



Code of Conduct E.S.T. Fellenoord

April 2025

1. Introduction

Every member of E.S.T. Fellenoord has the right to fair treatment and a safe environment during and around association activities. This code of conduct outlines the behavioral rules we all ought to follow, your rights, and whom you can contact when you feel these rights have been or are being violated. It complements the ESSF code of conduct, and all members are bound by this code of conduct from E.S.T. Fellenoord.

1. This code of conduct must be adhered to by everyone who is part of E.S.T. Fellenoord.
 - a. This includes all members, volunteers, opponents, trainers, spectators, and third parties.
 - b. It also applies to individuals present in the pavilion or on the grounds when Fellenoord members are responsible. It also applies to individuals present at an activity organized by Fellenoord at an external location.
 - c. This extends beyond just physical gatherings; the code of conduct also applies to members when they are in contact with Fellenoord online (such as messages on the Fellenoord website, WhatsApp groups, or on social media where the name and/or logo of Fellenoord is used).
2. All members, including trainers and volunteers, must be familiar with the behavioral rules. Fellenoord is collectively responsible for disseminating the rules.
 - a. Since the 2024/2025 season, this document has been approved at the General Members Meeting (GMM) at April 29th, 2025. From that moment, new members must agree to the code of conduct upon registration.
3. The board and trainers have significant responsibilities and serve as role models, but everyone within the association must adhere to the agreements laid out in this document and play an active role in enforcing them.
 - a. The board is authorized to take measures; see section 4.3.
4. If you have any questions or disagree with this code of conduct, you can contact the board. Contact information can be found on the website fellenoord.nl



2. Behavioral Rules

1. Undesirable, unsafe¹, or illegal behavior as outlined below, but not limited to this list, will not be tolerated, and the board is authorized to take appropriate measures, see section 4.3.
 - a. Undesirable behavior is any form of action and/or omission that aims and/or results in the dignity and/or safety of one or more individuals being compromised.
 - b. Examples of undesirable behavior include, among others:
 - i. (Sexual) intimidation, both verbal and non-verbal, including the distribution or possession of (sexual) material involving those affected.
 - ii. Aggression, violence, and intimidation, both verbal and physical.
 - iii. Bullying
 - iv. Abuse of power, both by organizations and individuals.
 - v. Discrimination.
 - vi. Loud behavior and vandalism, with or without damage.
 - vii. Unreasonable and/or repeated use of jokes toward people based on gender, identity, culture, or disability.
 - viii. Excessive alcohol consumption.
 - ix. Use or possession of drugs.
 - x. Smoking, when it is prohibited at that location (for example, smoking is prohibited on the Fellenoord grounds).
2. As a general rule: discrimination of any kind is not permitted, including but not limited to discrimination based on origin, sex, gender, religion, language, age, political belief, nationality, sexual orientation, and (mental) disabilities.
 - a. In sports, differentiation based on physical capabilities may be necessary when someone reasonably cannot participate in the activity.
 - b. For non-sport events, differentiation based on physical capabilities is not permitted.
3. Organizers are responsible for ensuring that all activities they organize comply with the following rules and are accessible to all individuals, where possible.
 - a. Organizers include all Fellenoord members who organize something; including committees, trainers, and the board.
 - b. This applies to all Fellenoord events organized by members of E.S.T. Fellenoord.
 - c. All events must be accessible at least to those who speak Dutch and/or English, as the official languages of the TU/e.
 - d. When an activity includes the use of alcohol by the organization, a non-alcoholic alternative must be provided upon request. In addition, there should be no group pressure on participants to consume alcoholic beverages.
 - e. When an activity includes food provided by the organization, allergies and specific dietary choices of participants must be taken into account by offering/allowing alternatives.
 - f. Organizers must ask attendees in advance whether there are any special restrictions when preparing their events. Organizers cannot be held responsible for not providing/allowing special accommodations when no response has been received.

¹ Unsafe is defined as causing more risk, injury, or damage than is acceptable in the current situation.



3. Submitting Complaints

3.1 Confidential Contact Persons / Anonymous

Confidential contact persons offer support, handle matters confidentially, and can advise on potential next steps. Every member of E.S.T. Fellenoord has the right to contact one of the confidential contact persons.

Confidential contact persons report anonymously to the board annually on the number of conversations held and on general trends, developments, and potential risks within the association and, where possible, suggest improvements. The confidential contact person serves as a neutral party and is not involved in further procedures/follow-ups following a report.

Details and contact information for the confidential contact persons of E.S.T. Fellenoord can be found [here](#). Additionally, any member can report the complaint to a contact person of the ESSF or the SSCE.

3.2 Direct Complaint to the Board / Not Anonymous

Every member has the right to report complaints/violations to the board of E.S.T. Fellenoord via <https://fellenoord.nl/nl/contact/complaint>. Complaints submitted via the form are not anonymous to the board; all complaints are forwarded to the board via bestuur@fellenoord.nl. One may also email a specific board member directly via their personal email address. Complaints received by the board are not made public to the association. The privacy of the parties involved is respected.

4 Procedure and Measures upon Reporting

4.1 Complaints Committee

A report is handled by the board. If the board/a board member is too involved in the matter, a complaints committee will be appointed excluding board members. Initially, the Advisory Council (RvA), a committee within the association, will be involved in this committee. In addition, someone from the ESSF board, the SSC, or the TU/e will be involved if there is a possible legal offense or if this is deemed necessary.

4.2 Procedure of the Complaints Committee

The steps described below serve as a guideline for the complaints committee in handling complaints.

The complaints committee will discuss the complaint using a hearing process. The committee will jointly decide whether and which witnesses and other parties will be heard in addition to the complainant and the accused. The goal of the committee is to determine whether the complaint is legitimate.

If the committee determines that it is sufficiently clear that the complaint is legitimate, it will decide on the appropriate measures to be taken. This decision will indicate whether a measure is imposed and, if so, which specific measure(s), along with the rationale. The decision will be communicated in writing to the accused and the complainant within fourteen days after all involved parties have been heard.

4.3 Possible Measures

Possible measures for violations of this code of conduct include but are not limited to warnings, fines, temporary alcohol bans during Fellenoord activities, temporary or permanent exclusion from training sessions, matches, or other activities, and temporary or permanent suspension of association membership. These may be imposed by the board or the complaints committee if necessary.



4.4 Objections

Up to 28 days after the communication of imposed measures, the respective member has the opportunity to file an objection. If applicable, the following procedure will be followed: the member may file a written objection with the board or complaint committee. The case will then be discussed at the next General Members Meeting (GMM), and a vote will be held on the imposed measures. The result of this vote is binding and will be considered final.

If the member believes that the next regular GMM is too far away, the member may at any time request an emergency GMM in writing from the board, in accordance with the procedure described in Article 14, paragraph 4 of the statutes.

5 Responsibilities of Board Members of E.S.T. Fellenoord

Board members of E.S.T. Fellenoord are responsible for adhering to this code of conduct and ensuring that it is implemented and followed within the association. In addition, the board has a reporting obligation to NOC*NSF in cases or suspicions of sexual intimidation. They are also responsible for transparency in their actions where possible, careful handling of confidential information, the appointment of a confidential contact person, and active communication of the code of conduct through their main communication channels. Additionally, board members can be held accountable by the members at a General Members Meeting.