

**IMP
ACT**

TRANSFORMING
CONFLICT WITH ARTS
AND CULTURE

Community Agreements

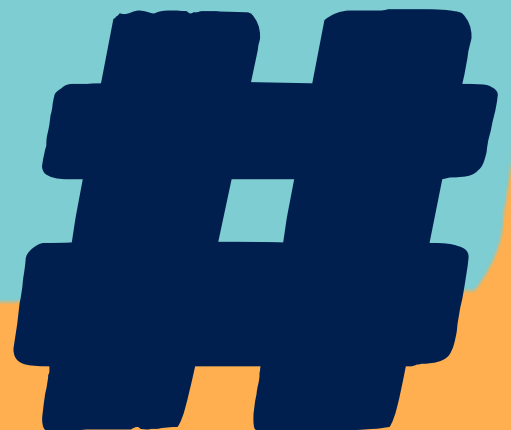
HOME



HOPE

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INTRODUCTION

Here at IMPACT, we believe that building the transformation we want to see in the world starts with ourselves and how we treat each other. We are dedicated to creating and protecting safe and supportive spaces for our community both online and in person.

We also consider that safe and welcoming spaces are co-created.

We are dedicated to building together a space that invites and challenges us all to operate from a place of courage, curiosity, generosity, and shared responsibility.

We are committed to building a space free from harassment and violence, regardless of one's gender identity or expression, race, ability, religion, language, ethnicity, age, occupation, sexual orientation, body size, and/or physical appearance.

To accomplish this, all our Community members agree to be bound by and accountable to these IMPACT Community Agreements in all interactions and engagements, including as part of the Home of Hope Community.



PURPOSE

The Community Agreements aim to:

Collectively build shared responsibility within spaces of interaction and communication, while bringing our truths and experiences to the discussion. We will act courageously, take responsibility for our actions and how they may impact others, as well as keep confidentiality.

Make clear the process of accountability and conflict resolution that will be implemented by IMPACT in the Home of Hope Community.

Define shared principles of engagement and a shared understanding of what is considered a violation within IMPACT, including as part of the Home of Hope Community.

APPLICABILITY

Community Agreements apply to all of IMPACT's programmes and spaces - both online and offline, including the Home of Hope Community. Specific guidance is provided for the latter as an interactive space for discussion and connection.

WHAT TO EXPECT FROM IMPACT

IMPACT will communicate our processes and policies clearly and transparently.

We will take quick action to reduce harm.

We will engage in continuous listening and learning to improve the experience of our community members, including for the Home of Hope Community.

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**PRINCIPLES
OF
ENGAGEMENT**

Connect with Care



- Connect with others, help break isolation, and further solidarity. It's easy to feel lost and alone, and a little friendliness and responsiveness goes a long way.
- Be honest, open, and heartfelt. Speak and share authentically about your experiences, your challenges, your hopes and dreams, and your vision for your own life and your community.
- Practice active listening and learning, interact and engage peacefully. Legitimate differences in opinion will naturally arise, so please consider these differences as useful for expanding your ways of seeing the world.
- Listen and make adjustments in your behaviour and ways of engaging if someone says they feel uncomfortable. Don't ask others questions that you wouldn't want to be asked yourself.
- Stay safe! We encourage you to take measures to protect yourself online and in person, especially if you have reason to believe that speaking out will put you in danger. On the Home of Hope Community, members may choose to keep their phone numbers hidden from other members through their personal privacy settings. However, Community administrators will have access to all the Community members' numbers for logistical and security purposes. For more information, please refer to the "[Digital Security First Aid Kit for Human Rights Defenders](#)" produced by APC - Association for Progressive Communications.

Respect



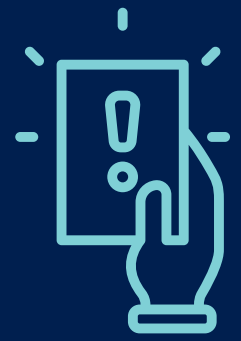
- Help build a space that recognises, validates, and celebrates multiple lived experiences and cultural diversity. Recognise that we all carry intersectional identities.
- Use inclusive language and be respectful of people’s identities and self-determination, and always make sure to use people’s preferred pronouns.
- Avoid oppressive language and behaviour which includes harassment, verbal and physical violence, violation of consent, and any action that perpetuates classism, ageism, ableism, racism, misogyny, homophobia, transphobia, and other oppressions. If needed, please reach out to the IMPACT Home of Hope administrators.
- Be mindful and credit others for their work and activism. Remember that we are all working collectively to contribute to change. Ensure that you recognise the contribution of others and credit them when appropriate (e.g., in discussions, articles, pictures, etc.).
- Respect the privacy needs of others! Do not share or forward any information without explicit permission. What is shared within the IMPACT Home of Hope Community by members should stay within the Community. Please obtain prior consent before sharing content posted by other members externally.

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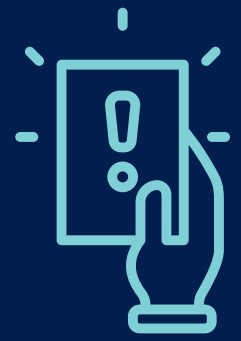
VIOLATIONS AND REPORTING

VIOLATIONS



- Offensive and/or unwelcome comments including (but not limited to) slurs, negative stereotyping, and discriminatory remarks disguised as humour and based on gender identity and expression, sexual orientation, race, ethnicity, religion, age, disability, and/or physical appearance;
- Distribution, display, and/or discussion of written and/or graphic material that ridicules, insults, and/or shows hostility and/or disrespect toward an individual and/or group because of gender identity and expression, sexual orientation, race, ethnicity, religion, age, disability, and/or physical appearance;
- Failure to safeguard confidential and/or privately shared information including (but not limited to) the publication of private communications without consent;
- Intimidation and/or silencing including (but not limited to) sustained and/or deliberate disruption of discussions;
- Engaging in fights and/or harmful discussions with other members of the community;
- Threats of violence and/or incitement of violence including (but not limited to) encouraging a person to engage in self-harm;
- Deliberate “outing” of any aspect of a person’s identity without their consent;

VIOLATIONS



- Deliberate and repeated misgendering and/or use of rejected names;
- Stalking and/or following including (but not limited to) repeated one-on-one communication despite requests to cease, continued communications with the intent to harass, annoy, and/or alarm, unwanted photography and/or recording, and tracking/logging online activity without consent;
- Unwelcome sexual attention including (but not limited to) innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks and obscene gestures, and requests for sexual favours (including repeated and unwelcome requests for dates).

Home of Hope Community members are not authorised to represent neither IMPACT nor Home of Hope in any official capacity. Members cannot use Home of Hope Community spaces to proselytise and/or recruit members to join a religious faith and/or organisation. Members cannot use Home of Hope Community spaces to request funds for personal use, except if it relates to their livelihood and wellbeing or professional activity. Links to external fundraising efforts and/or activism campaigns related to arts, culture and conflict transformation are permissible, as long as they respect the principles of these Community Agreements.

IMPACT and its Home of Hope administrators reserve the right to delete comments as well as suspend or revoke membership when our Community Agreements have been violated.



REPORTING



If you are concerned that the IMPACT Home of Hope Community Agreements are being violated or would like to reach out for support, there are three ways in which you can do so:

1. Submit your concerns via the 'Get Support' form on the Home of Hope Community Announcement group.
2. Report a post to the Community administrator of the sub group directly, by tapping and holding the message, then clicking on "Send to admin review".
3. Block the violating Community member to avoid further interactions within the community space.

We will actively listen to your concerns and ask questions as needed to advance a resolution. In consultation with you, the point person will discuss possible solutions. We are committed to supporting those who come forward and to continually improving our processes.

NB: Please be advised that reporting the offending messages using the "Report" function will submit the request to the WhatsApp staff and not to IMPACT or its Home of Hope administrators. Please use the reporting method above to be helped by IMPACT or its Home of Hope administrators.

IMPACT'S RESPONSE



Depending on the severity of the complaint, the response may include, but is not limited to:

- An intervention and/or reminder of the Community Agreements in the Home of Hope Community space;
- Removal of the post in question – a private message will be sent to the parties involved to indicate that a post was removed and the reasons for removal. For severe violations a public message may be posted in the group to indicate that a post was removed and the reasons for removal;
- Temporary restriction of posting permissions for all community members within the specific group until all offending posts are removed
- A direct conversation between the Community administrator and the person(s) accused of violating the Community Agreements, asking that they immediately stop the behaviour;
- A mediated conversation between the person making the complaint and the person accused of violating the Community Agreements;
- Removing the person accused of violating the Community Agreements from the affected Community group and/or the Home of Hope Community space.

IMPACT'S RESPONSE



In the absence of someone filing a complaint with IMPACT and/or the Home of Hope administrator, those found to be disrupting the space will be asked to immediately stop their behavior.

If they persist, they may be asked to leave the Home of Hope Community. Any removal and/or banning of an individual from the Home of Hope Community will be reviewed by the Home of Hope administrators.

We will prioritise confidentiality and will respect any and all confidentiality requests made. We will not disclose the names of those harmed without their expressed consent.

VIOLATIONS BY IMPACT

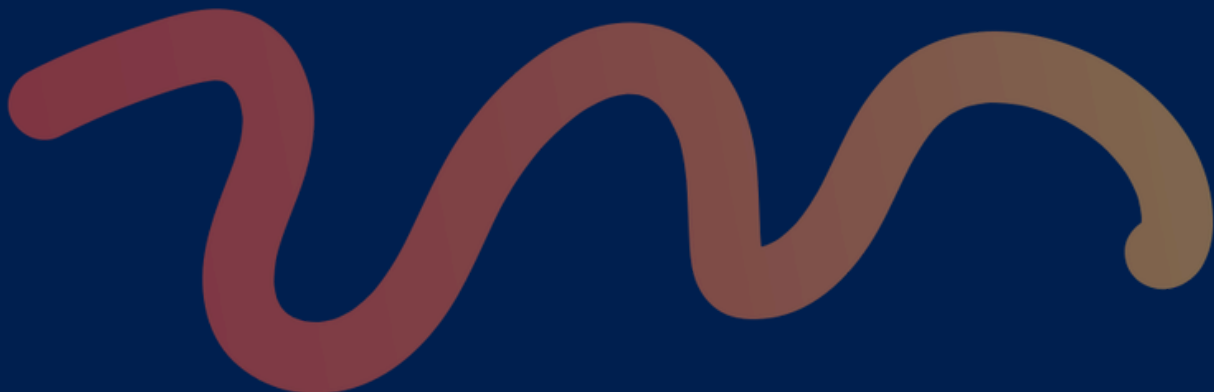


In the instance where the person accused of causing harm is an IMPACT staff person or Home of Hope group administrator, any complaints should be directed to the IMPACT Board:



boardchair@impactart.org

The Home of Hope Community administrator (if not implicated) and a Home of Hope Community member (external to IMPACT) will act as the supporting body tasked with helping to develop an appropriate resolution process.



COMMUNICATIONS AND CREDITS

When referring to the Home of Hope Community in public fora, IMPACT should always be credited with the credit line:

“Home of Hope, created by IMPACT”

and tagged in social media posts

@impactartorg #homeofhope

We also encourage the use of our website link:

www.impactart.org

For non-commercial use of the Home of Hope logo image, IMPACT and the artist should be credited as follows:

© 2026 IMPACT. Logo designed by Samya Arif



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Recognition

These IMPACT and Home of Hope Community Agreements were inspired by the Association for Women's Rights in Development - AWID Community Guidelines.