

## CC London Code of Conduct

Club ethos: CC London is an independent cycling club made in London. We are passionate about cycling and sharing our enthusiasm. This is a cycling club is for everybody, and nobody gets left behind.

We are all cyclists and friends, whatever your discipline, whatever your ability, whatever your experience.

We are proud of our welcoming, friendly and inclusive club culture and our Code of Conduct is designed to embrace the essence of this ethos. At CC London we are committed to ensuring there is open access to all those who wish to participate in cycling and that all are treated fairly.

As members we must all take responsibility for our own conduct when taking part in any club activity. It's down to us to ensure that the club ethos is kept alive and well throughout all our club activities.

This Code of Conduct is not an exhaustive list of dos and don'ts, but summarises our core values and the minimum level of behaviour we expect from everyone who rides with CC London.

These are the values all our members should embrace:

- Be friendly and welcoming
- Be patient
  - Remember that people have varying communication styles and that not everyone is using their native language (meaning and tone can be lost in translation)
- Be thoughtful
  - Productive communication requires effort. Think about how your words will be interpreted
  - Remember that sometimes saying nothing is the best course of action
- Be respectful
  - In particular, respect differences of opinion
- Be charitable
  - Interpret the arguments of others in good faith, do not seek to disagree
  - When we do disagree, try to understand why
- Avoid destructive behaviour, eg:
  - Derailing: stay on topic. If you want to talk about something else, start a new conversation
  - Unconstructive criticism: don't just decry the current state of affairs; offer or at least solicit suggestions as to how things may be improved
  - Snarking: unproductive, sniping comments
  - Discussing potentially offensive or sensitive issues: this all too often leads to unnecessary conflict
  - Microaggressions: brief and commonplace verbal, behavioural and environmental indignities that communicate hostile, derogatory or negative slights and insults to a person or group

People are complicated, and misunderstandings are inevitable from time to time. When and if this occurs, resist the urge to be defensive or assign blame. Give people the benefit of the doubt. Try not to take offence where none was intended. Do not rise to provocation. It is the responsibility of all parties to de-escalate any conflict when it arises amicably and constructively.

## **CC London Equality Policy**

CC London will take steps to prevent discrimination or other unfair treatment of its members.

Discrimination may take the following forms:

- **Direct discrimination:** this occurs when one person is treated less favourably than another in similar circumstances.
- **Indirect discrimination:** this occurs by putting a rule or way of doing things that has a worse impact on someone with a protected characteristic than someone without one, when this cannot be objectively justified.
- **Harassment:** this can be described as actions, behaviour, comments or physical contact that are unwelcome, inappropriate, unreciprocated and objectionable, or cause offence to the recipient. These may be related to age, gender, racial group, disability, religion or belief, social status, sexuality or some other personal characteristic.
- **Bullying:** this is a form of personal harassment; it is the misuse of power or position to persistently criticise or to humiliate and undermine an individual's confidence.
- **Victimisation:** this occurs when someone is treated less favourably than others, perhaps because he or she has taken action against the Club under one of the relevant acts or provided information about such discrimination.

Please note, this is not an exhaustive list.

CC London is committed to ensuring that its members can conduct their activities in an environment that is free from harassment, intimidation or bullying.

CC London regards discrimination and harassment or bullying as described above as gross misconduct and any member of the Club who discriminates against any other person will be liable to appropriate disciplinary action.

### **Implementation**

A copy of this document will be available to all members of the Club.

All members have a responsibility to respect, act in accordance with and thereby support and promote the spirit and intentions of this policy.

### **Grievance Procedure**

To safeguard individual rights under our Code of Conduct any CCL member who believes that he/she has suffered inequitable treatment within the scope of our Code of Conduct, Equity Policy and Social Media platforms may raise the matter through the following grievance procedure:

#### 1) Resolution between members

CCL members will, if reasonable and appropriate, initially talk between themselves to attempt to resolve the problem.

#### 2) Speak to a CCL Committee member

If a CCL member has been unable to resolve a dispute with another member, or if a member is seeking guidance on how to resolve a dispute, they should contact the CCL Welfare Officer or another CCL Committee member.

#### 3) Next possible steps

After speaking with the CCL Welfare Officer or other CCL Committee member, a member may decide:

- there is no problem;
- the problem is minor and they do not wish to take the matter forward;
- to try and resolve the problem themselves, with or without a support person and/or the assistance of a CCL Committee member;
- to resolve the problem with the help of an impartial third party, such as a mediator; or
- to resolve the matter through a formal discussion and possible disciplinary action.

Appropriate disciplinary action will be taken against any CCL member who is found to have violated the club's values, either by a formal warning or suspension.

### **Monitoring and Evaluation**

The Club will regularly monitor and evaluate the policies, practices, procedures and operations on an ongoing basis and will inform members of any changes.

The CCL Committee is responsible for ensuring that the Code of Conduct and Equality Policy is followed and for providing appropriate procedures to deal with the investigation and disciplinary hearing in connection with any alleged breach.

The Club aims to ensure that all individuals feel able to raise any grievance and no member or volunteer will be penalised for doing so unless allegations made are found to be untrue and not made in good faith.