

# **SAFE SPACE AND INCLUSION GUIDELINE**

**Updated 2022**

# Contents

<b>1. Safer Spaces</b> . . . . .	<b>3</b>
1.1 Safer Spaces Policy. . . . .	3
1.2 Anti sexual harassment protocol . . . . .	3
1.2.1 INFORMAL COMPLAINTS PROCEDURE. . . . .	4
1.2.2 FORMAL COMPLAINTS PROCEDURES . . . . .	5
1.2.3 OUTSIDE COMPLAINT MECHANISM . . . . .	5
1.2.3 SANCTIONS AND DISCIPLINARY MEASURES . . . . .	5
1.3 Guidelines for persons of contact . . . . .	6
1.4 Use of inclusive language . . . . .	8
<b>2. Code of conduct</b> . . . . .	<b>8</b>
2.1. Preamble. . . . .	8
2.1.1. Scope . . . . .	8
2.1.2. Aim . . . . .	8
2.1.3. Oversight . . . . .	8
2.2. Standards . . . . .	8
2.2.1. Respect!. . . . .	8
2.2.1.1. Anti-discrimination . . . . .	8
2.2.1.2. Anti-abuse and harassment . . . . .	9
2.2.2. Freedom of expression!. . . . .	9
2.2.2.1. Freedom of expression . . . . .	9
2.2.2.2. Good faith. . . . .	9
2.2.2.3. Civility . . . . .	9
2.2.2.4. No assumptions. . . . .	9
2.2.3. Inclusion!. . . . .	9
2.2.3.1. Be aware of privileges. . . . .	9
2.2.3.2. Respect space used . . . . .	9
2.2.3.3. Be aware of sensitivities . . . . .	9
2.2.3.4. Openness . . . . .	10
2.2.3.5. Inclusive use of language . . . . .	10
<b>3. Implementation and complaints procedure</b> . . . . .	<b>10</b>
3.1. Implementation procedure . . . . .	10
3.2. Complaints and enforcement procedure. . . . .	10

# 1. Safer Spaces

## 1.1 Safer Spaces Policy

Safer spaces are evolving and not static. We have high expectations on how we behave towards each other in our meetings, actions and social spaces. Making a space safer means different things depending on the group of people involved as each group has different needs. This policy aims to be considered in every meeting involving FYEG, but the document should evolve as we learn and grow.

As an organisation we build social relationships inside and outside of meetings and actions. We commit to this Safer Spaces policy wherever we are together, this includes ensuring that ALL spaces are inclusive and harmless.

If someone violates these agreements a discussion or mediation process can happen, depending on the wishes of the person who was affected. If a serious violation happens to the extent that someone feels unsafe, they can be asked to leave the space and/or speak with one member of the Awareness Group. If necessary, the Sexual Harassment Protocol will be activated.

1. Respect! Racism, as well as ageism, GSRM-phobia, sexism, ableism or prejudice based on ethnicity, nationality, class, gender, gender presentation, language ability, asylum status or religious affiliation is unacceptable and will be challenged. FYEG has a zero-tolerance policy with any kind of discrimination, even though we acknowledge that there can be different levels in a breach of a safe space.

2. Be aware of your privileges! Including racial, class and gender privilege and/or less obvious or invisible hierarchies. Think about how your words, opinions and feelings are influenced and who they might exclude or harm.

3. Consent! Respect each other's physical and emotional boundaries, always get explicit verbal consent before touching someone or crossing boundaries. Don't assume your physical & emotional boundaries are the same as other people's.

4. Friendly use of language! Be aware of the language you use in discussion and how you relate to others. Try to speak slowly and clearly and use uncomplicated language especially when non-natives speakers are involved in the conversation.

5. Don't anticipate yourself! Avoid assuming the opinions and identifications of other participants.

6. Learning; if you don't understand something, just ask. You may be directed to a book, website or skill share to learn more. It's ok to make mistakes. Please show appreciation for the hard work of others and be considerate when you offer criticism.

7. Everyone has their turn; give each person the time and space to speak. In large groups, or for groups using facilitation: Raise your hand to speak.

8. Calling out; if you have acted or spoken harmfully, even if unintentionally, expect that someone will bring this up to you. If this happens, listen and reflect on what they are saying even if you think they may be wrong. Don't try to absolve yourself of responsibility.

This policy should be expanded with specific measures and practices to promote the creation of safer spaces.

## 1.2 Anti sexual harassment protocol

FYEG has a zero-tolerance policy on sexual harassment at all its events, within all its structures and during all activities. This protocol is applicable for those participating in an FYEG activity (General Assembly, Strategic Planning Committee, Working Group Meeting or any other activity), members of a Member

Organization (MO), or members of an online structure of FYEG, referred to as “this organization” from now onwards in this protocol.

Anyone who is subject to sexual harassment can approach one of the designated contact points responsible for receiving complaints of sexual harassment. The Executive Committee will designate an Awareness Group for anyone presenting allegations of physical, verbal or online sexual harassment. In accordance with the IRPs, the Awareness Group will be formed by two persons from the EC who are of different genders. Additionally, every Prep – Team will designate one person to be an independent contact person in our projects. However, this person shall always inform the official contact points if a procedure starts, in the case of their absence, the main contact will be the Project Manager.

When one of these procedures is open in the organization, the EC as a whole must be informed of the procedure without details of the people involved or the presented allegations to respect confidentiality. If a case involves someone from the EC, the case will be brought to the Advisory Committee (AC). The Advisory Committee will act as contact points when a case arises, following this protocol. However, the EC will not be informed until a final decision is made.

Important note:

These procedures will follow general principles such as the privacy of the survivor, confidentiality of the process and survivor’s choice and preference. We respect the presumption of innocence of any alleged harasser which is why this procedure is in place and has been approved in the General Assembly. However, as a feminist organization, we also believe in the principle of believing the survivor and putting the burden of the proof on the alleged harasser.

This procedure might be applied to an internal case of a MO if this case is related to FYEG activity or if the people involved take part in any FYEG structure. However, we will not be able to extend sanctions or disciplinary measures beyond FYEG. MOs can however adapt this protocol to their own organization.

When the designated people receive a complaint of sexual harassment, they shall:

1. Immediately record the dates, times and facts of the incident(s);
2. ascertain the views of the survivor as to what outcome they want, ensure the survivor feels safe and ensure the survivor is separated from the alleged offender unless the survivor wishes otherwise;
3. ensure that the survivor and the alleged harasser understands FYEG protocol for dealing with the complaint;
4. discuss and agree the next steps with the alleged survivor, informal, formal or outside complaints procedure (police, hospital, embassy, etc.), on the understanding that choosing to resolve the matter informally does not preclude the survivor from pursuing a formal complaint if they are not satisfied with the outcome;
5. keep a confidential record of all discussions. Records will be destroyed if the alleged survivor requests it, or before the change to a new EC. However, a record of sanctions and a brief description of the reason will be kept in a safe place;
6. respect the choice of the survivor;
7. and ensure that the survivor knows that they can lodge the complaint outside of FYEG through the relevant country/legal framework.

### **1.2.1 INFORMAL COMPLAINTS PROCEDURE**

If the survivor wishes to deal with the matter informally, the designated person will:

- Approach the alleged harasser saying that the behaviour is offensive, unwelcome and must be stopped;
- Inform the harasser that FYEG has a zero tolerance policy on sexual harassment and that disregarding this policy may result in the person’s exclusion from the organization
- give an opportunity to the alleged harasser to respond to the complaint;
- ensure that the alleged harasser understands the complaints mechanism;
- facilitate discussion between both parties to achieve an informal resolution which is acceptable to the complainant, provided the alleged survivor agrees,
- ensure that a confidential record is kept of what happened;
- follow up after the outcome of the complaints mechanism to ensure that the behaviour has stopped and that there is no risk of its repetition;

- And ensure that the above is done accurately and at the latest within 10 days of the complaint being made. During events, the procedure shall take place within 48 hours.

### **1.2.2 FORMAL COMPLAINTS PROCEDURES**

If the survivor wants to make a formal complaint or if the informal complaint mechanism has not led to a satisfactory outcome for the survivor, the formal complaint mechanism should be used to resolve the matter.

The designated person who initially received the complaint will communicate to the rest of contact points the opening of a formal complaint procedure. The EC will be informed of this, respecting the confidentiality of the alleged survivor and the allegations. The designated person who initially received the complaint will carry out the investigation with the assistance of the Awareness Group and the independent contact person at the moment in which allegations were presented, if any. They will help the investigator with the analysis and decision making process. A procedure for online harassment shall be developed.

The person carrying out the investigation will:

- interview the survivor and the alleged harasser separately
- interview other relevant third parties separately
- decide whether the incident qualifies as sexual harassment within the meaning of this protocol
- produce a report detailing the investigations, findings and any recommendations
- if the harassment took place, decide what the appropriate remedy for the survivor is, in consultation with the survivor (i.e. an apology, a change of structure, suspension...)
- follow up to ensure that the recommendations are implemented, that the behaviour has stopped and that the survivor is satisfied with the outcome
- if it cannot determine that the harassment took place, they may still make recommendations to ensure proper functioning of the organization
- keep a record of all actions taken
- ensure that all records concerning the matter are kept confidential
- ensure that the process is done as quickly as possible and in any event within 15 days of the complaint being made

The general rule is to avoid the presence of the alleged harasser in those places/structures in which the alleged survivor moves. It is vital that the wishes and needs of the survivors are incorporated into the outcome of the complaints mechanism.

A data protection protocol will be developed.

### **1.2.3 OUTSIDE COMPLAINT MECHANISM**

This protocol seeks to create a fast and appropriate response to allegations of sexual harassment. However, it does not seek to substitute existing regulation and legislation on this issue. We want to make clear that FYEG wants to be fully supportive with every decision of the alleged survivor.

A person who has been subject to sexual harassment can at any time make a complaint outside of the organization. Even though this organization cannot offer legal advice, the contact point(s) will accompany the person to the instance this person prefers (hospital, police, ombudsperson, law courts, embassies, etc.) if they request it.

### **1.2.3 SANCTIONS AND DISCIPLINARY MEASURES**

Anyone who has been found to have sexually harassed another person under the terms of this policy may be sanctioned. Sanctions may include but are not limited to one of the following :

- Verbal or written warning
- Suspension from an elected or non-elected FYEG structure, in line with FYEG IRPs when appropriate
- Dismissal/expulsion

Depending on the seriousness of the allegations, the EC, upon request of the Awareness Group may suspend someone from taking part in any FYEG structure or activity during the duration of the process. Confidentiality of the survivor will be maintained.

In case of sexual harassment, violence or discrimination by a member of an elected body within FYEG (Financial Control Committee, Advisory Committee or Ecosprinter Board) the EC can exclude the offender after consulting the full MOs. (cf. 2.2.2). If the case arises within the EC, the Advisory Committee can exclude the offender after consulting the full MOs.

The nature of the sanctions will depend on the gravity and extent of the harassment. Suitable deterrent sanctions will be applied to ensure that incidents of sexual harassment are not treated as trivial. Certain serious cases, including physical violence, will result in the immediate dismissal of the harasser.

### **1.3 Guidelines for persons of contact**

Read the protocol and understand every aspect

What is sexual harassment? It is unwanted behaviour of a sexual nature which:

- Violates your dignity
- Makes you feel intimidated, degraded or humiliated
- Creates a hostile or offensive environment

Sexual harassment “can include, but is not limited to”, these examples:

- Touching, pinching, stroking, squeezing, or brushing against someone
- Leering or ogling
- Making LGBTIAQ+–phobic or GSRM (Gender, Sexual and Romantic Minorities)–phobic comments and sexually suggestive signals, winking
- Sending unwanted e-mails, text messages, posting sexually-explicit jokes or content on FYEG communication channels
- Sexual comments or jokes
- Making insults based on a person’s sex or rating their sexuality
- Turning work discussions to sexual topics
- Physical behaviour, including unwanted sexual advances, touching and various forms of sexual assault
- Displaying pictures, photos or drawings of a sexual nature

Remember: Whether harassing intentionally or unintentionally, we all have a responsibility to monitor our behaviour and respect each other. Anyone who reports an incident has the right to remain anonymous. They also have the right to feel safe and respected.

#### **Listen and Support**

It’s tough to be prepared when someone tells you that they have been the survivor of sexual harassment. Remember, you can only provide support

Support and understanding are essential. It takes a lot of courage for a survivor to share their experience;

Try to provide a safe/non-judgmental environment, emotional comfort and support for the survivor to express feelings;

Let them know that they can talk with you. Listen. Don’t rush to provide solutions.

#### **Believe**

The most common reason people choose not to tell anyone about sexual abuse is the fear that the listener won’t believe them. People rarely lie or exaggerate about abuse; if someone tells you, it’s because they trust you and needs someone to talk to.

People rarely make up stories of abuse. It is not necessary for you to decide if they were “really hurt.” If the survivor says they were hurt, that should be enough

Believe what the person tells you. It may have been difficult for them to talk to you and trust you. Unless proven wrong harassment has happened.

## **Reassure**

Sexual assault is NEVER the survivor's fault. No one asks to be sexually assaulted by what they wear, say or do. Let the survivor know that only the perpetrator is to blame;

The survivor needs to hear that fears, anxieties, guilt and anger are normal, understandable and acceptable emotions;

Remember, no one ever deserves to be abused or harassed.

## **Be Patient**

Don't press for details – let the person decide how much to tell you. Ask them how you can help;

Survivors have to struggle with complex decisions and feelings of powerlessness, trying to make decisions for them may only increase that sense of powerlessness;

You can be supportive by helping them to identify all the available options and then help them by supporting their decision making process (here refer to the protocol).

The survivor can't just "forget it" or just move on. Recovery is a long term process and each individual moves at their own pace

## **Encourage**

Encourage the survivor to seek medical attention, report the assault, and or contact a professional if needed. Remember, the survivor must ultimately make the decision as to what to do. They are the experts in their own lives. Don't push. Remember, support their choices no matter what they decide.

## **Respect Privacy – Confidentiality**

Don't tell others what the survivor tells you. Let the individual decide who they will tell. It is important not to share information with others who are not involved;

If you do need to share information for their safety, get permission by letting them know what you will share and with whom it will be shared; ie. the rest of contact points in case of a formal complaint

## **Establish Safety**

An important part of helping the survivor is to identify ways in which the survivor can re-establish their sense of physical and emotional safety. You are a step in the process. Ask them what would make them feel safe and how you can help them accomplish this.

If the stalking or harassment is ongoing, help them to develop a plan of what to do if they are in immediate danger. Having a specific plan and preparing in advance can be important if the harassment escalates.

Things you can say

It is hard to know what to say to a person when they confide in you. Refrain from asking a lot of questions, instead, support them with these phrases. Let the person know that you believe that they have the strength and capacity to heal.

- It's not your fault
- I'm sorry this happened
- I believe you
- How can I help you?
- I am glad you told me
- I'll support your choices

- You're not alone

## 1.4 Use of inclusive language

FYEG aims to use language in its communications and its events that reflects the level of English spoken within an organisation of mostly non-native speakers. FYEG promotes the use of inclusive and accessible language within the organisation. FYEG attempts to reduce the shame of using simple language. We do this to make sure that everyone feels welcome to participate and contribute.

# 2. Code of conduct

## 2.1. Preamble

### 2.1.1. Scope

The FYEG Online Code of Conduct (Code) is an organisational document applicable to all FYEG digital communication channels in which members and peoples associated with FYEG communicate with each other.

Members and peoples associated with FYEG (hereinafter simply 'members') refers to members and representatives of Member Organisations (MOs), non-member volunteers, participants of FYEG events, staff of the FYEG Office, and the FYEG Executive Committee (EC).

FYEG digital communication channels include, for example, the FYEG Telegram group, Telegram groups for events and activities, and Telegram groups for Prep Teams, Working Groups and other organs of FYEG.

### 2.1.2. Aim

The Code aims to provide a clear set of standards to guide members in how they are expected to conduct themselves and to provide safe, inclusive, and accessible spaces for all to communicate in.

The Code is based upon and elaborates upon the principles of FYEG adopted in the Political Platform and Inclusion Plan. These principles ultimately guide us and the Federation, whereby the Code aims to provide clear standards of conduct based on these principles.

The Code is guided by the Internal Rules of Procedure (IRP), which always supersedes the Code, namely 8.4 Annex 4: Safer Spaces and the subsequent 8.4.1 Safer Spaces Policy and 8.4.2 Anti sexual harassment protocol. The Code complements and supplements Annex 4 with regards to standards for digital communication channels.

### 2.1.3. Oversight

The Code is reviewed by the EC, which may update or revise it where necessary. The last revision date will be indicated on the first page and the header of the Code.

## 2.2. Standards

### 2.2.1. Respect!

#### 2.2.1.1. Anti-discrimination

Any kind of discrimination is unacceptable. This includes racism, as well as ageism, GSRM-phobia, sexism, ableism or prejudice based on ethnicity, nationality, class, gender, gender presentation, language ability, asylum status or religious affiliation. FYEG has a zero-tolerance policy for any kind of discrimination, even though we acknowledge that there can be different levels in a breach of a safe space.



## 2.2.1.2. Anti-abuse and harassment

Any kind of abuse or harassment is unacceptable. This includes sexual intimidation, aggression and threats, glorification or calls for violence in any form, deliberate lies and defamation, and bullying. FYEG has a zero-tolerance policy for any kind of abuse or harassment, even though we acknowledge that there can be different levels in a breach of a safe space. If necessary, the Anti sexual harassment protocol (IRP 8.4.2) will be activated.

## 2.2.2. Freedom of expression!

### 2.2.2.1. Freedom of expression

The right to freedom of thought, conscience, and belief of members should be respected insofar it does not breach 2.1.

### 2.2.2.2. Good faith

Members should approach each other with trust and from the starting point that they communicate with good intentions.

### 2.2.2.3. Civility

Differing views in discussions are unavoidable if not necessary. However, disagreement does not excuse disrespectful or exclusionary behaviour. Members should engage each other with tolerance, consideration, respect, and civility, taking careful note of their tone and words used. Members cannot insult or put other members and their views, beliefs, organisations or identities down, with special attention to 2.1.

### 2.2.2.4. No assumptions

Members should avoid assuming the opinions and identifications of others. In the event it is unclear whether an expressed opinion is hostile or antagonistic, members should ask the member that expressed it. Not all members have the same knowledge, expertise, level of English or experience. Members that don't understand something should ask, and members that receive questions should be open to and patient with them.

## 2.2.3. Inclusion!

### 2.2.3.1. Be aware of privileges

Members should be aware of their privileges and think about how their words, opinions and feelings are influenced and who they might exclude or harm. This includes racial, class, and gender privilege and/or less obvious or invisible hierarchies.

### 2.2.3.2. Respect space used

Everyone should feel safe and welcome in communication channels. Members should be aware of the space they use and provide space to others in discussions to express themselves and be listened to. Members should therefore be aware to not dominate spaces. Special attention goes to:

2.3.2.1. Male members to avoid dominating spaces over women, trans, or genderqueer members;

2.3.2.2. White members to avoid dominating spaces over members of colour, members belonging to a national, ethnic or cultural minority, and members with a migrant or refugee background;

2.3.2.3. Members from Western Europe to avoid dominating spaces over Eastern European members;

2.3.2.4. Abled members to avoid dominating spaces over disabled members.

### 2.2.3.3. Be aware of sensitivities

Members should be aware of the sensitivities of others and of sensitive and painful subjects. Members should therefore warn others, such as via a trigger warning, before sharing shocking or violent content

such as images or news.

#### 2.2.3.4. Openness

Members may be called out if they have acted or spoken harmfully, even if unintentionally. If this happens, members should listen and reflect on what they are saying even if the other may be wrong, and avoid absolving themselves of responsibility.

#### 2.2.3.5. Inclusive use of language

Members should be aware of the language they use in discussion and how they relate to others. Members should therefore use accessible, clear, and uncomplicated language especially when non-native speakers are involved in the discussion.

## 3. Implementation and complaints procedure

### 3.1. Implementation procedure

3.1.1. The Code is implemented in FYEG digital communication channels as outlined in the preamble.

3.1.2. Designated members of the EC are ultimately in charge of the enforcement of the Code.

3.1.2.1. Do you have a question regarding the Code? Contact the EC members responsible.

3.1.2.2. Do you want to report a breach of the Code? Refer to the procedure in 3.2.

3.1.3. With regards to channels where the EC members responsible are present, namely the FYEG Telegram group, they will actively moderate and enforce the Code. Members may still report a breach of the Code to the EC members responsible as outlined in 3.2.

3.1.4. With regards to channels where the EC members responsible are not present, all members, especially another EC member, a member of the Office, or the group's coordinator, should pay attention to ensuring a safe space for communication in accordance with the Code. Members may report a breach of the Code to the EC members responsible as outlined in 3.2.

### 3.2. Complaints and enforcement procedure

3.2.1. Has there been a breach of the Code? Members may notify the EC members responsible of this and provide evidence (such as a screenshot) of the offending statement.

3.2.2. As outlined in 3.1.3., the EC members responsible may also directly take action against an offender in channels they actively moderate, namely the FYEG Telegram group.

3.2.3. Where necessary, the EC members responsible may involve the Secretary-General due to severity.

3.2.4. Where necessary, the EC members responsible may involve another EC member due to lived experiences, such as a woman, trans, or genderqueer EC member where the breach regards gender-based harassment, or a EC member of colour where the breach regards racial or ethnic discrimination. Members may also contact another EC member if they are more comfortable with another EC member handling their complaint due to its sensitivity and the member's lived experiences.

3.2.5. In the event of a breach of 2.1. (severe breaches):

3.2.5.1. The offender will privately receive a formal warning and an explanation of why their statement was a form of discrimination, abuse, or harassment. The offender will be informed of the Code, that

FYEG has a zero-tolerance policy on this and that a second breach will result in their removal from the channel.

3.2.5.2. The offender will receive an opportunity to respond to this formal warning. Where the breach is sufficiently justified (such as due to a gross mistake or misunderstanding), the EC members responsible can revoke the formal warning.

3.2.5.3. Where desired by the complainant (where applicable), the EC members responsible will facilitate discussion between both parties to achieve an informal resolution which is acceptable to the complainant. This can include revocation of the formal warning.

3.2.5.4. The EC members responsible will eventually follow up with the complainant (where applicable) and with the rest of the EC, and ensure that a confidential record is kept of what happened.

3.2.5.5. In the event of a second breach, the offender will be immediately removed from the channel.

3.2.6. In the event of a breach of 2.2. and 2.3. (minor or less severe breaches):

3.2.6.1. Depending on severity, the offender may receive an informal warning privately or directly in the channel, or a formal warning privately, and an explanation of why their statement was a breach of the standards set out in 2.2. and 2.3. The offender will be informed of the Code, and in the event of a formal warning, that a second breach may result in their removal from the channel.

3.2.6.2. In the event of a formal warning, steps 3.2.3.2 and onwards apply.

3.2.6.3. In the event of an informal warning, consequent breaches may lead to a formal warning.

3.2.7. In the event of a breach of 2.1. with regards to sexual harassment, where necessary or requested by the complainant, the Anti sexual harassment protocol (IRP 8.4.2) will be activated. The 'designated person' will thus be the EC members responsible, or where necessary (3.2.4.), another EC member.

3.2.8. In the event of a breach of the Code by the EC members responsible or another EC member or member of the Office, members may notify the Secretary-General instead. The Code will be similarly enforced according to the procedure above.

The creation of these guidelines has been possible thanks to funding by the European Union. These guidelines do not necessarily reflect those of the European Union or the European Commission. Neither the European Union nor the granting authority can be held responsible for them.



Co-funded by  
the European Union