



## **Code of Conduct for users in ERG**

**Version of 8<sup>th</sup> May 2024**

The European Reiki Group is referred to in this document as “ERG”. ERG has no physical offices and is domiciliated avenue de Tivoli 19bis, 1007 Lausanne (Switzerland). ERG has its own website on which it provides various services: [europeanreikigroup.org](http://europeanreikigroup.org). This site is provided and maintained by the Conference of ERG.

The purpose of ERG is outlined in its Statutes, see ERG website. The Statutes are ERG’s governing document and lists in the appendixes the names of associations and people who are involved in ERG’s founding.

ERG's vision facilitates exchange of information particularly amongst the national associations but also all of ERG's users. The availability of information calls for a responsible and conscious attitude towards its use and spreading. Not all that is shared within ERG is free to be spread indiscriminately; some may be confidential or internal information. To guide us through how this information is handled, we have established this Code of Conduct.

Participants in ERG meet in personal presence at least once a year. However, their main communication is through electronic channels, i.e. emails, online working groups and regular online conferences.

Each user wishing to make use of ERG’s services express their agreement to this document and pledge to adhere to its content, in action and in spirit, when interacting with other ERG users (including when using channels outside the afore mentioned, social media, personal emails, zoom, skype, etc.).

We interact in the spirit of communication based on a pragmatic and effective communication process that allows us to be clear and congruent in the way we express ourselves, while being open and motivated to understand the other person (non-violent communication) within the sociocratic structure of ERG.

## **Confidentiality rule**

One of the goals of ERG is to share information among its participants and users. Some information is to be shared, for example by representatives of associations to their members, while others are strictly confidential, whether private or sensitive. In the face of these antagonistic situations and to avoid any problems, the following confidentiality rule applies.

Unless otherwise clearly specified (see point 6 below), any information shared within ERG is considered confidential by default. Any user wishing to share information outside ERG must first obtain permission from the person who initially shared it within ERG unless maintaining confidentiality would constitute a contravention of the Law or lead to endangerment of other ERG members or members of the public.

## **Code of Conduct**

- 1.** Various online discussion systems are provided by ERG to promote the exchange of information, questions, ideas, analyses, feedback and viewpoints within the diverse contexts in ERG.
- 2.** In addition to this Code of Conduct the codes for Reiki Practitioners and Reiki teachers/masters as outlined by their national associations and their individual practices apply to all online discussions.
- 3.** Access to an online discussion may be either inclusive or restricted, for example to users with or without involvement in working groups or with or without a mandate to represent their association. Access to a discussion must comply with ERG's Statutes and other policies such as this Code of Conduct or Code of Ethics for Reiki practitioners, teachers/masters.
- 4.** System administrators of ERG media (website, e-mail, WhatsApp, Facebook, Instagram, LinkedIn) are prohibited from inspecting the contents of any online discussion in which they are not members, except in the routine performance of their duties in maintaining the operation of the system. System administrators must preserve full confidentiality of any information about the contents of a discussion obtained in the performance of their duties. All system administrators must sign a document asserting their consent to the above.
  - a.** Website: the webmaster and maintenance have access to all what's going through the ERG website. The administrator cannot know the password defined by a user registered on the website, but he can connect instead of him to test how the website is working when it is seen by a user and see how access rights are working.

The administrator will never know the payments codes by credit card if it was necessary, codes can be secured.

**b.** Forum on ERG website: the webmaster gives access to private categories. It gives access to all discussions, without wanting to inspect. It can in theory read all what's in the forum.

**c.** Communication by email to private emails: no system administrator can access and thus inspect.

**d.** WhatsApp: only members can have access in a group, no system administrator can access and thus inspect; all conversations are encrypted.

**e.** Facebook, Instagram, LinkedIn: administrators and moderators apply the policies of the provider (membership, exclusion of members, approval of content, moderation alerts). They ensure that the content is in line with the Conference's vision, aims, statutes and guidelines. If in doubt, they refer the matter to the Conference Committee.

**5.** Discussion moderators play an important role in managing most online discussions. In ERG there are no such moderators formally appointed. Therefore, it is ultimately the responsibility of the individual users and the working-groups responsibility to ensure that discussion users adhere to the established parameters of the discussion and that the discussion itself does not violate any provisions of ERG's Statutes and the Codes of Conduct-Ethics by national associations.

**6.** Members and participants of the Conference, discussion moderators, system administrators and mostly the individual users in working-groups or projects should clearly state a confidentiality policy.

**7.** ERG holds the right to modify or remove any content of discussions on systems provided by ERG.

- While it is anticipated that vigorous debate of ideas and opinions may occur within an online discussion, it is expected that civility in discourse will be maintained. Criticizing ideas and opinions is a normal process of debate and each person should expect to have ideas challenged. However, personal attacks such as denigration of another person's character or value have no place in such discussions and neither does profanity.

- Participants are urged to avoid responding quickly and emotionally to another person's spoken or written words. A period of contemplation followed by reasoned feedback of the viewpoint is far more effective in convincing others.

**8.** Moderators of and users in online discussions have a responsibility in the case of a violation of the code of ethics, civility in conduct, or discussion rules. A message and, if appropriate, responses to it may be removed by the system's operator if the originating message is deemed inappropriate. Violations of the code of ethics should be reported to the President.

**9.** Moderators of online discussions and ERG users are responsible for:

- Stating the range of topics that any discussion will cover and being active in keeping the discussion on topic,
- stating the discussion's policy regarding confidentiality,
- defining the discussion's membership.
- setting the tone of discussion,
- reminding individuals as necessary of the code of ethics and importance of civility in discourse, as well as dealing with violations,
- responding to complaints about people's participation in the online discussion,
- conducting other administrative tasks as needed.

**10.** Complaints about a violation of this Code of Conduct should be directed to the people involved in the first instance. If the situation cannot be resolved at this level, the complaint is sent to the President. Disruptive factors from outside or inside become part of the conference agenda via the President. The Conference decides in the spirit of sociocracy and non-violent communication how it deals with it.

**11.** The violator is informed at every stage of the process and has a right of reply and an obligation to respond each time. If the case is referred to the conference and if the conference decides to impose a penalty, the offender has the right to appeal to the conference if he or she provides new information.

In the event of a violation of the Code of Conduct, the user's account may be temporarily suspended by the Conference.

**12.** This policy document can be reviewed by ERG's annual meeting.

