

Code of Conduct and Ethics

*Esport Canada has adopted the UCCMS, as amended from time to time, provided at **Appendix A**, which shall be incorporated into the Code by reference as if set out in full.*

Any modifications or amendments made to the UCCMS by the Sport Integrity Canada (SIC) shall come into effect immediately and automatically upon their adoption by the SIC, without the need for any further action by Esport Canada. Esport Canada has adopted the Canadian Sport Safety Program (CSSP) Rules, as of April 1, 2025 (the “Effective Date”). Esport Canada has designated specific Organizational Participants within the organization as CSSP Participants. The identified categories of CSSP Participants are set out below. It is important to note that the Code applies to all Organizational Participants, but not all Organizational Participants are CSSP Participants and subject to the complaint process under the CSSP.

Purpose

- a) The purpose of the Code is to ensure a safe and positive esports environment within the programs, business, activities, and events of Esport Canada and its Members by making all Organizational Participants aware that there is an expectation, at all times, of appropriate behaviour consistent with Esport Canada’s core values, mission, and policies. This Code promotes upholding integrity, safety, inclusion, and respect for human diversity in all aspects of the esports environment, whether online or offline.
- b) Esport Canada, its Members and its Organizational Participants support equal opportunity, prohibit discriminatory practices, and are committed to providing an environment in which all individuals can safely participate in sport and are treated with respect and fairness.

Application - General

- c) The Code applies to any Organizational Participant’s conduct during the programs, business, activities, and events of Esport Canada and its Members including, but not limited to competitions, practices, evaluations, meetings, communications, events and Social Media, associated with any organizational activities, applicable both online and offline.
- d) The Code also applies to Organizational Participants’ conduct outside of the programs, business, activities, and events of Esport Canada and its Members when such conduct adversely affects Esport Canada’s and its Members’ relationships (and the work and sport environment) or is detrimental to the image and reputation of Esport Canada and its Members. Such applicability will be determined by Esport Canada and/or its Members, as applicable, at their discretion.

- e) In addition, the Code will apply to incidents that occur when the Organizational Participants involved interact due to their mutual involvement in the sport or, if the breach occurred outside of the sport environment (whether online or offline) if the breach has a serious and detrimental impact on the Organizational Participant(s).
- f) The Code applies to Organizational Participants active in the esport or who have retired from the esport where any claim regarding a potential breach of the Code occurred when the Organizational Participants were active in esports across Canada.
- g) However, notwithstanding anything to the contrary contained herein or in the SIC's policies and procedures, all incidents of Maltreatment involving Workers, may also be addressed pursuant to the processes set out in this Policy. For greater certainty, where an allegation of misconduct is alleged to be a breach of a workplace policy and of the UCCMS, the matter may be referred for handling under the policies and procedures of the CSSP under the SIC, in addition to any applicable workplace policy.
- h) Esport Canada has designated the following categories of individuals as CSSP Participants:
 - a. All Players, coaches, trainers associated with any Esport Canada National Team;
 - b. All employees and contractors with contact with Players;
 - c. Board of Directors and any additional Board members;
 - d. Volunteers of Esport Canada.

Prohibited Behaviours

- i) All Organizational Participants must refrain from any behaviour that constitutes a Prohibited Behaviour as defined by the UCCMS and the Code.
- j) Organizational Participants are responsible for knowing what actions or

behaviours constitute Prohibited Behaviours and Maltreatment.

k) Prohibited Behaviours under the UCCMS include, but are not limited to:

- a. Physical Maltreatment
- b. Psychological Maltreatment
- c. Neglect
- d. Sexual Maltreatment
- e. Grooming
- f. Boundary Transgressions
- g. Discrimination
- h. Failing to Report
- i. Aiding and Abetting
- j. Retaliation
- k. Interference with or Manipulation of Process
- l. False Reports

l) In addition to the Prohibited Behaviours as defined by the UCCMS, this *Code* sets out other expected standards of behaviour and conduct for all Organizational Participants and Members, and any failure to respect these expected standards of behaviour by an Organizational Participant or Member may constitute a breach of the *Code*. In addition, the following behaviours also constitute breaches of the *Code*:

- a) Bullying
- b) Harassment
- c) Workplace Harassment
- d) Workplace Violence

Responsibilities of Organizational Participants

m) All Organizational Participants have a responsibility to:

- a) refrain from any behaviour that constitutes misconduct, Maltreatment and Prohibited Behaviour under the *Code*, the UCCMS and other conduct policies established by Esport Canada;
- b) maintain and enhance the dignity and self-esteem of other Organizational Participants by:
 - i. treating each other with the highest standards of respect and integrity;

- ii. focusing comments or criticism appropriately and avoiding undue public criticism of Players, coaches, officials, organizers, volunteers, employees, or other Organizational Participants;
 - iii. consistently demonstrating the spirit of sportsmanship, sport leadership, and ethical conduct;
 - iv. consistently treating individuals fairly and reasonably; and
 - v. ensuring adherence to the rules of the sport and the spirit of those rules.
- c) respect others by:
- i. treating everyone with dignity, regardless of race, gender, sexual orientation, ability, age, religion, or background; and valuing the contributions and perspectives of others
- d) uphold integrity by:
- i. acting honestly and ethically in all actions and decisions;
 - ii. avoiding conflicts of interest and declare any potential conflicts immediately;
- e) ensure fair play by:
- i. competing honestly and complying with the rules of the game and the competition(s);
 - ii. respecting all referees and officials, tournament officials, and fellow competitors; and
 - iii. refraining from cheating, exploiting bugs and/or game-breaking issues or engaging in any unsportsmanlike conduct whatsoever.
- f) champion the values, mission and purpose of safe sport by:
- i. complying with the UCCMS and all Esport Canada Safe Sport policies;
 - ii. reporting any observed or suspected incidents of Maltreatment; and
 - iii. supporting the physical, mental and emotional wellbeing of all Organizational Participants, whether online or offline.
- g) promote the principles of equality, diversity, inclusion and accessibility (EDIA) by:
- i. supporting equitable and inclusive aSICs to programs and

- decision-making;
 - ii. promoting digital and physical accessibility; and
 - iii. using inclusive language and foster welcoming online/offline environments.
- h) protect esports in Canada by:
- i. refraining from using or promoting performance-enhancing drugs, cheating software and/or manipulative practices (i.e., match-fixing, smurfing, boosting); and
 - ii. acting in a manner that upholds the integrity of Canadian esports generally.
- i) promote esports in the most constructive and positive manner possible;
- j) refrain from the use of power or authority to coerce another person to engage in inappropriate activities;
- k) refrain from consuming tobacco products, cannabis, or recreational drugs while participating in the programs, activities, competitions, or Events of Esport Canada;
- l) in the case of Minors, not consume alcohol, tobacco, or cannabis at any competition or Event;
- m) in the case of individuals who are not Minors, not consume cannabis or alcohol in the Workplace or in any situation associated with the Events of Esport Canada and its affiliates (subject to protections under applicable human rights legislation), not consume alcohol during training or competitions, and take reasonable steps to manage the responsible consumption of alcohol and cannabis in adult-oriented social situations;
- n) when driving a vehicle:
- i. have a valid driver's license;
 - ii. obey traffic laws;
 - iii. not be under the influence of alcohol or illegal drugs or substances;
 - iv. have valid car insurance; and
 - v. refrain from engaging in any activity that would constitute distracted driving.
- o) respect the property of others and not wilfully cause damage;

- p) refrain from engaging in deliberate behaviour which is intended to manipulate the outcome of a competition, and/or not offer, receive or refrain from offering or receiving any benefit which is intended to manipulate the outcome of a competition. A benefit includes the direct or indirect receipt of money or other anything else of value, including, but not limited to, bribes, gains, gifts, preferential treatment, and other advantages;
- q) abstain from the non-medical use of drugs or the use of performance-enhancing drugs or methods. More specifically, Esport Canada adopts and adheres to the CADP. Any infraction under this Program shall be considered an infraction of this Code and shall be subject to disciplinary action, and possible sanction, pursuant to Esport Canada's *Discipline and Complaints Policy*. Esport Canada will respect any penalty enacted pursuant to a breach of the CADP, whether imposed by the Esport Canada or any other sport organization;
- r) adhere to all applicable federal, provincial/territorial, municipal and host country laws; and
- s) comply, at all times, with the By-laws, policies, procedures, and rules and regulations of Esport Canada, its Members and those of any other sport organization with authority over the Organizational Participants, as applicable and as adopted and amended from time to time.

Directors, Council Members, and Employees

- n) In addition to Section 13, Directors, Council Members (and representatives thereof), and employees of Esport Canada have additional responsibilities to:
 - a) function primarily as a Director, committee member or staff member of Esport Canada (as applicable) and ensure to prioritize their loyalty to Esport Canada (and not to any other organization or group) while acting in this role). Certain obligations of Directors, such as confidentiality, continue after the end of a Director's or Council Member's term;
 - b) act with honesty and integrity and conduct themselves in a manner consistent with the nature and responsibilities of the business and the maintenance of an Organizational Participant's confidence;
 - c) act in the best interests of Esport Canada and its mission, vision and values;
 - d) demonstrate leadership in ethical governance;
 - e) model and promote the principles of equity, transparency and accountability;
 - f) ensure that financial affairs are conducted in a responsible and transparent manner with due regard for all fiduciary responsibilities;

- g) comply with their obligations under the *Screening Policy*, including understanding ongoing expectations under the *Screening Policy* and fully cooperating in the screening process;
- h) conduct themselves openly, professionally, lawfully and in good faith;
- i) be independent and impartial and not be influenced by self-interest, outside pressure, expectation of reward, or fear of criticism influence their decision-making on behalf of Esport Canada;
- j) exercise the degree of care, diligence, and skill required in the performance of their duties pursuant to applicable laws;
- k) maintain required confidentiality of organizational information;
- l) when acting as a Director or Council Member, respect the decisions of the majority (the Board or a Committee, as applicable) and resign if unable to do so;
- m) commit the time to attend meetings and be diligent in preparation for, and participation in, discussions at such meetings; and
- n) have a thorough knowledge and understanding of all governance documents.

Athlete Support Personnel

- o) In addition to Section 13, Athlete Support Personnel have additional responsibilities. Athlete Support Personnel must understand and respect the inherent Power Imbalance that exists in this relationship and must not abuse it, either consciously or unconsciously.

p) Athlete Support Personnel will:

- a) where required, meet the highest standards of credentials, integrity and suitability including, but not limited to, such considerations established by Esport Canada *Screening Policy*, so that the esports community is satisfied it has minimized the risk of an unsafe environment;
- b) avoid any behaviour that abuses the Power Imbalance inherent in the coaching position of the Athlete Support Personnel;
- c) ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, and ability of the Players;
- d) prioritized the safety of Players and their development over competition;
- e) prepare Athletes systematically and progressively, using appropriate time frames and monitoring physical and psychological adjustments while refraining from

using training methods or techniques that may harm Athletes;

- f) avoid compromising the present and future health of Athletes by communicating and cooperating with sport medicine professionals in the diagnosis, treatment, and management of Athletes' medical and psychological treatments;
- g) support the Athlete Support Personnel of a training camp, territorial team, or national team should a Player qualify for participation with one of these programs;
- h) comply with all established responsibilities and obligations as set out by the Athlete Support Personnel's professional governing association or order, if any;
- i) accept and promote Athletes' personal goals and refer Athletes to other coaches and sport specialists as appropriate;
- j) provide Players (and the parents/guardians of Minor Players) with the information necessary to be involved in the decisions that affect the Player;
- k) act in the best interest of the Player's development as a whole person;
- l) comply with their obligations under the *Screening Policy*, including understanding ongoing expectations under the Code and other conduct standards, and fully cooperating in the screening process;
- m) report (and cooperate in) any ongoing criminal or anti-doping investigation, and report any conviction or existing bail conditions, including those for violence, child pornography, or possession, use or sale of a Prohibited Substance or Method;
- n) under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or Prohibited Substances or Prohibited Methods and, in the case of Minors, Minor Players, alcohol, cannabis, and/or tobacco, including vaping products;
- o) when acting as a coach, respect competitor Players and, in dealings with them, not encroach upon topics or take actions which are deemed to be within the realm of 'coaching', unless after first receiving approval from the coaches who are responsible for the Players;
- p) Athlete Support Personnel may never engage in a sexual or intimate relationship with an Organizational Participant who is a Minor;
- q) avoid compromising the present and future health of Athletes by communicating and cooperating with sport science and sport medicine professionals in the diagnosis, treatment, and management of Athletes' medical and psychological treatments, including when discussing optimal nutritional strategies or weight control methods for junior-aged Athletes and above (19+ years of age). Dieting

and other weight control methods are not permitted for Athletes 19 years of age and younger;

- r) recognize the power inherent in the position of Athlete Support Personnel and respect and promote the rights of all Organizational Participants in esports. This is accomplished by establishing and following procedures for confidentiality (right to privacy), informed participation, fair and reasonable treatment, and maintaining appropriate boundaries with all Organizational Participants. Coaches have a special responsibility to respect and promote the rights of Organizational Participants who are in a vulnerable or dependent position and less able to protect their own rights;
- s) uphold and teach respectful behaviour, sportsmanship and humility;
- t) dress professionally and use appropriate language, considering the audience being addressed (e.g., the age/maturity of the individuals).

Players

- q) In addition to Section 13, Players will have additional responsibilities to:
 - a) follow their athlete agreement (if applicable);
 - b) never collude or conspire to collude with other Players or Organizational Participants to manipulate, influence or negatively impact matches, or engage in any conduct that intentionally will lead to unfair results;
 - c) never knowingly use, take advantage of, or benefit from any in-game bug, exploit or error;
 - d) never knowingly engage in any disruptive in-game actions, including but not limited to, cheating, hacking, griefing other players, purposefully altering the course of a match for teammates, trolling or any other intentionally disruptive, in-game behaviour;
 - e) report any medical problems in a timely fashion, when such problems may limit their ability to travel, practice, or compete;
 - f) participate and appear on-time and prepared to participate to their best abilities in all competitions, practices, training sessions, and evaluations;
 - g) properly represent themselves and not attempt to participate in a competition for which they are not eligible by reason of age, classification, or other reason;
 - h) adhere to Esport Canada's rules and requirements regarding clothing and equipment;

- i) never ridicule a participant for a poor performance or practice;
- j) act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other Players, Officials, coaches or Spectators;
- k) adhere to any rules and requirements regarding clothing, professionalism, and equipment; and
- l) act in accordance with applicable policies and procedures and, when applicable, additional rules as outlined by Athlete Support Personnel.

Officials

- r) In addition to Section 13, Officials will have additional responsibilities to:
 - a) maintain and update their knowledge of the rules and rules changes;
 - b) not publicly criticize Organizational Participants;
 - c) adhere, at all times, to the rules of their international, national and provincial federation and any other organization that has relevant and applicable authority;
 - d) place the safety and welfare of competitors, and the fairness of the competition above all else;
 - e) strive to provide a fair sporting environment both online and offline and, at no time, engage in misconduct, Maltreatment or Prohibited Behaviour toward any person either online or offline;
 - f) respect the terms of any agreement that they enter with Esport Canada;
 - g) work within the boundaries of their position's description while supporting the work of other Officials;
 - h) act as an ambassador of esports by agreeing to enforce and abide by national and provincial/territorial rules and regulations;
 - i) take ownership of actions and decisions made while officiating or making any decisions that affect play;
 - j) respect the rights, dignity, and worth of all Organizational Participants, Players and Spectators;
 - k) act openly, impartially, professionally, lawfully, and in good faith;
 - l) be fair, equitable, considerate, independent, honest, and impartial in all dealings with others;

- m) respect the confidentiality required by issues of a sensitive nature, which may include discipline processes, appeals, and specific information or data about Organizational Participants;
- n) comply with their obligations under the *Screening Policy*, including understanding ongoing expectations under the Code and fully cooperating in the screening process;
- o) honour all assignments, unless unable to do so by virtue of illness or personal emergency and, in these cases, inform a supervisor or Esport Canada at the earliest possible time;
- p) when writing reports, set out the facts to the best of their knowledge and recollection;
- q) dress in proper attire for officiating (if required);
- r) if operating in a role as a moderator, ensure Spectators abide by the appropriate codes of conduct at all times.

Parents/Guardians and Spectators

- s) In addition to Section 13, parents/guardians and spectators at Events will:
 - a) encourage Organizational Participants, including Players, to compete within the rules and to resolve conflicts without resorting to hostility or violence;
 - b) condemn the use of violence in any form;
 - c) never ridicule an Organizational Participant for making a mistake during a competition or practice;
 - d) respect the decisions and judgments of Umpires and Officials and encourage Players and other Organizational Participants to do the same;
 - e) support all efforts to remove verbal and physical abuse, coercion, intimidation, and excessive sarcasm;
 - f) respect and show appreciation to all competitors, and to coaches, officials and other volunteers;
 - g) never harass Organizational Participants, Players, Athlete Support Personnel, Officials, parents/guardians, or other Spectators; and
 - h) never encourage, aid, covert up or assist a Player or other Organizational Participant in cheating through doping, competition manipulation or other cheating behaviors.

- t) Spectators agree that they will, in addition to the obligations outlined in this *Code of Conduct and Ethics*, adhere to the *Spectator Conduct Guideline* indicated at Appendix “B” of this *Code*.

Members

- u) Members must:
 - a. Adhere to all Esport Canada governing documents and, where necessary, amend their own rules to comply or align with those of Esport Canada;
 - b. Pay all required dues and fees by the prescribed deadlines;
 - c. Ensure that all Players and coaches participating in sanctioned competitions and events of Esport Canada are registered and in good standing;
 - d. Appropriately screen prospective employees to help ensure Players have a healthy and safe sport environment;
 - e. Ensure that any possible or actual misconduct is investigated promptly and thoroughly;
 - f. Impose appropriate disciplinary or corrective measures when an Organizational Participant who participates in Member activities has been sanctioned;
 - g. Advise Esport Canada immediately of any situation where a complainant has publicized a complaint in the media (including Social Media);
 - h. Provide Esport Canada with a copy of all decisions rendered pursuant to the Member’s policies for complaints and appeals; and
 - i. Implement any decisions and disciplinary sanctions imposed pursuant to Esport Canada’s discipline process.

Online and In-game Conduct

- v) While the above-noted sections that apply to Organizational Participants and Players apply traditionally to offline, in-person conduct, it must be noted that all Organizational Participants (including Players and Spectators) must also conduct themselves responsibly in digital environments, given the nature of esports generally. This includes the above obligations outlined in this *Code*. When online, Organizational Participants and Players must also:

- a. Use appropriate language and tone in all chats, streams and communications with other Organizational Participants, opponents, Members and their representatives, Athlete Support Personnel, any Esport Canada-related individuals, Directors, Officers and representatives, organization representatives, sponsors, publishers, and officials;
- b. Avoid any behaviour that could be constituted as trolling, flaming, grieving, cyber-bullying or doxxing; and
- c. Respect platform, publisher, and game terms of service, as well as any and all event moderation rules.

Anti-Doping¹

- w) Esport Canada adopts and adheres to the Canadian Anti-Doping Program. Esport Canada will respect any sanction imposed on an Organizational Participant as a result of a breach of the Canadian Anti-Doping Program or any other applicable Anti-Doping Rules.
- x) All Organizational Participants shall:
 - a. Abstain from the non-medical use of medications or drugs or the use of Prohibited Substances or Prohibited Methods as listed on the version of the World Anti-Doping Agency's Prohibited List currently in force;
 - b. Refrain from associating with any person for the purpose of coaching, training, competition, instruction, administration, management, athletic development, or supervision, who has been found to have committed an anti-doping rule violation and is serving a period of Ineligibility imposed pursuant to the Canadian Anti-Doping Program or any other applicable anti-doping rules;
 - c. Cooperate with any Anti-Doping Organization that is conducting an investigation into any anti-doping rule violation(s);
 - d. Refrain from any offensive conduct toward a doping control official or other individual involved in doping control, whether or not such conduct constitutes "Tampering" as defined in the Canadian Anti-Doping Program;

¹ Any capitalized terms used in this Anti-Doping section shall, unless the context requires otherwise, have the meanings ascribed to them in the Definitions section of the Canadian Anti-Doping Program.

- y) All Athlete Support Personnel or other persons who are using a Prohibited Substance or Prohibited Method without a valid and acceptable justification shall refrain from providing support to Players that fall under Esport Canada's jurisdiction.

Retaliation, Retribution or Reprisal

- z) It is a breach of this Code for any Organizational Participant or other individual to engage in any act that threatens or seeks to intimidate another individual with the intent of discouraging that Organizational Participant or other individual from filing, in good faith, a complaint pursuant to any Esport Canada policy.
- aa) It is also a breach of the Code for an Organizational Participant or other individual to file a complaint for the purpose of retaliation, retribution, or reprisal against any other Organizational Participant or other individual. Any Organizational Participant or other individual found to be in breach of this Section 27 shall be liable for the costs related to the disciplinary process required to establish such a breach.

Breach and Remedies

- bb) Any breach of this Code may be dealt with in accordance with Esport Canada's *Discipline and Complaints Policy*.

Privacy

- cc) The collection, use and disclosure of any Personal Information pursuant to this Policy is subject to Esport Canada's *Privacy Policy*.

Affirmation

- dd) All Organizational Participants must review and affirm this Code annually as a condition of participation or membership in Esport Canada programs.

Appendix A – UCCMS

The UCCMS, amended from time to time, is available [here](#).

Appendix B – Spectator Conduct Guideline

Preamble

1. Esport Canada acknowledges that esports events take place in environments where engagement extends beyond physical venues. As such, Esport Canada acknowledges that Spectator conduct may occur both in-person and through online platforms, including but not limited to livestreams and Social Media.
2. In nurturing a safe, inclusive, and respectful environment, this guideline applies equally to all Spectators, regardless of their mode of participation. Esport Canada is committed to upholding community standards set by this guideline to ensure the integrity of competition, the well-being of participants, and the enjoyment of all viewers, whether participating in-person or online.
3. This guideline establishes expectations for spectators attending or watching events hosted/sanctioned by Esport Canada, whether in-person at a physical venue or via online streaming platforms including, but not limited to, Twitch, YouTube Live, Kick, TikTok, Instagram Live, or via other broadcast services that allow for the live viewing of Esport Canada content.
4. The purpose of this guideline is to curate and maintain a respectful, inclusive, and safe environment for Players, Organizational Participants, and fellow Spectators.
5. **[Insert basic language around initial obligations of Moderators;**

Application of this Guideline

6. Any Spectator watching an Esport Canada sanctioned event will be expected to respect and adhere to this *Spectator Conduct Guideline*.

This guideline applies to all Spectators attending Events hosted and/or sanctioned by Esport Canada, and applies to behaviours such as participating in live chats and comment sections, interacting with players, moderators, commentators, and other viewers during any Esport Canada events. These standards apply to all Spectators whether the Event is in-person or online; see Section 9 of this guideline for further information.

Conduct and Behaviour Expectations

7. Spectators are expected to:
 - a) Demonstrate respect for Players, Officials, staff, Organizational Participants and fellow Spectators;

- b) Avoid any form of Harassment, abuse, hate speech, or disruptive behavior such as spamming or using discriminatory or inflammatory language;
 - c) Adhere to any and all venue rules (for in-person events) or platform-specific community guidelines (e.g., Twitch Community Guidelines); and
 - d) Cooperate with moderators, staff, or officials if flagged for inappropriate conduct.
8. The above does not constitute an exhaustive list of expectations; Spectators are expected to exercise common sense and conduct themselves in a manner consistent with the overarching principles of respect, safety, and inclusivity at all times.

Prohibited Conduct

9. Esport Canada maintains a zero-tolerance policy for abusive, harmful, or discriminatory behavior by spectators. The following forms of conduct are strictly prohibited and may result in immediate disciplinary action, including removal from the venue or event chat.

Examples of prohibited behavior include but are not limited to:

- a) Violations of the Esport Canada *Code of Conduct and Ethics*, as well as any violation of the relevant online broadcast service's terms and conditions applicable to the service;
- b) Use of racist, sexist, homophobic, transphobic, or otherwise discriminatory language, including any written conduct that may violate the UCCMS (i.e., Maltreatment or Prohibited Behaviour, as defined);
- c) Harassment, threats, or doxxing² of any participant or spectator;
- d) Promotion of illegal activities in any way;
- e) Promotion of third-party advertising without authorization;
- f) Encouraging or engaging in cheating, stream sniping, or disruption of competitive integrity

Penalties and Enforcement

10. While Esport Canada has established conduct standards of how Spectators must handle themselves online, decisions to discipline Spectators who violate the

² "Doxxing" is the targeted, online publication of private, identifying information about and against an individual.

policies of Esport Canada and/or the platforms in online environments during online broadcasts of Esport Canada Events (for example, within chats of online broadcasts) will be handled in accordance with the policies and procedures of that specific platform. In monitoring online behaviour by an online Spectator, an Esport Canada Moderator reserves the right, and has the discretion to, take action against an online Spectator in accordance with the table outlined below.

11. In-person and online conduct that contravenes Esport Canada’s policies will be assessed based on the severity of the behaviour. Enforcement measures for in-person Spectators will be applied at the discretion of Esport Canada, in accordance with the table below and relevant contextual factors. This includes conduct occurring during events, on digital platforms, or within official community spaces. Online enforcement may include a range of actions, from temporary suspensions to permanent bans from Esport Canada’s online events, platforms, or community channels.

- a. Online Spectators

Offense Level	Examples	Penalty
Minor	Spamming	Warning; temporary ban from chat (e.g., 5–59 mins)
Moderate	Use of offensive language	Longer temporary ban from chat; (e.g., 1–24 hrs)
Discretionary Level	Hate speech, harassment, threats, doxxing, repeated violations of Moderate-level offences	A ban will be instated until a review of the offense is completed, at which time, a fulsome penalty will be determined

b. In-Person Spectators

Offense Level	Examples	Penalty
Minor	Disruptive behavior, ignoring staff instructions	Verbal Warning
Moderate	Abusive language, harassment, repeated disruption	Removal from venue, temporary ban from Esport Canada events
Severe	Threats, violence, hate speech, intoxication, harassment, repeated instances of Moderate-level offences	Immediate ejection, permanent ban from Esport Canada events, possible police involvement

Discipline and Appeals

12. The discipline of any Spectator while at an Event will take place in accordance with Esport Canada's *Event Discipline Policy*.
13. Notwithstanding the *Event Discipline Policy*'s stance on appeals, Spectators who are banned from in-person events or official broadcast channels for repeated moderate offences, or a severe offence, may request a review of their case in accordance with the *Appeal Policy*.