HEAVENS ELEVEN FOOTBALL CLUB

CODE OF CONDUCT with DISCIPLINARY PROCEDURES

Definitions

1. The following terms has these meanings in this Code: a) "*Complainant*" – The Party alleging an infraction b) "*Respondent*" – The alleged infracting Party

c) "*Parties*" – The Complainant, Respondent, and any other Individuals, persons, or organizations affected by the complaint

d) "*Days*" – Days irrespective of weekend and holidays

e) "*Administrator*" – The individual, either the Team Manager or member of the Coaching staff or the TD of HFC, or their respective designate, who receives an applicable complaint

f) "*Case Manager*" – The individual appointed by the Administrator who has an overall responsibility to ensure procedural fairness is always respected, and to implement this *Code of Conduct with Disciplinary Procedures* in a timely manner

g) "*Individuals"* – All categories of membership defined in the HFC Bylaws, as well as all individuals employed by, or engaged in activities with, the HFC including but not limited to, Owner, TD, Coaches, volunteers, committee members, and Directors and Officers of HFC Southampton

Purpose

2. Affiliation with HEFC brings many privileges and benefits. At the same time, Individuals are expected to meet certain obligations including complying with HEFC policies and this Code of Conduct. Irresponsible behavior by Individuals can result in severe damage to the integrity of HEFC Southampton and its partners.

3. Individuals must be aware that they are expected to model behavior appropriate for the Individual's role as a representative of Heavens Eleven Football Club (HEFC). This document outlines the conduct expected of Individuals and the Disciplinary Procedures that Individuals are subject to if there is a complaint about an Individual's conduct.

Application of the Code of Conduct

4. The Code of Conduct applies to Individuals' conduct during HEFC-related business, coaching athletes, and events including, but not limited to, competitions, tournaments, games, matches, practices, tryouts, training camps, and travel associated with Soccer.

5 The Code of Conduct also applies to Individuals' conduct outside of HEFC-related business, coaching athletes, and events when such conduct adversely affects relationships with other Individuals or athletes, or when it is detrimental to the image and reputation of HEFC and its partners.

Canada Soccer Code of Ethics

6.Qualify Coaches of HEFC agree to follow HEFC and Canada Soccer Code of Ethics, which describes all Ethical Principles and corresponding Standards

Of Behaviors Expected of Coaches or anyone working in soccer. Canada Soccer Code of Ethics

Standards of Behavior Expected of Coaches

Physical safety and health of athletes Ensure that training or competition site is always safe Be prepared to act quickly and appropriately in case of emergency Avoid placing athletes in situations presenting unnecessary risk or that are beyond their level. Strive to preserve the present and future health and well-being of athletes.

Coaching responsibly Make wise use of the authority of the position and make decisions in the interest of athletes foster self-esteem among athletes. Avoid deriving personal advantage for a situation or decision Know one's limitations in terms of knowledge and skills when making decisions, giving instructions or acting. Honor commitments, words given, and agreed objectives Maintain confidentiality and privacy of personal information and use it appropriately.

Integrity in relations with others Avoid situations that may affect objectivity or Impartiality of coaching duties Abstain from all behaviors considered to be harassment or inappropriate relations with an athlete Always ensure decisions are taken equitable.

Respect
Ensure that everyone is treated equally, regardless of age, ancestry, color, race, citizenship, ethnic origin, place of origin, language, creed, religion, athletic potential, disability, family status, marital status, gender identity, gender expression, sex, and sexual orientation. Preserve the dignity of each person in interacting with others Respect the principles, rules, and policies in force.

Honoring sport
Strictly observe and ensure observance of all regulations. Aim to compete fairly Maintain dignity in all circumstances and exercise self-control Respect officials and accept their decisions without questioning their integrity.

7 Qualify HEFC Coaches or Staff who do not follow the CS Code of Ethics may have violated the HFC *Code of Conduct with Disciplinary Procedures* and may be subject to sanction under the terms of this document.

Responsibilities
8. Individuals have the following responsibilities:

Dignity
9. Maintain and enhance the dignity and self-esteem of athletes and other Individuals by:
a) Demonstrating respect to individuals regardless of body type, physical characteristics, athletic ability, age, ancestry, color, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, sex and sexual orientation
b) Focusing comments or criticism appropriately and avoiding public criticism of athletes, coaches, officials, organizers, volunteers, employees, or memberships
c) Consistently demonstrating a spirit of sportsmanship, sport leadership, and ethical conduct
d) Acting, when appropriate, to correct or prevent practices that are unjustly discriminatory.
e) Consistently treating individuals fairly and reasonably
f) Ensuring adherence to the rules of sport and the spirit of those rules

Harassment
10. Refrain from any behavior that constitutes **harassment**, where harassment is defined as comment or conduct directed towards an individual or group, which is offensive, abusive, racist, sexist, degrading, or malicious. Types of behavior that constitute harassment include, but are not limited to:
a) Written or verbal abuse, threats, or outbursts
b) The display of visual material which is offensive or which one ought to know is offensive in the circumstances.
c) Unwelcome remarks, jokes, comments, innuendo, or taunts d) Leering or other suggestive or obscene gestures
e) Condescending or patronizing behavior, which is intended to undermine self-esteem, diminish performance or adversely affect working conditions.
f) Practical jokes, which cause awkwardness or embarrassment, endanger a person's safety, or negatively affect performance.
g) Any form of hazing where hazing is defined as "*Any potentially humiliating, degrading, abusive, or dangerous activity expected of a junior-ranking athlete by a more senior teammate, which does not contribute to either athlete's positive development, but is required to be accepted as part of a team, regardless of the junior-ranking athlete's willingness to participate. This includes, but is not limited to, any activity, no matter how traditional or benign, that sets apart or alienates any teammate based on class, number of years on the team, or athletic ability.*"

h) Unwanted physical contact including, but not limited to, touching, petting, pinching, or kissing I) Unwelcome sexual flirtations, advances, requests, or invitations
j) Physical or sexual assault
k) Behaviors such as those described above are not directed towards a specific individual or group but have the same effect of creating a negative or hostile environment.
l) Retaliation or threats of retaliation against an individual who reports harassment to HEFC.

11. Refrain from any behavior that constitutes **sexual harassment**, where sexual harassment is defined as unwelcome sexual comments and sexual advances, requests for sexual favors, or conduct of a sexual nature. Types of behavior that constitute sexual harassment include, but are not limited to:
a) Sexist jokes
b) Display of sexually offensive material
c) Sexually degrading words used to describe a person d) Inquiries or comments about a person's sex life.
e) Unwelcome sexual flirtations, advances, or propositions f) Persistent unwanted contact

Doping and Drug Use
12. Abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods. More specifically, HEFC adopts and adheres to the Canadian Anti-Doping Program. Any infraction under this Program will be considered an infraction of this Code and may be subject to further disciplinary action, and possible sanction, pursuant to the Disciplinary Procedures. HEFC will respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program imposed by any other sport organization.

13. Refrain from associating with any person for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision that has incurred an anti-doping rule violation and is serving a sanction involving a period of ineligibility imposed pursuant to the Canadian Anti-Doping Program and/or the World Anti-Doping Code and recognized by the Canadian Centre for Ethics in Sport (CCES).

Inappropriate Behavior
14. Refrain from the use of power or authority to coerce another person to engage in inappropriate activities.

15. Avoid consuming alcohol in situations where minors are present and take reasonable steps to manage the responsible consumption of alcohol in adult-oriented social situations at sanctioned events.

16. Respect the property of others and not willfully cause damage.

17. Adhere to all federal, provincial, municipal and host country laws.

Athlete Safety
18. Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability, and fitness level of the involved athletes.

19. Prepare athletes systematically and progressively, using appropriate times and monitoring physical and psychological adjustments while refraining from using training methods or techniques that may harm athletes.

20. Avoid compromising the present and future health of athletes by communicating and cooperating with sport medicine professionals in the diagnosis, treatment, and management of athletes' medical and psychological treatments.

Athlete Development

21. Support the coaching staff of a training camp, provincial/territorial team, or national team; should an athlete qualify for participation with one of these programs.

22. Provide athletes (and the parents/guardians of minor athletes) with the information necessary to be involved in the decisions that affect the athlete.

23. Act in the best interest of the athlete's development as a whole person.

24. Respect coaches.

25. Respect athletes playing with other teams and, in dealings with them, not encroach upon topics or actions which are deemed to be within the realm of 'coaching', unless after first receiving approval from the coaches who are responsible for the athletes.

Athlete Protection

26. Self-report any ongoing criminal investigation, conviction, or existing bail conditions, including those for violence, child pornography, or possession, use, or sale of any illegal substance.

27. Under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or performance-enhancing substances and, in the case of minors, alcohol and/or tobacco.

28. Not engage in a sexual relationship with an athlete under 18 years old or an intimate or sexual relationship with an athlete over the age of eighteen if the individual is in a position of power, trust, or authority over the athlete.

29. Recognize the power inherent in the position of coach and respect and promote the rights of all participants in sport. This is accomplished by establishing and following procedures for confidentiality (right to privacy), informed participation, and fair and reasonable treatment. Coaches have a special responsibility to respect and promote the rights of participants who are in a vulnerable or dependent position and less able to protect their own rights.

Disciplinary Procedure – Application

30. The Disciplinary Procedures apply to Individuals' conduct during HEFC-related business, coaching athletes, and events including, but not limited to, competitions, tournaments, games, matches, practices, tryouts, training camps, and travel associated with coaching.

31. This Procedure does not prevent discipline from being applied during a competition or event, according to specific procedures in place for the event.

32. Individuals may also be subject to the disciplinary rules and processes of league association, or district organizations. HEFC will respect decisions made by those bodies.

Reporting a Complaint

33. Any member of the public, including but not limited to parents, athletes, club or organization representatives, coaches, or representatives of the HEFC may report any complaint. Complaints about Registered Staff, Coaches should be submitted to the Academy Administrator, or TD and other

complaints.

should be submitted to the Chief Executive Officer (CEO) of HEFC. The Academy Administrator, TD or CEO, as applicable, will act as an Administrator to receive the complaint, or appoint a designate. Complaints must be made in writing and signed and must be filed within fourteen (14) days of the alleged incident. Anonymous complaints may be accepted at the sole discretion of the Administrator.

34. Complaints that are submitted about a Coach, who is also a committee member, volunteer, or Director of Officer of HEFC, will be addressed by the Academy Administrator or Child welfare officer of HEFC (or designate(s)), working together, to determine how the complaint will be administered.

35. A complainant wishing to file a complaint outside of the fourteen (14) day period must provide a written statement giving reasons for an exemption to this limitation. The decision to accept, or not accept, the complaint outside of the fourteen (14) day period will be at the sole discretion of the Administrator. This decision may not be appealed.

Mediation

36. Before any complaint proceeds to the formal stage, the matter will first be reviewed by the Administrator, with the objective of resolving the dispute informally or with the assistance of a mediator. In cases involving Coaches, or team Manager, the TD (or designate) may seek the assistance of the Chair or members of the parents advisory Committee to help resolve the dispute.

Complaints or disputes that are resolved informally or by means of mediation may not be appealed or subsequently re-submitted as a complaint under these Disciplinary Procedures.

Complaint Administration

37. Should the efforts of the Administrator or any mediator not resolve the dispute, the Administrator will function as Case Manager to oversee management and administration of a complaint submitted in accordance with this Procedure. If the Administrator is unable to serve as Case Manager for reason of lack of neutrality or other conflict, then the Administrator will appoint an independent Case Manager. The Administrator will also have the responsibility of appointing an independent Case Manager if the complaint is complex and, in his or her opinion, is best administered by someone who has experience and specific skills in the management of disciplinary hearings.

38. The Case Manager has an overall responsibility to ensure procedural fairness is always respected, and to implement this Policy in a timely manner. More specifically, the Case Manager has a responsibility to:

a) Determine whether the complaint is frivolous or vexatious, and within the district of this Procedure. If the Case Manager determines whether the complaint is frivolous or vexatious or outside the district of this Procedure, the complaint will be dismissed immediately. The Case Manager's decision to accept or dismiss the complaint may not be appealed.
b) Identify the Parties to the complaint, which may include the complainant.
c) Coordinate all administrative aspects of the complaint.
d) Provide administrative assistance and logistical support to the Tribunal as required.
e) Provide any other service or support that may be necessary to ensure a fair and timely proceeding.

District

39. This Procedure does not prevent an appropriate person having authority from taking immediate, informal, or corrective action in response to behavior that constitutes an infraction. Further sanctions may be applied in accordance with the procedures set out in this Procedure.

40. This procedure does not take precedence over any dispute resolution procedure contained within a contract, employee agreement, or other formal written agreement.

41. Any infractions or complaints occurring within competition will be dealt with by the procedures specific to the competition, if applicable. In such situations, disciplinary sanctions will be for the duration of the competition, training, activity, or event only. Further sanctions may be applied but only after review of the matter in accordance with the procedures set out in this document.

Infractions

42. Infractions consist of single or multiple incidents of failing to achieve expected standards of conduct that may result in harm to others, to Individuals, HEFC, or to the public. Examples of infractions can include, but are not limited to, incidents of:

a) Disrespectful, offensive, abusive, racist, or sexist comments or behavior
b) Disrespectful conduct such as outbursts of anger or argument
c) Non-compliance with, or disregard for, HEFC policies, procedures, rules, or regulations
d) Violations of the *Code of Conduct*
e) Tampering
f) Any incident of hazing g) Physical abuse
h) Behavior that constitutes harassment, sexual harassment, or sexual misconduct

i) Pranks, jokes, or other activities that endanger the safety of others.
j) Conduct that intentionally interferes with a competition or with any athlete's preparation for a competition.
k) Conduct that intentionally damages the image, credibility, or reputation of HEFC.
l) Abusive use of alcohol, provision of alcohol to minors, or use or possession of illicit drugs and narcotics.
m) Any possession or use of banned performance enhancing drugs or methods or condoning such use by others.

Suspension Pending a Hearing

43. The Case Manager may determine that an alleged incident is of such seriousness as to warrant immediate suspension of an Individual pending a hearing and a decision of the Tribunal.

Hearing Procedure

44. The Case Manager will notify the Parties that the complaint is legitimate, and the incident will go to a hearing.
The Case Manager, in consultation with the Academy Administrator (if the case involves a Registered Coach), will then decide the procedure, format and timelines under which the complaint will be heard. This decision is at the sole discretion of the Case Manager and may not be appealed.

45. The Case Manager or the Academy Administrator (in cases involving a Registered Coach) will appoint a Discipline Tribunal, which will consist of a single Adjudicator, to hear the complaint. In extraordinary circumstances, and at the discretion of the Committee, a Tribunal of three people may be appointed to hear the complaint. In this event, one of the Tribunal's members will serve as the Chair.

46. The Tribunal members must be free from conflict of interest and may not include any member of the coaching staff or someone who previously served to review the complaint for purposes of informal resolution or mediation (if applicable).

47. If the Respondent acknowledges the facts of the incident, he or she may waive the hearing, in which case the Tribunal will determine the appropriate disciplinary sanction. The Tribunal may still hold a hearing for the purpose of determining an appropriate sanction.

48. If the Respondent chooses not to participate in the hearing, the hearing will proceed in any event.

49. As determined by the Case Manager, the hearing may involve an oral in-person hearing, an oral hearing by telephone, a hearing based on a review of documentary evidence submitted in advance of the hearing, or a combination of these methods. The hearing will be governed by the procedures that the Case Manager deems appropriate in the circumstances, provided that:

a) The Parties will be given appropriate notice of the day, time, and place of the hearing.

b) Copies of any written documents which the Parties wish to have the Tribunal consider will be provided to all Parties in advance of the hearing.

c) The Parties may be accompanied by a representative, advisor, or legal counsel at their own expense.

d) The Tribunal may request that any other individual, including the complainant, participate and give evidence at the hearing.

e) The Tribunal may allow as evidence at the hearing any oral evidence and document or thing. relevant to the subject matter of the complaint, but may exclude such evidence that is unduly repetitious and will place such weight on the evidence as it deems appropriate.

f) If the Tribunal is made up of three people, the decision will be made by a majority vote.

50. In fulfilling their duties, the Case Manager and the Tribunal may obtain independent advice.

Decision

51. After hearing the matter, the Tribunal will determine whether an infraction has occurred and, if so, the sanctions to be imposed. Within fourteen (14) days of the hearing's conclusion, the Tribunal's written decision, with reasons, will be distributed to all Parties, the Case Manager, and the HEFC. In extraordinary circumstances, the Tribunal may first issue a verbal or summary decision soon after the hearing's conclusion, with the full written.
decision to be issued before the end of the fourteen (14) day period.

Sanctions

52. The Tribunal may apply the following disciplinary sanctions, singularly or in combination:
a) Verbal or written reprimand from HEFC
b) Verbal or written apology
c) Further education, training, or counseling
d) Service or other voluntary contribution to the HEFC
e) Removal of certain privileges for a designated period
f) Suspension from certain competitions, activities, or events
g) Suspension or expulsion from HEFC
h) Fines
i) Payment of the cost of repairs for property damage
j) Any other sanction considered appropriate for the offense.

53. Unless the Tribunal decides otherwise, any disciplinary sanctions will begin immediately. Failure to comply with a sanction as determined by the Tribunal will result in automatic suspension until such time as compliance occurs.

54. Infractions that result in discipline will be recorded and records will be maintained by HFC.

Criminal Convictions

55. An Individual's conviction for any of the following *Criminal Code* offenses will be deemed an infraction and will result in expulsion from HFC:
a) Any child pornography offences
b) Any sexual offences
c) Any offence of physical or psychological violence
d) Any offence of assault
e) Any offence involving trafficking of illegal drugs.

Confidentiality

56. The complaints and discipline process is confidential and involves only the Parties, the Case Manager, the Tribunal, and any independent advisors to the Tribunal. Once initiated and until a decision is released, none of the Parties will disclose confidential information relating to the discipline or complaint to any person not involved in the proceedings.

Timelines
57. If the circumstances of the complaint are such that adhering to the timelines outlined by this Procedure will not allow a timely resolution to the complaint, the Tribunal may direct that these timelines be revised.

Records and Distribution of Decisions
58. Infractions that result in discipline will be recorded and maintained by HEFC and provided, at HEFC discretion, to the HFC Board of directors.

59. National and provincial sport associations with whom the Individual has an affiliation may be advised of any decisions rendered under this Procedure.

60. Decisions are matters of public interest and will be publicly available with the names of the Parties redacted.
Names of Individuals disciplined may be disclosed to the extent necessary to give effect to any sanction imposed.

Appeals Procedure
61. The decision of the Tribunal may be appealed in accordance with HEFC *Appeal Policy*, as applicable.