



**International Game Developers Association**

# Ethics Violation & Harassment Investigation Process

24 January 2022

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## Document Summary

The IGDA is a non-profit, volunteer-based organization whose mission is to support and empower game developers around the world in achieving fulfilling and sustainable careers. To ensure the IGDA and its countless communities are maintained as safe and inclusive spaces, the IGDA has developed this Ethics Violation & Harassment Investigation Process.

This document describes the process by which IGDA will investigate and act on complaints of violations of the Code of Ethics and/or Code of Conduct, with specific attention toward reports of harassment or assault. These complaints may come from Chapters, Special Interest Groups, general members, or non-members; they may reference something that happened at an IGDA event, or actions by an IGDA member, staff, or volunteer at a non-affiliated event or venue. These complaints may also include situations that occur online.

# Table of Contents

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## Ethics Complaints & Investigation Overview

- When & How to Involve the IGDA

- General Principles

  - Treatment of Involved Parties & Information Handling

  - Options Provided to Complainant

  - Incident Response Best Practices

  - Confidentiality & Public Response

  - IGDA Responding Party

## Reporting a Complaint

- Outline of Complaint & Investigation Process

- Ideal Timeline

- Initial Report: Complaint & Documentation

  - Emergency Situations

  - Non-Emergency Situations

    - Complaint by Victim

    - Complaint by Witness

    - Complaint by Hearsay or Uninvolved Individual

- Communicating Next Steps of the Complaint Process

  - Complaints for Documentation Purposes Only

- Ethics Committee Summary Sent to IGDA Board

- Discussion with the Accused

- Convening of IGDA Board

## Appeals & Requests to Reopen an Investigation

- Who May Appeal

- Reasons for Appeal

- Appeals Process

- IGDA Ethics Committee

  - Selection of Ethics Committee Members

  - Ethics Committee Process

## Preparing an Emergency Contact List

- Event Emergency Contact List

## Resources

## Summary of Changes

# Ethics Complaints & Investigation Overview

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All IGDA events, gatherings, and workshops – online and in-person - are safe spaces where people can participate without fear of judgment or harassment. All participants and visitors are expected to treat other participants, visitors, staff and the general public with respect. Under the umbrella of respect, we expect all participants to be mindful of their speech and behaviors both in person and online.

No form of harassment or assault will be tolerated. This prohibition includes, but is not limited to, physical harassment, verbal harassment and any form of sexual assault. The IGDA has adopted a **zero tolerance policy** towards any kind of harassment or violence, and takes complaints about harassment and violations of our Codes of Ethics and Conduct very seriously. For additional information about our Codes, please review the **IGDA Code of Ethics** and the **IGDA Code of Conduct**.

## When & How to Involve the IGDA

IGDA supports a safe and inclusive environment for all members of our community regardless of gender identity/expression, sexual orientation, age, race, ability, ethnicity, language, national origin, or religion. This commitment extends beyond our in-person events and into social media, forums, livestreams and any other digital and physical spaces affiliated with IGDA.

When addressing ethics violations, such as a complaint of harassment, the first priority is to ensure the safety of everyone involved. If anyone's safety is at risk, please seek assistance from event security and/or local authorities immediately. Additionally, after the immediate incident has passed, the **IGDA Harassment Resources page** offers suggested guidance on safety and self-care.

IGDA should be contacted if one or more of the following apply to an incident in violation of IGDA's Code of Ethics/Conduct, such as harassment or assault:

- The incident took place at an IGDA-affiliated space, event, gathering, or workshop (online or in-person);
- The incident was committed by, or upon, an individual affiliated with the IGDA, including: an active IGDA employee, staff member, board member, Chapter/SIG leader, or volunteer.

If you are unsure if one of the above apply, please consider reporting the incident to the relevant event hosts, organizers, or employers, as well as the IGDA. The IGDA may also be contacted if the complainant deems it appropriate that the IGDA be made aware of an incident involving an IGDA member, especially if there is reason to believe that there is risk of further harm to other members of the game development community and of the IGDA.

You may report a violation of IGDA's Code of Ethics/Conduct to [ethics@igda.org](mailto:ethics@igda.org) or the following individuals:

- IGDA Executive Director: [execdir@igda.org](mailto:execdir@igda.org)
- IGDA's Counsel: [counsel@igda.org](mailto:counsel@igda.org)
- IGDA Board Chairperson: [chair@igda.org](mailto:chair@igda.org)

You may also use the IGDA's streamlined **reporting form** to provide a written account of your complaint, which will be reviewed by the individuals listed above.

## General Principles

The most important consideration in any investigation, such as one involving harassment, is providing a safe, welcoming environment, in both physical and virtual spaces, for all members of the IGDA community. When acting upon a complaint, protecting the safety of the IGDA community is the paramount goal. Accordingly, anyone involved with the investigation of a complaint received by the IGDA should adhere to the following:

### Treatment of Involved Parties & Information Handling

- Treat everyone involved in the process with respect.
- Protect the identity of the person(s) making the complaint, to the extent legally permissible to do so.
- Never share details of the people involved or of the incident without specific permission from the individuals involved. Ask for permission to share information as needed throughout the process.

### Options Provided to Complainant

- Assume that the person making the complaint would prefer to pursue it, but be sure to confirm this assumption. Explain that an investigation may still occur but not contact the accused, and it is possible that no conclusion will be reached or course of action will be taken.
- When speaking with the person making the complaint, do not overtly invite them to withdraw the complaint or mention that withdrawal is OK: this suggests that you *want* them to do so, and is therefore coercive.
- "If you're OK with it [pursuing the complaint]" suggests that you are by default pursuing it and is not coercive.
- Do not ask for the person who is making the complaint for their advice on how to deal with the complaint, or offer the person making the complaint input into penalties; this is the responsibility of the organization's leadership.

### Incident Response Best Practices

- Do not ask for, or encourage, an apology from the person accused or any interaction between the people involved in the situation. Understand and respect that the complainant may feel most comfortable avoiding any future interaction with the other person(s) involved.
- Ask for help if you encounter a difficult situation. If a member of an IGDA Chapter or SIG, or guest at your event, complains about an ethics violation such as harassment or assault, the worst possible response is to ignore the complaint. If you are not comfortable responding to the complaint, it is acceptable to find someone you feel is well-suited to handle the situation, beginning with the escalation list further in the document.

## Confidentiality & Public Response

- Protecting the confidentiality of the people involved is of utmost importance. When responding to inquiries by the press, volunteers, or media, Staff and Board members should not provide any details beyond the agreed-upon message approved by the Board and Counsel.
- A fast, fair response is necessary to protect the safety of the community, particularly in response to a complaint at an event that is ongoing. Staff and Board members should treat the issue as an emergency, and work together to facilitate resolution as quickly as possible.

## IGDA Responding Party

- When a complaint is made, the person responding to the complaint should ask the person if they are comfortable speaking with them, then offer, if necessary, to find someone with whom the complainant would be more comfortable.
- When possible, the person speaking with the person making the complaint should be of the same gender, or, if the harassment was triggered by another prejudice (such as race, ethnicity, religion, or sexual preference), be a member of the targeted group.

# Reporting a Complaint

When an individual witnesses or experiences a violation of IGDA’s ethics and conduct policies, such as witnessing the harassment of an individual or experiencing harassment within an IGDA-affiliated space, we encourage the individual to report the violation at their earliest opportunity.

## Outline of Complaint & Investigation Process

Below is a high-level outline of the steps in the ethics investigation process when the IGDA receives a report of harassment, violence, or other ethics-related grievances, followed by a detailed process overview. This outline is provided as a quick reference and does not serve as a substitute for the detailed process described in the next section.

Complaints of ethics violations may fall into one of three categories:

- Emergency situations;
- Non-emergency situations with the complainant requesting a full-investigation; or
- Non-emergency situations with the complainant requesting that the IGDA only document and record the complaint, but not investigate or determine disciplinary action.

<u>Emergency Situation</u>	<u>Non-Emergency Investigation Requested</u>	<u>Non-Emergency Documentation Requested</u>
<ul style="list-style-type: none"> <li>● Initial Report (likely to law enforcement or event security)</li> <li>● Triage &amp; Escalation</li> <li>● Ensuring Complainant’s Safety</li> <li>● Documentation</li> <li>● Preliminary investigation of complaint (interviews with Complainant)</li> <li>● Conversation with the Accused</li> <li>● Internal Meeting with Board &amp; General Counsel</li> <li>● Conclusions of Report &amp; Determination of Action</li> <li>● Communication to Parties</li> <li>● (Appeal or Re-Open Investigation)</li> </ul>	<ul style="list-style-type: none"> <li>● Initial Report</li> <li>● Documentation</li> <li>● Preliminary investigation of complaint (interviews with Complainant and witnesses)                             <ul style="list-style-type: none"> <li>○ Timeline provided</li> </ul> </li> <li>● Summary of Reported Violation Sent to Board of Directors</li> <li>● De-identified summary of violation sent to Accused</li> <li>● Interview with Accused and witnesses</li> <li>● Additional Documentation reviewed (if applicable)</li> <li>● Ethics Committee convenes</li> <li>● Conclusions of Report &amp; Determination of Action</li> <li>● Communication to Parties of Determination</li> <li>● Closure of Investigation</li> <li>● (Appeal or Re-open Investigation)</li> </ul>	<ul style="list-style-type: none"> <li>● Initial Report</li> <li>● Documentation</li> <li>● Preliminary investigation of complaint (interviews with Complainant and witnesses)</li> <li>● Summary of Reported Violation sent to General Counsel for record</li> <li>● Closure of Complaint, with documentation recorded</li> <li>● (Re-open Investigation)</li> </ul>

## Anticipated Timeline

For emergency situations, the timeline will depend significantly on the circumstances, and will be communicated during that time.

For non-emergency situations, the IGDA will work diligently with the complainant to ensure a timely process. Below is an anticipated timeline that the IGDA anticipates. Many factors may impact this proposed timeline, including holidays across the globe, individuals taking time away from work, difficulty in receiving requested information from parties involved, and so on. The EC Committee will communicate anticipated and unexpected delays to the complainant(s) in a timely manner, with a revised timeline for the next step.

ANTICIPATED TIMELINE	ETHICS COMMITTEE ACTION
Day 1	Date of Initial Report
Day 14	Response to Complainant; Request for additional information or coordination of interviews (if applicable); Next steps communicated to Complainant
Day 25	Report summary submitted to IGDA Board (de-identified version) & IGDA Counsel; Report summary (de-identified version) submitted to the accused for response
Day 35	Response received from the accused; Coordination of discussion/interview with the accused and additional witnesses; Review of additional documentation or information
Day 45	Final fact-finding and gathering of information; Completion of any additional interviews needed
Day 50	Ethics Committee creates final summary and presents it to IGDA Board
Day 65	Meeting of IGDA Board, Ethics Committee, and other pertinent parties (IGDA Staff) to determine conclusion of investigation and decide on a course of action (if any)
Day 70	Communication of decision to the accused (detailed reasoning); Communication of decision to the complainant (brief summary); Communication to other necessary parties with minimal details to protect confidentiality.

## Initial Report: Complaint & Documentation

When a complaint is reported by an individual, the complaint should be escalated immediately to the following people, as described:

1. Event enforcement and/or law enforcement, if someone's personal safety is immediately at risk.
2. IGDA Executive Director (ED): [execdir@igda.org](mailto:execdir@igda.org)
  - a. If the complaint is about the ED, or otherwise involves someone where their objectivity may be questioned, the person receiving the complaint should immediately bring the complaint to the attention of IGDA Counsel and Chair of the Board of Directors.

3. The ED (or designated responder) will be responsible for informing the following people as quickly as is reasonable:
  - a. IGDA Counsel
  - b. IGDA Board of Directors and Ethics Committee
  - c. External Partners and/or Event Managers if the incident occurred at a non-IGDA function
  - d. Other people or organizations as needed (on a strict need-to-know basis determined)
4. When informing other parties, permission must always be sought to share names, contact information, or other personally-identifiable information.

## Emergency Situations

If an IGDA Volunteer, Staff Member, or Board Member receives a complaint of an emergency situation, the person receiving the complaint should escalate to the designated response team as detailed above, and assess the situation for any immediate action required. The specific steps in the Complaint Investigation/Resolution Process are detailed below.

An emergency situation requires immediate intervention for the protection of an individual(s). Feeling unsafe and in imminent danger is an example of an emergency situation. If the complaint is about an incident in progress, act immediately to stop the ethics violation (e.g., the harassment or assault).

1. **Call event enforcement or law enforcement if needed to ensure everyone's safety.**
2. Do not attempt to physically intervene if it would put your personal safety at risk.
3. When the immediate incident has been resolved, support the safety of the victim.
  - a. Offer the victim a private place to remain and decompress.
  - b. Ask the victim if there is a trusted friend or companion they would like to be with them, and send someone else to find this person.
  - c. Ask "how can I help?"
  - d. Do not leave the victim alone; attending to the needs of the victim is more important than taking any action against the person making the assault.
  - e. If law enforcement has not yet been contacted, ask the victim if they would like to involve law enforcement.
    - i. If the victim would like to notify law enforcement, contact the local emergency number (if there is an immediate threat to someone's safety) or local police department.
    - ii. If the victim does not immediately want to involve law enforcement, provide them with a list of relevant contacts (event organizer, ED, law enforcement) and let them know that you are available to help with reporting the incident to law enforcement.
4. As soon as is practical, document the incident with as many details as possible, including:



- a. The victim's information (name, number, email, etc.)
- b. Identifying information (name/badge number) of the individual accused of doing the harassing
- c. The behavior that was in violation of IGDA Codes of Ethics and Conduct
- d. The approximate time of the behavior (if different than the time the report was made)
- e. The circumstances surrounding the incident
- f. Key people involved in the incident, including witnesses, event staff, etc.

## Non-Emergency Situations

Non-emergency situations **may still be considered urgent and significant**, but do not involve violations that require immediate intervention of anticipated or imminent danger. Non-emergency complaints typically relate to events that occurred in the past, or patterns of person's behavior that have escalated and have violated IGDA's Code of Ethics/Conduct. For non-emergency situations, complaints may be reported using [this form](#).

### Complaint by Victim

If a non-emergency complaint is received about an incident that happened to the person making the complaint, ask for them to provide a written account (preferable) or verbal account of exactly what happened. Because timeliness is important, the individual making the complaint should provide a written or verbal account as soon as possible. If the individual making the complaint prefers to give a verbal report, the interview should be held in a quiet, private place if at all possible. The person receiving the complaint should take extensive notes, as detailed below.

1. Thank the complainant for reporting the incident. Assure the person making the complaint that IGDA takes these incidents very seriously, that we will begin investigating the incident, and our first priority is protecting the person making the complaint and protecting the game developer community.
2. If the following information is not included in the report of the incident, ask for these details, but do not pressure the person making the complaint.
  - a. Identifying information (name/badge number) of the participant doing the harassing
  - b. The behavior that was in violation
  - c. The approximate time of the behavior (if different than the time the report was made)
  - d. The circumstances surrounding the incident
  - e. Other people involved in the incident
3. Ask them if there are other people we should speak with, and if so, if they would be comfortable introducing those people or if they would prefer we reach out to them separately.
4. Confirm that we will respect their privacy and not share any personal information without their permission or a subpoena or governmental order requiring disclosure.
5. If appropriate, ask if IGDA can share their account of the incident with other relevant groups (e. g. event staff, etc.) Assure them that IGDA will not share any information without their permission.

## **Complaint by Witness**

If the complaint is about an incident the person making the complaint witnessed, ask for them to provide a written account (preferable) or verbal account of exactly what happened. Because timeliness is important, the person making the complaint should provide a written or verbal account as soon as possible.

If the person making the complaint prefers to give a verbal report, the interview should be held in a quiet, private place if at all possible. The person receiving the complaint should take extensive notes, as detailed below.

1. Thank them for reporting the incident. Assure the person making the complaint that IGDA takes these incidents very seriously, that we will begin investigating the incident, and our first priority is protecting the person making the complaint and protecting the game developer community.
2. If the following information is not included in the report of the incident, ask for these details, but do not pressure the person making the complaint.
  - a. Identifying information (name/badge number) of the participant doing the harassing
  - b. The behavior that was in violation
  - c. The approximate time of the behavior (if different than the time the report was made)
  - d. The circumstances surrounding the incident
  - e. Other people involved in the incident
3. Ask them if there are other people we should speak with, and if so, if they would be comfortable introducing those people or if they would prefer we reach out to them separately.
4. Confirm that we will respect their privacy and not share any personal information without their permission.
5. If appropriate, ask if IGDA can share their account of the incident with other relevant groups (e.g. event staff, etc.) Assure them that IGDA will not share any information without their permission.

## **Complaint by Hearsay or Uninvolved Individual**

If the complaint is about an incident the person heard about second hand, or is anonymous, thank the person reporting it, assure them that the IGDA takes any ethics violation complaint, such as harassment, very seriously but that we need to speak to the victim or a witness, and ask them if they are comfortable encouraging the person who experienced the violation or harassment to come forward. Assure them that IGDA will take every measure possible to protect the person's privacy and identity.

## **Communicating Next Steps of the Complaint Process**

After receiving the complaint, the Ethics Committee handling the complaint should provide an overview of the investigation process to the complainant(s), and should provide updates to them periodically throughout the process, taking care to not share any confidential information. At minimum, the complainant should be updated every 2 weeks with an initial response.

## Complaints for Documentation Purposes Only

If a complainant only wishes to report an alleged violation of the Code of Ethics/Conduct for documentation purposes only, then the Ethics Committee will save the report for documentation purposes, but will not initiate an investigation. The Ethics Committee shall send a summary of the complaint to the IGDA Counsel under client privilege. At that time, the complaint will be recorded and closed unless re-opened at a later time.

## Ethics Committee Summary Sent to IGDA Board

The Ethics Committee should collate all information provided, remove identifying information and share a comprehensive written report with the Board, Counsel, and Staff so that the Board can respond to a pattern (if it exists) instead of an individual incident.

There should be an additional version of the report, which includes names, contact information, and other identifying information, which should be shared with IGDA Counsel under client privilege, and transmitted in a secure way.

## Discussion with the Accused

The person being accused should be given a brief description of the complaint, **with identifying information removed**, and asked if they would like to respond in a discussion or in writing.

1. In the notification of the complaint, the person being accused should be asked to keep all information confidential, out of respect for the privacy of the individuals involved.
2. The person being accused should be given a reasonable amount of time to respond, while also considering that timely resolution of the complaint is imperative. Unless there are extenuating circumstances (such as illness, holidays, or international travel), 10 days is a sufficient amount of time to respond to the complaint.
3. If the response to the complaint happens verbally, at least two members of the Designated Response Team should listen to the verbal response.
  - a. If possible, the people listening to the response should include a member of the same gender; if the person(s) involved are of different cultures or nationalities, the Designated Response Team should include international representation if possible.
  - b. If the accused person claims that “cultural differences” caused the problem, the Designated Response Team may approach a third party, of the same culture as the accused person, for feedback. However, the incident must only be referred to in a very general (or hypothetical) way, and no identifying information about anyone involved may be shared.
4. If the accused person provides witnesses, they should be contacted immediately, and should be given a reasonable amount of time to provide any relevant information they have.

## Convening of IGDA Board

A meeting should be convened with the IGDA Board and other people as needed (which may include the person(s) who received and processed the initial complaint, IGDA Staff, and IGDA Counsel), as soon as possible after the information is shared with the Board and with the person being accused, to discuss next steps.

Specific topics to be addressed should include:

1. A report of what happened.
2. The response, if any, of the person(s) being accused.
3. Potential penalties and recommended course of action based on the following considerations:
  - a. a pattern of behavior, if it exists;
  - b. the severity of the incident;
  - c. the accused person's response and acknowledgement of wrongdoing; and, most importantly,
  - d. the safety of the IGDA community.
4. Potential penalties include, but are not limited to:
  - a. A formal written warning about the behavior;
  - b. Requiring that the accused individual avoid any interaction with the person(s) making the complaint;
  - c. Not allowing the accused individual to make additional talks at an event, or at future events;
  - d. Requiring that the accused individual leave the event immediately;
  - e. Immediately ending any volunteer responsibilities and privileges the accused individual holds, such as Chapter/SIG leadership positions;
  - f. A ban on volunteering with the IGDA in any capacity;
  - g. Expulsion from the IGDA
    - i. The **IGDA bylaws** (Article III, Section 6) give the Board the ability to remove someone from membership if that person has "demonstrated a lack of integrity or unethical behavior, as determined by the Board of Directors (e.g., violating the IGDA's Code of Ethics)".
  - h. A ban on participation in IGDA activities, events, or communities
5. If the incident occurred while the person was acting in a formal or official capacity for their employer, the IGDA may choose to provide information on their investigation, and their decisions, with the permission of the person(s) making the complaint to the accused's employer.

6. If the incident happened at a non-IGDA event, the IGDA may choose to provide information on their investigation, and their decisions, with the permission of the person(s) making the complaint to the host organization.
7. After the discussion of the Board, and the selection of a course of action, if any, Board or Staff should communicate the outcome of the discussion as quickly as possible.
  - a. Communication to person accused should come from the Chair or Executive Director, and include Counsel at their discretion, and should outline the decision of the Board.
  - b. Communication to person(s) making complaint(s) should come from the Chair or Executive Director, and provide a brief description of the decision of the Board.
  - c. Communication to other stakeholders (may include event staff, other organizations, Chapter leaders, SIG leaders) should come as needed based on the details of the complaint as well as the decision of the Board.

At the next formal meeting, Staff should be prepared to provide an update to Board members as needed. Counsel should retain records of the investigation and outcome.

## Appeals & Requests to Reopen an Investigation

After the Ethics Committee and IGDA Board have determined the outcome of an investigation and decided on a course of action, it is understandable that individuals with a stake in the matter may wish to appeal the decision, and re-open an investigation. This may be true if new information emerges that was not previously available or included in a prior investigation.

Appeals and requests to re-open the investigation must be carefully considered by the IGDA Ethics Committee, and should consider the status of the individual requesting the appeal/re-open, the reason for the request, and the time of the request.

### Who May Appeal

For the IGDA to consider re-opening an investigation, an individual must request the investigation be reopened or must appeal the conclusion of an investigation. The IGDA will consider requests to re-open an investigation from the following individuals:

- The original complainant(s)
- The accused
- The Executive Director, the IGDA Board Chairperson, or the EC Chairperson

### Reasons for Appeal

The IGDA may consider a request for an appeal based on a requester's legitimate and justified reason. A justified reason must include at least one of the following, along with supporting evidence:

- New and compelling evidence that was not considered in the original investigation, and that may change the outcome and/or penalties of the accused.
  - Requests for reopening an investigation or appealing a decision based on new information may be submitted at any time.
- Concerns regarding bias in any aspect of the investigation, substantiated by supporting evidence.
  - Requests for reopening an investigation or appealing a decision based on concerns of bias must be submitted within 60 days after the investigation concluded and a determination of action was communicated to the parties involved.
  - After 60 days, requests for appeal due to concerns of bias will be declined unless new information emerges that may have impacted the outcome of the investigation.

## Appeals Process

To submit an appeal, you must provide the following documentation:

- Statement of appeal that clearly indicates the reason for the appeal (listed above) and explains why this information is being brought up now
  - For example: If new evidence emerged, why was this evidence not provided previously?
- Substantiating evidence to support the reason for appeal

You may submit a statement of appeal directly to [ethics@igda.org](mailto:ethics@igda.org), or individually to the Executive Director, Board Chairperson, and/or IGDA's Counsel.

## IGDA Ethics Committee

The IGDA Board will appoint individuals to an Ethics Committee (EC) that will oversee complaints submitted to the IGDA regarding ethics and conduct violations. The EC will handle ethics-related complaints from open to close, including the investigation of reports, collection and documentation of information gathered, as well as preparing ethics investigation reports to the Board of Directors for consideration of appropriate actions needed to resolve the complaint.

### Selection of Ethics Committee Members

The selection process of EC members will be based on multiple factors:

- **Impartiality:** The members of the EC shall remain impartial and should have the ability to investigate reports without bias. Members of the EC shall recuse themselves of any investigations wherein the EC members share a personal relationship (beyond industry acquaintanceship) with the complainant or the accused. An EC member should also recuse themselves from an investigation in which they have a personal stake in the outcome.

- **Diversity:** The collective composition of the EC should represent diverse backgrounds, considering the IGDA's global reach and the vast cultural differences under which our international organization operates. Accordingly, diversity should remain a priority when selecting members to join the EC.
- **Flexibility:** EC members should be flexible and available to volunteer additional hours in extreme cases or if multiple reports are submitted to the IGDA simultaneously.
- **Communication & Interpersonal Skills:** The members of the EC should have strong communication skills (written and oral), and solid interpersonal skills that support them in building rapport with involved parties while remaining (and being perceived as) neutral. EC members should also have appropriate temperaments to conduct interviews, along with excellent listening skills and critical/analytical thinking skills for investigation.

## Ethics Committee Process

The IGDA Board shall appoint a Board representative among its members that will work closely with the Executive Director and IGDA Board Chairperson (or other appropriate parties at IGDA HQ) throughout the investigation process. This individual shall serve as the Ethics Committee Chairperson, and will lead the activities of the EC.

1. The EC shall comprise 3-7 members, selected in collaboration between the EC Chairperson and the Board.
  - a. The EC Chair and IGDA Board may appoint additional advisers to join the EC in handling a specific investigation to support their investigation (e.g., investigating and identifying specific cultural or regional contexts that should be considered in the investigation and handling of the complaint).
2. The EC must respond to initial reports of misconduct within 2 weeks from the date of receiving the report by the Executive Director and/or IGDA Board Chairperson.
  - a. Responses by the EC should include a timeline and plan of contacting the parties involved for additional information/interviews.
3. The EC shall conduct a timely investigation and gather additional information by following the Reporting Process in the following sections.
  - a. Investigations may include contacting involved parties individually and allowing for the submission of relevant documents and materials to supplement interviews and witness statements.
  - b. The EC may consider external materials involving the matter (e.g., court documents). However, the committee's investigation is independent of any decision made by a court of law or third-party investigation.

Confidentiality is of the utmost importance during investigations to ensure protection of reporters/victims of grievances. Therefore, IGDA HQ (including the Board, the EC, and Staff) shall refrain from discussing anything related to a reported incident outside of those involved in the investigation process.

## Preparing an Emergency Contact List

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When preparing to host an event of any kind, Staff should prepare the Emergency Contact List described below, and share it with all event volunteers.

### Event Emergency Contact List

Contact Person	Email	Phone (add country code)
IGDA ED	execdir@igda.org	
IGDA Counsel	counsel@igda.org	
IGDA Chair	chair@igda.org	
Event Management		
Event Enforcement		
Local Emergency Services		
Crisis Hotline for Mental Health		
Crisis Hotline for Sexual Assault		
Crisis Hotline for Physical Violence		
<b>Designated staff member to assist attendees/participants/volunteers in difficult situations</b>		
Name 1		
Name 2		
Name 3		

## Resources

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The IGDA has provided several resources for the game developer community on our website. Please visit: <https://igda.org/resourcelibrary/harassment/>



## Summary of Changes

In September 2021 during our IGDA Quarterly Chapter/SIG Leaders meeting, we received feedback from our members and leaders requesting that the IGDA Board and Staff review and revise the organization's current ethics and conduct-related policies and processes. Since then, the IGDA has prioritized a community effort in reviewing the current Code of Ethics, Code of Conduct, and Ethics Investigation Process and commenting with requested changes and considerations.

In November 2021, IGDA HQ invited the IGDA Leadership to comment on existing policies and procedures by sharing links to the IGDA Code of Ethics, Code of Conduct, and Harassment Investigation Process. We also held a virtual open forum where IGDA HQ & community leaders discussed the most recent updates to the new structure and outline of the IGDA's Ethics Committee to handle complaints. During the forum, IGDA HQ heard from community leaders about requested changes, and IGDA provided responses for consideration during the conversations. Meeting notes from the forum are available [here](#).

Since November, the IGDA Board and Staff have worked diligently in discussing and revising the ethics policies. The bulk of the edits have been to the Investigation Process. The following points summarize significant changes proposed to the board for approval.

- Code of Ethics changes: We provided clearer articulation of the code and its application to individuals and leaders within IGDA.
  - We created a new ethics section, Principles for IGDA Volunteers and Leaders to outline even higher standards of expectations from our volunteers.
  - We added “engaging respectfully with other people” to emphasize expectations of respect for people, as requested by a commenter.
  - We reformatted for easier scannability and review.
- Code of Conduct changes: We did not change much because there were only two minor comments on the document.
  - We added a link to the Ethics Policy & Investigation Process.
  - We added this paragraph: *Misbehavior and violations of code of conduct include, but are not limited to: offensive verbal comments related to gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion, technology choices; sexual images in public spaces; deliberate intimidation; stalking; following; harassing photography or recording; sustained disruption of talks or other events; unwelcome physical contact; and unwelcome sexual attention.*
- Ethics Violations & Harassment Investigation Process: We provided clearer investigation protocols and timelines.
  - We added the creation of an Ethics Committee (EC) made up of 3-7 impartial individuals that will handle all aspects of the investigation of ethics complaints including: reviewing initial report, initiating collection and documentation of information gathered, and preparing ethics

investigation reports to the Board of Directors and Counsel for consideration of appropriate actions needed to resolve the complaint. The ethics review committee initially discussed the creation and composition of the Ethics Committee at the open forum, and the policy has been developed for this document.

- We clarified that the investigation process exists for all violations to our Code of Ethics/Conduct, although harassment is used as a primary example.
  - We provided a bullet-point overview of the main steps in an investigation, depending on the circumstances (emergency vs. non-emergency situation).
  - We provided a clear anticipated timeline for the investigation (the IGDA will act swiftly, but we acknowledge that unanticipated delays may emerge).
  - We expanded upon steps in the process and reorganized content for greater clarity.
  - We created a streamlined **reporting form** for individuals wishing to provide a written account of their complaint.
- Clearer option for individuals to report an ethics violation (e.g., harassment) for documentation purposes only.
    - We re-emphasized that reporting may be for record-purposes only, if the complainant desired.
    - We created an overview of the report-only process.