To make a complaint:

Submit your complaint (anonymously or not) to the following email:
techworkersldn@protonmail.com.

You may also choose to notify the accountability reps of your submission.

Code of Conduct

1. London Tech Workers Coalition Mission Statement

We are a coalition of workers, labour organisers, community organisers, and friends in and around the tech industry. We organise for activism, civic engagement, direct action, and education around the world. We work in solidarity with existing movements towards social justice, workers' rights, and economic inclusion. We exist to organise, educate, and build solidarity between tech workers, labour organisers and activists in order to improve the conditions of all workers. Our vision is to utilise tech worker power, to raise class consciousness for the end of tech-enabled oppression and exploitation of all workers.

2. What is this document for?

This code of conduct outlines our expectations for all those who participate in our community, as well as the consequences for unacceptable behaviour.

This code of conduct and its related procedures also extend to unacceptable behaviour occurring outside the scope of community activities when such behaviour has the potential to adversely affect the safety and well-being of community members.

3. Who is this for?

The code of conduct applies to:

- Members of the London TWC
- Partners and collaborators
- Guests

4. Where does this apply?

The following is not an exhaustive list of where the Code of Conduct applies, but intended for guidance.

- Meetings (virtual or in-person)
- Slack discussion channels
- Social media (e.g. posts, comments)
- TWC events
- One-on-one interactions between TWC members / partners & collaborators / guests, or interactions pertaining to community business

It's expected that members of TWC behave in ways that uphold our values inside and outside contexts associated with TWC.

5. Expected Behavior

- Listen and contribute authentically.
- Be respectful.
- Act in good faith and assume good intentions from fellow members.
- Receive and give feedback constructively and thoughtfully.
- Practice good consent culture. Ask if you can engage with people and refrain from touching others without their permission.
- Use the Slack effectively. Take advantage of channels and direct messages to make your posts and Slack in general useful and relevant for everyone.
- Be cognisant of what you share. For sensitive discussions we recommend private channels, direct messages, or smaller in person meetings.
- Be aware of conflicting interests. If you have responsibility for hiring, firing, raises or performance reviews in your workplace, consider removing yourself from the Slack discussion server or forgoing meetings as your presence might deter others from organising, or put them at risk of victimisation.
- Be mindful in the community. Alert accountability reps or steering committee members if you notice a dangerous situation, someone in distress, or violations of this Code of Conduct.
- Respect boundaries: someone (particularly those from minoritised groups) might have to clearly communicate you are crossing boundaries. Even if this comes as a surprise, general guidelines for respecting these are:
  - **Focus on *respect*.** Remember that everyone has thoughts, feelings, plans, dreams and hopes; that everyone wants to be heard and accepted as they are.

- ○ **Listen fully.** Don't interrupt, or focus on your response. Make a space for the other person to express themselves fully.
  - ○ **Listen for verbal cues.** Some verbal cues may be obvious. Others may be subtle, such as "changing the subject in the midst of a conversation to something less emotionally vulnerable."
  - ○ **Pay attention to body language.** If someone has their arms folded while they're talking to you, they might not be open to what you're saying. If someone is stepping back every few minutes, you might be standing too close and invading their personal space.
- ● Community Guidelines / Guidelines for Discussions:
  - ○ **Share the mic:** Be mindful of how much you are speaking and for how long you are speaking. Share the conversational space.
  - ○ **Use "I" statements:** Speak from the vantage point of your personal experiences. Phrase personal opinions and perspectives as your own rather than collective or universal. Rather than saying "We don't have the capacity to do that," you might rephrase your thought as "I don't personally have capacity, but I wonder if others might."
  - ○ **Trust Intent and Name Impact:** When someone says or does something that negatively impacts you, name how it is impacting you. E.g., "It's hurtful to me when you say 'There are no girls in tech.' It's hurtful to me because it erases my place, and further others me."
  - ○ **Own Impact + Ouch/Oops:** When someone points out a negative impact you have had on them, own the impact and apologize.
  - ○ **W.A.I.T.:** Before speaking, ask yourself "Why am I talking?" Am I talking for approval and to be overly helpful? Am I talking to control and take charge of the situation? Am I talking to complain and whine about all I don't like? What is my intention behind what I am about to say? Is there a question I could ask that would help me better understand what the other person is saying and perceiving? How might I simply listen and let go of my urge to talk at this moment?
  - ○ Power dynamics at the institutional level and the identity/interpersonal level, as well as systems of oppression, are always present. Be mindful of how they impact those in the room.

6. Forbidden Behaviour

As a coalition of workers coming from many backgrounds, TWC is focussed on providing a space, regardless of gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age, religion or lack thereof, etc.

We do not tolerate harassment in any form by members, partners, collaborators, or guests, including:

- Violence or threats of violence
- Language which is racist, sexist/misogynist, homophobic, transphobic, ableist, fatphobic, derogatory against protected characerics, etc.
- Verbal comments that reinforce social structures of domination related to gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age, religion, etc.
- Sexual language or imagery
- Intimidation, stalking, or following
- Unwelcome photography or recording
- Sustained disruption of meetings, discussions, or other events
- Inappropriate physical contact
- Invasion of personal space
- Unwelcome sexual attention
- Advocating for, or encouraging, any of the above behaviour

As an activist organisation, TWC advocates for the disenfranchised and will privilege their needs. Accountability reps first priority is to protect those at more risk of being materially disadvantaged, e.g. systematically marginalised, losing their jobs for their activism, etc.

7. How is this Code of Conduct enforced?

Participants asked to stop any harassing behavior are expected to comply immediately. We operate by a 2 strike policy and these are on the basis of instances of behaviour.

- 2 strike (1 incident with warning. If done again, you're out)
  - In effect for? **Year-long exclusion (removed from meetings, banned from future events, removed from Slack, blocked on Twitter, etc.); return on condition of agreement amongst accountability reps; after returning, the perpetrator will be subject to a single strike policy. This incident will be reported to the global TWC organisers.**

- Outside of TWC associated spaces
  - Please do raise issues to the accountability reps about issues relating to past behaviours outside of TWC contexts. People who have demonstrated prior behaviour that would have contravened our Code of Conduct will be given 1 strike.

8. Who adjudicates whether a strike is given?

Accountability reps will discuss any complaint with the accused party to determine whether to issue a strike. The complainant can choose to participate or not in adjudication.

9. For how long do strikes last?

Strikes last for at least one year. After one year, you may petition to the accountability reps to have a strike removed. The accountability reps will determine based on a conversation with you whether to remove the strike.

10.   How will accountability data be kept?

Records of strikes will be kept in an encrypted spreadsheet on the computers of the current accountability reps, and passed in encrypted form to future accountability reps. Your strike data will be kept until you have successfully petitioned the accountability reps for its removal. Retiring reps will delete their personal copies of any accountability data.

11.   What do accountability reps do?

Accountability reps are separate from the steering committee but the steering committee is informed of decisions taken by accountability reps, e.g. responses to second strike violations. Accountability reps maintain the Code of Conduct by:

- Summarising the Code of Conduct and reading Section 7 at the beginning of meetings, apprising latecomers of the Code of Conduct, and providing a reminder of the Code of Conduct before breakout sessions
- Being available for issues raised whether by members, guests or speakers
- Providing feedback on meetings (e.g. ways of working, incidents arising etc.) from attendees to the accountability group and steering committee
- Remember to... CARE!
  - Compassionate, accountable, responsible, and empathetic (CARE)

12.   Where are accountability reps listed?

The current accountability reps are listed in a pinned post in the #local-uk-london Slack channel.

13.   How are accountability reps chosen?

Every six months, one accountability rep will step down. Nominations will be sought for that position, and any person in London TWC may veto any nominee. All nominees not vetoed will become accountability reps.

14. What happens when you become an accountability rep?

All accountability reps undergo a training led by prior accountability reps, including:
- Reading through and discussing the Code of Conduct
- Discussing and working through potential scenarios
- Practice standing up for yourself and others

15. What happens if I don't feel safe with any of the accountability reps?

Please ask any member of TWC who you do feel safe raising the issue with to bring the complaint forward on your behalf.

16. Code of Conduct violations by TWC steering committee or accountability reps

If a member of the TWC steering committee or an accountability rep violates the Code of Conduct, please do not hesitate to contact another member of either the steering committee or the accountability reps group. These individuals will take immediate action.

17. Contact Information

If you have access to the Slack, please follow the pinned thread in `#local-uk-london` and DM one of the listed Accountability Contacts.

Otherwise, please email techworkersldn@protonmail.com.

18. Related reading

- What to expect at your first TWC meeting?
- Reverse Racism Explained
- How to respect other People's Boundaries
- Tone argument