

KONIVRER

COMPREHENSIVE CODE OF CONDUCT

Building an Inclusive, Safe, and Welcoming Community

Incorporating Modern Inclusion Practices and Cultural Sensitivity
Version 2.0 - Effective January 2025

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1. OUR COMMITMENT TO INCLUSION

1.1 Mission Statement

KONIVRER is committed to creating and maintaining a gaming community where every person feels valued, respected, and empowered to participate fully, regardless of their background, identity, or circumstances. We believe that diversity strengthens our community and that inclusion is not just a goal, but a fundamental responsibility.

1.2 Our Vision for Community

We envision a KONIVRER community that:

- Celebrates diversity in all its forms
- Provides equal opportunities for participation and advancement
- Actively works to remove barriers to inclusion
- Fosters belonging for players of all backgrounds and skill levels
- Serves as a model for inclusive gaming communities worldwide

1.3 Scope and Application

This Code of Conduct applies to all KONIVRER community spaces, including:

- Official tournaments and events (in-person and online)
- Local game stores hosting KONIVRER events
- Online platforms, forums, and social media spaces
- Community Discord servers and chat platforms
- Streaming and content creation related to KONIVRER
- Any space where KONIVRER community members gather

1.4 Shared Responsibility

Creating an inclusive community is everyone's responsibility. Every community member—players, judges, organizers, content creators, and staff—has a role in:

- Modeling respectful and inclusive behavior
- Speaking up when they witness harmful behavior
- Supporting community members who experience harassment
- Continuously learning about inclusion and cultural sensitivity
- Contributing to a welcoming environment for all

2. CORE VALUES AND PRINCIPLES

2.1 Respect and Dignity

Every person deserves to be treated with respect and dignity, regardless of their:

Protected Characteristics	Examples	Our Commitment
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Race and Ethnicity	All racial and ethnic backgrounds	Zero tolerance for racial discrimination
Gender Identity	Cisgender, transgender, non-binary, genderqueer	Respect chosen names and pronouns
Sexual Orientation	LGBTQIA+ identities and allies	Inclusive language and representation
Religion and Beliefs	All faiths and philosophical beliefs	Accommodation of religious practices
Disability Status	Visible and invisible disabilities	Accessibility and reasonable accommodations
Age	Players of all ages	Age-appropriate interactions and mentorship
Socioeconomic Status	All economic backgrounds	Affordable participation opportunities
Neurodiversity	Autism, ADHD, and other neurotypes	Sensory accommodations and understanding
Physical Appearance	All body types and presentations	Body positivity and anti-bullying
Cultural Background	All cultures and nationalities	Cultural celebration and sensitivity

2.2 Equity and Justice

We recognize that equality of treatment does not always result in equality of outcome. We are committed to:

- Identifying and addressing systemic barriers to participation
- Providing additional support where needed to ensure equal opportunities
- Actively working to correct historical exclusions
- Measuring and improving our inclusion efforts continuously

2.3 Cultural Humility and Learning

We approach cultural differences with humility, recognizing that:

- We don't know what we don't know about other cultures
- Learning about different perspectives is an ongoing process
- Mistakes are opportunities for growth, not reasons for shame
- Cultural competency requires active effort and education

2.4 Psychological Safety

We strive to create environments where people feel safe to:

- Express their authentic selves without fear of judgment
- Ask questions and admit when they don't understand something
- Make mistakes and learn from them without harsh punishment
- Speak up about concerns or problems they observe
- Participate fully regardless of their skill level or experience

3. EXPECTED BEHAVIOR STANDARDS

3.1 Inclusive Communication

All community members are expected to communicate in ways that are:

Standard	Description	Examples
Respectful	Treating others with courtesy and consideration	Using please/thank you, listening actively
Inclusive	Using language that welcomes all people	Avoiding gendered assumptions, using inclusive terms
Clear	Communicating in ways others can understand	Explaining game terms, speaking clearly
Patient	Allowing time for others to process and respond	Waiting for translations, repeating when needed
Constructive	Focusing on solutions and improvement	Offering helpful feedback, suggesting alternatives
Culturally Aware	Considering cultural context in communication	Avoiding idioms that don't translate, being mindful of holidays

3.2 Pronoun Usage and Respect

Respecting people's pronouns is a fundamental aspect of dignity:

- Ask for pronouns when introducing yourself or making name tags
- Use the pronouns people specify for themselves
- If you make a mistake, apologize briefly and move on
- Don't assume pronouns based on appearance or name
- Use gender-neutral language when addressing groups
- Respect that some people may not want to share pronouns

3.3 Welcoming New Community Members

Creating a welcoming environment for newcomers includes:

- Greeting new players warmly and offering assistance
- Explaining unwritten rules and community norms
- Offering to teach or practice with less experienced players
- Including newcomers in conversations and activities
- Being patient with questions and learning curves
- Connecting newcomers with resources and support

3.4 Conflict Resolution and De-escalation

When conflicts arise, community members should:

- Remain calm and avoid escalating tensions
- Listen to understand, not just to respond
- Focus on the behavior or issue, not personal attacks
- Seek to find common ground and solutions
- Involve mediators or staff when needed
- Take breaks if emotions are running high

3.5 Allyship and Advocacy

Being an ally means actively supporting marginalized community members by:

- Educating yourself about different experiences and challenges
- Speaking up when you witness discrimination or harassment
- Amplifying marginalized voices rather than speaking for them
- Using your privilege to create opportunities for others
- Accepting feedback about your allyship gracefully
- Continuing to learn and improve your advocacy skills

4. PROHIBITED BEHAVIOR AND HARASSMENT

4.1 Zero Tolerance Policy

KONIVRER has zero tolerance for harassment, discrimination, and harmful behavior. This policy applies regardless of intent—impact matters more than intention.

4.2 Forms of Harassment and Discrimination

Prohibited behaviors include but are not limited to:

Category	Examples	Impact
Verbal Harassment	Slurs, insults, threats, unwelcome comments about appearance or identity	Creates hostile environment, causes emotional harm
Physical Harassment	Unwanted touching, blocking movement, aggressive gestures	Violates personal boundaries, creates safety concerns
Sexual Harassment	Unwelcome sexual attention, comments, or advances	Creates unsafe environment, particularly for women and LGBTQIA+ individuals
Microaggressions	Subtle discriminatory comments or actions	Cumulative harm, exclusion, stereotype reinforcement
Cyberbullying	Online harassment, doxxing, coordinated attacks	Extends harm beyond physical spaces, affects mental health
Exclusionary Behavior	Deliberately excluding people from activities or conversations	Reinforces marginalization, prevents full participation
Cultural Insensitivity	Mocking accents, cultural practices, or religious observances	Devalues cultural identity, creates unwelcoming environment
Ableism	Mocking disabilities, refusing accommodations, using derogatory terms	Excludes disabled community members, perpetuates stigma

4.3 Specific Prohibited Language and Behavior

The following are explicitly prohibited in all KONIVRER spaces:

Language Violations:

- Slurs or derogatory terms targeting any group or identity
- Hate speech or language promoting violence against groups
- Sexually explicit or suggestive language in public spaces
- Threats of violence or harm, even if meant as jokes
- Doxxing or sharing personal information without consent

Behavioral Violations:

- Unwanted physical contact or invasion of personal space
- Following or stalking behavior, online or offline
- Deliberately misgendering or deadnaming individuals
- Gatekeeping or questioning someone's right to participate
- Retaliation against those who report violations

4.4 Intersectionality and Compounded Harm

We recognize that individuals may face multiple, intersecting forms of discrimination. Harassment targeting multiple aspects of someone's identity (e.g., being both a woman and a person of color) will be treated as particularly serious and may result in enhanced consequences.

4.5 Intent vs. Impact

While we consider intent in our response to violations, the impact of behavior on community members is our primary concern. Saying 'I didn't mean it that way' does not excuse harmful behavior. We expect community members to:

- Take responsibility for the impact of their words and actions
- Apologize sincerely when they cause harm
- Learn from feedback and change their behavior
- Understand that good intentions don't negate harmful impact

5. CULTURAL SENSITIVITY AND AWARENESS

5.1 Understanding Cultural Differences

KONIVRER is a global community with members from diverse cultural backgrounds. Cultural sensitivity involves:

- Recognizing that cultural norms vary significantly across communities
- Understanding that communication styles differ between cultures
- Respecting different approaches to conflict resolution
- Acknowledging varying comfort levels with physical contact
- Being aware of different concepts of time and punctuality

5.2 Religious and Spiritual Considerations

We respect all religious and spiritual practices, including:

Consideration	Examples	Accommodations
Prayer Times	Daily prayers, Sabbath observance	Flexible scheduling, quiet spaces
Dietary Restrictions	Halal, Kosher, vegetarian, vegan	Food labeling, alternative options
Religious Holidays	Major and minor religious observances	Event scheduling awareness, excused absences
Dress Requirements	Head coverings, modest dress, religious symbols	Dress code flexibility, respectful recognition

Ritual Observances	Fasting periods, ceremonial requirements	Understanding and accommodation
Sacred Objects	Religious jewelry, texts, symbols	Respectful treatment, storage options

5.3 Language and Communication Barriers

Supporting community members for whom English is not their first language:

- Speak clearly and at a moderate pace
- Avoid idioms, slang, and cultural references that may not translate
- Be patient with translation apps and interpretation
- Offer to repeat or rephrase when asked
- Provide written materials in multiple languages when possible
- Connect non-English speakers with community translators

5.4 Cultural Celebrations and Recognition

We actively celebrate cultural diversity through:

- Recognizing major cultural holidays in event planning
- Featuring diverse cultural themes in promotional materials
- Inviting community members to share their cultural traditions
- Ensuring representation in leadership and decision-making
- Supporting cultural affinity groups within the community

5.5 Avoiding Cultural Appropriation

We distinguish between cultural appreciation and appropriation:

- Appreciation involves learning about and respecting other cultures
- Appropriation involves taking elements without permission or understanding
- When in doubt, ask members of that culture for guidance
- Give credit and context when sharing cultural elements
- Avoid stereotypes and oversimplifications

6. ACCESSIBILITY AND ACCOMMODATIONS

6.1 Universal Design Principles

We design our events and spaces to be accessible to as many people as possible from the start, rather than retrofitting accommodations. This includes:

- Physical accessibility (ramps, wide doorways, accessible seating)
- Sensory considerations (lighting, sound levels, quiet spaces)
- Cognitive accessibility (clear signage, simple navigation)
- Communication accessibility (multiple formats, interpretation)

6.2 Types of Accommodations

Disability Type	Common Accommodations	Implementation
Mobility	Wheelchair access, reserved seating, assistance with materials	Accessible routes, volunteer support
Visual	Large print materials, screen readers, audio descriptions	Digital accessibility, alternative formats
Hearing	Sign language interpreters, captioning, visual alerts	Professional interpreters, assistive technology
Cognitive	Extended time, simplified instructions, memory aids	Flexible policies, clear communication
Neurological	Seizure precautions, medication breaks, quiet spaces	Medical awareness, environmental controls
Mental Health	Emotional support, break areas, flexible participation	Trained staff, supportive environment
Chronic Illness	Flexible scheduling, rest areas, medical accommodations	Inclusive scheduling policies, health support

6.3 Requesting Accommodations

The accommodation request process is designed to be simple and respectful:

- Requests can be made at any time, though advance notice is helpful
- No medical documentation required for most accommodations
- Requests are handled confidentially by trained staff
- Interactive process to determine effective accommodations
- Regular check-ins to ensure accommodations are working

6.4 Neurodiversity and Inclusion

We recognize and celebrate neurodiversity, understanding that neurological differences are natural variations. We support neurodiverse community members by:

- Providing sensory-friendly environments and quiet spaces
- Offering multiple ways to participate and communicate
- Training staff on neurodiversity awareness
- Avoiding assumptions about communication styles or behaviors
- Celebrating different ways of thinking and problem-solving

7. DIGITAL SPACES AND ONLINE CONDUCT

7.1 Online Community Standards

Digital spaces require the same level of respect and inclusion as physical spaces. Online conduct standards include:

- Using respectful language in all communications
- Respecting others' time and attention
- Avoiding spam, excessive self-promotion, or off-topic content
- Respecting privacy and not sharing personal information
- Following platform-specific rules and guidelines

7.2 Social Media and Streaming Guidelines

When representing KONIVRER or the community online:

- Model inclusive behavior and language
- Avoid controversial topics unrelated to the game
- Respect copyright and intellectual property
- Handle criticism and feedback professionally
- Promote positive community values

7.3 Digital Harassment and Cyberbullying

Online harassment is taken as seriously as in-person harassment:

Type	Examples	Response
Coordinated Harassment	Brigading, mass reporting, organized attacks	Platform reporting, community protection
Doxxing	Sharing personal information without consent	Immediate removal, potential legal action
Impersonation	Creating fake accounts, identity theft	Platform verification, account protection
Revenge Sharing	Non-consensual sharing of private content	Immediate removal, serious consequences
Trolling	Deliberately provocative or disruptive behavior	Moderation, education, potential removal
Hate Raids	Coordinated attacks on streams or posts	Platform tools, community support

7.4 Content Moderation and Community Management

Our approach to content moderation prioritizes:

- Transparency in moderation decisions and policies
- Consistency in applying community standards
- Education and rehabilitation over punishment when possible
- Community input in developing and updating policies
- Regular training for moderators and community managers

8. REPORTING AND SUPPORT SYSTEMS

8.1 Multiple Reporting Channels

We provide various ways to report concerns to accommodate different comfort levels:

Method	Best For	Response Time	Anonymity
In-Person Report	Immediate safety concerns	Immediate	Optional
Online Form	Detailed incidents, documentation	24-48 hours	Available
Email	Complex situations, follow-ups	24-48 hours	Optional
Phone Hotline	Urgent concerns, verbal reporting	Immediate	Available

Trusted Community Member	Internal concerns, guidance	Varies	Optional
Anonymous Tip Line	Sensitive information, whistleblowing	18-72 hours	Guaranteed

8.2 What to Include in a Report

Helpful information for reports includes:

- Date, time, and location of the incident
- Names or descriptions of people involved
- Detailed description of what happened
- Any witnesses who observed the incident
- Screenshots, photos, or other evidence if available
- Impact the incident had on you or others
- What outcome or resolution you're seeking

8.3 Support for Reporters

We provide comprehensive support for those who report incidents:

- Immediate safety measures if needed
- Emotional support and counseling resources
- Regular updates on investigation progress
- Protection from retaliation
- Accommodation of needs during the process
- Connection with external support services

8.4 Bystander Intervention

Community members can help by safely intervening when they witness problems:

- Direct intervention: Safely addressing the behavior directly
- Distraction: Creating a diversion to defuse the situation
- Delegation: Getting help from staff or authorities
- Documentation: Recording evidence for later reporting
- Support: Checking on and supporting the affected person

9. INVESTIGATION AND RESOLUTION PROCESS

9.1 Investigation Principles

All investigations are conducted with:

- Impartiality and fairness to all parties
- Respect for privacy and confidentiality
- Thoroughness and attention to detail
- Timeliness and regular communication

- Trauma-informed approaches
- Cultural sensitivity and awareness

9.2 Investigation Process

The investigation process typically follows these steps:

Step	Description	Timeline	Participants
Initial Assessment	Determine severity and immediate safety needs	24 hours	Trained staff
Evidence Gathering	Collect statements, documentation, witnesses	3-7 days	All relevant parties
Analysis	Review evidence, consult policies, consider context	2-5 days	Investigation team
Decision	Determine if violation occurred and appropriate response	1-2 days	Decision makers
Communication	Inform parties of outcome and next steps	1 day	All parties
Implementation	Carry out consequences and support measures	Ongoing	Relevant staff
Follow-up	Monitor effectiveness and provide ongoing support	30-90 days	Support team

9.3 Rights of All Parties

Throughout the process, all parties have the right to:

- Be treated with dignity and respect
- Have their privacy protected to the extent possible
- Receive regular updates on the process
- Have a support person present during interviews
- Request accommodations for disabilities or other needs
- Appeal decisions through established procedures

9.4 Restorative Justice Approaches

When appropriate, we use restorative justice principles that focus on:

- Repairing harm caused by the incident
- Understanding the impact on all affected parties
- Taking responsibility and making amends
- Learning and growth for all involved
- Strengthening community bonds and preventing future harm

10. CONSEQUENCES AND RESTORATIVE JUSTICE

10.1 Progressive Discipline Framework

Our approach to consequences is progressive, educational, and restorative:

Level	Typical Consequences	Focus	Duration
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Educational	Warning, education, apology	Learning and understanding	Immediate
Corrective	Temporary restrictions, training requirements	Behavior change	Days to weeks
Protective	Suspension, no-contact orders	Community safety	Weeks to months
Removal	Permanent ban, legal action	Community protection	Permanent
Restorative	Community service, mediation	Healing and repair	Varies

10.2 Factors Considered in Determining Consequences

When determining appropriate consequences, we consider:

- Severity and impact of the behavior
- Intent and awareness of the person who caused harm
- Previous history of similar behavior
- Willingness to take responsibility and make amends
- Needs and wishes of those who were harmed
- Potential for rehabilitation and behavior change
- Impact on community safety and trust

10.3 Restorative Practices

Restorative practices may include:

- Facilitated dialogue between affected parties
- Community service or volunteer work
- Educational workshops or training
- Mentoring or coaching relationships
- Public acknowledgment and apology
- Ongoing check-ins and support

10.4 Appeals Process

Individuals may appeal consequences through:

- Written appeal within 30 days of decision
- Review by independent appeals panel
- Consideration of new evidence or circumstances
- Final decision within 60 days of appeal

11. EDUCATION AND COMMUNITY BUILDING

11.1 Ongoing Education Programs

We provide regular education on inclusion and cultural sensitivity:

- Monthly workshops on diversity and inclusion topics

- Cultural competency training for staff and volunteers
- Bystander intervention training
- Unconscious bias awareness sessions
- Accessibility and accommodation training

11.2 Community Building Initiatives

Programs to strengthen our inclusive community:

- Mentorship programs pairing experienced and new players
- Affinity groups for underrepresented communities
- Cultural celebration events and heritage months
- Accessibility awareness and advocacy campaigns
- Community feedback sessions and listening tours

11.3 Leadership Development

Developing inclusive leaders throughout our community:

- Leadership training with inclusion focus
- Diverse representation in decision-making roles
- Succession planning for underrepresented groups
- Recognition and advancement opportunities

12. SPECIAL CONSIDERATIONS

12.1 Minors and Youth Protection

Special protections for community members under 18:

- Enhanced supervision and safety measures
- Age-appropriate communication and consequences
- Parental/guardian involvement when appropriate
- Mandatory reporting of suspected abuse
- Youth-specific support resources

12.2 International and Cross-Cultural Events

Additional considerations for global events:

- Local law and custom awareness
- Translation and interpretation services
- Cultural liaison and support staff
- Flexible policies for cultural differences
- International incident reporting procedures

12.3 Mental Health and Crisis Support

Supporting community members in crisis:

- Trained mental health first aid responders
- Crisis intervention protocols
- Referral networks for professional support
- Trauma-informed response procedures
- Follow-up care and ongoing support

13. RESOURCES AND SUPPORT

13.1 Internal Resources

KONIVRER community support resources:

- Inclusion and Diversity Committee
- Trained community advocates and allies
- Peer support networks and mentorship programs
- Educational materials and resource libraries
- Community forums and discussion spaces

13.2 External Resources

Professional and community support services:

- National crisis hotlines and support services
- Local mental health and counseling services
- Legal aid and advocacy organizations
- Cultural and religious community centers
- Disability rights and advocacy groups

13.3 Emergency Contacts

Important contact information:

- KONIVRER Inclusion Hotline: 1-800-INCLUDE
- Crisis Text Line: Text HOME to 741741
- National Suicide Prevention Lifeline: 988
- LGBTQ National Hotline: 1-888-843-4564
- RAINN Sexual Assault Hotline: 1-800-656-4673

14. IMPLEMENTATION AND ENFORCEMENT

14.1 Training and Preparation

All staff, volunteers, and community leaders receive:

- Comprehensive code of conduct training

- Cultural competency and bias awareness education
- Incident response and de-escalation training
- Regular refresher training and updates
- Specialized training for specific roles and responsibilities

14.2 Monitoring and Evaluation

We continuously monitor our inclusion efforts through:

- Regular community surveys and feedback collection
- Demographic data analysis and trend monitoring
- Incident reporting and pattern analysis
- External audits and assessments
- Benchmarking against industry best practices

14.3 Accountability Measures

Ensuring accountability at all levels:

- Clear performance expectations for inclusion
- Regular evaluation of staff and volunteer performance
- Consequences for failure to uphold standards
- Recognition and rewards for exemplary inclusion work
- Transparent reporting on progress and challenges

15. CONTINUOUS IMPROVEMENT

15.1 Regular Review and Updates

This Code of Conduct is reviewed and updated:

- Annually by the Inclusion and Diversity Committee
- Following significant incidents or community feedback
- When new research or best practices emerge
- In response to changing community needs
- With input from diverse community stakeholders

15.2 Community Feedback and Input

We actively seek community input through:

- Annual community inclusion surveys
- Focus groups with underrepresented communities
- Open forums and town hall meetings
- Suggestion boxes and anonymous feedback systems
- Partnership with external advocacy organizations

15.3 Innovation and Best Practices

We stay current with inclusion innovations by:

- Participating in industry conferences and research
- Collaborating with academic institutions
- Sharing our learnings with other gaming communities
- Piloting new approaches and measuring their effectiveness
- Investing in cutting-edge inclusion technologies

15.4 Commitment to Excellence

Our commitment to inclusion excellence means:

- Never being satisfied with 'good enough'
- Always striving to do better for our community
- Learning from our mistakes and growing stronger
- Leading by example in the gaming industry
- Measuring success by the experiences of our most marginalized members

CONCLUSION

This Code of Conduct represents our unwavering commitment to creating a gaming community where everyone can thrive. It is a living document that will evolve with our community and our understanding of inclusion. Together, we will build a KONIVRER community that serves as a model for inclusive gaming worldwide.

Contact Information:

- Inclusion and Diversity: inclusion@konivrer.com
- Code of Conduct Reports: conduct@konivrer.com
- Community Support: support@konivrer.com
- Accessibility Services: accessibility@konivrer.com