discrimination-sensitive practices.

We take a clear stance: against victim-blaming, against sexualized violence, against racism, antisemitism, anti-Muslim racism, ableism, queer- and transphobia, classism and all forms of discrimination. We stand for feminist solidarity, for a culture of accountability, for collective learning processes and for spaces in which contradictions and uncertainties can be acknowledged, so long as they do not come at the expense of others.

Reflecting our internal structures is essential to us. We do not only want to establish clear external structures but also question our own privileges, conditioning and biases. A discrimination-free practice means taking responsibility, as individuals, in teams, in organizations and in shaping our spaces.

Our thinking is intersectional. Because people are never affected or positioned in just one way. Those experiencing multiple forms of discrimination require particular attention, safe spaces and allies. Our structures must reflect these realities, not just symbolically, but in defined ways.

We strive to continuously develop our awareness concept, in dialogue with affected individuals, activists, experts and communities. Our goal is not to offer superficial measures, but to foster a lived culture of listening, learning and acting. Feminist spaces are spaces in motion and we walk this path together.

2. Definitions

Awareness work: Awareness work is an umbrella term for both preventive and intervention-based measures aimed at raising awareness, offering protection and supporting individuals affected by discrimination, violence or abuse of power. Its goal is to create safe and inclusive spaces where those affected are taken seriously, responsibilities are clearly defined and structural change is initiated.

Awareness Concept: The awareness concept outlines how the principles of the Code of Conduct are put into practice, especially during events. It defines procedures, responsibilities and measures for handling incidents and ensures that those affected receive support on site. It is intended for the event team, security personnel and on-site awareness teams. At cute concerts, there is a dedicated awareness concept for each venue, developed in cooperation with L'Awareness - A New Culture of Care e.U.

Awareness Leads: Awareness leads are individuals responsible for shaping and overseeing the structural and organizational framework of awareness work. At cute concerts, Antonia Ederer and Ines Fernau are the designated awareness leads. They coordinate the awareness concept and awareness teams in collaboration with L'Awareness - A New Culture of Care e.U. on site and are also contact persons for follow-ups after events.

Awareness Consultants: The awareness consultants are Astrid Plank und Lara Kofler of L'Awareness - A New Culture of Care e.U. They have been commissioned by cute concerts to develop and implement awareness concepts.

Awareness Officers: These are the persons who must be present at an event in accordance with the Event Act/Veranstaltungsgesetz. They must be familiar with the awareness concept and must be able to present it to the authorities. The number of awareness officers increases with the number of concert visitors.

Awareness Team: An awareness team consists of specially trained individuals present at events to serve as contact persons for those affected. They provide support in acute situations, assist with de-escalation, they document incidents and, if necessary, initiate further steps. These teams are coordinated and made available by L'Awareness - A New Culture of Care e.U. for selected concerts.

Affected Person: An affected person can be anyone who experiences harassment, violence or discriminatory behavior within the organization or in connection with a cute concerts event. This person has the right to support, protection and fair treatment in accordance with the guidelines of this Code of Conduct.

Code of Conduct: A Code of Conduct is a collection of behavioral rules and guidelines that define which behaviors are acceptable within the organization and which are not. It serves to create a safe and respectful environment where all are treated with fairness and respect. The Code of Conduct includes measures for the prevention of and intervention in cases of harassment, violence and discrimination and it outlines clear processes for reporting and handling complaints. It is a written framework of orientation and forms the foundation for the awareness concept, our actions and professional conduct within the organization or during events. It defines clear principles, values and rules of conduct.

Employees: For the purposes of this Code of Conduct, "employees" includes all individuals working for cute concerts, regardless of their type of employment.

Perpetrator: Within the scope of this Code of Conduct, the term "perpetrator" refers to male¹ individuals who actively and intentionally violate the behavioral rules set out in the Code of Conduct and possibly criminal laws, thereby causing harm to others.

Causing Person²: In contrast to the intentionality implied in the term "perpetrator," a "causing person" is someone who, either directly or indirectly, brings about a harmful or problematic situation, without necessarily acting intentionally.

3. Scope of this Code of Conduct

3.1. Personal Scope

The rights and obligations outlined in this Code of Conduct, as well as its protective function and potential consequences, apply to all individuals who are involved with events, projects or collaborations organized by *cute concerts*. This includes in particular:

- all cute concerts employees, regardless of the type of employment,
- all artists commissioned or booked by cute concerts, including their respective entourage or travel group,
- venue staff, especially security, bar, technical and cleaning personnel,
- media partners and

¹ **Why is the generic masculine form used here?** The use of the masculine term in this Code of Conduct reflects the patriarchal system in which we live. Within this system, violence is historically and structurally perpetrated predominantly by men, particularly against women* and marginalized groups. Patriarchal structures have shaped power relations over centuries in such a way that men tend to exert more violence and control over others. This reality is also mirrored in language, where the perpetrator is often represented in masculine form, pointing to the unequal distribution of power and violence in patriarchal societies.

Of course, this does not mean that perpetrators, as defined in this Code of Conduct, cannot be of any gender.

² **Why use the gender-neutral term "causing person"?** In contrast to the term "perpetrator," the phrase "*causing person*" emphasizes a person's role in the emergence of problems or boundary violations without focusing on gender. This term acknowledges that harmful dynamics, such as structural violence or injustice, do not solely originate from individuals but also from societal mechanisms in which many may be consciously or unconsciously involved. It accounts for the complex interplay of causes and responsibilities in our society. A causing person is someone whose behavior, actions or omissions lead to an incident, conflict or distressing situation. It does not matter whether the action was intentional, negligent or unintentional. The focus is not on assigning guilt but on recognizing responsibility and the potential to contribute to conflict resolution and prevention through reflective behavior.

- other cooperating partners

3.2. Spatial Scope

This Code of Conduct applies to all locations involving cute concerts, including but not limited to work, music organization, performance or communication. This specifically includes:

- all event venues, including stage, backstage and common areas,
- rehearsal rooms, studios, offices and other workspaces,
- travel-related spaces connected to cute concerts (e.g., transport, hotels),
- digital communication spaces such as e-mails, social media channels, messaging groups, video conferences or project management tools.

3.3. Factual Scope

This Code of Conduct covers the areas of *harassment, violence and discriminatory behavior*. Our approach is based on a broad understanding of boundary violations, harassment and (structural) violence. We consciously set a lower threshold than state law: behavior that is perceived by someone as intrusive, degrading or boundary-crossing may be relevant under this code, even if it does not (yet) constitute a legally actionable offense.

We work from a survivor-centered perspective: the subjective perception and experience of the affected person is central. The aim is to establish preventative measures, clarify responsibility and strengthen safe structures, rather than only acting once it is "too late." This is how we create spaces where respectful behavior is the norm, not the exception.

3.3.1. Harassment

Harassment refers to any form of unwelcome behavior, whether verbal, non-verbal, sexualized or physical. Harassment is a form of discrimination, especially when it is connected to legally protected characteristics such as gender or gender identity, ethnicity, religion or belief, age, sexual orientation or disability.

This includes sexist, racist, homophobic, transphobic, ableist or otherwise discriminatory or dehumanizing comments and actions.

Harassment occurs when behavior is carried out that impairs or intends to impair a person's dignity and is perceived by the affected person as unwelcome, inappropriate or offensive.

In this Code of Conduct, harassment is defined based on the subjective perception of the affected person; what matters is whether a boundary is experienced as having been crossed, regardless of intent, impact on third parties or legal assessment.

3.3.2. Sexual Harassment

Sexual harassment refers to behavior of a harassing nature that affects someone's intimate or sexual boundaries, violates their dignity or makes them feel uncomfortable. Such actions can create an unpleasant or even dangerous atmosphere, whether at work or in everyday life.

Sexual harassment is explicitly prohibited under both the Equal Treatment Act³ and criminal law⁴. The Equal Treatment Act protects employees from any form of sexual harassment in the workplace and ensures legal safeguards for affected persons. In addition, criminal law penalizes sexual harassment to sanction unwanted, harassing behavior in public and private spaces alike.

3.3.3. Violence

We understand violence as including but not limited to personal and structural violence and explicitly recognize all. We explicitly include all expressions of violence in our definition, including but not limited to personal and structural violence.

Personal violence are acts of violence carried out by one or more perpetrators directly. These acts can be of physical, psychological or sexualized nature.

Structural violence is a more indirect form of harm, caused by systems and structures that prevent individuals from achieving their full potential. We acknowledge that we live in a society with barriers that systematically exclude some people from fair and equal participation. For this reason, we include structural violence within the scope of this Code of Conduct.

The terms "sexualized violence" and "sexual violence" are often used interchangeably, but they have different meanings. The term "sexual violence" can be misleading, as it may suggest that the act is primarily about sexuality or driven by sexual motives.

The expression "sexualized violence" clarifies that the behavior is not primarily about sexual desire, but rather about exerting power, humiliation or control under the guise of sexual acts. Violence is exercised through sexual means in order to dominate or degrade. This term emphasizes the violent nature of the act and helps prevent misinterpretation that might falsely attribute sexual motivation to the perpetrator, thus potentially trivializing the offense. Sexualized violence includes all sexual acts that occur against a person's will and are addressed in criminal law. It often involves aggression and abuse of power and is frequently accompanied by threats or coercion. In many cases, there is a close relationship between the affected person and the perpetrator.

We also explicitly include epistemic violence, violence embedded in knowledge and language, which is often invisible to people who rarely or never experience discrimination. Classic examples of this include the rejection of gender-inclusive language or the use of racist, sexist or antisemitic expressions, paired with the claim that such usage is not problematic.

³ <https://www.jusline.at/gesetz/glb/paragraf/6>.

⁴ <https://www.jusline.at/gesetz/stgb/paragraf/218>.

We view the concept of violence described here as a dynamic one, responsive to its historical and social context. We acknowledge that the understanding of violence and society's sensitivity to it are constantly evolving.

3.3.4. Discriminatory Behavior

Discrimination refers to any form of unjustified and unfair disadvantage or unequal treatment of individuals or groups based on various visible or not immediately visible external or internal characteristics.

Visible characteristics include, for example, age, gender and gender identity, ethnic affiliation or disability. Not immediately visible characteristics include, for instance, worldview, sometimes religion or sexual orientation. Discriminatory behavior includes any factually unjustified and inappropriate conduct toward individuals or groups based on their membership in a social group.

Discriminatory behavior is often based on stereotypes and prejudices and relies on incomplete knowledge about a particular group. Discrimination can take many forms, explicit, subtle, structural and intersectional. We oppose all forms of discrimination, especially but not limited to discrimination based on:

- Gender and gender identity
- Sexual orientation
- Romantic orientation
- Physical and/or psychological disabilities or illnesses
- Chronic illness or neurodivergent perception
- Skin color and racial attribution
- Ethnic and/or cultural background
- Language or accent
- Social or economic status
- Educational background
- Age
- Religion or belief
- Residency status or nationality
- Pregnancy, parenthood or family responsibilities
- External appearance (e.g. clothing, body shape, hairstyle, etc.)

Discrimination, within the context of this Code of Conduct, is viewed intersectionally. Intersectionality means that individuals are often affected by multiple forms of discrimination at the same time, which intersect and compound one another. For example, a Black queer woman may simultaneously experience sexism, racism and queerphobia. These multiple forms of discrimination interact and can intensify the impact on the affected person. Awareness work therefore always considers these different layers and how they overlap.

An intersectional understanding of discrimination involves recognizing and considering the interaction of various discriminatory factors, such as gender origin, socio-economic background, sexual orientation, religion, disability or other social identities.

An intersectional approach demands that we consider the diversity of identities and experiences when analyzing discrimination and injustice. The goal is to understand how different forms of oppression intersect and to take action toward building a just and inclusive society, where the specific needs and experiences of all people are acknowledged and addressed.

4. Legal Obligations

In Austria, there are comprehensive legal regulations in place to protect individuals from discrimination, violence and assaults. At the core is the Equal Treatment Act (GIBG), which prohibits discrimination based on gender and gender identity, ethnic origin, religion or belief, disability, age and sexual orientation across various areas of life – particularly in the workplace and in access to goods and services.

In Austria this legal framework is supplemented by additional legislation, such as the Disability Equality Act, the Penal Code (StGB) and key labor laws including the General Civil Code (ABGB), the Labour Constitution Act (ArbVG) and the Employee Protection Act (ASchG). Of particular importance is the employer's duty of care, which obligates them to ensure the safety and well-being of employees – especially regarding protection from discrimination, harassment and psychological stress.

This Code of Conduct does not constitute a law, but rather a form of "soft law" – a voluntarily established and binding self-commitment that in some areas goes beyond the minimum legal standard. It outlines additional behavioral principles, values and actions that are essential for fostering respectful and discrimination-sensitive interactions involving cute concerts.

Specifically, in [Section 8 \(Consequences of a Violation\)](#), this Code of Conduct defines internal measures that may be taken based on our core values. These measures do not replace existing legal provisions; rather, they complement them where a clear stance, defined framework and practical procedures go beyond what is legally required and are helpful or necessary.

cute concerts is committed to complying with all applicable legal requirements – the Code of Conduct serves as an additional tool to actively shape a safe, inclusive and fair environment.

Whenever an incident falls within the scope of applicable laws – whether in labor law, equal treatment law, civil law or penal law – the relevant legal procedures, protective mechanisms and definitions apply without restriction. This applies to both affected and effecting individuals and particularly includes the right to fairness, the right to be heard, the presumption of innocence and right to the protection of personal data.

The internal measures and possible consequences outlined in this Code of Conduct are based on cute concerts' voluntary commitment and thus exist alongside formal legal procedures. The aim is to assume responsibility and offer protection even in situations where legal regulations are not directly applicable or fail to fully address all aspects of discriminatory behavior.

5. Social Imperatives of Communal Solidarity

These social imperatives of communal solidarity represent principles and attitudes developed by cute concerts that operate below the threshold of legal requirements. They are self-imposed rules and prohibitions and violations may lead to consequences as outlined in [Section 8](#) of this Code of Conduct.

Any form of harassment, discrimination or violence has no place within the setting of cute concerts.

We aim to interact in a way that is free from violence, harassment and discrimination, this applies both physically and verbally.

We actively oppose sexism, racism, antisemitism, classism, ableism, transphobia, queerphobia and any form of hostility against the LGBTQIA+ community. In doing so, we explicitly recognize the intersectionality of discrimination. We understand that multiple forms of discrimination can have especially hurtful and exclusionary effects and therefore we act with appropriate sensitivity.

We regard our spaces as consciously LGBTQIA+ supportive environments. This means that queer individuals are not just included, they are actively involved, heard and protected.

We strive for a constructive and appreciative culture of communication. We approach conflicts in a solution-oriented manner and seek external support when needed. We create space for consideration, for uncertainty and for setting boundaries, just as we create space for open dialogue and shared learning.

We commit to a culture of equality, inclusion, diversity and respect. Everyone at cute concerts is responsible for actively standing against discrimination and for contributing to a consciously shaped, feminist and discrimination-sensitive environment on stage, behind the stage and in front of the stage.

We respect the names, pronouns and gender identities chosen by each individual person. Every person has the right to be taken seriously and feel safe in their self-identification, without having to justify it.

No means no. Yes means yes. Maybe does not mean yes. We respect each person's boundaries, personal space, autonomy and self-determination. When in doubt, we ask. Consent is not just a sexual principle; it is a fundamental attitude towards respectful coexistence.

We assess discrimination, harassment and violence based on the subjective experience of the affected person. We do not dismiss a person's negative experiences but remain aware of our actions and respond to situations with reflection, openness and empathy in alignment with this Code of Conduct.

We advocate for the highest possible level of accessibility and understand inclusion as an ongoing learning process. We take all feedback regarding barriers seriously. Change begins with listening and the willingness to adapt structures.

6. Protection of Affected Individuals

6.1. Our Approach to Supporting Affected Individuals

We acknowledge that abusive behavior, violence and discrimination are not always objectively assessable, but must be understood from the perspective of the affected individuals:

→ **The power of definition lies with the affected person.**

This means: Only the affected person can determine whether, how and to what extent they experienced an action as abusive, discriminatory or violating boundaries. The intention of the acting person is irrelevant, what matters is the impact on the person affected.

We take this perspective seriously, regardless of whether the situation was visible to others, whether others would have considered it "problematic," or how severe it may appear from the outside. For us, power of definition means: we listen instead of question, we believe instead of judge, we take action instead of downplaying experiences.

→ **Closely tied to this is our clear commitment to solidarity with the affected person.**

This means: In cases of discrimination, violence or boundary violations, we fundamentally side with the affected person. Taking sides means intentionally adopting a position of solidarity, especially in situations where affected persons are often left alone, confronted with doubt or pressured to explain themselves. Taking sides is not unprofessional, it is a central principle of feminist, empowering and trauma-sensitive support work.

→ **We reject all forms of victim-blaming and reversal of perpetrator-victim roles.**

This means: If the affected person is blamed for what happened, their perception is questioned or their experience is trivialised, violence is reproduced. These mechanisms have no place at cute concerts. Affected persons decide for themselves if they want to speak, with whom, in what setting and whether or not to demand consequences. Self-determination is central to our approach.

6.2. Our Awareness Structures

To best protect those affected, we establish clear and accessible awareness structures at concerts as well as after the event for all attendees. The specific awareness structures are outlined in a separate [awareness concept](#) that has been developed alongside this Code of Conduct. Additionally, for each venue, a tailored awareness concept is created in collaboration with L'Awareness - A New Culture of Care e.U.

6.2.1. cute concerts' awareness work

The awareness work is coordinated by Antonia Ederer and Ines Fernau. They are responsible for implementing all measures as the designated awareness leads. When possible, trained awareness personnel are deployed on-site during events organized through L'Awareness - A New Culture of Care e.U.

The measures within the awareness work include:

- Visibility and availability on-site through awareness teams
- Follow-up contact options (e-mail, Instagram, anonymous contact form)
- Safe spaces for affected individuals on-site
- Posters, QR-codes
- Information on available support services (e.g., drug checking, mediation)
- Documentation and aftercare in case of incidents

Cute concerts make these structures publicly available via its own [landing page](#) and continuously develops the concept.

Each venue where cute concerts events are held has its own adapted awareness concept with defined contacts. If an awareness team is on-site, it is automatically instituted as the primary point of contact. If no awareness team is present, the events production manager is designated as the primary point of contact.

QR-codes on posters at concerts provide attendees with contact information. The communication channels are managed by the awareness leads. You can always contact the awareness leads Antonia and Ines via the below mentioned options, even after the respective concerts. We make it a priority to respond to reports as promptly and carefully as possible. However, as we are not always available outside of office hours, there may be brief waiting times, especially on weekends/holidays or during the company holiday (Christmas/New Year). In urgent situations, please contact the relevant emergency services or professional support offers directly. An overview of support services is available [here](#).

The specific processes in case of incidents (e.g., intervention, documentation, support) may vary depending on the event type and situation. The severity of an incident may influence further actions, such as refunds or exclusion of individuals from the venue. Decisions are always made with the protection and support of those affected as the priority.

Awareness Landing Pages:

To find out at which events awareness teams will be present please check our website cuteconcerts.com.

In cases where no awareness team will be present at the event, designated awareness officers (onsite production managers) can be contacted at the venue via the venue personnel.

Posters:

At all events, posters with the awareness team's phone number will be prominently displayed and contact options provided for follow-ups via QR-codes on the posters. The QR-codes also provide information about what happens with a report as well as additional points of contact and support.

cute concerts work with transparent and documented procedures for intervention and aftercare. We commit to confidentiality, protection from retraumatization and careful, respectful handling of all information.

And: We understand protection not only as a reaction but as an active and ongoing practice. This includes regularly reflecting, developing and adapting our Code of Conduct. Awareness is not a finished product but a continuous process. We all have a shared responsibility in this.

6.2.3. Dealing with Drug and Alcohol Consumption (Safe-Using Principle)

cute concerts follow a safe-using approach regarding alcohol consumption. The consumption by attendees is generally tolerated, provided it does not negatively affect or endanger others.

Drug or alcohol consumption does not justify discriminatory, abusive or violent behavior.

cute concerts support harm-reduction measures, such as hydration and provides information on existing services, such as drug-checking stations. This information is communicated visibly during the event via QR-codes on posters and, if necessary, actively conveyed by the awareness team or trained personnel.

Handling Drug and Alcohol Consumption by Artists

cute concerts expects all performing artists and their teams to behave responsibly regarding drug and alcohol use, especially in direct contact with the audience, staff and other participants.

The already mentioned rules also apply to artists: drug or alcohol influence does not justify abusive, discriminatory or boundary-crossing behavior. Any misconduct under the influence will be treated as such – consumption is not an excuse.

Handling Drug and Alcohol Consumption by Employees

For all working personnel at cute concerts' events: The consumption of drugs and alcohol during working hours is prohibited, as is working while intoxicated. This rule applies particularly to safety-relevant staff such as security personnel, awareness teams and stage managers.

For representative staff: Provided it does not impair professional performance or public appearance, we point towards personal responsibility regarding moderate alcohol consumption.

Violations of these rules may have employment-related legal consequences, including warnings or immediate termination of employment.

Procedure in Case of Suspected Spiked⁵ Drinks

If a drink is suspected of being spiked, meaning laced with tranquilizing and illegal substances without the consumers knowledge or consent, the affected person will be immediately escorted to a safe space. Medical help will be offered, such as calling emergency services.

The incident will be documented anonymously – at the affected person's request, a urine sample may be taken. The police will only be involved with the affected person's consent unless there is an immediate danger to life or health – in that case, action may be taken without consent.

All relevant personnel on-site (e.g., bar staff, security) will be informed. For later support the contact details of the affected person and their companion may be documented consensually.

As a preventative measure, posters, flyers and spike bracelets will be circulated at events.

7. Handling Code of Conduct Violations

For our Code of Conduct to be more than just a symbolic statement, clear structures are needed to deal with potential violations. This chapter outlines in a comprehensive manner how we at cute concerts handle incidents that contradict the in this Code of Conduct defined values and principles.

Our aim is to create a fair, transparent and safe framework – both for those affected and for those facing a complaint or accusation. The approach described here is guided by the principles of adequacy, transparency, confidentiality and responsibility:

- Adequacy means that measures are always appropriate to the severity and circumstances of the incident, considering both the protection of those affected and the rights of all involved.
- Transparency means that procedures, responsibilities and possible consequences are clearly outlined and communicated in a comprehensible way to build trust and provide orientation.
- Confidentiality ensures that sensitive information is protected and only shared to the extent necessary for the process – and always in agreement with the people affected.
- Responsibility means that we, as an organization, actively take notice, remain capable of action, assume structural responsibility and continuously reflect on our own conduct.

⁵ drinks laced with narcotic or illegal substances without the knowledge or consent of the person consuming them

These procedures apply to both emergency situations during an event (e.g., when an incident is reported on-site) as well as to reports made afterwards – whether via our awareness team or the designated awareness leads.

We recognize that those affected may need time before they are ready or able to talk about what happened or make a report. Our internal processes apply in these cases as well. We take every report seriously – regardless of who it comes from, who it concerns or whether it is submitted anonymously. What matters most to us is: Those affected should feel empowered, protected and taken seriously – without being judged prematurely or ignored.

7.1. Procedural Principles

For every reported Code of Conduct violation – whether on-site or after the event – we follow these core principles:

Accessibility & Low-Barrier Structures

Our aim is to make access to awareness structures and complaint channels as accessible as possible – with no unnecessary hurdles, no fear of retaliation, clear language and minimal barriers. Those affected don't need to justify or explain themselves – we listen, believe and support.

Confidentiality & Protection of Personal Information

All concerns, reports and complaints are handled with strict confidentiality. The safety and privacy of the affected individual is our top priority.

Consent-Based Action

No action that directly involves the affected person will be taken without their explicit consent. They decide the pace, scope and next steps. Our role is to support, not dictate. We work in a resource-oriented, empowering and pressure-free manner.

Transparency & Responsibility

All processes related to awareness and complaint management must be clear and understandable – both for those affected and for our internal team. This includes transparent communication about procedures, options, rights and limitations.

Timeliness & Commitment

We take every complaint seriously and act quickly, as long waiting times can have a retraumatizing effect. That's why we work efficiently and with clear responsibilities. Anyone seeking protection should receive it without delay.

Documentation & Follow-Up

To ensure that those affected are not left alone, we document all cases carefully and provide transparent tracking of how the case is handled – always in coordination with and with regard for the individual's need for protection. We provide feedback, seek input and adapt our processes accordingly.

7.2. Reporting Procedure for Code of Conduct Violations at cute concerts' Events

If you have experienced or witnessed a boundary-crossing, uncomfortable or discriminatory situation at a concert, you can contact us either directly on-site or after the event. You decide whether you just want to share your experience or if you are looking for specific actions to be taken. Everything you share with us will be treated confidentially.

1. How to Reach Us

You can choose how you would like to get in touch:

- If there is an awareness team on-site, you can speak directly with one of the team members: [get in touch with awareness team at the concert](#)
- If there is no awareness team on-site, you can reach out to the venue personnel to speak to the cute concerts awareness officer
- You can also contact us after an event:
 - ✂ Send us an e-mail at: awareness@cuteconcerts.com
 - ✂ Message us via [Instagram](#)
 - ✂ Use our [anonymous contact form](#)

Our awareness leads, Toni and Ines, manage these inboxes.

Important: Even if you're not able to send an encrypted message, **you do not need to disclose your identity** if you do not want to.

2. Who Handles Your Report?

Every report is received by one of our awareness leads (Ines or Toni), who will get back to you promptly.

3. What Happens After You Report Something?

If you wish, an awareness lead will contact you to schedule a conversation – either virtually or in person. You decide what you want or do not want to share.

Together, we'll explore:

- What happened?
- What do you need?
- What should not happen?
- Would you like us to talk to other people involved?
- Do you want consequences for those involved?
- Would you like us to connect you with follow-up support (e.g., accompaniment, mediation, counseling)?

4. What Happens In-house After a Report?

To ensure your report is handled properly, we have clear internal structures:

- Your report will be taken seriously and treated confidentially. The awareness leads will document the incident and discuss possible next steps with you. If you want consequences for those involved, this will be discussed with you – nothing will happen without your consent. If action is needed, final decisions lie with company management, in consultation with the people appointed by cute concerts on-site (e.g., production team, awareness team) and the awareness leads.
- Regardless of whether you request consequences, cute concerts reserve the right to implement internal structural measures – such as reflective conversations or mandatory awareness trainings. These are always in the interest of your protection and never taken against your will. Naturally, your identity and case details will never be disclosed as part of these measures. Where possible, we strive to learn and grow from reported incidents. **If you do not wish for your case to contribute to this process, you may object and your anonymity will be fully respected.**

5. Follow-Up Support

Awareness work doesn't end with the report. If you like, we can support you after the incident by connecting you to appropriate resources. You can contact us anytime – even days or weeks later.

While we don't offer direct long-term support, we are happy to connect you with external services, such as:

- Follow-up conversations or counseling with specialized professionals,
- Support in reflecting on your experience,
- Psychosocial support or crisis counseling,
- Mediated resolution or clarification with external professionals.

You decide what you need – we are here to support you in finding the right help.

7.3. For Employees, Team Members and Project Partners

Boundary violations, discriminatory behavior or stressful situations can also arise within the cute concerts' universe – whether in the team, during production or in close collaboration with partners.

In workplace settings, we're especially aware that these topics can't always be resolved internally. Power dynamics or dependencies can make open conversations more difficult.

That's why we offer access to an objective external contact person you can reach out to at any time:

- **Send an e-mail to: sophie.rendl@gmail.com**

Everything you share will be treated confidentially – and nothing will happen without your consent.

What you can expect:

- A safe and pressure-free space to speak,
- A clear commitment that your perspective matters,
- Support for conflict resolution, mediation or structural solutions,
- Guidance through challenging team dynamics,
- Suggestions for relief or protective measures,

8. Consequences of a Violation

Consequences for a violation of this Code of Conduct can vary – depending on the severity of the incident, the specific circumstances and the wishes of the affected person. Our approach is step-by-step, with the goal of fostering accountability and restoring safety.

Possible steps include:

- A resolving conversation with a clear identification of the issue and an opportunity for reflection and correction,
- A formal warning,
- Structural changes,
- Preventive measures,
- Further actions as outlined below.

8.1. Deciding on Consequences

The **on-site awareness team** is primarily responsible for assessing and stabilizing the immediate situation. They offer initial support, document incidents anonymously and forward them – if relevant – to the awareness leads.

The **awareness leads** (Antonia and Ines) coordinate the follow-up, advise on possible consequences and prepare proposals for further action.

Decisions regarding specific actions or consequences are made by the company management. These decisions are made in consultation with the awareness leads and always with consideration for the interests and needs of the affected persons.

Final decisions may be made independently by different members of the management team, to ensure reflection and independence in the process.

We strive for open and transparent communication about our processes – as far as this aligns with the need to protect affected persons.

When implementing consequences, we also consider:

- Who is responsible?
- Who needs to be involved?
- Who has the required expertise?

We believe that this way decisions can be made responsibly and in the interest of all parties involved. If we lack the necessary expertise internally, we will seek external support.

8.2. Possible Consequences Depending on the Involved Party

cute concerts Staff & Project Collaborators

The Code of Conduct is a binding framework for collaboration within our team. In case of internal violations, we apply graduated, fair and transparent measures:

- Verbal or written warning,
- Mandatory participation in awareness workshops or anti-discrimination training,
- Individual coaching or supervision,
- Structured conflict resolution or external mediation,
- Temporary suspension from tasks or roles,
- In the case of repeated or serious misconduct: termination of the working relationship / dismissal (depending on contract type).

All measures are taken in the interest of protecting affected individuals and in compliance with labor laws.

Venue Staff (e.g., Security, Bar, Tech, Cleaning)

We only work with venues that commit to our Code of Conduct. If incidents involve venue staff, the following actions may be taken by cute concerts management:

- Warning and conversation with the person responsible,
- Contacting their supervisor,
- Recommendation or agreement on awareness training or further education,
- In case of repeated incidents or lack of cooperation: termination of collaboration with the venue or individual.

Artists (incl. travel party)

The artists we promote as well as their teams are also bound by the Code of Conduct. In case of problematic behavior, the following measures apply:

- Direct feedback on-site by the awareness team or production leads,
- Follow-up conversation with management after the event,
- Contact with the artist's agency or management to encourage structural reflection,
- Recommendation for training or awareness education,
- In case of repetition or serious misconduct: terminate collaboration / no rebooking.

Media & External Collaboration Partners

We expect all our partners to engage in a respectful and discrimination-sensitive collaboration. In cases of problematic behavior the following measures apply:

- Immediate feedback from the awareness team or production leads (if the incident occurred on-site),
- Recommendation or agreement on awareness or diversity training,
- Contacting editorial or institutional supervisors through cute concerts management,
- In severe cases: termination of the partnership.

9. Contact Information and Final Provisions

<https://cuteconcerts.com/cute-values>

Get in touch regarding the Code of Conduct: awareness@cuteconcerts.com

This Code of Conduct was developed with the support of Sophie Rendl.

This Code of Conduct is a living document.

It continues to evolve – with you, with us and with the experiences we share. Your suggestions, feedback and observations are always welcome. If you have ideas, notice something or questions arise – please get in touch. Your input helps make cute concerts a respectful and safer space for all.

The responsibility for maintaining and developing this Code of Conduct lies with the management of cute concerts, in collaboration with Sophie Rendl.

Together, we ensure that awareness work does not remain static but continues to grow with people's lived realities.