Making events safe and welcoming
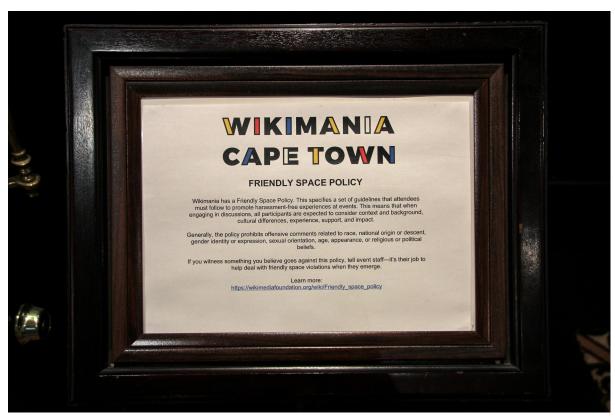
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Preferred attribution: *Rohini Lakshané and Tanveer Hasan, Community Toolkit for Greater Diversity (2019).*

This learning module is an attempt by the authors to distil their lessons and experiences from their activities related to Trust and Safety in the Wikimedia movement over the past four years. The module contains comprehensive guidelines and recommended practices for creating a safe and friendly environment for any event conducted by Wikimedia communities.

Sign placed on a table at the reception dinner at Wikimania held in Cape Town in 2018. The sign declares that Wikimania is an event governed by a Friendly Space Policy.
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The processes of knowledge creation on Wikimedia projects are based on the model of debate, discussion and arriving at a consensus. Wikimedia events invariably carry some of this influence. Event organisers face the challenge of not only conducting the event smoothly but ensuring that the Five Pillars, the Friendly Space Policy, expectations of a safe space, and basic rights of participants are not violated.

Wikimedia events, both online and physical ones, bring together people and volunteers who harbour interest and passion towards certain themes and topics. Volunteers drive Wikimedia projects. They run the show, sustain the community's activities and improve and enrich projects. Events that fail to preserve the safety, dignity and well-being of participants often cause volunteers to become disenchanted and drop out. As is the case with groups that comprise passionate and devoted individuals, a difference of opinion between two or more people may escalate quickly and lead to unfortunate situations. No organiser ever imagines that her/ his/ their event will turn into a ground for creating discord among Wikimedia contributors or for exposing community members to potentially distressing situations.

Code of Conduct, Friendly Space Policy and "safe spaces" are three major interventions that have been widely adopted by open knowledge and open technology communities across the world. The purpose of implementing these

policies is ensuring that events are conducted in a conducive manner while being safe and welcoming spaces for all participants and organisers.

We find that Code of Conduct and Friendly Space Policy are often used interchangeably. The Friendly Space Policy, as its name suggests, is a policy that reflects the values of a group or community and delineates the expected standards of its members' behaviour, especially in their interactions online and in person. The Code of Conduct is a more actionable set of rules that contains specific descriptions of common but unacceptable behaviour, a redressal mechanism for those who may wish to report a violation, and details about what non-compliance may entail. A good Code of Conduct/ Friendly Space Policy for an event may state the measures the organisers have taken to make the event mindful of the needs and requests of its participants. All in all, Code of Conduct (CoC) is an older and better-known term. Friendly Space Policy (FSP) is newer and sounds less officious. Both lay down general expectations of conduct. Neither is meant to preach 'how to behave'. Like any policy or set of rules, the CoC/ FSP may be open to interpretation to some degree. (For the sake of brevity and ease of reading, we have only used the term CoC hereafter in this module.)

A **"safe space"** is a "physical or metaphorical place for people, usually of marginalised identities, to feel free of judgement or harm", as defined by [Dictionary.com](#). The [Geek Feminism](#) website refers to "safe space" as "a term for an area or forum where either a marginalised group is not supposed to face standard mainstream stereotypes and marginalisation, or in which a shared political or social viewpoint is required to participate in the space... Safe spaces may require [trigger warnings](#) and restrict content that might hurt people who have strong reactions to depictions of abuse or harm or mental illness triggers". A "safe space" thus has stricter rules and barriers to entry than spaces where the CoC or FSP are applied. The participants in a "safe space" necessarily have one or more common attributes such as the same political or social point of view or lived experience (of abuse or violence, of belonging to an oppressed or marginalised group, *et cetera*).

Concepts such as 'safe space', 'brave space' and 'friendly space' are being actively discussed and implemented across Wikimedia events. It is a positive development. Individuals, communities and institutions that are starting to embrace these concepts need to take into account:
- **How to determine and implement the optimal CoC for an event**
- **How to support underrepresented groups beyond and after an event held for targeted outreach**
- **How to be empathetic and civil to another person/ participant**

The foundation of the idea of the CoC or FSP is to enforce the basic social tenet of not causing intentional harm to others. Thus, the underlying thought is to make the event welcoming and safe for all participants, especially those who are marginalised or at risk, and to minimise the possibility of harm. Several factors affect the dynamics of an event and, in turn, the rules of acceptable behaviour that govern it. The following points are of extreme importance while drafting and implementing a CoC for any event:

- **Scope and profile of the event.**
- **Resources and support structures available to the organisers before, during and after the event.**
- **Plan for implementing the CoC before and during the event. Follow-up measures to be taken after the event.**

Scope and profile of the event

- *Invite-only event or public event*: The purpose of an invite-only event is usually specific and defined. The participants are selected in advance and the number of participants is known. This information may lend itself to the drafting of the CoC. The dynamics of a public event, such as an edit-a-thon that anyone can attend, are different. Because of this the CoC needs to incorporate provisions addressing a wider range of possible incidences and behaviour.
- *General event or event restricted to certain demographics or communities:* Examples of the latter are events intended for speakers of a specific language and events for women and gender-diverse individuals. In the case of such events, the CoC may be tailored to the needs of specific demographics or communities, by means such as providing interpreters. As for an event not targeted at a specific group, community or demographic, the CoC should include rules and measures for the inclusion of marginalised and underrepresented communities.
- *International, national or regional event:* This affects the drafting and implementation of the CoC from the perspective of diversity of race, language, culture, place of origin, ethnicity, *et cetera*. For more, refer to the subsection below entitled "Diversity among participants".
- *Number of participants:* Wikimania, for example, is an annual movement meeting attended by more than a thousand people. WikiConference India 2016 witnessed nearly 250 participants. WikiWomenCamp 2017 held in Mexico City, an event for women and transwomen, had approximately 50 participants. The number of participants determines the kind and amount of resources needed to implement the CoC. In a large conference with hundreds of participants, it is highly unlikely that every participant will be in the position to interact with everyone else. In that case, most people are in a

different setting or part of a different discussion group in every session or day of the event. In a smaller event, say, a three-day workshop attended by 15 people, the number of interactions of each participant with every other participant are higher. Thus, smaller groups of participants are likely to experience more friction.

- *Physical event, online event or both:* An online event or virtual event is one in which all the participants meet online, interact and do their activities remotely, such as an online edit-a-thon. These activities usually have a trail by virtue of the medium (edit history, IRC logs, IP addresses, *et cetera*), which makes it easier to record, establish and investigate an incident. The CoC in an online event does not need to have provisions for violations that are possible only in someone's physical presence, for example, inappropriate touching or physical assault. However, the same rules of verbal communication apply for online events as well as physical/ on-ground ones.

- *Duration of the event:* The longer the event, more will be the number and kinds of interactions among the participants. It also increases the number and kinds of places where these interactions will happen. Those drafting and implementing the CoC for events of longer durations need to consider these different possibilities.
  - Additionally, the CoC usually comes into force before the start of the actual event. For example, the CoC is applicable to emailing lists for registered participants and to planning activities held among the event's organisers. The CoC stays in force till the end of the activities related to the event, such as the debrief meeting among organisers.
  - When organisers plan and conduct pre-workshop, pre-training, or pre-work sessions, they need to be mindful that the interactions among the participants build up from this point and might play out during the actual/ main event. The CoC should ideally be implemented for all pre-work sessions as well.

- *Format of the event:* Unconference, conference, monthly meetup, edit-a-thon, hack-a-thon, thematic workshop for novice editors, *et cetera*. Events with a free-wheeling format open up possibilities for spontaneity, creativity and fun. However, the content and topic of the sessions and sometimes even the activities that will happen at the event venue cannot be predicted. This makes it harder to formulate and implement a CoC that covers all the possible instances of unacceptable behaviour that can happen at such an event. AdaCamp was a popular series of global unconferences for individuals who predominantly identified themselves as women and were associated with open technology and culture. Take a look at [AdaCamp's policies.](#) Other examples of free-wheeling events are [BarCamp](#) and [Chaos Communication Camp (CCCamp)](#).

- *Type of venue*: Public place, cafe/ restaurant, hotel ballroom, office building, educational institution, *et cetera*. The type of venue has a bearing on its physical security and, in turn, on the implementation of the CoC. It also has implications for the format and kind of sessions that can take place and the security and privacy of the participants and organisers.
- *Amenities available to the participants:* Amenities such as a childcare room, a playroom and nanny for infants and young children, and wheelchair ramps make a difference to the quality of participation and everyone's experience of the event. Without them, some people may not be able to attend the event at all. However, arranging for these amenities costs money, time and humanpower. The event policies may be drafted in view of the availability of such amenities (or lack thereof).
    - A relatively low-cost provision worth mentioning here is the "**quiet room**". It is a quiet space within the event venue for participants to take a break from heated discussions or any other occurrence that might overwhelm them. The space may have cushions and comfortable seating. Participants with mental illness, autism, sensory overload and certain conditions/ disabilities may find the quiet room especially useful. (A word of caution: At no point should it be implied that the quiet room is meant only for people with conditions or disabilities of the physical, psychological, neurological or intellectual kind.)
    - *Character of discussions/ proceedings:*
        - If the event is likely to have intense, heated discussions, it is a good practice to make time for an adequate number of breaks and provide a "quiet room".
        - Organisers of events must make arrangements for expert facilitation of such discussions rather than depend on 'expert' voices in the room/ discussion.
- *Diversity among the participants:* This includes but is not limited to language, religion, caste, culture, race, place of origin, age, economic status, gender, sexual identity, sexual orientation, (dis)ability, neuro(a)typicality, physical or mental health conditions, and dietary preferences.
  The nature of the participant group at an event may be broadly categorised as:
    - Large in number and homogenous
    - Large in number and diverse
    - Small in number and homogenous
    - Small in number and diverse

  The more homogeneous the group of participants, the easier it is to formulate an all-encompassing CoC. Linguistic diversity among the participants necessitates that the CoC be translated into multiple languages for the benefit of those who are not well-versed with English or whatever the *lingua franca* of the event is. Similarly, some practices or gestures that are acceptable or even

encouraged in some cultures may be taboo in some others. Some participants may not be aware of the privilege they enjoy over others belonging to a different caste, race, sexual orientation or identity, gender, and so on. One way of tackling the difficulties in drafting a CoC useful for and acceptable to various groupings is to peruse tried-and-tested CoC of events that are appreciated for their inclusivity. Some of these are mentioned in the section entitled "Useful resources".

- *Official or unofficial avenues for communication and interaction before, during and after the event:* Such avenues include, among others, the event wiki, event website, mailing lists for the event, social media channels, designated instant messaging channels (WhatsApp group, IRC channel, Facebook Messenger group, Telegram group or channel), after-conference parties, conference reception/ dinner, and places of field visits or excursions. The CoC should encompass all such locations and spaces.

As is evident from this list, it is not prudent to implement a template CoC, even if it has worked well for another event. The nature of an event, its purpose, the participant group, the location and other granularities need to be factored into an effective CoC.

Resources and support structures

The resources and support structures available to organisers before, during and after the event play a major role in determining the efficacy of the CoC and its allied frameworks. Such resources and support structures include but are not limited to:

- Team for drafting the CoC and its allied frameworks
- Diversity and inclusion team
- Dedicated volunteers
- Staff and contractors hired for the event
- Physical safety arrangements (for example, by local security staff or law enforcement)
- Trust and Safety team/ Incident Response team
- Local emergency services (medical and non-medical)

Plan for implementing the CoC

This section shines a light on best practices and processes to be carried out before and during the event. We recommend certain follow-up activities and measures for the time after the event is over and the CoC is no longer in force.

Drafting and implementation process

For large events such as a national or international conference/ meeting in which numerous people are expected to participate, it is a good practice to set up an independent process through which:

- the people drafting the CoC will be selected.
- members of the Incident Response team/ Trust and Safety team will be selected.
- the CoC will be discussed and adopted.

Workflow for drafting the code of conduct

This is a workflow we recommend for drafting the CoC of a large event and implementing it. You may adopt it as it is or modify it to suit your event and/ or community:

- The team/ committee that chalks out the CoC meets (online or in person) to develop the draft. The CoC also includes the procedure to raise a complaint and the mechanism(s) through which the complaint will be addressed.
- The draft is then circulated among the event organisers, the teams handling logistics, security and selection of sessions, speakers and participants, and any other stakeholders. At this stage, it is possible to determine if all provisions of the CoC can be met in terms of the monetary resources, time and humanpower they require.
- After the CoC team has addressed all comments and suggestions from every group, the CoC is published on the relevant wiki for review by the community. The call for review and comments is announced on Village Pumps, mailing lists, on-wiki noticeboards, and any other avenue the CoC team and the event organisers deem fit.
- Organisers must ensure that the community consultation regarding the CoC happens in relevant languages. Support for translation, interpretation and responding to queries in different languages must be built into the workflow of the CoC committee.
- The community is allotted a reasonable amount of time to respond to the call, ask their queries and make other interventions. Regardless of the process, the CoC should never be thrust on the participants on the day of the event or at extremely short notice. They should have adequate time to read and peruse the CoC.

The CoC should be binding on all invitees, participants, speakers, facilitators, organisers and volunteers. The registration form or similar process implemented to gain entry into the event venue should include a checkbox that reads, "By registering

for this event, you agree to abide by the Code of Conduct". This notice should be followed by a link to the CoC and the complaint redressal process.

Dissemination of the code of conduct

It is a good practice to also distribute copies of the CoC with the conference kit and make an announcement at the start of the day that the event is governed by a CoC under which violations may be reported. For a large event, posters may be put up in busy places -- such as the entrance to the venue, registration desk, cafeteria and washrooms -- about the CoC and how to access help or raise a complaint in case of a violation.

Review and revision of a code of conduct

Like everything else in Wikimedia projects, a CoC is open to review and revision. Community review can happen before a CoC is adopted or when the need arises to revisit specific provisions (or lack thereof) in it. This can be done via the RfC (Request for Comments) process.

Apart from adhering to Wikimedian values of transparency, community collaboration, and building consensus, the review process gives the participants a sense of ownership of the rules they are supposed to abide by.

Evaluating a code of conduct

A good resource to learn about how to evaluate a CoC is this document by Geek Feminism: http://geekfeminism.wikia.com/wiki/Code_of_conduct_evaluations. Among other things, it states that, "Important elements of an effective code of conduct include:
- Specific descriptions of common but unacceptable behaviour (sexist jokes, etc.)
- Reporting instructions with contact information
- Information about how the CoC may be enforced
- A clear demarcation between unacceptable behaviour (which may be reported per the reporting instructions and may have severe consequences for the perpetrator) and community guidelines such as general disagreement resolution."

Process for redressal of complaints

The Incident Response team or Trust and Safety team receives and addresses complaints.

"Trust and Safety team" usually refers to the team that is tasked with creating/ updating the CoC/ FSP, handling the review process for the CoC, carrying out immediate and long-term interventions over complaints at events, responding to complaints from contexts other than events, proactively ensuring that the environment is safe and welcoming for everyone, and providing support to complainants (that is, those who have faced abuse, violence or harassment). The Trust and Safety team, alternatively called Support and Safety (SuSa) team, is responsible for activities that need continual engagement to ensure the safety and well-being of members of the community. Trust and Safety teams may also participate in general dispute resolution, which is a process different from handling violations of the CoC.

The team that is the primary responder to complaints or reports of violations of the CoC during an event is called "Incident Response" team. Such a team ideally comprises members of the event organising team, Trust and Safety team, and persons who are in the position to respond to CoC-related incidents at the event. These may include trained volunteers, persons responsible for managing volunteers, venue security staff, and even trained mental health professionals. The Incident Response team only functions at events and does not participate in resolutions of general disagreements and disputes within the community.

A Trust and Safety team may assume the role of the Incident Response team at an event. For events of short durations and/ or with a small number of participants, there may be no practical distinction between the roles and profiles of the two teams.

"Complaints committee" refers to a body that plays the limited role of receiving complaints and working on a resolution. A complaints committee is usually constituted within organisations and institutions, not for the purpose of events.

The CoC or FSP should include this information about the redressal process:

- Instructions for filing a complaint or reporting a violation of the CoC
- Contact information of the Trust and Safety/ Incident Response team
- Description of the steps that may be taken in response to a report/ complaint
- Information about how the resolution of the complaint will be enforced

Composition of the Incident Response/ Trust and Safety team

The composition of the Incident Response/ Trust and Safety team should reflect the diversity in the participant group. The nature and composition of the team depends

on the different factors mentioned in the section entitled "Scope and profile of the event".

Members of the team should be non-partisan and should preferably declare conflicts of interest, if any, before the time the CoC comes into force. Members may recuse themselves as appropriate when responding to complaints/ reports with potential conflict of interest. Ideally, there should be at least one member of the team who has no conflict of interest with reference to the event. This member does not perform any other role in the event, such as that of an organiser, speaker, facilitator or moderator.

Common issues code of conduct teams should know about

Romantic or sexual advances/ overtures

Events are often fertile spaces for love and intimacy to happen. If the recipient of a romantic or sexual overture appreciates it, the individuals involved may proceed to paint the town red. In the event that the recipient turns down the gesture, the Trust and Safety team may find itself responding to a complaint about inappropriate physical contact, sexual harassment or similar transgressions. The handling and resolution of such complaints is a topic vast enough to merit a learning module of its own. Nevertheless, it may be useful for the Trust and Safety team to sensitise the event organisers and other people within the fold about the issue of sexual consent. Some useful resources to do so:

- Video with English subtitles: "The Amorous Adventures of Shakku and Megha in the Valley of Consent", Agents of Ishq https://www.youtube.com/watch?v=TLsqNCzSkZQ Last accessed on January 7, 2019
- Video with English subtitles: "Love in the Garden of Consent/ Ishq ke Garden mein Marzi hai Minimum", Agents of Ishq https://www.youtube.com/watch?v=cY_F5RO-wps Last accessed on January 7, 2019
- Video: "Tea and Consent", Thames Valley Police https://www.youtube.com/watch?v=pZwvrxVavnQ Last accessed on January 7, 2019
- "Guest Blogger Starling: Schrödinger's Rapist: or a guy's guide to approaching strange women without being maced" https://kateharding.net/2009/10/08/guest-blogger-starling-schrodinger%e2%80%99s-rapist-or-a-guy%e2%80%99s-guide-to-approaching-strange-women-without-being-maced Last accessed on January 7, 2019

- "How to make an *ishq* move without being a creep", Agents of Ishq http://agentsofishq.com/make-ishq-move-without-creep Last accessed on January 7, 2019

Minors

Some Wikimedians are in the position to attend events only if they can bring their minor children along. Minors who accompany an adult participant should never be left unsupervised at an event in the interest of their safety. It is best to have a designated childcare care room and playroom with a nanny where children can stay while their parent or guardian is at the event.

In the case of participants who are minors themselves, it is advisable to ask them to bring along a guardian or to request a written undertaking from their parents or guardians stating that they are aware their child/ ward is attending the event. Organisers should discourage any sexual activity with underage participants, even if it is consensual. The age of consent in India is 18 years. According to the Protection of Children from Sexual Offenses (POCSO) Act, 2012, a sexual act with anyone under 18 years of age is considered child rape, even if it is consensual. The law also contains provisions against abetting an offence. Anyone who has knowledge of such a sexual offence but does not report it to law enforcement authorities could potentially be charged and face punishment.

Contractors and support staff

Photographers, videographers, venue managers, security personnel, and persons who provide technical, logistic and administrative support may be hired as contractors or support staff for an event. If the event organisers and the Trust and Safety team choose not to bring them under the purview of the CoC, they should be briefed clearly and in advance about the rules of interaction with the participants of the event.

Resistance to the enforcement of a CoC

The Ada Initiative website states, *"...a code of conduct that isn't (or can't be) enforced is worse than no code of conduct at all: it sends the message that the values in the code of conduct aren't actually important or respected in your community"*. It may be relatively hard to find acceptance for the CoC or FSP in communities of a certain disposition. Here are some of the most common arguments against the enforcement and implementation of a CoC. Members of teams responsible for Trust and Safety may prepare to respond to these arguments as

appropriate, depending on the composition, dynamics and nature of the community/ participant group:

- It has a chilling effect on the speech and actions of participants.
- It impinges on the freedom of expression of the people who are governed by the CoC while privileging people of certain political and social bent who have been involved with the drafting and enforcement of the CoC.
- It allows the Incident Response team/ Trust and Safety team to abuse their power.
- "I am someone who speaks truth to power and the CoC/ FSP is being (mis)used to silence me."
- "I belong to a (real or perceived) oppressed community/ demographic and provisions of the CoC are being unfairly used against me."
- The provisions of the CoC are discriminatory as they lend themselves to reverse racism, reverse sexism, reverse cis-sexism, reverse casteism, *et cetera*.
- "Harassment does not happen in our community. Accepting such a set of rules implies otherwise. It implies that the community is not safe, friendly or welcoming."

Some steps that could help prevent resistance to the CoC and its allied frameworks:

- The CoC should be circulated well in advance so that participants do not feel it was thrust on them at short notice. This is especially important for events where the sign-up process makes the CoC binding on everyone.
- Potential participants should be encouraged to voice their apprehensions during the process for community review of the CoC.
- Provide translations of the CoC in the language(s) the participants are most comfortable with, so that they are able to understand the CoC in letter and spirit.
- For events spanning short durations (say, a few hours or a day) and with a small number of participants (say, 20 or less), it may be useful to not institute a CoC in advance. Based on a skeleton CoC, the Trust and Safety team or the organisers may conduct a "**value-setting**" exercise at the start of the event.
    - The exercise involves reading a proposed set of rules aloud to the participants and asking if all of them agree to it. The questions could be framed as, "Do we all agree to abide by the [Chatham House Rule](?)"; "Does anyone have any objections to being photographed or videographed?"; "Does everyone agree to switch off their mobile devices while this discussion is happening?". In case disagreements arise, the organisers help everyone reach a consensus or resolution agreeable to all. The exercise is more spontaneous than implementing a CoC drafted in advance, and gives the participants a sense of active presence and agency in the formulation of the rules they are laying down for themselves.

- Bringing about acceptance for anti-abuse, anti-harassment and friendly space policies also requires long-term interventions that would come to define the culture and character of the community. A discussion of such interventions is outside the scope of this learning module.

Inadmissible complaints

Every report made to the Incident Response/ Trust and Safety team involves considerable investment of time, money and labour. Depending on the nature of the complaint, the team takes some or all of these steps in any order or combination:

- provide immediate support/ relief to the aggrieved parties
- document the incident with supporting evidence
- corroborate the details logged in the complaint/ report
- seek additional information that is necessary but not present in the complaint/ report
- speak with the people affected directly by the issue that was reported
- record their responses, often while making arrangements for their confidentiality and privacy
- hold one or more meetings for determining the resolution of the issue/ course of action
- hold meetings with the directly affected parties in order to implement the resolution
- file a report to document the resolution or the course of action
- handle backlash, if any, especially from entities who consider the resolution unfair, inadequate or unfavourable to them.

In order to avoid burnout among the team members and to thwart the filing of frivolous complaints, it is necessary to define the kind of complaints that are inadmissible. The CoC/ FSP should explicitly mention that these complaints would not be entertained even if they are filed and no action will be taken on the basis of these complaints alone. The [Geek Feminism CoC](#) states that complaints on these topics would be inadmissible:

- 'Reverse' -isms, including 'reverse racism,' 'reverse sexism,' and 'cisphobia' (because these things don't exist)
- Reasonable communication of boundaries, such as "leave me alone," "go away," or "I'm not discussing this with you."
- Refusal to explain or debate social justice concepts
- Communicating in a 'tone' you don't find congenial
- Criticising racist, sexist, cissexist, or otherwise oppressive behaviour or assumptions

Banning individuals from events

Sometimes it becomes necessary to take the extreme step of excluding known miscreants or harassers from the community or from events where members meet in person. A ban or similar sanction is usually imposed on:

- Repeat offenders, that is, those who continue to resort to unacceptable behaviour despite previous warnings or punitive measures taken against them.
- Those who have been conclusively held responsible for extremely serious transgressions, even if such a transgression happened 'only once'.

An event ban policy and process should ideally consider the frequency of misconduct or its magnitude or both. The policy should delineate if serious misconduct outside Wikimedia spaces, in contexts other than the Wikimedia movement, and at a time far in the past would be considered when determining a ban or other punitive steps.

Someone being banned from an event or community is an unfortunate situation. Nevertheless, removing a disruptive person may instil a greater sense of safety among participants, keep an event from getting derailed, and help maintain a friendly environment for everyone. A ban may also act as a deterrent against potential violations of the standards of behaviour the community has laid down for itself. URLs to the Wikimedia event ban policy and process have been included in the "Useful resources" section of this module.

Supporting underrepresented groups beyond and after an outreach event

We know from past experience in the Wikimedia movement that there are benefits to focussing outreach programs to certain demographics as opposed to keeping them open to the general public. A common example is women-only workshops and conferences aimed at increasing the number and participation of women in the Wikimedia movement. An event organised exclusively for an underrepresented group potentially allows for a safe space for the group to learn, ask questions which they would dither to ask in a more public setting, and voice their concerns. Outreach efforts are known to bear fruit only if they are sustained. Here are some ways in which the organising team can support underrepresented groups after the outreach event had ended and some of the initial enthusiasm among the participants has dissipated:

- Create a hub or list of resources they can use to continue learning, to pass on their knowledge to other individuals in their community, and to better apply their knowledge.
- Encourage willing participants to stay in touch after the event. (*Note: Organisers and participants should be aware that private information, including contact information such as email addresses and phone numbers, should not be passed on without the explicit consent of its owner. Nor should anyone be made to share their private information against their will.*)
- Some reliable sources [WP:RS] are not accessible due to paywalls. Encourage the group to find ways to access references relevant to their topics of editing. Give them practical and practicable tips about how to access and use such references.
- Discuss strategies and interventions that the members of the group could use in the case of Trust and Safety issues.
- Create a list of resources which the participants could use to access help related to editing/ contributing.
- If there is a technical wishlist, say, the underrepresented group needs a new tool to contribute efficiently in their script or language, then guide them through the process of filing a [Phabricator](#) request for it.
- Ensure that the team organising the event and conducting follow-up activities comprises at least a few members who belong to the targeted demographic.

Worksheet

This worksheet may be used by a group or community that has newly embraced the concepts of CoC, FSP, or safe space. It may also be administered as an exercise or test by a trainer who teaches this learning module.

1. Define what an "outreach event" means in your project/ community. What events can be considered as exceptions to the usual outreach events?
2. What are the best practices regarding the drafting and implementation of a CoC for the event? (Includes best practices before and after the event)
3. What makes a CoC ineffective or sub-optimal, especially in the context of your community and/ or event?
4. Make a checklist of things that the framework of the CoC should contain.
5. How does CoC differ based on the size and nature of the event and the size of the participant group?
6. How does the composition and function of the Incident Response team differ based on the nature and type of event (*e.g.*, large conference, small meeting, consultation, outreach, or edit-a-thon)?

Useful resources

This compilation of resources is meant to serve as a ready reckoner for Wikimedians who wish to draft and implement a CoC or FSP for events they plan to conduct. It may be useful to share these references with your community, conference organising team, or any person involved with the event who wishes to know about tried and tested implementations of a formalised CoC in Wikimedia events.

- Keeping events safe -- A resource kit by the Wikimedia Foundation
https://meta.wikimedia.org/wiki/Keeping_events_safe
- Example code of conduct for a community that interacts online as well offline: Code of conduct -- Geek Feminism Blog
https://geekfeminism.org/about/code-of-conduct
(The Geek Feminism Blog refers to itself as a blog that "exists to support, encourage, and discuss issues facing women and nonbinary people in geek communities, including science and technology, gaming, SF fandom, and more".)
- Geek Feminism Conference anti-harassment policy:
http://geekfeminism.wikia.com/wiki/Conference_anti-harassment/Policy
- WikiConference India 2016 -- Code of conduct
https://meta.wikimedia.org/wiki/WikiConference_India_2016/Code_of_Conduct
(This is a comprehensive document that includes CoC, a redressal mechanism, guidelines for selection of speakers and participants, guidelines for conference organisers, and details of the composition of the Incident Response team.)
- WikiConference India 2016 -- *Reflections of the Diversity and Inclusion team and the Incident Response team:*
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