

Code of Conduct

This code of conduct describes the standard by which Kings in the North will determine acceptable behaviour for its members. Its purpose is to provide a framework for maintaining integrity in the actions of those involved in the group. This code of conduct should be viewed in addition to relevant MLS, Toronto FC, and BMO Field codes and rules that may apply in certain circumstances.

We all bear a collective responsibility to provide a positive environment for all Toronto FC fans to enjoy the game. The Kings in the North reserve the right to suspend or revoke the membership of any member, or expel any member, deemed to have behaved in a grossly unacceptable manner as detailed below.

As a member of Kings in the North, you are committing to:

- **RESPECT YOURSELF AND OTHERS:**

- In all aspects of supporter group activity, never engage in and actively oppose grossly unacceptable behaviour including:
 - hate speech and forms of harassment or discrimination based on, for example, race, ethnic origin, sexual orientation, and gender identity or expression. For a more detailed list, refer to the list of protected grounds under the Ontario Human Rights Code
 - bullying behaviour, or actual, attempted or implied physical abuse against any person, or group of persons

In summary, we're asking you to be a decent person—and we shouldn't have to define this for you. If in doubt, do better.

- **FOLLOW RULES:**

- Adhere to relevant MLS, Toronto FC, and BMO Field codes and rules as applicable. Understandably, these are dictated by context, venue, and activity. For example, Toronto FC or MLS codes of conduct don't apply to you when you're alone in your apartment dancing to "Just Can't Get Enough" by Depeche Mode. Our thoughts and prayers are with your

neighbours. Nonetheless, even then, the assumption is that you're still trying to be a decent person.

- Adhere to reasonable instructions issued by the Kings in the North Executive Committee, provided they are in line with guiding principles of the group (e.g., defined by this code of conduct). This applies specifically to any supporters' group-related activities.
- **SING:** Positively contribute to the stadium atmosphere, including following the capo and drummer. The capo and drummer are not there for your entertainment. YOU are the entertainment! Start by clapping. By the 23rd minute, the spirit of 2007 Danny Dichio will take over. Do what you can.
- **GET INVOLVED:** Participate in or volunteer for roles in supporters' group activities. These activities include football matches and pre-match activities, game viewings (virtual, home, or away), banner paintings, fundraisers, group administration initiatives, and other activities or events designed to promote the Kings in the North, local football, or Toronto FC. Help grow this small community and participate in a way in which you're comfortable.
- **BE A TEAM PLAYER:**
 - Be very responsive, respectful, and accommodating, if someone asks you to leave their seat. While there may be an understood and informal tolerance and acceptance for flexible seating arrangements among members, do not let your presence be a problem for or inconvenience to someone else. Communicate with mutual understanding and respect. "Sitting in a location other than the guest's ticket seat" can result in ejection from BMO field.
 - Keep it in the family. If you're unable to attend a game, first consider offering or selling your ticket(s) to fellow Kings members before going outside of the group. Sharing is caring. Sooner or later, you'll need extra tickets too! Remember, let non-members holding your tickets know what they are getting in to—and encourage them to contribute to the stadium atmosphere. They are basically subbing in for you!

Policies and Procedures

Complaint Procedure

If a member has a complaint, or in the event that any member feels that they have been adversely impacted by the actions of another member in any way or that goes against the Kings' rules or code of conduct, they should report the matter to the Kings' vice-chair or registrar, providing details of the incident, including what happened, names of people involved, witnesses, names of any others who have been treated in a similar way, a preference for a solution to the incident.

Once a complaint is received, the following would happen:

1. Depending on the issue, the vice-chair will attempt to resolve the issue.
2. If warranted, an incident review committee consisting of the chair, vice-chair, member-at-large, and another member will consider the issue at hand and make a recommendation to the Executive Committee.
3. The Executive Committee has the power to:
 - i. Warn as to future conduct
 - ii. Suspend from membership
 - iii. Remove from membership any person found to have broken the group's policies or code of conduct.
 - iv. Document and refer an issue to Toronto FC for resolution