

Yes Balloon/CSz Richmond

Code of Conduct & Reporting Policy

February 2019

DEFINITIONS:

Yes Balloon/CSz Richmond is the legal entity, Yes Balloon, Inc. (d.b.a. CSz Richmond), hereinafter referred to as CSz Richmond.

COMMUNITY MEMBERS includes all CSz Richmond personnel, contractors, performers, students, workshop attendees, employees, directors, coaches, teachers, owners, managers, bartenders, box office assistants, and all other persons recognized as such (a community member) by the CSz Richmond Board of Directors.

COMPLAINANT refers to the person who believes the behavioral standards described in this policy have not been met by another community member, and who has chosen to report a grievance.

ALLEGED OFFENDER refers to the community member whom the complainant believes has violated the behavioral standards described in this policy.

MINOR refers to any person under the age of 18.

NOTICE OF NO VIOLATION refers to the written communication, sent to all parties involved, for the purpose of communicating that, per the information available to CSz Richmond, no violation of the behavioral standards described in this policy is believed to have been committed.

NOTICE OF ALLEGED VIOLATION refers to the written communication, sent to all parties involved, for the purpose of communicating that, per the information available to CSz Richmond, a violation of the behavioral standards described in this policy cannot be substantiated, nor can a violation be entirely ruled out. A Notice of Alleged violation does not imply that the violation did not take place.

NOTICE OF VIOLATION refers to the written communication, sent to all parties involved, which specifically identifies the manners in which the behavioral standards of this policy are understood to have been violated.

CORRECTIVE ACTION refers to written advisements or written warnings from CSz Richmond to alleged offender(s) and/or any other parties involved.

DISCIPLINARY ACTION refers to a probation, removal, or ban imposed by CSz Richmond upon any community member in regards to events or property managed by CSz Richmond.

DESIGNATED INVESTIGATOR: The person selected by CSz Richmond to gather information relevant to an alleged violation of this policy. This is currently the Executive Director or designee as determined by the Executive Director.

HR REPRESENTATIVE: A person who has been elected by the major and minor league troupe members and is designated to receive a written grievance report from a complainant when the complainant prefers not to bring their grievance directly to the designated investigator or a CSz Richmond Board Member. This person represents both the Major League and the Minor League players.

MEDIATION: A formal intervention in a dispute between two or more community members, with the intent that both parties come to a mutual understanding and/or devise an agreement for future interactions. In mediation, the mediator sets the rules for the conversation and guides the participants through the process, but does not have the authority to make final decisions regarding corrective and/or disciplinary actions.

ARBITRATION: A formal intervention in a dispute between two or more community members, with the intent that both parties come to a mutual understanding and/or devise an agreement for future interactions. In arbitration, the arbiter sets the rules for the conversation, guides the participants through the process, and is authorized to advise CSz Richmond on final decisions for corrective and/or disciplinary actions.

OUR VISION OF SAFETY & RESPECT

CSz Richmond is committed to providing an environment that is free of discrimination, harassment, bullying, and other offensive behaviors. All CSz Richmond community members are expected to support this commitment by treating everyone they interact with in a way that is consistent with the intent of this policy. Respectful behaviors include being courteous, showing compassionate and consideration for others, working cooperatively, and maintaining confidentiality.

CSz Richmond recognizes that, as a comedy theatre, the environment is not the same as a typical workplace. The very performances that we put on are sometimes lewd, bawdy, “blue” or “R-rated,” and the atmosphere of the CSz Richmond community is social as well as professional. It is not the intention of CSz Richmond to mimic an office environment. While this may require a more nuanced reading of social cues than the more clearly defined environment of an office, it is the hope of CSz Richmond that with a combination of communication, common sense, respect, and empathy, we can create an environment that prioritizes safety from discrimination, harassment, or violence.

PROHIBITED BEHAVIORS

DISCRIMINATION

CSz Richmond prohibits discrimination or harassment of its community members by any other community member, for reasons including, but not limited to, a person's race, creed, color, religion, sex, age, ancestry, national origin, disability, genetic information, sexual orientation, gender identity, marital status, and any other characteristic protected by law.

HARASSMENT

Harassment and other offensive behaviors that impair morale, interfere with the quality of performance, or interfere with the learning experience of CSz Richmond community members are also expressly prohibited by this policy.

One type of harassment is sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature, specifically when this conduct affects an individual's performance, learning experience, or creates an intimidating, hostile, or offensive environment.

Sexual harassment includes unwelcome sexual behavior by members of any gender toward members of any gender. It also includes sex-based harassment directed at someone because of their gender.

Examples of behaviors that *could potentially* be considered harassment include, but are not limited to the following:

- Intimidation and/or sabotaging
- Physical assaults or threats
- Unwanted touching
- Pushing, shoving, or "manhandling"
- Slurs, epithets, or name-calling
- Provoking or encouraging inappropriate or unkind behavior
- Posting offensive messages on social media sites
- Stalking in any form
- Words or actions that make another community member the target of harassment
- Words or actions that put another community member's safety in danger
- Violating another community member's privacy (ex. Posting their personal information on social media without their permission; sharing private information and/or images without permission)
- Unwelcome sexual flirtations, advances, or propositions
- Interference with work performance
- Leering, staring, unwelcome touching or physical closeness

- Using company-provided electronic devices (including computers and cell phones) to view, display, or distribute pornography or other offensive content.
- Sexual jokes and other offensive jokes told in person or through any electronic means
- Unwelcome sexual innuendo, language, or images sent through texts, instant messages, email, or other electronic device (“sexting”)
- Ridicule, mockery, or insults told in person or through any electronic device
- Physically displaying or sending discriminatory, sexually suggestive, or other offensive objects or pictures, including photos, posters, calendars, graffiti, drawings and cartoons, or language, including jokes, through any medium; meaning electronically, in person, or any other manner

A NOTE ON JOKES & TEASING

CSz Richmond understands that, in the environment of a comedy theatre, an attempt to prohibit the telling of jokes with lewd content or to ban the use of innuendo or friendly teasing is not only unrealistic, but also potentially undesirable. Because the environment of CSz Richmond is not like that of an office, the community members must use common sense, empathy, and respect, in an earnest effort to determine the comfort level of the people around them before engaging in behaviors that could potentially be considered harassment.

Knowing this, every community member must also consider the intent of every other community member, as well as the context and environment in which they are present, when considering what qualifies as appropriate behavior.

PREVENTION

All Major League players, Minor League players, employees, and Board Members of CSz Richmond must participate in mandatory training on an annual basis that addresses the issues presented in this grievance policy. This training will include a review of the grievance policy and definitions of harassment. Failure to participate in this training may impact a player or employee’s active status with CSz Richmond.

If any community member believes a situation is developing which could potentially violate this policy or the law, then that community member should confidentially report the situation to their respective Head Coach, the Executive Director, and/or a member of the Board of Directors of CSz Richmond. It is recommended that this communication be in writing.

If the situation is a potential (but not yet actual) violation, CSz Richmond, utilizing any expert advice deemed necessary, shall attempt to resolve the potential situation before a violation of this policy or the law actually occurs.

DE-ESCALATION

It is the responsibility of all community members to attempt to de-escalate arguments and altercations that constitute violations of this policy. For example, this may mean simply walking away from an argument, or otherwise separating oneself from another person who is encouraging, provoking, or attempting to provoke inappropriate behavior. It could also mean simply changing one's tone so as to not increase existing tensions.

NO RETALIATION

CSz Richmond community members who report harassment, or the alleged offender, or those who assist in the investigation of a complaint of harassment, will not be subject to retaliation, intimidation, or reprisals of any kind. Any community member who engages in practices of intimidation or retaliation against another member of our community because of a complaint under this policy will be subject to corrective action (ex. a written warning) or disciplinary action (see Step 3, 'Corrective Actions' and 'Disciplinary Actions') depending upon the severity of the violation.

Additionally, opportunities to participate in any role within the theater environment will not be contingent upon acceptance or rejection of sexual advances or any other behavior prohibited by this policy.

PROCEDURES

Any individual who has experienced or observed harassment or offensive behavior by anyone, should ask the person to stop at once, if they feel comfortable doing so. If they do not feel comfortable addressing the behavior themselves, they should follow the procedures outlined below.

THE LIMITED SCOPE OF THIS REPORTING PROCEDURE

The purpose of this policy is to proactively resolve issues that arise between community members of CSz Richmond. It describes our values and covers how we handle instances of unkindness such as harassment, bullying, and discrimination between our community members. To be clear, instances of criminal activity (assault, rape, molestation, etc.) that justify legal action should be reported directly to the proper legal authorities, in addition to informing the Board of Directors of CSz Richmond.

DOCUMENTATION

All official complaints must be submitted by the complainant in writing to any of the designated persons outlined in this policy below.

E-MAIL RESPONSE TIME (MAX 24-HOURS)

All official e-mail communications from CSz Richmond or any of its designated representatives related to an ongoing and unresolved grievance under this policy are expected to be responded to by the alleged offender and/or the complainant in a reasonable and timely manner. A *maximum* response time of 24-hours is expected by the aforementioned parties, however CSz Richmond reserves the right to reduce the acceptable maximum response time depending on the nature of the information requested (ex. A simple 'yes' or 'no' question may require a shorter response time.) If either party desires a longer response time, they may request it from CSz Richmond. However, there is no guarantee that their request will be approved.

If it is determined that either party has not responded to an official communication from CSz Richmond or its designated representatives in a timely manner, showing a lack of good faith to the process described in this policy, the party in question will be placed on probation from all CSz Richmond events and properties managed by CSz Richmond. The duration of the probation will be determined by CSz Richmond on a case-by-case basis.

GOOD FAITH TO THE PROCESSES

If CSz Richmond determines that any community member involved in an unresolved and ongoing grievance, including the alleged offender or the complainant, is taking actions that delays or otherwise undermines the processes described in this policy, the party in question will be placed on probation from all CSz Richmond events and properties managed by CSz Richmond. The duration of the probation will be determined by CSz Richmond on a case-by-case basis.

REPORTING GRIEVANCES

In the event any community member of CSz Richmond believes the behavioral standards described in this policy have not been met by another community member, that individual should report incidents, in writing, in the manner described below.

In all instances where a grievance is reported, the Executive Director of CSz Richmond will be notified.. In an effort to respect the privacy of the complainant, the specific details of the grievance (complainant's name, people involved, specific events, etc.) that are reported to the Board of Directors of CSz Richmond will be determined collaboratively by the complainant and the party to whom they report their grievance. This initial information should be communicated to the Board of CSz Richmond in writing.

The person who receives and documents the initial grievance report is to be chosen by the complainant, as determined by the complainant's preferences.

STEP 1: INITIAL REPORT

1. It is first and foremost recommended that grievances are brought directly to the Head Coach of the respective league.
2. If for any reason the complainant is uncomfortable reporting to the Head Coach, the report should go to the Executive Director. The Executive Director will then engage the Board of Directors of CSz Richmond in taking action on the complaint.
3. If for any reason the complainant is uncomfortable reporting to the Executive Director of CSz Richmond, they are encouraged to report their grievance to the HR Representative. The HR Representative will then engage the Executive Director and the Board of Directors of CSz Richmond in taking action on the complaint.
4. In the event that the alleged offender is the Executive Director OR a member of the Board of Directors of CSz Richmond:
 - a. The complainant has the option to contact our designated alternate representative, Courtney Pong, the manager and one of the owners of CSz Boston, who has agreed to assist in this role. She can be contacted at courtney@cszboston.com or at (209) 614-6962
 - b. In such an event, Ms. Pong will inform the board of CSz Richmond that a grievance has been reported, disclosing only those details agreed upon between the complainant and Ms. Pong. In this situation, Ms. Pong will advise the Board of Directors of CSz Richmond on a recommended path to resolution. The procedures thereafter will be determined by the board of CSz Richmond, utilizing any expert advice, mediation/arbitration, or council deemed necessary. Such procedures may or may not reflect the set of usual policy procedures described below.

STEP 2: INVESTIGATION

The complainant has the option to forego an investigation and move directly into mediation or arbitration, with the understanding that, without sufficient evidence to determine that the alleged offender has in fact violated this policy, this may limit the corrective actions or disciplinary actions that can reasonably be taken against the alleged offender.

In the event the complainant desires that an investigation be initiated, all prior written communications regarding the grievance are to be submitted to the Board of Directors of CSz Richmond or another designated CSz Richmond representative. This means that specific events, names, dates, etc. will be disclosed to CSz Richmond.

Once all relevant information has been submitted by the complainant, an investigation will be initiated.

CSz Richmond will designate the individual responsible for conducting the investigation of the reported incident(s). The person chosen to investigate the situation *will not* be a person who is implicated or otherwise involved in the alleged incident. The timing, scope, and extent of the investigation will be determined by CSz Richmond on a case-by-case basis.

Any community member who is contacted in connection with the investigation is expected to cooperate fully.

CONFIDENTIALITY

Investigations will be conducted to protect, as much as is practicable, the privacy of all persons concerned. Community members who are contacted are expected to keep the details of the complaint, the investigation, and the arbitration/mediation confidential.

Discussing details of any of the aforementioned with persons not involved is strictly prohibited by this policy. This includes posting specific details or comments regarding the complaint, the investigation, and/or the process on social media and/or “Vague-booking” (ie. posting vague comments to social media. What constitutes “vague-booking” will be determined by CSz Richmond on a case-by-case basis.)

Per the request of any person involved, or any person contacted regarding an investigation, CSz Richmond will outline the individuals who are considered “involved”, thereby designating those persons as appropriate to discuss the details of the complaint, investigation, and the arbitration/mediation etc.

Community members who are contacted are also expected to respond to emails and other communications within a reasonable timeframe (See ‘Email Response Time’, and ‘Good Faith’ headings, pg. 5-6)

INVESTIGATION PROCEDURES

Investigation procedures may include, but are not necessarily limited to the following:

- The designated investigator may request to speak to witnesses of the alleged incident(s).
- The designated investigator may request to speak to individuals who were directly involved in the alleged incident(s), potentially including the alleged offender and/or the complainant.
- The designated investigator may request other forms of reliable documentation regarding the alleged incident (email, text message, and/or social media correspondence, etc.). *Individuals contacted in regards to the alleged incident(s) have no obligation under this policy to provide any record of communications between themselves or any other individual which unreasonably violates their own privacy or the privacy of any other person.*

The individual responsible for conducting the investigation will turn over all relevant findings to the Board of Directors of CSz Richmond, to include written notice(s) of any relevant information received from all persons contacted regarding the alleged incident or other related matters.

STEP 3: OFFICIAL NOTICES TO INVOLVED PARTIES

NOTICE OF VIOLATION

If based upon the investigation, CSz Richmond determines that this policy was violated, then CSz Richmond, in collaboration with the complainant, their designated third-party (if applicable), and the person assigned to perform the investigation, will compose a Notice of Violation, describing in detail how the alleged offender violated this policy. The completed Notice of Violation will be used to communicate with the offender.

NOTICE OF ALLEGED VIOLATION

If there is no investigation, or based upon an investigation, CSz Richmond cannot find evidence to fully substantiate *or* entirely rule out a violation of this policy, then CSz Richmond, in collaboration with the complainant, their designated third-party (if applicable), and the person assigned to perform the investigation (if applicable), will compose a Notice of Alleged Violation, describing in detail the manner in which the behavioral standards in this policy were reported to have been violated. A Statement of Alleged Violation does not imply that the violation did not take place. The completed Notice of Alleged Violation will be used to communicate with the alleged offender(s).

NOTICE OF NO VIOLATION

CSz Richmond may determine that, based upon the investigation, there exists insufficient grounds to reasonably substantiate a suspected violation of this policy. In this case, all necessary parties will be so advised. After the concerned parties have been advised the grievance is considered a closed matter.

STEP 4: PATHS TO RESOLUTION

After the investigation has been completed (if applicable), all documentation pertaining to the incident(s) in question have been submitted to CSz Richmond, and CSz Richmond has issued an official notice to the parties involved, one of the following courses of action may be taken:

- **NOTICE OF ALLEGED VIOLATION: WITH MEDIATION, ARBITRATION AND/OR CORRECTIVE ACTIONS**
 - If a Notice of Alleged Violation is issued a meeting can be arranged between the complainant, the alleged offender, a designated third-party, and/or a mediator or arbiter. One or more Board members of CSz Richmond may attend this

meeting at the request of any of the aforementioned parties, or at his or her own discretion. The Board of CSz Richmond may also assign a designated CSz Richmond representative to attend this meeting. Additional persons (i.e. support people) may be present at this meeting, at the request of any of the aforementioned parties, provided that all parties agree. The purpose of this meeting is to discuss the Notice of Alleged Violation and work toward a solution.

- NOTICE OF ALLEGED VIOLATION: CORRECTIVE ACTION WITHOUT MEDIATION/ARBITRATION
 - CSz Richmond, in collaboration with the complainant and the alleged offender, may determine that a mediated/arbitrated meeting is unnecessary and/or not appropriate for the situation. In this case all parties will receive a Notice of Alleged Violation and CSz Richmond will determine appropriate guidelines for the future interactions of the complainant and the alleged offender. CSz Richmond will deliver those guidelines to the two parties in writing with the expectation that both parties follow the guidelines. If either party violates the guidelines laid out by CSz Richmond, additional corrective or disciplinary action will be taken against the party in violation (See Step 4 “Corrective Actions” and “Disciplinary Actions”).

- NOTICE OF VIOLATION: WITH MEDIATION OR ARBITRATION
 - If a Notice of Violation is issued a meeting can be arranged between the complainant, the alleged offender, a designated third-party, and/or a mediator or arbiter. One or more Board members of CSz Richmond may attend this meeting at the request of any of the aforementioned parties, or at his own discretion. The Board of CSz Richmond may also assign a designated CSz Richmond representative to attend this meeting. Additional persons (i.e. support people) may be present at this meeting, at the request of any of the aforementioned parties, provided that all parties agree. The purpose of this meeting is to discuss the Notice of Violation and work toward a solution. If a mutually agreed upon solution cannot be reached, CSz Richmond will take appropriate corrective or disciplinary action, with advisement from the designated mediator/arbiter if applicable. (See Step 4 “Corrective Actions” and “Disciplinary Actions”).

- NOTICE OF VIOLATION: WITHOUT MEDIATION/ARBITRATION:
 - CSz Richmond may determine that, based upon the investigation, there exists sufficient grounds to substantiate a violation of this policy. If either party decides not to attend a mediated/arbitrated meeting or if CSz Richmond determines that a mediated/arbitrated meeting is unnecessary or inappropriate for the situation, CSz Richmond will communicate its findings to the complainant and the accused offender in a written Notice of Violation. At this point, CSz Richmond will determine appropriate corrective or disciplinary action (See Step 4 “Corrective Actions” and “Disciplinary Actions”).

MEDIATION OR ARBITRATION

Mediation or arbitration is voluntary for all parties involved. CSz Richmond reserves the right to determine whether mediation or arbitration is more appropriate for the situation, thereby removing the other option. Refusal of mediation and/or arbitration by either party necessarily limits possible outcomes.

OUTCOMES OF MEDIATION/ARBITRATION

Possible Outcomes of mediated/arbitrated meetings are listed below:

- The complainant and the alleged offender come to a mutual understanding and decide no further action is necessary.
- The complainant and the alleged offender come to an agreement for how they will interact in the future. This agreement is put into writing and sent to everyone in attendance at the meeting, with the expectation that both parties follow the guidelines explained therein. If either party violates the guidelines laid out in this agreement, additional corrective action will be taken against the party in violation.
- If there is no mutual agreement or understanding, CSz Richmond, with the advisement from the assigned arbiter (if applicable), will determine an appropriate course of action, to include corrective or disciplinary actions. CSz Richmond's determination will be sent to all parties involved in writing. (See Step 4 "Corrective Actions" and "Disciplinary Actions").

CORRECTIVE ACTIONS

Corrective actions may include but are not limited to:

- A written notice from CSz Richmond to the involved parties (complainant, alleged offender etc.) describing expected behavioral standards for future interactions between the involved parties.
- A written warning to the alleged offender, stating that if another violation of this policy occurs disciplinary action will be taken.

DISCIPLINARY ACTIONS

Disciplinary actions may include, but are not limited to:

- Temporary Probation from all CSz Richmond events and properties managed by CSz Richmond.

- Removal from selected workshops, classes, shows, other CSz Richmond events, or any combination thereof, without refund or compensation.
- Lifetime ban from CSz Richmond events and properties managed by CSz Richmond.

ON CRIMINAL INVESTIGATION & OFFICIAL INVESTIGATION

If it becomes known that any community member of CSz Richmond is under investigation by a public authority for any crimes of a violent and/or sexual nature, including but not limited to sexual assault or crimes involving illegal pornography, then CSz Richmond reserves the right to ban that individual from all CSz Richmond related activities. Should the person under investigation appear at any CSz Richmond-related activities and/or CSz Richmond's venue following this removal, they will be considered to be a trespasser and representatives of CSz Richmond will not hesitate to call authorities to remove the accused from the property.

ON ACCUSATIONS OF CRIMINAL ACTIVITIES

CSz Richmond reserves the right to ban any person from properties or events managed by CSz Richmond for any reason, including but not limited to accusations by any person of criminal activity that, in the opinion of CSz Richmond, includes or exceeds the sorts of prohibited behaviors described in this policy.

If, in the judgment of the CSz Richmond Board of Directors, the accused behavior(s) places in doubt the safety of the any community member, then the accused will be immediately and without investigation removed from all CSz Richmond-related activities until such time as the CSz Richmond is satisfied that the accusations are and were unfounded and/or resolved.

Should the accused appear at any CSz Richmond-related activities or venues following this removal, they will be considered to be a trespasser on the property and CSz Richmond representatives will not hesitate to call authorities to remove the accused from the property.

The reinstatement of the accused to any CSz Richmond-related activity or venue will be at the discretion of the Executive Director and the Board of Directors of CSz Richmond.

CONDUCT WITH MINORS

We know that CSz Richmond community members may have contact with minors in many different capacities. This may include participation in a match or performance, teaching of a class or camp, or interaction with CSz patrons with whom CSz Richmond community members already have prior relationships. All community members associated with CSz Richmond should understand that any communication with minor students, minor audience members, or any other minor associated with CSz Richmond may be subject to scrutiny. It is important for CSz Richmond community members to keep transparency in mind while interacting with minors in

any venue. These venues may include the CSz Richmond Theater, community events, and social media sites. This level of transparency protects both the minor and the adult.

Be mindful of boundaries. When interacting with minors, community members should be aware of the vulnerability of minors and themselves in such interactions, and be particularly aware of the importance of maintaining appropriate physical, emotional, and sexual boundaries in such interactions. Members of the CSz Richmond community must not engage in any covert or overt sexual behaviors with minors, including seductive speech, gestures, or physical contact that exploits, abuses, or harasses.

Physical contact: It is important to note that physical contact with minors can be misconstrued by the recipient and by those who observe it, and should occur only when nonsexual and otherwise appropriate. It should never occur in private. Be aware of how physical touch can be perceived or received. Acceptable forms of physical contact with a minor may include high fives, handshakes, and fist bumps. Types of physical contact to be avoided include tickling, rough-housing, wrestling, piggyback rides, any type of massage, and any form of unwanted affection.

There may be times when adults must set limits with minors for safety reasons. However, CSz Richmond community members are prohibited at all times from physically disciplining a minor in any way. Similarly, speech, gestures, or other behaviors that are bullying, demeaning, belittling, hurtful, meant to embarrass, or reference the minor's physical development or appearance are never appropriate.

One-on-one interaction It is advisable that CSz Richmond community members should not have private, one-to-one conversations or communications with minors. Conversations should be held in a public area, in a room where the interaction can be observed, or in a room with the door left open. If it is not possible for at least one additional adult or minor to be present, there should be clear communication with the minor's parent/guardian AND CSz Richmond staff regarding these interactions. If a minor is being transported by a CSz Richmond Community member who does not have a familial relationship with that child, written permission from the parent must be secured in advance.

It is strongly recommended that communication via social media connections (Facebook, Instagram) be done in a public space, viewable by others, such as a specific Facebook group used to communicate with other community members. Communicating with minors is only allowed for the purpose of conducting CSz Richmond business (scheduling rehearsals or shows, etc.) Before any online communications are sent, adults must first inform the minor's parent or guardian of the intention to communicate via these channels. If any communications are private exchanges (i.e., private Facebook messages or texts), a copy of the exchange should be retained by the CSz Community Member.

If you, as a CSz Richmond community member, have any questions or concerns regarding boundaries with a minor as it relates to participation in CSz activities, please take those concerns to a CSz Richmond staff member or board member.

CASE BY CASE MODIFICATION OF PROCEDURES

CSz Richmond reserves the right to treat every instance of alleged harassment or discrimination as unique, and may, at will, and at any time, modify the procedures described in this policy in any manner CSz Richmond considers appropriate and/or necessary.

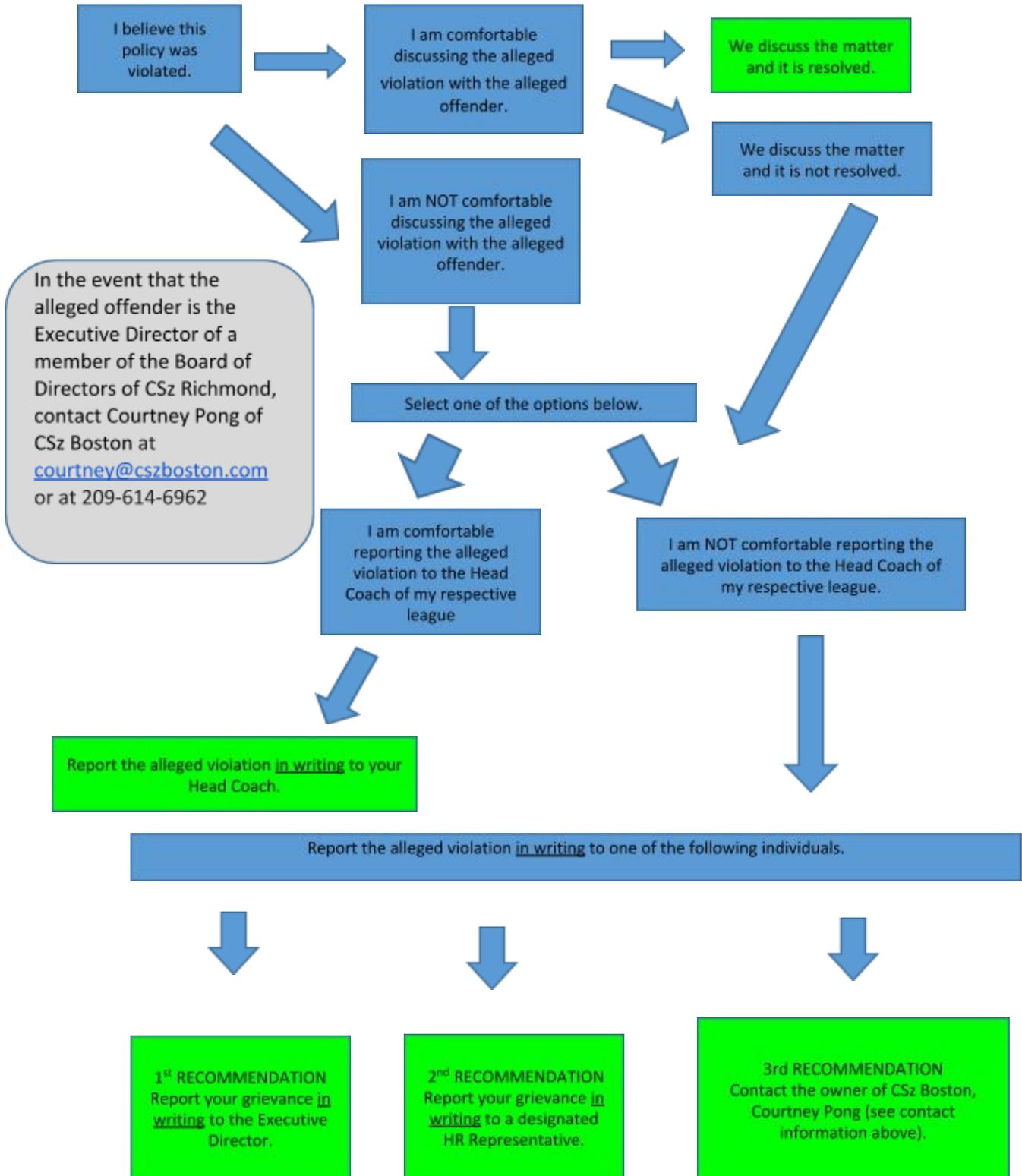
HR REPRESENTATIVES

ELECTIONS

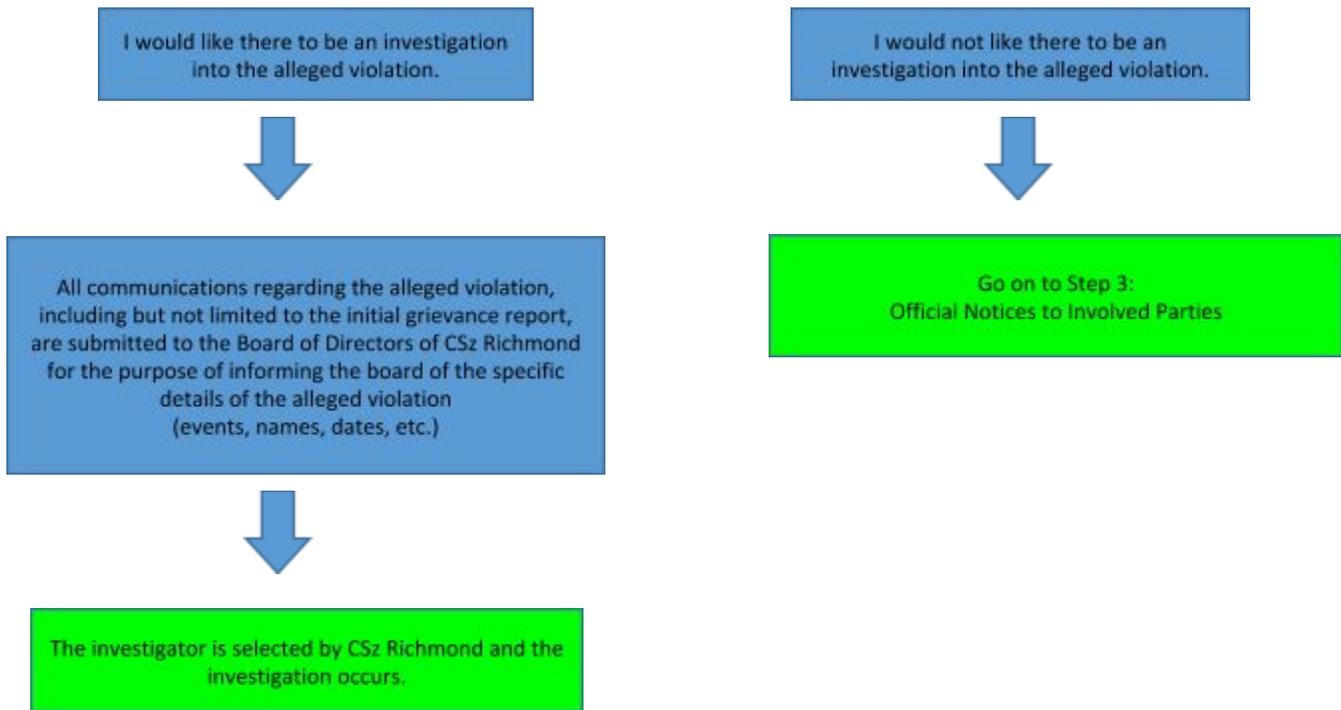
CSz Richmond will hold elections among its community members to assign the roles of its HR Representative. Specifically, Major and Minor League players will have the opportunity to nominate and vote for the HR Representative. Self nominations are allowed. The term for an HR Representative will be 2 years unless the position is vacated earlier. The specific election process will be determined on a case-by-case basis by CSz Richmond to best suit the needs of the community.

The HR Representative's contact information will be posted in the Green Room as well as on any private web pages or group pages for Major and Minor League CSz players (e.g., the private Facebook page for Major League players). As specified earlier in this manual, the HR Representative may be contacted by any member of the CSz community regarding a complaint or grievance. This representative will then report to the Board of Directors of CSz Richmond or other appropriate parties, as specified in this policy.

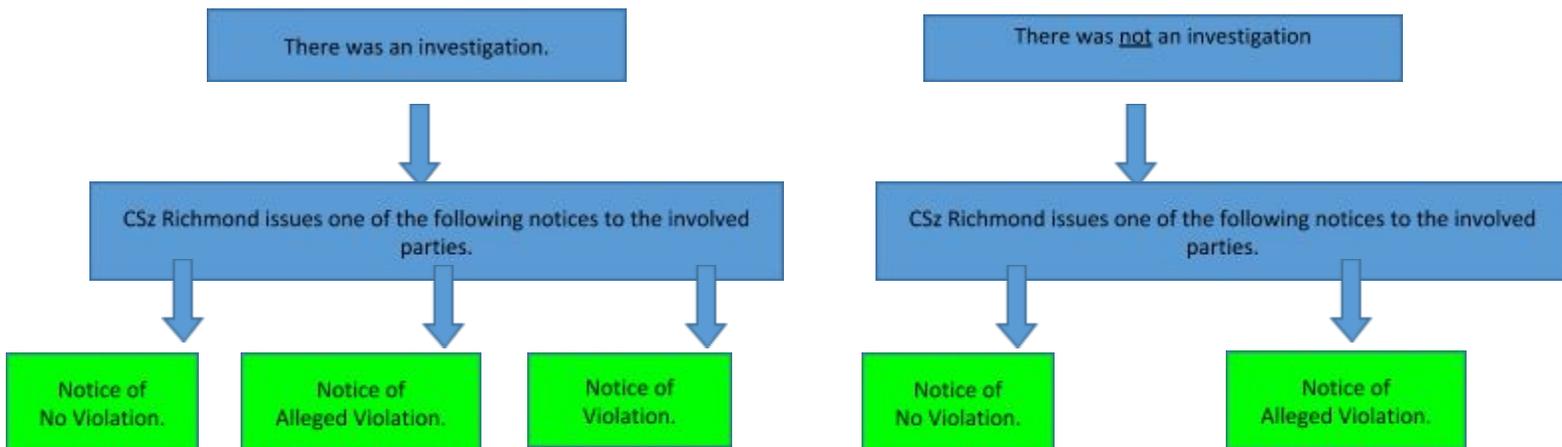
STEP 1: Initial Report



STEP 2: Investigation



STEP 3: Official Notices to Involved Parties



STEP 4: Paths to Resolution

