

Pleasurable's Strategy for Handling Potential Issues

To deal with potential issues that may arise, we have in place the following strategies:

- We will continue to be publicly transparent about Pleasurable's finances.
- We practice accountability and transparency regarding Pleasurable-related activities within our team.
- We will have publicly posted guidance around our communication and access needs.
- We will have a contact page that includes guidance on what to expect when communicating with us.
- We will have an anonymous feedback form that anyone may access. We welcome feedback from the public. Specific responses will be determined on a case-by-case basis, but we will do our best to be respectful in holding space for any concerns and will make adjustments to content based on such concerns as best as possible.
- We believe that having explicit expectations and boundaries are important both within our organization and in how our organization interacts with the public.
- We believe in prioritizing the needs of persons or people who have experienced harm within reason.
- We believe in call-ins for people, groups, companies, and organizations as a primary response to harm. If call-ins are unsuccessful, we will consider varying degrees and methods of call-out.
- We will prioritize the needs of the person(s) who experienced harm over performative gestures. Performative gestures are acts of apology or accountability made by the person(s) that are not requested or needed by the person(s) who were harmed. These acts are used publicly or privately by the person(s) who caused harm or their social network to rehabilitate the public or private social status of the person(s) who caused harm. Additionally, if the person(s) who were harmed do not want a certain type of apology or accountability to occur (such as a verbal apology) in ways that involve the person(s) who were harmed, and the person(s) who caused harm do such things, not only is the person(s) who caused harm being performative, they are causing more harm.
- We also recognize that when someone is being called in for their behavior that they often need support, access to resources, and comfort disconnected from the person or people harmed who deserve these things as well. We have resources for people who have caused harm and can offer a referral to these resources if desired.
- We will continue to send feedback surveys for all collaborators and consultations.
- We anonymize data when asked to and when appropriate (such as past clients and web tracking).