



Policy title:	Conduct Policy	
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<p>This Policy has been prepared by Canada Artistic Swimming (CAS) and is applicable to CAS and its Members, Affiliated Organizations and Registrants. This document cannot be modified without consultation with and approval by CAS.</p>		

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Definitions

1. The following terms have these meanings in this Policy:
 - a. *"Activity"* – All business and activities of the Organization;
 - b. *"Affiliated Organization"* – Any recreational or competitive club or league that delivers artistic swimming programs and has fulfilled the requirements of registration as required by CAS or the PTSO and has paid any associated registration fees to CAS or the PTSO;
 - c. *"Board"* – The Board of Directors of CAS, a CAS Member or Affiliated Organization, as applicable;
 - d. *"CAS"* – Canada Artistic Swimming;
 - e. *"CEO"* – the CAS Chief Executive Officer;
 - f. *"Club Manager"* – A manager responsible for handling the business matters of a club, including managing the budget, organizing promotional events, hiring coaches and negotiating contracts, and all persons with a direct or indirect financial interest in the club. Board and committee members for not-for-profit organizations are not generally considered Club Managers under this Policy;
 - g. *"Coach"* – Any person who instructs figures or routines on a regular basis and includes Instructor, which is a specific level of coach who teaches the AquaGO! or other recreational programming;
 - h. *"Confidential Information"* – Information known to the Individual by virtue of their connection to the Organization, whether or not marked "confidential";
 - i. *"Executive Director"* – The Executive Director of a PTSO;
 - j. *"Family Member"* – A spouse, partner, natural or adoptive parent, grandparent, child or step-child, sibling, aunt, uncle, nephew or niece, the parents or close relatives of a spouse or partner, people who are in an intimate relationship and people who permanently reside together or are financially dependent on each other;
 - k. *"Including"* – Including but not limited to;
 - l. *"Individuals"* – Any organization or individual that has fulfilled the requirements of registration as required by CAS as well as all individuals engaged in Activity with CAS or its Members or Affiliated Organizations. A complete list of Registrant categories can be found in the CAS *Registration Policy*;
 - m. *"Interested Individual"* – Individuals including interested Officials with a conflict of interest;
 - n. *"Member"* – Any PTSO registered with CAS;
 - a. *"Minor"* – A person under the age of 18 years or, where applicable, a person who is under the age of majority and meets the definition of a child for the purposes of protection in the province or territory where the alleged misconduct occurred;
 - o. *"NOC"* – National Officials Committee;
 - p. *"Officials"* – All judges including practice judges, referees and scorers;
 - q. *"Organization"* – The organization to which the Policy applies and includes CAS and its Members and Affiliated Organizations;
 - r. *"Parents"* – Parents or guardians;

- s. *"Person in Leadership"* – The CEO, Chief Sport Officer or any CAS board member or Executive Director or any PTSO board member;
- t. *"President"* – The President of CAS or a CAS Member or Affiliated Organization, as applicable;
- u. *"PTSO"* – A Provincial or Territorial Sport Organization that is responsible for the management of artistic swimming within its provincial or territorial boundaries;
- v. *"Related Party"* – A Family Member, Coach or Club Manager or a private corporation controlled by any of these individuals; and
- w. *"Vulnerable person"* – A person who, because of age, disability, or other circumstances, whether temporary or permanent is in a position of dependence on others or is otherwise at a greater risk than the general population of being harmed by a person in a position of authority or trust relative to them including minors and people with physical, developmental, or other disabilities.

Purpose

2. Individuals are expected to conduct themselves in all matters involving or impacting the Organization, and where they may be seen to be representing the Organization, with integrity and in a manner that is consistent with the Organization's values and the highest standards of behaviour upon which their image and reputation rests.
3. Individuals will:
 - a. Acquaint themselves with the Organization's mission, vision and values and behave accordingly;
 - b. Adhere to all federal, provincial, municipal and host country laws;
 - c. Not participate in, condone, or engage in dishonesty, fraud, deceit, misrepresentation or illegal activities;
 - d. Not knowingly disseminate false or misleading information about CAS or a Member, Affiliated Organization or registrant;
 - e. Act, when appropriate, to correct or prevent practices that are unjust, discriminatory or otherwise in contravention of this Policy;
 - f. Cooperate with internal or external investigations of concerns of possible misconduct under this Policy by providing honest, accurate, complete and timely information;
 - g. Act in a responsible manner in relation to the media and content of personal websites and information posted on social media sites including Facebook, Twitter, Instagram and YouTube;
 - h. Provide a healthy and safe work and sport environment for the athlete and for themselves;
 - i. Provide a valid police record check and other background checks as required by CAS, a Member or an Affiliated Organization;
 - j. Support the principles of the Responsible Coaching Movement;
 - k. Complete the Respect in Sport Training Program as required by CAS, a Member or an Affiliated Organization; and
 - l. Comply with the Organization's by-laws, policies and rules.

4. The purpose of this Conduct Policy is to foster a positive, safe and respectful work and sport environment where:
 - a. The Organization's values and expected standards of behaviour are understood, communicated and lived by all Individuals;
 - b. There is adherence to all applicable laws, regardless of where the Activity takes place; and
 - c. Individual conduct is ethical, transparent and fosters confidence in the integrity of the Organization.
5. The purpose of this Policy is also:
 - a. To define certain behaviour that is not permitted so that it is known to Individuals and avoided;
 - b. To ensure the decisions and actions of Individuals are consistent with the Organization's mission, vision, values and policies.

Application

6. This Policy applies to all Individuals, including:
 - a. All CAS Members, Affiliated Organizations and Registrants;
 - b. Directors, officers, committee members and volunteers of CAS, a CAS Member or Affiliated Organization;
 - c. Employees and anyone under contract with CAS, a CAS Member or Affiliated Organization and anyone attending the Organization's offices or other workplaces for work or training-related purposes;
 - d. All athletes eligible for selection to, or forming part of, any team participating in competitions or events over which CAS, a CAS Member or an Affiliated Organization has jurisdiction; and
 - e. All persons working with those teams or athletes, including coaches, medical and paramedical personnel and other support persons.
7. This Policy applies at all times, wherever an Activity takes place, which includes the Organization's offices as well as external locations in Canada and abroad. Activity includes:
 - a. Meetings of the Organization's board of directors and all committee or coach meetings;
 - b. Annual Meetings, Special Meetings, hosted conferences or clinics;
 - c. Participation in sanctioned competitions including related training and organized group travel; and
 - d. All selection and assessment processes and regular training or practice time, whether inside or outside Canada.
8. This Policy also applies to Individuals' conduct outside of the Organization's Activity when such conduct adversely affects relationships within the Organization and its work and sport environment or is detrimental to the integrity, image or reputation of the Organization. Such applicability will be determined by the Organization at its sole discretion.

CAS Commitment to Non-retaliation

9. Individuals are expected to raise any concerns about behaviour, to report any misconduct and to work together to ensure a positive, safe and respectful work and sport environment. There will be no retaliation for speaking up and making a truthful report of actual or possible misconduct, for participating in an investigation, or for exercising our legal rights.
10. It is a violation of this Policy if an Individual knows of misconduct but takes no action to intervene on behalf of the athlete, employee, volunteer or other Individual. Failure to report such misconduct may result in disciplinary action.

Behaviour Expectations and Standards

Anti-Doping

11. CAS has adopted the Canadian Anti-Doping Program. CAS and its Members and Affiliate Organizations strictly prohibit the use of restricted drugs or performance-enhancing drugs and methods.
12. All Individuals have a responsibility to:
 - a. Respect any penalty enacted pursuant to a breach of the Canadian Anti-Doping Program, whether imposed by CAS or any other sport organization; and
 - b. Refrain from associating with any person for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision of the sport, who 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 or the World Anti-Doping Code and recognized by the Canadian Centre for Ethics in Sport.

Confidentiality

13. Individuals may have access to Confidential Information. Confidential Information includes:
 - a. Personal information about Individuals as defined in the CAS, a CAS Member or an Affiliated Organization's *Privacy Policy*;
 - b. Information that is not known or available to the Individual on a non-confidential basis prior to its disclosure to the Individual including financial information, strategic plans, intellectual property, and information related to the programs, business or affairs of the Organization; and
 - c. Information that is not known or available to the general public other than as a result of disclosure by the Individual.
14. Individuals have a duty to take reasonable steps to secure Confidential Information and to not disclose such Confidential Information, including once the Individual ceases to work, provide services, or volunteer for the Organization. Individuals must not use information that is gained

due to his or her relationship with the Organization for personal profit, or in order to further any personal, private or public interest.

15. Any intentional or negligent disclosure of Confidential Information to persons who the Individual knew, or ought to have known, should not have not received the Confidential Information, or misuse, may result in sanctions under this Policy.

Conflicts of Interest

16. Individuals are obligated to act in the best interests of the Organization and to avoid conflicts of interest. Individuals must avoid situations where their personal interests or the personal interests of their Related Parties could interfere or may conflict, directly or indirectly, with their obligations to the Organization.
17. Even if the Individual does not have an actual conflict of interest, if other people perceive one, they may still be concerned that the Individual cannot act properly. For this reason, it is important to avoid the appearance of a conflict, as well as an actual one. Being seen or thought to be in a conflict of interest can damage the reputation of the Individual, and the reputation of the Organization.
18. Conflicts of interest may arise in situations involving:
 - a. An interest, either real or perceived, that benefits the Individual or a Related Party including where:
 - A pecuniary interest is derived;
 - Preferential treatment is given;
 - There is interference in the decision-making process; or
 - Personal advantage of any kind may be derived;
 - b. Outside organizations with which the Individual has an official governing responsibility, or which employ the Individual or a Related Party;
 - c. The Individual having a financial interest in the outside organization; or
 - d. Real or perceived potential to compromise the best interests of the Organization.

Managing Conflicts of Interest

19. This Policy does not identify conflicts of interest but provides a basis to manage such situations as they arise.
20. If an Individual finds themselves in a conflict of interest or a situation where they believe that others may perceive them to be in a position of conflict, the Individual must declare the conflict immediately so that action can be taken to resolve the situation. This is the best way for interested Individuals to protect themselves and their reputation for honesty, fairness and objectivity.

Declaring a Conflict of Interest

21. Individuals must take one of these steps to declare a conflict of interest:

- a. Verbally report the conflict of interest to the CEO, Executive Director or President or to the directors or committee members at a board of directors or committee meeting. This verbal declaration should be followed-up with a written declaration or documented in the Minutes of any board of directors or committee meeting;
- b. Disclose the conflict of interest in writing by sending a letter to the CEO, Executive Director or President; or
- c. In the case of officials, disclose the conflict of interest in writing by sending a letter to the Chair of the National or PTSO Officials' Committee.

Managing Conflicts in Decision-making

22. Decisions or transactions that involve a real or perceived conflict of interest that have been disclosed by the Individual may be considered and decided upon provided that:
 - a. The nature and extent of the conflict of interest has been disclosed fully to the body that is considering or making the decision, and this disclosure and how it was managed is recorded in the Minutes;
 - b. The Interested Individual is not included in the determination of quorum for the proposed decision or transaction; and
 - c. The Interested Individual removes themselves from discussion on the matter and abstains from voting on the proposed decision or transaction.
23. A conflict of interest will require the Interested Individual to temporarily recuse themselves from meetings and to not participate in any formal discussion on the matter giving rise to the conflict of interest. The Interested Individual must not attempt to learn about, provide information or otherwise influence the discussion or voting on a decision or transaction, either formally at a board or committee meeting or informally through private contact, communication or discussion, except as provided below:
 - a. On the unanimous request of the body that is considering or making the decision, the Interested Individual may present information or respond to questions relating to the decision or transaction.
24. To avoid the appearance that the Organization is giving Interested Individuals an advantage, the body that is considering or making the decision should:
 - a. Ensure that alternate bids or estimates have been obtained; and
 - b. Determine by a majority vote that the transaction is fair and reasonable, and in the Organization's best interest.
25. In situations where the Individual's objectivity and ability to carry out their duties and responsibilities with the Organization are hindered by ongoing conflicts of interest, the Individual should offer to resign from their position.

Recognizing When Others are in Conflict

26. Where an Individual believes that another Individual has an actual or perceived conflict of interest that has not been declared, they have a responsibility to take one of these steps:

- a. Inform the CEO, Executive Director or President or the directors or committee members at a board of directors or committee meeting, as appropriate, of the potential conflict of interest; or
 - b. In the case of officials, inform the Chair of the National or PTSO Officials' Committee.
27. Pointing out a potential conflict of interest is not an accusation; it is merely looking out for fair decision making.

Benefits, Entertainment and Gifts

28. Individuals must not solicit or accept benefits, entertainment or gifts (collectively "Gifts") in exchange for or as a condition of the exercise of their duties, or as an inducement for performing an act associated with their duties or responsibilities with the Organization. Similarly, Individuals must not give away Gifts on behalf of the Organization in exchange for, or as a condition of, any benefit for the Organization.
29. It is the responsibility of the Individual to ensure that a gift, whether received or to be given, is proper. If in doubt, the Individual should consult with their immediate supervisor or the CEO, Executive Director or President.

Outside Business Activity

30. An employee or person under contract with an Organization may undertake an outside business activity if there is no conflict of interest and if the satisfactory performance of the employee or contractor's job functions is not prejudiced in any way. Such activities include an outside business interest, directorship or outside employment. In addition, the following rules apply:
- a. The employee or contractor should not engage in any activity likely to compromise the Organization's reputation;
 - b. The employee or contractor should not conduct outside business on the Organization's time or use their information, equipment or facilities to conduct an outside business interest. This includes soliciting other Individuals to participate in an outside business activity; and
 - c. Before taking on or continuing an outside business interest or committing to a job outside the Organization, this should be discussed with the CEO, Executive Director or President to be sure these activities do not create a conflict or the appearance of a conflict.

Officials

31. All officials are obligated to avoid situations where their or their Family Members' personal interests could conflict with behaviour expectations for officials or otherwise call their integrity into question.
32. The following categories of people must disclose a conflict of interest at the beginning of the competitive season (or as they arise) to the National or PTSO Officials' Committee in the manner prescribed by CAS or the CAS Member, as applicable, and withdraw from events or competitions when appropriate:
- a. A Family Member of a competitor (as defined in 1. above);
 - b. A current Coach of a competitor (as defined in 1. above);

- c. A Club Manager of a competitor (as defined in 1. above);
 - d. A Family Member of a Coach of a competitor;
 - e. A Family Member of a Club Manager of a competitor;
 - f. A board member of a competitive club of a competitor; and
 - g. A Family Member of a board member of a competitive club of a competitor.
33. Minor conflicts of interest can be managed simply by disclosing them. If the National or PTSO Officials' Committee, as applicable, agrees unanimously that the conflict is minor, the interested official can be selected for the event or competition.
34. More serious conflicts will require an interested official to withdraw from events or competitions as determined by the National or PTSO Officials' Committee.

Board and Committee Members

35. The Organization's board and committee members must not allow their loyalty to the Organization to be compromised by their relationship to or involvement in another organization.
36. Board and committee members must acquaint themselves with the Organization's by-laws and sign any related certification. Board and committee members may not be remunerated for their services or obtain loans from the Organization.
37. CAS board and committee members are also subject to prohibitions set out in the CAS By-laws, as follows:
- a. Paid employees or contractors of CAS may not be elected as Directors; and
 - b. Paid employees or contractors of PTSOs may not be elected as Directors.

Preferential Treatment

38. Individuals must not act in their official roles with the Organization to assist other organizations or persons in their dealings with the Organization, if this may result in, or potentially appear to result in, preferential treatment.

Violations of the Conflict of Interest Requirements

39. Any failure by Individuals to disclose actual or possible conflicts of interest may result in sanctions under this Policy.

Equity and Inclusion

40. CAS and its Members and Affiliated Organizations are committed to equity, diversity and inclusion in all of their activities. All Individuals share a responsibility to provide a sport and work environment that fosters these values and will ensure that they are key considerations when setting policies and developing, updating or delivering their programs.

Discrimination, Harassment and Violence

41. Individuals are expected to support a work and sport environment that fosters respect and promotes everyone's dignity and self-esteem. CAS and its Members and Affiliated Organizations recognize that discrimination, harassment, bullying and violence can poison the work and sport

environment, not only for the group targeted, but for many other Individuals. Individuals must recognize that it is the impact of the behaviour on a recipient that is paramount, not the intent of the person who engages in the perceived offending behaviour.

42. CAS and its Members are committed to creating and maintaining a work and sport environment that is free from discrimination, harassment, sexual harassment, bullying and violence, and in which all persons are treated fairly and with respect.
43. CAS and its Members encourage the reporting of all incidents of discrimination, harassment, bullying and violence, regardless of who the offender may be.

Discrimination

44. Discrimination means any action, behaviour or attitude that negatively affects the employment, performance or volunteer activities of an individual, where such actions, behaviour or attitude is based on a prohibited ground of discrimination under applicable human rights law, including race, colour, gender, gender identity, gender expression, religion, sexual orientation, disability or age. Discrimination can take place without any intent to do harm and can be based on a person's real or perceived characteristics.
45. This policy also applies to any other ground of discrimination prohibited by applicable law.
46. Examples of discrimination include:
 - a. Making stereotypical assumptions including making someone more or less worthy as a person on the basis of race, colour, religion, sexual orientation, gender, gender identity, gender expression, disability, age, body type, athletic ability or another personal characteristic; or
 - b. Imposing burdens or withholding or limiting access to opportunities, benefits and advantages available to others, in a way that cannot be justified.

Harassment

47. Harassment is a form of discrimination, and refers to conduct, comment or display that is known, or ought reasonably to be known, to be unwelcome and where the wrongful conduct may be linked to things like the person's race, colour, religion, sexual orientation, gender, gender identity, gender expression, disability, age, body type, athletic ability or another personal characteristic. Harassment includes bullying and can take many forms but often involves conduct, comment or display that is insulting, intimidating, humiliating, hurtful, demeaning, belittling, malicious, degrading, or otherwise causes offence, discomfort, or personal humiliation or embarrassment to a person or group of persons. One incident could be enough to constitute harassment.
48. Harassment does not include:
 - a. Interpersonal conflict or disagreement; or
 - b. The proper exercise of performance evaluation, appropriate managerial direction, delegation, performance management or attendance management.

49. Specific categories of Harassment include:

Personal Harassment

50. Personal harassment is wrongful conduct directed toward an individual that the perpetrator knew, or ought reasonably to have known, would be unwelcome. This behaviour is not necessarily linked to the prohibited grounds of discrimination.
51. Examples of personal harassment include:
- a. Belittling jokes, insults, name-calling, inappropriate teasing, taunting or condescension that undermines self-esteem, diminishes performance or creates a hostile sport or work environment;
 - b. Written or verbal abuse, threats or outbursts;
 - c. Practical jokes that cause awkwardness or embarrassment, endanger a person's safety or negatively affect performance;
 - d. Ignoring or isolating someone for extended periods of time, including routinely or arbitrarily excluding them from practice; and
 - e. The display or distribution of visual or audio material that is offensive, or that one ought to know is offensive in the circumstances.

Bullying

52. Bullying is unwanted verbal, physical or social behaviour directed to harming, intimidating, humiliating or controlling inappropriately another person. Bullying usually involves repeated incidents or a pattern of behaviour and a real or perceived power imbalance.
53. Examples of bullying include:
- a. Name-calling, inappropriate teasing, or spreading rumours, gossip or innuendo;
 - b. Excluding or isolating someone socially, or embarrassing someone in public;
 - c. Intimidating a person or physically abusing or threatening abuse;
 - d. Withholding necessary information or purposefully giving the wrong information;
 - e. Damaging, destroying or stealing personal belongings; and
 - f. Using electronic media, such as the internet, social networks or text messaging to intimidate, put-down, spread rumours or make fun of someone.

Hazing

54. Hazing is any form of conduct that exhibits any potentially humiliating, degrading, abusive, or dangerous activity expected of a junior-ranking individual by a more senior individual, which does not contribute to either individual's positive development, but is required to be accepted as part of a team or group, regardless of the junior-ranking individual's willingness to participate. This includes, but is not limited to, any activity, no matter how traditional or seemingly benign, that sets apart or alienates any teammate or group member based on class, number of years on the team or with the group, or ability.

Sexual Harassment

55. Sexual harassment is engaging in comments or behaviour of a sexual nature such as unwelcome sexual invitations or requests, unwanted physical contact such as touching or kissing, or

innuendo or taunting about a person's body type, physical appearance or sexual orientation, gender identity or gender expression. Sexual harassment is also making sexual invitations or requests where the person making the invitation or request is in a position to confer, grant or deny a benefit or advancement and the person knows or ought reasonably to know that the invitation or request is unwelcome.

Violence

56. Violence is any actual, attempted or threatened conduct of a person that causes or is likely to cause physical or psychological harm, injury or illness or that gives a person reason to believe that they or another person is at risk of physical or psychological harm, injury or illness. CAS and its Members are committed to the prevention of violence and to providing a safe and respectful work and sport environment. CAS and its Members will not tolerate any type of violent behaviour within the Organization's offices or during its Activities.

Drugs, Alcohol, Cannabis, Tobacco and E-smoking Products

57. Individuals must never provide, promote, condone or ignore substance abuse, the non-medical use of drugs or the use of performance enhancing drugs or methods and, in the case of minors, alcohol, cannabis, tobacco or e-smoking products.

58. The use of alcohol, non-medical cannabis, tobacco or e-smoking products in the workplace is prohibited, subject to any required accommodation.

59. Individuals will refrain from consumption of alcohol, cannabis, tobacco or e-smoking products while engaged in Activity at sanctioned competitions.

60. Individuals will exercise moderation when consuming alcohol or cannabis products in adult-oriented social situations associated with Organization events where minors are present.

Cannabis

61. Laws passed by the federal government and each Canadian province and territory define restrictions on recreational cannabis use including minimum cannabis use age and where cannabis may be consumed. Individuals will adhere to all federal, provincial and territorial laws on cannabis use.

62. The World Anti-doping Agency (WADA) has cannabis on its list of prohibited substances and cannabis use by any athlete subject to the Canadian Anti-doping Program may be considered doping. All Individuals have a responsibility to understand and observe Canadian Centre for Ethics in Sport (CCES) rules on cannabis use.

Intimate or Sexual Relationships

63. Individuals must not engage in an intimate or sexual relationship with an individual under the age of majority at the time or in the jurisdiction where the sexual activity takes place, or over the age of majority when in a position of trust, power or authority over the individual.

Social Media

64. Individuals are expected to act in a responsible manner in relation to the content of personal websites and information communicated and shared on blogs and over social media sites.
65. Individuals will:
- a. Acquaint themselves with the Organization's mission, vision, values and policies and behave accordingly;
 - b. Protect their privacy and take care to understand the social media site's privacy settings and terms of service;
 - c. Take reasonable steps to secure Confidential Information and to not disclose such information;
 - d. Maintain a clear distinction between personal and professional social media use including having two separate accounts for these purposes where required;
 - e. Ensure that all content is appropriate for viewing by minor athletes; and
 - f. Keep their posts positive and not engage in bullying or negative or critical conversations online.

Specific Behaviour Expectations and Standards

66. In addition to the above, there are certain behaviour expectations and standards that apply to specific categories of Individuals, as follows:

Athletes

67. Athletes shall:
- a. Strive for personal and team achievement through complete, consistent and sincere effort;
 - b. Show respect for themselves and for all others;
 - c. Contribute to a positive team culture by providing positive and constructive comments to teammates that motivate and encourage continued effort;
 - d. Recognize that any bullying behaviour will not be tolerated and let their coach or a Person in Leadership know immediately if they have witnessed bullying behaviour or have been the victim of bullying;
 - e. Immediately report to their coach any mental or physical health issue that may prevent or limit their ability to train, travel or compete and, in the case of carded athletes, their ability to fulfill the carding requirements;
 - f. Only participate in competitions for which they are eligible to compete;
 - g. Arrive for each practice, competition, selections or other artistic swimming Activity on time, with all appropriate gear, well-nourished and prepared to the best of their ability;
 - h. Conduct themselves in a sportsmanlike manner, whether as competitors or spectators, and not tolerate anyone among them who does not;
 - i. Never consume alcohol, cannabis, tobacco or e-smoking products as a minor or while engaged in Activity;

- j. Where applicable, adhere to the Organization's Athlete Agreement, its requirements and expectations; and
- k. Comply with the Organization's rules and requirements regarding clothing, equipment, training, travel, competition and curfew.

Board and Committee Members

68. Directors, officers and committee members shall:

- a. Be responsible first and foremost for the welfare of the Organization and function primarily as a member of the board or committee, not as a member of any particular constituency or relationship;
- b. Conduct themselves openly, professionally, lawfully and in good faith in a way that is aligned with and enforces the Organization's values and ethical standards;
- c. Exercise due diligence in maintaining their fiduciary responsibility;
- d. Promote an appropriate culture that emphasizes the fair handling of conflicts of interest;
- e. Ensure that all directors, officers and committee members are given sufficient opportunity to express opinions, and that all opinions are given due consideration and weight;
- f. Respect the decisions of the majority and resign if unable to do so;
- g. Commit the time to attend meetings and to be diligent in their preparation for and participation in discussions;
- h. Have a thorough knowledge and understanding of the Organization's governing by-laws, policies and rules; and
- i. Promote a culture that values complaints and their effective resolution.

Coaches

69. Coaches shall:

- a. Demonstrate responsible leadership and adhere to the NCCP Code of Ethics;
- b. Act in the best interest of the athlete's development as a whole person;
- c. 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, and educating athletes as to their responsibilities in contributing to a safe environment;
- d. Work cooperatively with sport medical professionals in the diagnosis, treatment and management of athletes' medical and psychological treatments;
- e. Never encourage or knowingly permit an athlete to return to play prematurely or without the clearance of a medical professional, following a serious injury;
- f. Never withhold, recommend against, or deny adequate hydration, nutrition, medical attention, or sleep;
- g. Accept and promote athletes' personal goals and refer athletes to other coaches and sports specialists as appropriate and as opportunities arise;
- h. Never withhold information or take any action that could influence inappropriately athlete decision-making about participation in national or provincial team or other training programs;

- i. Support the coaching staff of national or provincial team or other training programs, should an athlete qualify for participation in one of these programs;
- j. Not use their position as a national or provincial team coach to solicit athletes (or the Parents of minor athletes) unless first receiving approval from the coaches who are responsible for the athlete;
- k. Provide athletes and the Parents of minor athletes with the information required to be involved in the decisions that affect the athlete;
- l. Exemplify conduct they wish their athletes to adopt in dress and behaviour;
- m. Maintain professional boundaries with athletes and limit personal interactions with athletes on social media;
- n. Ensure all online dialogue and interactions with minor athletes are for artistic swimming-related purposes only;
- o. Ensure their athletes understand that discrimination, harassment, bullying and violence will not be tolerated, and create a culture of disclosure and reporting at the athlete level;
- p. Use inoffensive language and refrain from yelling at athletes in a manner that serves no productive training or motivational purpose;
- q. Not criticize other coaches or Individuals publicly and interact in a professional manner; and
- r. Comply with the Organization's rules and requirements regarding dress code.

Officials

70. Officials shall:

- a. Accept an assignment to officiate at a competition or event only if they intend to honour that commitment, and let the appropriate person know as soon as possible if, for any reason, they are unable to attend;
- b. Conduct themselves openly, professionally, impartially and in good faith in all officiating activities;
- c. Avoid endorsing or posting information about an athlete, coach or other Individual that may suggest a preferential relationship or give the appearance of a conflict of interest;
- d. Declare a conflict of interest where applicable, and refrain from officiating in situations where the perception of a conflict of interest may be present;
- e. Make independent judgements;
- f. Respect the confidentiality required for issues of a sensitive nature including ejections, defaults, forfeits, discipline processes, appeals and other Confidential Information;
- g. Commit to understanding and practicing their role as judge, referee, scorer or other official, and act appropriately within that role;
- h. Maintain technical knowledge of artistic swimming and all current rules and rule changes;
- i. Be accountable for decisions made while officiating;
- j. Share technical knowledge and experience of artistic swimming with athletes, parents, coaches, meet managers, volunteers, CAS or CAS Member employees and other officials to enhance the development of the sport;
- k. Not criticize other officials or Individuals publicly and interact in a professional manner; and
- l. Comply with the Organization's rules and requirements regarding dress code.

Parents and Spectators

71. Parents or spectators shall:

- a. Never ridicule an athlete for making a mistake during a performance or practice and provide positive comments that motivate and encourage all athletes' continued effort;
- b. Respect the decisions and judgments of officials and encourage athletes to do the same;
- c. Respect and show appreciation to all competitors and to the coaches, officials, meet managers, volunteers and other Individuals who give their time to the sport of artistic swimming; and
- d. Refrain from the use of bad language, and not interfere with events or harass competitors, coaches, officials, meet managers, volunteers or other parents or spectators.

Persons in Leadership and Club Managers

72. Persons in Leadership and Club Managers shall:

- a. Promote awareness and understanding of the Organization's values and this Conduct Policy;
- b. Consider equity, diversity and inclusion when setting policies and developing, updating or delivering programs;
- c. Act as a role model through their behaviour, action and words and encourage and motivate other Individuals to do the same;
- d. Build trust of the Organization's employees, athletes and other Individuals by listening to and understanding their interests and needs;
- e. Instill an atmosphere of collaboration;
- f. Maintain an environment where everyone feels comfortable asking questions and raising concerns;
- g. Assist people to make a complaint, if needed;
- h. Ensure that any possible or actual misconduct is investigated promptly and thoroughly, as appropriate; and
- i. Impose appropriate disciplinary or corrective measures when misconduct has been substantiated, regardless of the position or authority of the offender.

CAS Members and Affiliated Organizations

73. CAS Members and Affiliated Organizations shall:

- a. Adhere to all CAS governing bylaws, policies and rules and, where necessary, amend their own bylaws, policies and rules to comply with those of CAS;
- b. Recognize that their websites, blogs and social media accounts are seen as extensions of CAS and must reflect the CAS mission, vision and values;
- c. Ensure that all athletes participating in competitions or events over which CAS, a CAS Member or an Affiliated Organization has jurisdiction are registered and in good standing;
- d. Ensure that all coaches participating in competitions or events over which CAS, a CAS Member or an Affiliated Organization has jurisdiction are registered and in good standing in accordance with the *CAS Coach Registration and Certification Policy*;

- e. Have well-defined hiring practices and standards in place including interviews, reference checks, and police record checks and other background checks, in accordance with the CAS *Screening Policy*, to ensure athletes have a healthy and safe sport environment;
- f. Promote a culture that values complaints and their effective resolution;
- g. Ensure that any possible or actual misconduct is investigated promptly and thoroughly, as appropriate;
- h. Impose appropriate disciplinary or corrective measures under the Organization's *Discipline and Complaint Policy* when misconduct has been substantiated, regardless of the position or authority of the offender;
- i. Advise the CEO immediately of any situation where a complainant has publicized a complaint in the media; and
- j. Provide the CEO with a copy of all decisions rendered under the Organization's *Discipline and Complaint Policy* or *Appeal Policy*.

Communication

- 74. CAS and CAS Members and Affiliated Organizations will ensure this Policy is well publicized, including on Organization websites.
- 75. CAS and CAS Members and Affiliated Organizations will ensure that this Policy is communicated to those who will be responsible for upholding it as well as those who will be responsible for its implementation.

Review

- 76. CAS will conduct a review of this Policy every two (2) years or as decided by the CEO or CAS Board. Every time the Policy is reviewed or amended, CAS shall ensure CAS Member input is considered.