

DiGRA 2026 White Paper: Behaviour Guidelines for DiGRA Events

Prepared by:

DiGRA DEI Subcommittee

Author:

DiGRA Diversity Officer (2025–2027): Yekta Kalantar Hormozi¹

Main Contributors:

Carlos Gabriel Kelly González²

Stanisław Krawczyk³

Usva Friman⁴

Contributing Chapters and Reference Authors:

- Mikko Meriläinen, Usva Friman, Haron Walliander, Johan Kalmanlehto, and Heidi Rautalahti-Liljanto — *Nordic DiGRA 2025 Inclusion and Safety Measures*
- Executive Board of DiGRA CEE (Central and Eastern Europe) - *CEEGS Conference Manual*
- Robin Zingarelli and Mark Maletska - *Draft Guidance on Practices for Trans, Non-Binary and Gender Non-Conforming Affirmation in Conferences and Events Organisation (WIP)*
- *British DiGRA - Inclusivity Policy* (bdigra.co.uk/inclusivity-policy)
- *DiGRA – Code of Conduct* (digra.org/about/code-of-conduct/)

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AI Use Declaration

The DiGRA 2026 white Paper: Behaviour Guidelines for DiGRA Events, was produced based on existing policies, manuals, and guidelines from DiGRA Local Chapters and developed through iterative work by the DiGRA DEI Subcommittee.

AI tools were used only in the final stages to support the editing of already written content, including spelling, grammar, and sentence clarity.

¹ Yekta.kalantar@gmail.com

² ckelly88@kennesaw.edu

³ stanislaw.krawczyk@uwr.edu.pl

⁴ usva.friman@tuni.fi

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1. Purpose and Overview

This white paper operationalises the DiGRA Code of Conduct (ratified 2 June 2025) by translating its principles into practical, event-level procedures for the Local Organising Committee (LOC) of DiGRA 2026. While designed for this conference, it is also intended as a reference framework for future DiGRA conferences and local chapter events, offering adaptable guidance on implementing the Code of Conduct across different contexts. This document has been developed through collective input from the DiGRA community and will continue to be refined through organiser and participant feedback. This framework affirms that creating a safe and respectful environment is a shared responsibility across organisers, participants, and affiliated partners of DiGRA.

Its aim is to foster a safe, accessible, and respectful environment for all participants, in line with DiGRA's values of diversity, professionalism, and mutual respect.

This framework also reinforces a culture of care and collegiality among DiGRA members, emphasising proactive empathy, respect, and collective responsibility for maintaining an inclusive and supportive environment.

A follow-up report will be published after the DiGRA 2026 conference to evaluate how these guidelines were applied. This process will be planned in advance and informed by transparent feedback from participants, volunteers, and the DiGRA DEI Subcommittee.

The LOC will collect feedback through a post-conference questionnaire focusing on inclusivity, accessibility, and safety, share a summary of key outcomes via DiGRA communication channels, and use the findings to improve future DiGRA and chapter events.

2. Core Principles

- **Safety and Respect:** Every participant has the right to a harassment-free and discrimination-free experience. DiGRA maintains a zero-tolerance policy for harassment, discrimination, or hate speech in any form.
- **Accessibility:** Everyone should be able to participate fully—physically, digitally, and linguistically. Organisers should make reasonable adjustments to meet participants' access needs wherever possible, including clear signage, assistive technology, and accessible communications.
While English remains the working language of DiGRA 2026, the LOC will take reasonable and achievable steps to support linguistic accessibility. This may include providing accessible materials, for example, scripts, slides, or QR code translations, when possible and when capacity allows.
Accessibility also includes recognising and respecting participants' affirmed names, pronouns, and gender expressions across all conference settings.
- **Inclusivity:** Diversity of identity, background, and experience is actively supported. Inclusivity also involves recognising regional and cultural diversity within the global games research community and fostering communication across different linguistic, social, and political contexts.
- **Respect:** All engagement is guided by mutual care and professionalism.
- **Accountability:** The Local Organising Committee (LOC) and Programme Committee (PC) share responsibility for maintaining a positive, professional, and inclusive atmosphere. The LOC ensures safe and accessible delivery, while the PC upholds fairness and diversity in programme composition and reviewer practices.

- **Cultural Sensitivity:** Interactions and decision-making should acknowledge and respect cultural differences in communication, behaviour, and expectations. Cultural sensitivity also involves avoiding assumptions, being open to clarification, and taking care to engage with colleagues in ways that recognise diverse backgrounds and lived experiences.
- **Transparency:** Clear communication and accountability in planning and delivery. Reporting procedures and outcomes are clear, consistent, and confidential.

3. Key Terms and Definitions

To provide clarity for consistent understanding:

- **Accessibility:** Efforts made to enable all participants to engage fully with the conference, including those facing physical, sensory, linguistic, digital, or financial barriers. The LOC will strive to remove or mitigate such barriers through venue design, communication formats, and digital access.
Inclusivity: The active practice of welcoming and valuing diverse identities, perspectives, and experiences. Inclusivity means striving to create conditions where all participants feel respected and can contribute.
- **Code of Conduct:** [DiGRA's guiding policy](#) outlining behavioural expectations, standards of professionalism, and procedures for addressing misconduct across all association events and platforms.
- **Hybrid Participation:** A format that combines onsite and remote attendance, allowing people to take part regardless of travel ability or resource limitations. Hybrid participation supports accessibility, sustainability, and broader inclusion.
DEI (Diversity, Equity, and Inclusion): A shared commitment to fairness, access, and representation—recognising systemic barriers and working continuously to address them through policy, design, and dialogue.

4. Responsibilities of the Local Organising Committee (LOC)

The LOC must integrate Code of Conduct enforcement, safety planning, accessibility, and inclusivity into all stages of conference planning and delivery.

4.1 Accessibility Preparation

- Conduct a venue accessibility audit (ramps, lifts, signage, restrooms, audio).
- Ensure all-gender restrooms, parent and caregiver rooms, and quiet spaces are clearly signposted.
- Provide captions for all online and recorded sessions.
- Encourage the use of QR codes for slides or scripts.
- Offer multilingual or easy-read materials at registration and online.
- Instruct speakers on how to make their presentations accessible.
- Ensure registration, name-badge, and digital-profile systems allow participants to indicate pronouns and affirmed names voluntarily and respectfully.

- Brief session chairs and Programme Committee members and provide written instructions on accessibility expectations, including managing inclusive discussions and ensuring fair speaking opportunities.

4.2 Code of Conduct Implementation and Communication

- **Visibility:** Display the Code of Conduct clearly across the venue and digital platforms, using accessible formats such as posters, slides, or digital displays that include links or QR codes to relevant policies.
- **Compliance:** The LOC must ensure that all communication and reporting processes are GDPR-compliant and follow local data protection regulations.
- **Distribution:** Include the Code of Conduct in all registration materials, the conference website, and opening remarks and at major transition points (e.g., day openings, keynotes, closing events).
- **Designated Contacts:** Reporting contacts (Safety & Conduct Team, Executive Board, Ombuds Team) will include designated first-contact responders who are DiGRA representatives present onsite.
The Local Organising Committee must ensure appropriate arrangements for them — including clear communication of their contact details, visible identification (e.g. name tags or signage), a private meeting space if needed, and advance coordination regarding their availability during the event.
- **Reporting Procedure:** Clearly communicate how to report misconduct and ensure that this information is visible both onsite and online.
- **Primary contact:** A member of the DiGRA Executive Board (available onsite and online).
 - Discord: under the “Board” role
 - Email: digrainternational@gmail.com
- **Alternative contact:** The DiGRA Ombuds Team for confidential support.
 - Email: digraombuds@googlegroups.com
- **Briefings and Training:**
 - The Local Organising Committee must ensure that all staff, volunteers, and session chairs receive a pre-conference briefing and written instructions on the Code of Conduct and reporting procedures.
 - During these briefings, reinforce expectations for professionalism, inclusivity, and respectful discussion, and provide written guidance to support consistent practice.
 - Provide targeted training for volunteers and staff on conflict de-escalation, confidentiality, and how to respond to misconduct reports.
 - Encourage session chairs to facilitate inclusive and respectful discussions during presentations and question periods.
 - All staff, volunteers, and chairs should receive basic guidance on gender-affirming language, culturally sensitive communication, and inclusive interaction — including correct pronoun use, gender-neutral forms of address, and awareness of cultural background assumptions.

4.3 Communication and Registration

- Ensure registration forms include accessibility requests.
- Use inclusive and accessible language across all communications, avoiding gendered, ableist, or exclusionary phrasing, and ensuring clarity for participants with diverse linguistic, cultural, and accessibility needs.
- Offer hybrid participation information early.
- Provide regular reminders about accessibility and Code of Conduct information in participant communications.

5. Behaviour and Participation Guidelines

These guidelines apply during the conference delivery phase and can be embedded into the programme guide, volunteer handbook, or pre-event briefings.

The Local Organising Committee (LOC) is responsible for communicating these expectations clearly to all conference roles — including participants, presenters, session chairs, and volunteers — and ensuring they are aware of available support, reporting procedures, and accessibility measures.

5.1 Participants

- Treat others with courtesy and professionalism.
- Avoid discriminatory or offensive speech, gestures, or imagery.
- Engage constructively in scholarly dialogue, respecting different disciplinary perspectives and communication styles.
- Use inclusive language and address others according to their affirmed identity. Avoid assumptions about gender, pronouns, cultural background, or institutional status.
- You are encouraged to report any witnessed or experienced harassment as soon as you feel safe and able to do so.
- Treat all staff and volunteers with courtesy.
- Obtain consent before photographing, recording, or sharing images of others.
- Apply the same standards of professionalism and respect in online interactions (e.g. chat, video, and social platforms) as in physical spaces.

5.2 Presenters

- Presenters share responsibility for ensuring that their sessions are accessible, inclusive, and safe for all attendees, both in-person and online.
- Design your presentation to be accessible and inclusive for all participants. Use clear, readable fonts (minimum 24 pt) with sharp contrast between text and background.
- Avoid flashing or rapidly changing visuals and provide brief image descriptions when needed.
- Speak clearly and at a moderate pace, using a microphone when available to ensure both in-person and remote participants can hear you clearly.
- Provide captions or written summaries for all audio or video clips.
- Share slides or abstracts in accessible formats (for example PDF, QR code, or printed handout) before or after your session.
- Give a short content or trigger warning at the beginning of your talk when appropriate. Avoid humour, references, or imagery that could be discriminatory, exclusionary, or culturally insensitive.

- Encourage contributions from a range of voices and be mindful of accessibility needs, including those of neurodivergent and remote participants.

5.3 Session Chairs

- Begin each session by welcoming participants, reminding them of the Code of Conduct, and setting an inclusive, respectful tone for discussion.
- Moderate discussions fairly and inclusively — ensure questions are invited from both onsite and remote participants.
- Manage time equitably for all speakers, using a timer or visual cue when possible to help maintain consistency.
- Encourage concise and constructive contributions during Q&A, allowing space for a variety of voices, including early-career and underrepresented participants.
- Be prepared to intervene calmly if discussions become disrespectful, discriminatory, or exclusionary.
- Support accessibility by using microphones, repeating audience questions, and checking that captions or livestreams are functioning.
- Report any concerns or incidents promptly to the designated Safety or Conduct Team.

5.4 Organisers (LOC Staff & Volunteers)

The LOC should ensure these responsibilities are communicated to all volunteers through a short pre-event briefing and a written reference sheet.

- Ensure volunteers and staff are familiar with accessibility routes, room layouts, and assistive technologies to confidently guide participants when needed.
- Be visible and approachable to participants, wearing clear identification that states role or pronouns where comfortable.
- Hold short daily check-ins among volunteers and the Safety and Inclusion Team to review any accessibility or conduct issues and ensure consistent communication.
- Uphold confidentiality in all incident reporting. (In case of report is regarding LOC you should inform the board, in case it is about the board, you should inform the ombuds; the resource should be shared with all LOC staff and volunteers.)
- Use empathy-first approaches when resolving issues.
- Direct all serious cases immediately to the designated first-contact responders within the Safety and Conduct Team.
- Maintain visible reminders of conduct and safety.
- Support accessibility accommodations (hearing aids, captioning).
- Be proactive about helping participants navigate spaces.

6. Accessibility and Inclusion in Practice

- Have an Accessibility and Inclusion Desk on-site, or provide an equivalent service, ensuring trained staff are available to support accessibility and inclusion needs, including guidance on mobility, sensory spaces, and gender-affirming facilities such as all-gender restrooms and private changing areas.

- Clearly publicise the Accessibility and Inclusion Desk or equivalent service in the programme, website, and onsite signage.
- Share clear accessibility and inclusion information both onsite (via signage, printed guides, or screens) and online (through the conference website and registration materials).
- Offer hybrid participation opportunities (e.g. livestream chats, captioned coffee breaks, or remote networking).
- Provide quiet and sensory rooms, parent and caregiver rooms, and all-gender restrooms.
- Provide childcare services, where feasible, or clearly communicate local childcare options.
- Implement different conference fee categories based on income level and employment status.
- Publish accessible transport and accommodation information before registration opens.
- Ensure staff can assist participants with accessibility needs throughout the venue and know whom to contact for additional support.

7. Community Building

DiGRA conferences should foster a welcoming and connected community that supports collaboration, inclusivity, and mutual respect. Community-building activities are an important part of this environment and should be designed to reflect DiGRA's values of accessibility and cultural sensitivity.

- Encourage opportunities for networking and peer support, such as mentoring or buddy systems connecting early-career and experienced members.
- Ensure all social and networking activities are inclusive, accessible, and considerate of participants' diverse needs, backgrounds, and participation modes (onsite and remote).
- Promote safe, respectful, and welcoming environments at all community events, consistent with the DiGRA Code of Conduct.
- Communicate participation options clearly and provide information in advance to allow all attendees to engage meaningfully.
- Where possible, support online and hybrid forms of interaction that complement in-person community activities.

8. Sustainability

The Local Organising Committee (LOC) should integrate environmental and social sustainability into all aspects of DiGRA 2026. The aim is to reduce the conference's ecological footprint while promoting ethical, community-minded practices.

- Use venues with sustainability policies (energy-efficient, low-waste).
- Minimise printing; use QR codes and digital materials.
- Provide recycling and compost bins; avoid single-use plastics.
- Encourage participants to bring refillable bottles.
- Offer reusable bottle refill stations.
- Source local, seasonal, and plant-based catering whenever possible
- Provide guidance on sustainable travel and nearby eco-certified hotels.
- Offer hybrid attendance options to reduce travel emissions.

9. Implementation and Accountability

9.1 LOC Action Timeline

The following timeline outlines key points for planning, communication, and follow-up related to accessibility, inclusion, and behaviour expectations. It serves as a practical guide for the Local Organising Committee (LOC) to ensure consistent preparation and transparent communication.

Before the Conference

- Review this White Paper and adapt procedures to the local context.
- Brief all staff, volunteers, and session chairs on the Code of Conduct, accessibility measures, and reporting procedures.
- Publish accessibility, childcare, and inclusion information online and within registration materials.
- Confirm designated Safety and Conduct contacts and ensure their visibility in all communications.
- Conduct a venue accessibility audit and test hybrid and captioning technologies.
- Confirm gender-affirming facilities and communication systems are in place (e.g., pronoun options, inclusive signage, privacy for name changes).

During the Conference

- Ensure the Accessibility and Inclusion Desk (or equivalent service) is clearly visible and staffed by trained personnel.
- Reinforce conduct expectations in opening remarks and daily volunteer briefings.
- Monitor accessibility and inclusion practices in real time (e.g., signage, captions, room comfort, streaming quality).
- Respond promptly, confidentially, and empathetically to any incidents or accessibility concerns.

After the Conference

- Distribute feedback forms to participants, presenters, and session chairs.
- Review incident reports and accessibility outcomes with the DiGRA Executive Board and Ombuds Team, ensuring confidentiality and using insights to inform future policy and practice.
- Publish a brief, anonymised summary of key findings on accessibility and inclusion outcomes.
- Contribute reflections and data to the 2027 Reflection White Paper.

9.2 Feedback and Evaluation

- Gather structured feedback from participants, presenters, session chairs, and volunteers through anonymous surveys or questionnaires.
- Share a short, public note of appreciation after the conference, acknowledging the collective effort of organisers, volunteers, and participants in fostering an inclusive environment.
- Review what worked well and identify areas requiring adjustment in accessibility, inclusion, and Code of Conduct procedures.

- Discuss findings with the DiGRA Executive Board and Ombuds Team to ensure transparency and ongoing improvement.
- Contribute summarised and anonymised outcomes to the 2027 Reflection White Paper, highlighting key lessons and outlining next steps for implementation at future DiGRA events.

Appendices

1-Appendix A. LOC Accessibility Checklist

A practical tool for Local Organising Committees to verify accessibility and inclusion measures before, during, and after the conference.

2-Appendix B. Volunteer and Staff Handbook

Guidance for volunteers and staff on roles, conduct, communication, accessibility support, and safety procedures (includes Safety and Conduct Support Guide).

3-Appendix C. Presenter Handbook

Instructions for presenters on preparing and delivering accessible, inclusive, and respectful sessions across onsite and hybrid formats.

4-Appendix D. Participant Handbook

Expectations for all attendees, covering respectful participation, accessibility awareness, reporting procedures, and emergency contacts.

5-Appendix E. Chair Handbook

Detailed guidance for session chairs, including pre-session preparation, inclusive moderation practices, and a Chair's Opening and Closing Script.

6-Appendix F. Post-Conference Feedback Questionnaire

A structured feedback form to evaluate the White Paper's effectiveness and gather insights for future improvement.

Appendix A: LOC Accessibility Checklist⁵

Purpose

This checklist supports the Local Organising Committee (LOC) in implementing and verifying accessibility and inclusion measures before, during, and after the conference. It aligns with Sections 4.1, 6, and 8.1 of the *DiGRA 2026 White Paper on Behaviour Expectations*.

Before the Conference

1. Venue Accessibility

- Conduct a venue accessibility audit (ramps, lifts, signage, restrooms, lighting, acoustics).
- Confirm accessible restrooms, all-gender restrooms, and parent/caregiver rooms are available and signposted.
- Set up quiet and sensory-friendly rooms with clear signage.
- Ensure all emergency exits and evacuation routes are accessible.
- Arrange adaptable seating layouts for mobility devices and, where relevant, interpreters.

2. Information and Communication

- Publish accessibility and inclusion information on the conference website and registration portal.
- Provide clear maps and signage with high contrast, readable fonts, and icons.
- Add QR codes linking to schedules, slides, and accessibility information.
- Include voluntary fields for accessibility requests, pronouns, and affirmed names in registration forms.
- Use inclusive and culturally sensitive language across all participant communications.
- Ensure multilingual or easy-read materials are prepared where feasible.

3. Audio-Visual and Technical Setup

- Test captioning and/or live transcription systems for hybrid and online sessions.
- Check all microphones, speakers, and assistive listening devices for functionality.
- Configure online platforms for accessibility (captioning, moderation, alt text, etc.).
- Ensure lighting is adjustable to prevent sensory overload.
- Brief presenters on slide contrast and visibility, and brief presenters and session chairs on microphone use.”

4. Staff and Volunteer Preparedness

- Train and brief all staff and volunteers on accessibility, inclusion, and culturally aware communication using the handbook.
- Ensure Safety & Inclusion Team is identifiable and knows response procedures.
- Provide guidance on gender-affirming and pronoun-respectful communication.
- Share accessible route maps and room layouts with staff.
- Verify Accessibility and Inclusion Desk or equivalent location, staffing, and contact details.

During the Conference

1. Venue Accessibility

⁵ Authorship and Acknowledgment: These appendices were prepared by Yekta Kalantar Hormozi, DiGRA Diversity Officer (2025–2027), as companion materials to the DiGRA 2026 White Paper on Behaviour Expectations. They were developed with feedback and contributions from the DiGRA DEI Subcommittee, including Carlos Gabriel Kelly González, Stanisław Krawczyk, and Usva Friman.

- Ensure all accessibility signage remains visible and accurate.
- Monitor quiet, sensory, and parent/caregiver rooms for cleanliness and availability.
- Keep emergency routes clear and accessible.
- Provide ongoing physical assistance where required (e.g., door access, navigation).

2. Information and Communication

- Display accessibility maps, QR codes, and contact details prominently.
- Announce accessibility features (restrooms, quiet rooms, desk location) and the Safety & Inclusion Team in opening sessions.
- Keep Code of Conduct and reporting procedures visible onsite and online.

3. Audio-Visual and Technical Setup

- Confirm microphones and captioning systems work before each session.
- Use live captions or transcripts for online and hybrid events.
- Encourage session chairs to repeat questions and manage Q&A inclusively.
- Monitor lighting and audio comfort throughout sessions.

4. Staff and Volunteer Preparedness

- Conduct short daily check-ins to review accessibility updates or reports.
- Ensure Accessibility & Inclusion Desk remains staffed and visible.
- Respond to accessibility and inclusion requests promptly and confidentially.
- Maintain empathy-first and de-escalation approaches for all issues.

After the Conference

1. Post-Event Review

- Distribute feedback forms to participants, presenters, and staff.
- Gather feedback on accessibility, inclusion, and hybrid participation.
- Review incident reports with the DiGRA Executive Board and Ombuds Team (confidentially).
- Publish an anonymised summary of accessibility and inclusion outcomes, ensuring no personal or identifying information is included.
- Record lessons learned and recommendations for future DiGRA events.
- Thank participants, volunteers, and partners for supporting accessibility and inclusion measures.

Appendix B: Volunteer and Staff Handbook⁶

[Sections highlighted in green should be filled out by the LOC, afterwards delete this text and share this handbook to relevant members]

Thank you for contributing your time, energy, and care to make this conference a welcoming, inclusive, and safe space for everyone.

Your role as a volunteer or staff member is essential to ensuring that every participant feels supported, respected, and valued.

Please read this handbook carefully and refer to it throughout the event, it provides the key guidance and contacts you may need before, during, and after the conference.

Purpose

This handbook provides guidance for all volunteers and staff supporting the conference. It outlines responsibilities, communication protocols, and expected conduct before, during, and after the event.

It aligns with the *DiGRA 2026 White Paper on Behaviour Expectations* (Sections 4.2, 5.4, and 8.1).

All volunteers will receive a role-specific briefing from the Volunteer/Chair Coordinator at the start of their shift.

These briefings cover your specific area of responsibility — such as registration support, accessibility guidance, or hybrid session assistance — and the key contacts relevant to your role.

1. Core Principles

All volunteers and staff must:

- Treat every participant with courtesy, professionalism, and empathy.
- Maintain confidentiality in all incident or accessibility reports.
- Promote inclusivity, accessibility, and safety in every interaction.
- Follow the DiGRA Code of Conduct and report any concerns promptly.
- Respect participants' affirmed names, pronouns, and cultural backgrounds.

2. Roles and Identification

- Wear name badges that clearly display your role (and pronouns if you wish).
- Remain approachable and visible in public areas.

⁶ **Authorship and Acknowledgment:** These appendices were prepared by *Yekta Kalantar Hormozi*, DiGRA Diversity Officer (2025–2027), as companion materials to the DiGRA 2026 White Paper on Behaviour Expectations. They were developed with feedback and contributions from the DiGRA DEI Subcommittee, including Carlos Gabriel Kelly González, Stanisław Krawczyk, and Usva Friman.

- Know who the Safety & Conduct Team, Accessibility & Inclusion Desk, and local organisers are.
- Be familiar with the venue layout, quiet/sensory rooms, restrooms, and emergency exits.
- Keep your phone on silent but accessible for urgent communication.

3. Communication and Interaction

- Use inclusive, gender-neutral, and culturally sensitive language.
- Avoid assumptions about identity or access needs.
- Offer help respectfully (“Would you like some assistance?”).
- Direct questions you cannot answer to the Accessibility & Inclusion Desk.
- Remain calm and professional; de-escalate where possible.

4. Reporting and Confidentiality

If a participant reports harassment, discrimination, or an accessibility issue:

- Listen without judgement.
- Thank them for raising the concern.
- Do **not** promise outcomes — explain that the Safety & Conduct Team will handle the matter.
- Contact the appropriate person (see below).
- Keep details private except with authorised contacts.
If the report concerns the Executive Board, contact the **Ombuds Team** directly.

5. Accessibility Support

- Know accessible routes, lifts, and restrooms.
- Guide participants to quiet/sensory or parent/caregiver rooms.
- Fetch assistive equipment when requested.
- Keep pathways clear and signage visible.
- Report broken or missing accessibility features immediately to the LOC lead.

6. Daily Responsibilities and Check-Ins

Before each day:

- Attend the morning briefing with the **Volunteer/Chair Coordinator**.
- Receive your specific role assignment (e.g., registration desk, session room, hybrid tech, or accessibility support).
- Confirm your scheduled breaks and lunch times.
- Review your assigned area and confirm signage is intact.

During the day:

- Stay alert and available to assist participants in your designated area.
- If working registration: welcome participants, check badges, answer common questions, and direct accessibility queries to the Inclusion Desk.
- If supporting remote/hybrid sessions: ensure online participants can hear, see, and interact; check captions are active; assist the chair as needed.
- Communicate any issues quickly via the volunteer channel or help desk.
- Take scheduled breaks — wellbeing is essential for good support.

End of day:

- Join the short debrief to log incidents, feedback, or improvements.
- Return equipment (lanyards, headsets, signage) before leaving.

Volunteer/Chair Coordinator responsibilities:

- Conduct morning and end-of-day briefings for all volunteers.
- Distribute this handbook and ensure all volunteers understand their specific roles.
- Monitor workloads and ensure volunteers take proper breaks.
- Act as the first point of contact for all volunteer-related issues.
- Communicate urgent updates from the Organising Committee.

If a Session Chair Does Not Arrive

If a scheduled session chair does not arrive on time, please follow these steps to ensure the session continues smoothly:

1. Wait up to 5 minutes after the scheduled start time.
2. If the chair is still absent, a volunteer or LOC member should begin the session to avoid delay.
3. Use the Chair's Opening Script provided in Appendix E – Chair Handbook to start the session professionally.
4. Assign a temporary chair, such as the next scheduled presenter or a Programme Committee member if available.
5. Inform the Programme Committee or Volunteer Chair immediately so an official replacement can be arranged for later sessions.
6. If hybrid or remote participants are involved, notify them clearly about the change in session facilitation.
7. Note: If you are stepping in as a replacement chair and have time, you may review Appendix E – Chair Handbook for further guidance on session management and reporting responsibilities.

7. Safety and Conduct Support

Please review the full [DiGRA Code of Conduct](#) for our shared commitment to safety and respectful participation.

If you **experience or witness harassment, discrimination, or any issue affecting safety or accessibility**, follow the guidance below.

In an Emergency

- Call **[Emergency Contact Number/first responder– to be provided by LOC]**.
- Then contact Campus Security **[To be filled by LOC – name and number]**.
 - Security will meet first responders and guide them to the correct location.
 - They can also support non-emergency safety situations.
- **Immediately notify the Organising Chair and Co-Chair** (see contact table).

In all emergencies: **contact both campus security and the organising chairs once you are safe.**

In Cases of Harassment or Conduct Concerns

- Approach any DiGRA Board member wearing a designated sticker, as they are trained to receive reports confidentially,
or
- Visit the Accessibility and Inclusion Desk to request private contact with a Safety and Conduct representative. You can also email:
 - **Local Organising Committee:** **[To be filled by LOC – email address]**
 - **DiGRA Executive Board:** digrainternational@gmail.com
 - **DiGRA Ombuds Team (confidential):** digraombuds@googlegroups.com
- Anonymous reports can be submitted via [DiGRA's online form](#).

8. Who to Contact and for What Issue

Issue Type	Primary Contact	Email / Phone	Notes
Issue regarding your volunteer or chair role	Volunteer / Chair Coordinator – [To be filled by LOC]	[To be filled by LOC]	Questions, scheduling, or internal matters
Issue regarding DEI or diversity concerns	Diversity & Inclusion Chair – [To be filled by LOC]	[To be filled by LOC]	Accessibility, inclusion, or conduct queries

Other issues / overall conference concerns	Organising Chair / Co-Chair – [To be filled by LOC]	[To be filled by LOC]	General conference operations
Campus security / venue safety	Campus Security – [To be filled by LOC]	[To be filled by LOC]	Emergency or safety assistance
Emergency services	Local Emergency Number – [To be filled by LOC]	[To be filled by LOC]	Police / Fire / Ambulance
Local Organising Committee (main email)	[To be filled by LOC]	[To be filled by LOC]	General inquiries or reports

9. Confidentiality and Follow-Up

All reports will be handled with **respect, discretion, and confidentiality**, following DiGRA's Code of Conduct and GDPR standards.

Only the relevant individuals — such as the Ombuds Team or Safety & Conduct leads — will receive the details necessary to respond appropriately.

10. After the Conference

- Submit final accessibility notes or incident summaries (if applicable) to the LOC.
- Return all materials and equipment.
- Participate in post-event evaluation if invited.

Appendix C: Presenter Handbook⁷

[Sections highlighted in green should be filled out by the LOC, afterwards delete this text and share this handbook to relevant members]

Purpose

This handbook supports all presenters in preparing and delivering accessible, inclusive, and professional presentations at the conference.

It aligns with the *DiGRA Code of Conduct* and the *Behaviour Expectations White Paper* (Sections 5.2 and 6), ensuring that every session reflects DiGRA's values of diversity, respect, and accessibility.

All presenters are expected to engage audiences constructively, respect differing viewpoints, and help maintain a welcoming and harassment-free environment.

1. Before Your Presentation

Accessibility Preparation

- Use large, legible fonts (minimum 24 pt) and strong contrast between text and background.
- Avoid flashing or rapidly changing visuals.
- Provide short image descriptions in your slides if they contain key visuals that are essential for understanding the content.
- Check that your colour choices are distinguishable for colour-blind participants. Use online simulators to test colour combinations, for example, www.whocanuse.com.
- Include captions, subtitles, or written summaries for audio/video clips.
- If your presentation includes potentially distressing material, consider whether it is necessary to show it. If so, prepare a short content or trigger warning.
- Save your slides in an accessible format (e.g., PDF, PowerPoint, or via QR code).

Language and Inclusion

- Use clear, jargon-free language where possible.
- Present sensitive or challenging topics with careful framing. Be mindful of cultural context and avoid humour, tone, imagery, or generalisations that could position the material in a discriminatory, exclusionary, or culturally insensitive way.
- Use gender-neutral terms and address others by their affirmed names and pronouns.
 - Be aware that your audience may be culturally diverse. Use cross-cultural communication, that is, avoid assumptions, insider references, or culture-specific jokes that may not translate well.

Practical Arrangements

- Send your slides or session materials to the organising team before your session (as requested by the LOC).
- Let the audience know if you are comfortable with them taking photos of your slides or posting about your presentation online.
- Test your slides and sound with the session chair or technician during the set-up period.

⁷ **Authorship and Acknowledgment:** These appendices were prepared by *Yekta Kalantar Hormozi*, DiGRA Diversity Officer (2025–2027), as companion materials to the DiGRA 2026 White Paper on Behaviour Expectations. They were developed with feedback and contributions from the DiGRA DEI Subcommittee, including Carlos Gabriel Kelly González, Stanisław Krawczyk, and Usva Friman.

- Please note that all presentations will be streamed for remote participants as part of the conference format. Be mindful and ensure your presentation is inclusive for remote attendees as well.

2. During Your Presentation

Delivery

- Speak clearly and at a moderate pace.
- Always use a microphone, even if the room seems small.
- Avoid turning your back to the audience or blocking visual aids.
- Repeat audience questions before answering (for remote and hearing-impaired participants).
- Keep track of time — your chair will signal when you are nearing your limit.

Engagement and Respect

- Respect differences in opinion and respond to questions with professionalism.
- If the discussion becomes heated, pause and defer to your session chair.
- Do not record or photograph participants without consent.

Hybrid and Remote Participation

- Acknowledge online participants at the start of your talk.
- Be aware that remote attendees may submit questions through the chat. The session chair will manage these and bring them into the discussion.
- Check that captions or chat functions are active before beginning.
- If technical issues arise, stay calm and let the session chair or technician handle them.

3. After Your Presentation

- Thank the audience and session chair.
- Make your slides or materials available (if you wish) via QR code, PDF, or email.
- Respond respectfully to any feedback or questions after the session.
- Consider reporting any accessibility or conduct issues you experienced to the LOC or Safety & Conduct Team.
- Provide brief feedback (if you wish) about the session facilities or technology through the post-conference questionnaire.

4. Contacts for Support

Support Area	Contact	Notes
Presentation or technical setup	Technical Coordinator – [To be filled by LOC]	AV support, slides, livestreams
Accessibility or inclusion assistance	Accessibility & Inclusion Desk – [To be filled by LOC]	Captions, sensory support, accessible formats
Session scheduling or timing	Programme Chair / Session Chair – [To be filled by LOC]	Presentation order, timekeeping
Code of Conduct or conduct issues	Safety & Conduct Team – [To be filled by LOC]	Reporting, confidential advice
General conference queries	Local Organising Committee – [To be filled by LOC email]	Administrative support

5. Quick Reminders

- Be inclusive and accessible in design and delivery.
- Use the microphone, pace yourself, and check that captions work.
- Respect all participants, in person and online.
- Report any issues promptly and confidentially.

Appendix D: Participant Handbook⁸

[Sections highlighted in green should be filled out by the LOC, afterwards delete this text and share this handbook to relevant members]

Welcome Message

Welcome to the conference and thank you for being part of our community. Your presence contributes to an event built on respect, collaboration, and inclusivity. We hope this conference provides opportunities for meaningful exchange, reflection, and learning across diverse perspectives.

This handbook outlines how we can all help create a safe, accessible, and welcoming environment, one in which every participant, whether onsite or online, feels supported and respected. Please take a few moments to read through these guidelines and refer back to them during the event.

Purpose

This handbook provides guidance for all conference participants to help maintain a safe, inclusive, and respectful environment.

It outlines expectations for conduct, participation, and accessibility, and explains how to seek help or raise a concern during the event.

All participants are expected to follow the [DiGRA Code of Conduct](#) throughout the conference, whether onsite, online, or in any social space linked to the event.

1. Core Principles

- **Respect and professionalism:** Treat every participant, organiser, and volunteer with courtesy.
- **Inclusivity:** Value diverse perspectives and identities; avoid exclusionary language or behaviour.
- **Safety:** Help maintain a safe, inclusive, harassment-free, and discrimination-free environment; report any issues promptly.
- **Accessibility:** Be considerate of others' needs—physical, sensory, linguistic, or digital.
- **Collaboration:** Engage in discussions constructively, even when opinions differ.

2. During the Conference

Interaction and Dialogue

- Speak respectfully in sessions, panels, and informal discussions.
- Listen actively and allow others space to contribute.
- Avoid interrupting or dominating conversation.

⁸ **Authorship and Acknowledgment:** These appendices were prepared by Yekta Kalantar Hormozi, DiGRA Diversity Officer (2025–2027), as companion materials to the DiGRA 2026 White Paper on Behaviour Expectations. They were developed with feedback and contributions from the DiGRA DEI Subcommittee, including Carlos Gabriel Kelly González, Stanisław Krawczyk, and Usva Friman.

- Use inclusive, gender-neutral, and culturally aware language.
- Address others by their affirmed names and pronouns.
- Disagree with ideas, not individuals.

Digital and Hybrid Etiquette

- Keep your microphone muted when not speaking in online sessions.
- Use respectful tone and wording in chat or Q&A features.
- Avoid sharing screenshots or recordings without consent.
- Respect privacy in online spaces just as you would in person.

Photography and Recording

- Always ask for consent before photographing or recording other participants or presenters, and respect their stated preferences about photography, recording, or online posting.
 - If applicable, follow signage indicating “no-photo” zones or restricted sessions.

Accessibility Awareness

- Keep pathways clear.
- Avoid wearing strong scents.
- Speak into microphones when asking questions.
- Notify organisers early if you encounter accessibility barriers.

3. Reporting and Support

If you experience or witness harassment, discrimination, or any conduct issue you are encouraged to:

- Approach a **Safety & Conduct Team** member or any **DiGRA Board** member wearing a designated sticker.
Or
- Visit the **Accessibility & Inclusion Desk** for help or to request private contact with a representative.
Or
- Email one of the following:
 - **Local Organising Committee:** [fill by LOC – email address]
 - **DiGRA Executive Board:** digrainternational@gmail.com
 - **DiGRA Ombuds Team (confidential):** digraombuds@googlegroups.com
- Submit an anonymous report through [DiGRA's online form](#).
- All reports are handled confidentially under GDPR and DiGRA's Code of Conduct.

4. In an Emergency

If you are in immediate danger or require urgent medical help:

- Call [Emergency Services/first responder Number – to be filled by LOC].

- Then contact Campus Security [to be filled by LOC – name and number].
 - Security will guide first responders and can assist with non-emergency safety issues.
- Once safe, inform the **Organising Chair or Co-Chair** (see contact list).

5. Key Contacts

Purpose	Contact Person / Team	Email / Phone	Notes
Safety or Conduct concerns	Safety & Conduct Team – [to be filled by LOC]	[to be filled by LOC]	Confidential reporting
Accessibility or Inclusion support	Accessibility & Inclusion Desk – [to be filled by LOC]	[to be filled by LOC]	Onsite or online assistance
General event information	Local Organising Committee – [to be filled by LOC]	[to be filled by LOC]	Timetable, logistics
Ombuds Team (confidential)	DiGRA Ombuds Team	digraombuds@googlegroups.com	Independent support
Emergency Services	[to be filled by LOC]	[to be filled by LOC]	Police / Fire / Ambulance
Campus Security	[to be filled by LOC]	[to be filled by LOC]	24/7 on-site assistance

6. After the Conference

- Consider sharing constructive feedback through the post-conference questionnaire.
- If you wish, report any accessibility or conduct issues that occurred after sessions.
- Continue engaging respectfully in follow-up communications and online forums.

7. Quick Reminders

- Respect diversity and pronouns.
- Use microphones and clear language.
- Seek consent before recording or sharing images.
- Report any issues confidentially and promptly.
- Participate inclusively, onsite and online.

Appendix E: Session Chair Handbook⁹

[Sections highlighted in green should be filled out by the LOC, afterwards delete this text and share this handbook to relevant members]

Note of Appreciation

Thank you for serving as a session chair.

Your role is vital in ensuring that each presentation runs smoothly, on time, and in a manner that reflects DiGRA's values of respect, inclusivity, and professionalism.

As a chair, you set the tone for dialogue, welcoming diverse perspectives and ensuring every participant, onsite or online, feels heard and valued.

Purpose

This handbook provides guidance for all session chairs to help ensure that every presentation is managed fairly, inclusively, and efficiently.

It supports DiGRA's *Code of Conduct* and the *Behaviour Expectations White Paper* (Sections 5.3 and 6).

Chairs are expected to uphold accessibility and inclusivity throughout their sessions, encourage constructive dialogue, and intervene calmly when needed.

1. Before Your Session

Preparation

- Review the programme and confirm the order, timing, and duration of all presentations.
- Contact presenters in advance (if possible) to confirm equipment needs, and accessibility requests.
- Check with the technician or volunteer that the room setup is ready, including microphone, projector, pointer, captions, and livestream connection.
- Know the location of the Accessibility & Inclusion Desk or equivalent and Safety & Conduct Team.
- Familiarise yourself with the reporting procedure and contacts (see Section 4).

Accessibility and Inclusion

- Ensure seating and podium arrangements accommodate mobility or sensory needs.
- Learn the correct pronunciation of presenters' names and use their affirmed pronouns.
- Remind presenters to use microphones and to give any necessary content or trigger warnings.
- Confirm that captions and hybrid connections are functioning before starting.

2. During Your Session

⁹ **Authorship and Acknowledgment:** These appendices were prepared by *Yekta Kalantar Hormozi*, DiGRA Diversity Officer (2025–2027), as companion materials to the DiGRA 2026 White Paper on Behaviour Expectations. They were developed with feedback and contributions from the DiGRA DEI Subcommittee, including Carlos Gabriel Kelly González, Stanisław Krawczyk, and Usva Friman.

Opening the Session

- Welcome participants and remind them that all sessions follow the [DiGRA Code of Conduct](#).
- Mention that accessibility or safety support is available via the Accessibility & Inclusion Desk or equivalent or via Safety & Conduct Team.
- Introduce each presenter clearly and keep introductions concise.

Timekeeping and Flow

- Keep presentations within their allocated time; use visible or verbal cues when needed.
- Allow short transitions between talks for setup.
- Reserve time for questions, either after each talk or collectively at the end.

Moderating Discussion

- Invite questions from both onsite and remote participants.
- Encourage concise, respectful, and constructive comments.
- Repeat or summarise questions into the microphone for accessibility.
- Step in calmly if discussions become disrespectful or off-topic.
 - Prioritise a range of voices, including early-career researchers and participants from groups that are often under-represented or overlooked in discussions.

Hybrid Participation

- Monitor online Q&A or coordinate with the hybrid-support volunteer.
- Alternate between in-person and online questions when possible.
- Pause briefly after answers to allow remote participants time to contribute.

3. After Your Session

- Thank the presenters and audience.
- Ensure the next session chair or technician has what they need for setup.
- Report any accessibility, technical, or conduct issues to the Safety & Conduct Team or **Local Organising Committee (LOC)**.
- Share any feedback or notes in the daily debrief or post-conference questionnaire.

4. Key Contacts

Purpose	Contact / Role	Email / Phone	Notes
Technical or AV issues	Technical Coordinator – [To be filled by LOC]	[To be filled by LOC]	Equipment / Livestream
Accessibility & Inclusion support	Accessibility Desk – [To be filled by LOC]	[To be filled by LOC]	Captions / Mobility help
Code of Conduct / Safety concerns	Safety & Conduct Team – [To be filled by LOC]	[To be filled by LOC]	Confidential reporting
General conference info	Local Organising Committee – [To be filled by LOC]	[To be filled by LOC]	Programme updates

Purpose	Contact / Role	Email / Phone	Notes
Emergency services / Campus security	[To be filled by LOC]	[To be filled by LOC]	For urgent assistance
Programme Committee	[To be filled by LOC]	[To be filled by LOC]	Programme or scheduling questions

5. Quick Reminders

- Start and end sessions on time.
- Reinforce an inclusive, respectful atmosphere.
- Use microphones and repeat questions aloud.
- Balance participation between onsite and online audiences.
- Report any issues promptly and confidentially.

6. Session Chair's Opening Script

Below is an example you may adapt for your own style.

It's designed to take around two minutes and set an inclusive, professional tone:

"Good [morning/afternoon], everyone, and welcome to this session of [Conference Name]. My name is [name], and I'll be chairing this session.

We'll follow the DiGRA Code of Conduct, which means we're committed to maintaining a respectful, inclusive, and harassment-free environment for all participants.

If you require any accessibility support or encounter an issue, please reach out to our Accessibility & Inclusion Desk or a member of the Safety & Conduct Team, who are clearly identified by their badges.

Each presenter will have [number] minutes for their talk, followed by [number] minutes for questions (unless this session uses a combined Q&A at the end) I'll keep time and provide gentle reminders to help us stay on schedule.

Please use the microphone when asking questions so everyone — including remote attendees — can hear.

Let's make this a constructive and engaging discussion.

Our first presenter is [name] from [institution], presenting '[title].' [Name], the floor is yours."

Note: Key elements such as Code of Conduct reminders, accessibility guidance, and microphone-use instructions should be repeated in every session, even if chairs choose a shorter version of the script later in the conference.

7. Chair's Closing Script

Here is a brief example you can adapt to conclude your session smoothly and respectfully:

“Thank you to all our presenters for their insightful contributions, and to everyone here — onsite and online — for your thoughtful participation and questions.

Please join me in a round of applause for our speakers.

If you have additional comments or questions, you’re welcome to continue the discussion informally after the session or during the next break, or online.

A reminder that feedback on accessibility, inclusivity, or technical setup can be shared with the Accessibility & Inclusion Desk or through the post-conference questionnaire.

Thank you again for helping maintain a respectful and engaging space — and please enjoy the rest of the conference.”

8.If a Presenter Does Not Show Up

- Wait up to 5 minutes in case of delay, so the presenter can still deliver a shortened version of their talk if they arrive late.
- Check with a volunteer or Programme Committee member for updates.
- If confirmed absent, move to the next presenter or extend Q&A.
- Inform the audience briefly and professionally (e.g. “Our next speaker couldn’t join us today; we’ll continue with the next talk.”).
- Notify the Programme Committee so the schedule can be updated.

Appendix F: Post-Conference Feedback Questionnaire¹⁰

Share this questionnaire the last day of Conference after the DiGRA annual board meeting, and online via digital platforms. Share the results with the DiGRA board to help in the improvement of future DiGRA events.

Purpose

This short form helps the organisers and DiGRA DEI Subcommittee understand how the *Behaviour Expectations White Paper* and its appendices supported your conference experience. All responses are anonymous and will inform future events.

1. Your Role (select all that apply)

- Participant Presenter Chair
 Volunteer/Staff Invited Speaker Other (specify): _____

2. Overall Experience

How would you rate your overall experience at this conference?

- Excellent Good Fair Poor

3. Environment

Did you feel the event was welcoming, inclusive, and respectful?

- Always Often Sometimes Rarely

4. Accessibility

Was the conference (venue, hybrid setup, signage, materials) accessible to you?

- Yes Partially No

5. Safety and Conduct

Were you aware of who to contact in case of a safety, conduct, or accessibility issue?

- Yes Partially No

6. Handbook Usefulness

Did you use or read any of the handbooks (Participant, Presenter, Chair, Volunteer)?

- Yes No If yes: Which did you find most helpful? _____

7. Clarity and Communication

¹⁰ **Authorship and Acknowledgment:** These appendices were prepared by *Yekta Kalantar Hormozi*, DiGRA Diversity Officer (2025–2027), as companion materials to the DiGRA 2026 White Paper on Behaviour Expectations. They were developed with feedback and contributions from the DiGRA DEI Subcommittee, including Carlos Gabriel Kelly González, Stanisław Krawczyk, and Usva Friman.

How clear and visible were the Code of Conduct, accessibility information, and reporting procedures?

Very clear Somewhat clear Unclear

8. Improvement

What one thing could we improve to make the next DiGRA conference more inclusive and accessible?

[short text field]

9. Positive Highlight

What worked particularly well for you or stood out as good practice?

[short text field]

10. Final Thoughts

Any additional comments on your conference experience?

[short text field]

Thank You

Thank you for taking the time to share your feedback.

Your insights help DiGRA build safer, more inclusive, and more accessible events.