

# Arsenal South Africa's Club Code of Conduct

## 1. Introduction

Welcome to Arsenal South Africa's Code of Conduct. This document outlines the expectations, guidelines, and standards of behaviour for all members, participants and committees members of our club and respective branches. By joining our club, you agree to abide by these rules and uphold the values and principles that define our club and community.

### 1.1. Code of Conduct Purpose

1. The Club is required to implement a set of rules and regulations that are in accordance with Arsenal Football club Guidelines and ensure that all of its members comply with those rules and regulations stipulated.
2. The Club will take all appropriate steps to ensure that Arsenal's reputation will not be damaged by the acts or omissions of the Club and its members in accordance with Arsenal Football club Guidelines.
3. Integral set of controls to manage the club in accordance with the guidelines outlines by Arsenal Football Club
4. To foster a positive and inclusive environment within our club
5. Establish Clear Expectations on expected behaviour of all individuals associated with Arsenal South Africa
6. To ensure the safety and well-being of all participants within the club environment.
7. Promotes respect, integrity, and fair play among all members, ensuring a safe and enjoyable experience for everyone involved.
8. The code demonstrates the shared commitment by the club management and members, guest and visitors in working together to achieving a social environment that enhances members, guest and visitors enjoyment of the club's facilities and services.

### 1.2. Changes to The Clubs Code of Conduct

1. All amendments requested to The Clubs Code of Conduct will have to be made in writing to the club secretary
2. Amendments to The Clubs Code of Conduct can only be considered if received from committee member
3. The committee will meet to review the amendments request
4. A decision to approve/reject the amendment request to The Clubs Code of Conduct, in accordance with Arsenal's Guidelines for Official Arsenal Supporters' Clubs.
5. A voting system will be implemented for those present and entitled to vote at a Committee Meeting shall be required to pass a motion to alter The Clubs Code of Conduct
6. When the request is approved/rejected, the club will send notifications to required members based on the outcome from the meeting.
7. The amended Clubs Code of Conduct will be signed by the committee members
8. Notifications for the amendments will be made to Arsenal Football Club and available for all members to access

## 1.3. Scope

1. The Code of Conduct applies to all members, including but not limited to committee members, branch committee members, volunteers, subscribers and governs behaviour during club activities, events, meetings, and any interactions representing the club
2. All members are subject to both the Club Constitution and to this document (Club Code of Conduct) which will be made available to all our members.
3. Anyone joining Arsenal South Africa Supporters Club and its branches is deemed to have accepted such regulations, rules, policies and codes of conduct which are endorsed, from time to time, by the Club Committee.
4. Anyone (member or guest non-member) who is in breach of club rules or brings either Arsenal Football Club or the club and respective branches into disrepute at any event or online is liable to be disqualified from the club and the use of its services following the Club's disciplinary procedures.

## 1.4. Aims and Objectives

1. The club expects all members and supporters to adhere to the Code of Conduct detailed below at all times when participating in in-person or online activities supported or endorsed by Arsenal South Africa, functions and any other events endorsed or supported by Arsenal South Africa or Arsenal Football Club.
2. The club is committed to providing a safe and enjoyable environment for all Members, Club supporters, guests, and staff whether at home or affiliate branches of Arsenal South Africa
3. The club is obliged to conduct its activity as a social club in compliance with the law and in support of the club's Aims and Objectives, as set out in the Club Constitution
4. The club expects all members, branch members, branch committee and committee members of the club shall be committed to:
  - a. Supporting, promoting, and furthering the aims and objectives of the club
  - b. Rejecting violence, abusive behaviour, or discrimination in any form making the Club an inclusive and welcoming group that represents Arsenal fans from all backgrounds.
5. Recognising that decisions made by the Club are reached democratically by way of ballot, and respecting the outcome of each ballot.

## 2. Responsibilities

### 2.1. Club Member Responsibilities

1. Adhere to all club policies, rules, and regulations, including those related to events and safety.
2. All members shall treat other Arsenal supporters, as well as supporters of other football/soccer clubs with respect, courtesy, and consideration, regardless of differences in opinion, background, or ability.
3. Act honestly, ethically, and with integrity at all times, avoiding any behaviour that could harm the club's reputation or values
4. No acts of violence, theft, vandalism, or any behaviour (implied or actual) that threatens the safety of our members will be tolerated.
5. No supporters shall threaten another football/soccer fan, or engage in songs or chants that may be deemed offensive.
6. No member shall degrade or commit an act of violence on any other person while attending match events or at any activities affiliated with Arsenal South Africa, the International Arsenal South Africa community, or Arsenal itself.
7. Instances of unacceptable behaviour include, but are not limited to: Racism, Homophobia, Sexism, Violent Behaviour, and/or affiliation with any other groups that do not reflect the inclusive beliefs of Arsenal football club and Arsenal South Africa.
8. Members and supporters are expected support the Club in a passionate and enthusiastic manner whilst being considerate to those around you (who may be families with minors).
9. Always respect other members, supporters, especially opposing fans and ALL guests and staff at our home or affiliate branches.
10. Actively foster a family friendly environment.
11. Engage in the responsible consumption of alcohol.
12. Use appropriate language, without threatening, foul or abusive content.
13. Abide by “The Arsenal Way” and always remain classy when representing and supporting the club.
14. Comply with requests from the staff or Arsenal South Africa Committee/ Branch Committee when at our home or affiliate branches , regarding venue operations, emergency response procedures and this Code of Conduct.
15. Arsenal South Africa fully supports Arsenal’s stance on Anti-Racism, Anti-Sexism, etc. and welcomes all Members, supporters and visitors with respect and equality.
16. Respect the equipment and resources of the Club

## 2.2. Club Committee's Responsibilities

1. Committee Members must demonstrate the behaviour that they expect their from members, supporters, and/or spectators to follow to establish a thriving club culture.
2. Lead by example and demonstrate exemplary behaviour in line with the club's values and expectations.
3. Enforce the Code of Conduct fairly and consistently, addressing any violations promptly and appropriately.
4. Keep members informed about the Code of Conduct, its importance, and any updates or changes.
5. Act honestly, in good faith and in the best interests of club.
6. Respect the rights and worth of every person associated with the Club, including members, volunteers, partners, external stakeholders, and other Committee Members, regardless of their age, race, gender, ability, cultural background, sexual orientation, or religion.
7. Provide quality supervision, instruction, and a safe environment for all participants of the club
8. Ensure that any information or advantage gained by virtue of your position is not used improperly.
9. Adhere to the policies and procedures established by the Club, and its legislative requirements.
10. Respect the equipment and resources of the Club and only use these in Club-related business..
11. Conduct your responsibilities with due care, competence, and diligence.
12. Do not allow prejudice, conflict of interest or bias to affect your objectivity in impartial decision-making.
13. Be tolerant and calm under pressure, and approach problem solving in a supportive manner as members will expect you to set an example for others.
14. Be honest and open to feedback from members and respond appropriately.
15. Set a positive example and always represent the Club in a professional manner.

## 3. Conduct Guidelines

### 3.1. General

1. Treat all individuals with dignity, respect their rights and opinions, and refrain from discriminatory or derogatory remarks or actions.
2. Resolve conflicts and disputes respectfully, using constructive communication and seeking peaceful resolutions.
3. Prioritize the safety and well-being of yourself and others, following safety guidelines and protocols during club activities.
4. Be mindful of the emotional impact of your words and actions on others, avoiding bullying, harassment, or intimidation in any form.
5. Embrace diversity and inclusivity, welcoming individuals of all backgrounds and abilities into the club community.

### 3.2. Match Day Gatherings and Events

1. Matchday events at official home or affiliate branches, Arsenal South Africa and the venue staff have committed to giving us the experience and atmosphere in South Africa.
2. Accordingly, to foster ongoing support and growth of the supporters club, Arsenal South Africa Members and supporters should repay that hospitality by adhering to the following:
  - a. Respect the guidance of the venue management and the venue rules regarding seating, standing room, and capacity limits. Follow all staff and volunteer instructions.
3. When a membership is required to enter an event, please respect the volunteers who manage the process.
4. Have your valid membership cards ready to show at the appropriate time for benefit and/or other methods advised by the club or branch. Attempts to circumvent the process, using a non-valid membership, or abuse of any kind towards the staff and volunteers will result in disciplinary action and/or immediate expulsion from the club or venue, along with protocol enforced by venue management. Temporary or permanent bans from the establishment will be at the discretion of the establishment and supported by the club.
5. Drink responsibly and accept any decisions of bartenders or servers.
6. Do not bring outside alcohol into the establishments. This puts undue liability onto the establishments and will result in you may being asked to leave the establishment.

### 3.3. Arsenal Match Tickets

#### 3.3.1. Tickets

1. Members of the club are not permitted to resell match tickets obtained through the club to third parties/ticket touts under any circumstances. Unwanted tickets must be returned to the Secretary of the club.
2. Tickets may only be allocated to, and used by, members of the club. tickets must not be transferred to any third parties. any sale or redistribution of these tickets unauthorised by Arsenal Football Club may result in removal of the club's ticket privileges and/or termination of associated memberships.

#### 3.3.2. Stadium Conduct

1. Members shall ensure they are familiar with Arsenal football clubs stadium Code of Conduct required for all matches
2. Members shall refrain at all times from all forms of violence and verbal abuse 'of any kind' whilst attending Arsenal matches or in possession of Arsenal match tickets provided by the club .
3. Members shall refrain at all times from being drunk and disorderly whilst attending Arsenal matches or in possession of Arsenal match tickets from the club.
4. Members must observe the law in that being 'drunk' in a football stadium is an offence.
5. Members shall refrain at all times from using excessive, offensive and directly aggressive language whilst attending Arsenal matches or in possession of Arsenal match tickets from the club.

### 3.4. Equality, Inclusion and Anti-Discrimination

Every member of the Club shall be committed to:

1. ensuring a safe environment for all members and non-members by applying equality, diversity and inclusion in our day-to-day operations.
2. promoting awareness of the benefits of equality, inclusion and diversity with a clear understanding that football belongs to everyone.
3. not discriminate or treat anyone less favourably on the grounds of age, gender, sexual orientation, marital status, race or nationality, ethnic origin, colour, religion/belief or disability.
4. We will not tolerate harassment, bullying, abuse or victimisation of any kind within the club and will assure the appropriate reporting procedures are actioned if any of the mentioned does occur under our supervision.
5. We are committed to taking action against discrimination ensuring good practice is encouraged internally, with our football club(s), partners and the wider community.
6. Standing together as one so that everyone can feel welcome and enjoy the beautiful game within our club.

### 3.5. Social Media Usage

All members, Officers and associates of Arsenal South Africa Supporters Club shall be committed and agree to:

1. Not divulge information which is confidential to the Club, its members or suppliers.
2. Ensuring that they do not conduct themselves in a way that is detrimental to the Club.
3. Not use offensive or derogatory language towards;
  - a. any player or person associated with Arsenal football club
  - b. any member of Arsenal South Africa
  - c. any person online commenting on the Club or Arsenal football club
  - d. any member of the wider football community, including match officials, other clubs, leagues, associations, etc
4. Not use social media at any time in a way that could damage the reputation of the Club and/or its partners
5. Committee Members must behave in a way which ensures there is no negative impact on the club, its members or the people and organisations that Arsenal South Africa Supporters Club works with and for.
6. Arsenal South Africa Supporters Club does have a public profile, and as such can be subject to scrutiny by the media , Arsenal football club and public.
7. Respect the privacy, reputation and feelings of others at all times.
8. Not disclose any sensitive information from the Supporters Club. In the course of working on behalf of the Club, Committees Members could have access to information relating to the finances, budgets, transfer or recruitment activity of the Club. Information of this nature MUST be treated sensitively and confidentially. It is expressly prohibited for Committee Members to comment on such matters publicly.
9. The Club accounts should block anyone sending abusive messages, anyone discriminating or engaging in intentional provocation.
10. It is the responsibility of anyone publishing content on the Club's behalf to ensure they take additional precautions if they themselves use personal accounts

## 4. Compliance

1. The code will be actively monitored by the club if a breach occurs and can be proven, the club will initiate disciplinary action against the relevant member(s) , guest(s) and/or visitor(s) concerned, which may include warnings, withdrawal of certain privileges, and suspension or termination of membership (if applicable).
2. Any disciplinary action under the Code will be in accordance with the constitution and disciplinary procedure applicable to the club.

## 5. Reporting and Enforcement

### 5.1. Reporting Violations

1. If any Member is witness to either a breach or violation of the Clubs Constitution or the Club's Code of Conduct, please regard it as your duty to report this promptly and with sufficient detail. (in strict confidence) to the Secretary.
2. To respect the privacy of individuals involved in reported incidents, unless disclosure is necessary for investigation or resolution confidentiality will be maintained
3. Should members wish to make a formal complaint then this will be investigated by the Club Committee with recourse to procedures governed by the Clubs Disciplinary Procedure Policy
4. Any complaints concerning any member (including Committee members) should be made in writing to the club Secretary.
5. The Committee will meet by virtual means to hear from the complainant(s) within 30days of a complaint being lodged.
6. If it is felt appropriate the committee will convene a Disciplinary Committee to consider the complaint.
7. The Disciplinary Committee will have the authority to agree appropriate disciplinary action:

### 5.2. Enforcement

1. The Club is committed to enforcing this Code of Conduct fairly and consistently.
2. The Club will investigate reported violations thoroughly, gathering relevant information and hearing from all parties involved.
3. Violations of these guidelines may result in disciplinary action
4. Disciplinary Action Consequences for Code of Conduct violations may include
  - Dismissal of the case where the complaint is not proven
  - A Written Warning for misconduct
  - A Temporary Suspension of Membership
  - A Permanent Exclusion from Membership
5. All depending on the severity and recurrence of the behaviour
6. All disciplinary actions will be determined by club committee based on the severity of the violation and may be subject to appeal.

## 6. Acknowledgment and Agreement

By participating in activities and memberships organized by Arsenal South Africa , all members, , volunteers, fan , supporters and committee members acknowledge that they have read, understood, and agree to abide by the provisions outlined in this Code of Conduct.

## 7. Conclusion

The Club Code of Conduct serves as a comprehensive framework for fostering a positive and inclusive environment within the club. It outlines guidelines for behaviour, safety and respect for all everyone part of the club. The Code emphasizes values such as respect, integrity and prioritizing safety. Enforcement measures are outlined, including disciplinary actions for violations. Ultimately, the Code aims to promote a culture of mutual respect, integrity, and enjoyment of sports within the Arsenal South African community.



## 8. Contact Information

For any questions or additional information about this Code of Conduct, please contact us:

Arsenal South Africa	
Email	secretary@arsenalsa.com
Website	http://www.arsenalsa.com
Social Media:	
<ul style="list-style-type: none"> <li>• Twitter</li> <li>• Facebook</li> </ul>	@ArsenalSA @arsenalsafrika