Code of Conduct E.S.Z.V.V. Totelos

February 2024

1 Introduction

Every member of E.S.Z.V.V. Totelos is entitled to fair treatment and a safe environment during and around association activities. This code of conduct outlines the behavioural rules that we all adhere to, your rights, and whom to contact if you believe these rights are being or have been violated.

All members endorse and abide by this code of conduct, which is enforced by the board of E.S.Z.V.V. Totelos. It constitutes an adaptation of the ESSF's code of conduct, and all members are obligated to adhere to this code as set forth by E.S.Z.V.V. Totelos.

2 Behavioural rules

1. Undesirable, unsafe[1] or illegal behaviour, including but not limited to the list below, will not be tolerated.
    a. Undesirable behaviour will be identified as such when one indicates to the perpetrator that the exhibited behaviour was undesirable.
    b. This indication is considered to be the first warning of the perpetrator.
    c. Examples of undesirable behaviour include:
        i. (Sexual) Harassment, both verbally as well as non verbally, including the spreading or possession of (sexual) media of those involved.
        ii. Aggression, violence and intimidation, both verbally as well as physically.
        iii. Bullying, both by organisations as well as persons.
        iv. Abuse of power, both by organisations as well as persons.
        v. Discrimination.
        vi. Boisterous behaviour and vandalism, both with or without damages.
        vii. Unreasonable and/or repeated use of jokes about people based on gender, identity, culture, or disability.
2. As a ground rule: no discrimination of any kind is allowed, including but not limited to discrimination on national or ethnic origin, sex, gender, religion, language, age, political affiliation, nationality, sexual orientation and (mental) disabilities.
    a. As in sports differentiation depending on physical ability may be necessary, when one cannot reasonably partake in the activity.
    b. For non-sporting events, discrimination on the basis of physical ability is not allowed.
3. Organisers are responsible for making sure that any activities organised by them comply with the following rules and are accessible to all persons, whenever possible.
        a. This includes all events organised by the members of E.S.Z.V.V. Totelos.
        b. All events should at least be accessible to those speaking Dutch and/or English, as the official languages of the TU/e.
        c. Whenever an activity includes consumption of alcohol provided by the organisation, a non-alcoholic alternative must be provided to participants upon request. Furthermore, no peer pressure to consume alcoholic drinks may be applied on participants.

[1] Unsafe is defined as causing more risk or injury or harm than is acceptable given the context of a particular sport.

d. Whenever an activity includes consumption of food provided by the organisation, care must be taken for allergies and for those with specific life choices regarding food consumption by providing/allowing alternatives.
e. Organisers are required to ask attendants beforehand if any special restrictions apply when preparing their events. Organisers cannot be held accountable for not providing/allowing special provisions when no response was received.

3 Complaint submission

3.1. Confidential contact person / Anonymous

For complaints that remain anonymous to the board, you can contact the confidentiality contact persons. They provide support, handle matters confidentially, and can advise on potential follow-up steps. Every member of E.S.Z.V.V. Totelos has the right to reach out to one of the confidential contact persons.

Reports submitted to the confidential contact persons are communicated to the board solely through a concise, non-detailed notification. This report does not include specific details or the name of the reporter unless the individual chooses not to remain anonymous. The confidential contact person acts as a neutral party and is not involved in further procedures or follow-up steps following a report.

Details and contact information for the confidential contact persons of E.S.Z.V.V. Totelos can be found here. Additionally, each member can report the complaint to a contact person from the ESSF or the SSCE.

3.2. Direct complaint to the board / Non-anonymous

Every member has the right to report complaints/violations to the board of E.S.Z.V.V. Totelos, via https://members.totelos.nl/klachtenformulier. Submitting complaints through the form is not anonymous to the board; all complaints are forwarded to the board via bestuursleden@totelos.nl. Alternatively, complaints can be emailed to a specific board member via their personal email address. Complaints received by the board are not disclosed to the association. The privacy of the involved parties is respected in this process.

4 Procedure and measures upon reporting

4.1 Complaints Committee

A report will be handled by the board. In cases of excessive involvement of the board/a board member, a complaints committee will be appointed without board members. Initially, the “Advies en Toezicht” (Advice and Supervision) Committee (A&T) of the association will be involved in this committee. Additionally, a non-board member or someone from the ESSF board, SSC, or the TU/e may be involved if deemed necessary.

4.2 Procedure/Treatment of the complaint

The described steps that follow constitute a guideline for the complaints committee in handling complaints.

The complaints committee will discuss the complaint through a fair hearing of both sides. The committee collectively decides whether, and if so, which witnesses and other involved parties will be

heard in addition to the complainant and the accused. The committee's goal is to understand the legitimacy of the complaint.

If the committee determines that it is sufficiently clear that the complaint is legitimate, they will make a decision regarding the measures to be taken. This decision indicates whether a measure will be imposed and, if so, the specific measure or measures, along with the reasoning behind it. The decision will be communicated in writing to the accused and the complainant within fourteen days after all involved parties have been heard.

Possible measures for violations of this code of conduct include but are not limited to warnings, fines, temporary or permanent exclusion from training, competitions, or other activities, and temporary or permanent suspension of membership in the association.

4.3 Objections

Within 28 days after the communication of imposed measures, the respective member has the opportunity to lodge an objection. If applicable, the following procedure will be followed: the member can file a written objection with the board. The case will then be discussed at the next General Members Meeting (GMM), and a vote will be taken on the imposed measures. The result of this vote is binding and will be considered final.

If the member believes that the next regular GMM is taking too long, the member has the option to request, in writing, a separate GMM from the board, following the procedure described in Section 6.

5 Responsibilities of board members of E.S.Z.V.V. Totelos

Board members of E.S.Z.V.V. Totelos are responsible for adhering to this code of conduct and ensuring its implementation and compliance within the association. They are also responsible for transparency in their actions where possible, careful handling of confidential information, appointing a confidentiality contact person, and actively communicating the code of conduct through their key communication channels. In addition, board members may be held accountable by the members during a General Members Meeting (GMM).

6 Requesting a GMM by members

Any member can, at any time, formally request a General Members Meeting (GMM) in writing to the board. The request must be accompanied by signatures from at least 10% of the voting members of the association. Subsequently, the board will take the necessary steps to convene the GMM within four weeks (see Article 15, Section 3 of the statutes).

In cases where the board or a member of the complaints committee has violated the rights of a member, the concerned member can request a GMM. During this GMM, the members will collectively decide on any measures to be taken regarding the violated rights.