

## Sziget Festival EDI (Equality, Diversity, and Inclusivity) Policy

2025

### 1. Introduction

The well-being of Szitizens (all those involved and present on the Island of Freedom) has been the focus of our operations throughout the years. Campaigning for freedom, equality, inclusivity, and diversity has been integral to our programming and operations, raising awareness and standing up for human rights and universal values. This document aims to formalize these ongoing efforts while including practical measures to ensure that all Szitizens enjoy their time at Sziget.

### 2. Objectives

#### **Inclusivity:**

We commit to fostering an inclusive, supportive, and inspiring place, where every individual feels respected, accepted and valued.

#### **Equity:**

We commit to equality for all, promoting a fair society and protecting the rights of everyone, regardless of age, disability, gender, marriage and civil partnership, race, religion or belief, sex, and sexual orientation.

#### **Diversity:**

We commit to recognizing and celebrating differences within our community. Embracing talent and diversity in all forms.

#### **Zero-Tolerance Policy:**

We have a zero-tolerance policy for behaviours that exclude or discriminate or which go against our belief and effort to make Sziget, the Island of Freedom, a safe space for everyone.

#### **Effective Policies and Strategies:**

We are committed to having effective policies, strategies, and processes that encourage behaviours promoting equality, diversity, and inclusivity – with effects that extend beyond the scope of the festival. All operations must be made in light of these values.

*Free to be free, free to be yourself - we are taking care.*

### 3. Our Approach

**Overarching Values:** Sziget, the Island of Freedom, by nature, incorporates the idea of freedom into all levels of operations.

**Advocacy:** Throughout the festival, we are committed to providing a platform at several different dedicated program locations, at our main communication channels, and even via the main stage to stand up for human rights, social equity and justice, inclusivity and non-discrimination, etc.

**Detail-Oriented Service Development:** Implementing a comprehensive service development approach to cover all potential problems.

**Awareness and Sensitivity:** Ensuring staff are sensitive to complaints and better prepared for crisis situations. Being aware of possible risks and conflicts, and preparing staff with the appropriate response measures.

**Partnership:** We believe in working together with all stakeholders, including staff, volunteers, partners, and Szitizens, to foster an environment of mutual respect and support.

### 4. Strategic Priorities

#### A Place for Everyone:

- **Access for Everyone:** Ensuring that everyone can access and enjoy the festival, detailed planning of accessible routes and services.
- **Inclusive Culture:** Creating a festival culture that is inclusive at every level, where everyone feels free to express themselves.
- **Celebrating Diversity:** Embracing and celebrating talent and diversity in all forms.
- **Promoting Human Rights and Social Justice:** Advocating for human rights and social justice, extending our influence beyond the festival.

## 5. Supporting Tools

### 5.1. Sztizen Care Plan 2025

The Sztizen Care Plan 2025 aims to increase visitor safety and wellbeing through practical, visible actions and solutions for everyday issues and potential problems. Through quick and effective troubleshooting, we hope to provide a safe and carefree festival experience.

**Prior communication:** all-encompassing guides for visitors and staff covering all possible questions and issues (detailed FAQ, festival guide for visitors, guide on Hungarian healthcare system, Troubleshooting guide for staff).

**On-site information:** signage helping visitors with orientation, avoid the feeling of being lost.

**Sztizen Care Points:** The Sztizen Care Points at four locations of the festival are the first points of contact for visitors seeking any kind of help. Here, our awareness team can answer your questions or call for further help.

**The Welfare Zone by Sztizen Care:** A safe space in the middle of Sziget with cozy sofas and sun shading under the trees. Here you can find the Customer Services offices, the Mental Care Point, E4U Pop-up Embassy, Info Point, massage, locker, phone charger, health screening and programs. It is a place to solve problems, chill and recharge.

**Party Service:** Located at the Delta District (the heart of Sziget's nightlife), the Party Service helps you recuperate if you overpartied. It offers fresh water, vitamins, a place to rest, and a trained staff who can take care of you, if a glass of water is not enough.

**Mental Care:** Whether its about overwhelming feelings, panic attacks, life counselling or just a good conversation about the big questions in life we are here for you with two designated points of contact with our mental care team. The Mental Care Point in the Welfare Zone offers 0-24 counselling, conversation or therapy. The Crisis Point offers mental first aid for bigger troubles.

**Medical Center:** The Hygiene Room is available for self-administered treatments or other medical purposes. We offer proper medicine storage for visitors and are also prepared to prescribe medications here, which can be dispensed in the on-site Pharmacy. Certain special medicines and aids (e.g. morning after pill, Epipen, GHB test) constantly available at several locations. We are prepared with multi-language professional medical staff.

**Hospital Care:** we are prepared to help the Sztizens who end up needing care outside of the festival. We provide them with detailed information on Hungarian healthcare, as well as clean clothes when needed.

**Accessibility Coordinator:** A dedicated coordinator to supervise the accessible infrastructure and manage maintenance.

## 5.2. Visitor policy

The visitor policy sets the guidelines, following which are necessary in order to maintain a safe environment.

## 5.3. Staff Etiquette

This document contains all behavioural dos and don'ts that we expect from everybody with a staff wristband in order to help each other's work and to create the best possible festival experience for staff and visitors.

It contains guidelines for communication with visitors and press, basic etiquette rules within the office, how to (or not to) intervene if there's a problematic scene, etc.

## 5.4. Corporate Communications Plan

The plan ensures the constant and regulated flow of information within the company in case of an incident.

## 5.5. Company Code of Conduct

As such, this document sets out guidelines of standards, principles and expected behaviours within the company. It sets ethical standards, conflicts of interests, standards of workplace behaviour and respect, etc.

## 6. Revision

This document reflects our ongoing commitment to creating an environment where every Sztizen feels valued, respected, and free to be themselves. Shall be revised yearly and modified when needed.