



SINGAPORE
ICE SKATING
ASSOCIATION

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SPECTATORS' / SUPPORTERS' CODE OF CONDUCT AT SISA EVENTS (INCLUDING TRAINING)

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1. Introduction

Singapore Ice Skating Association (SISA) encourages good sportsmanship and behaviour that is appropriate and respectful at all times. Therefore, SISA believes that all people involved in sports need to advocate and model the fundamentally positive aspects of sports, which include but are not limited to: sporting and human excellence, fair play, honest competition and effort, self-discipline, integrity, personal growth and development.

2. Policy Statement

In an effort to make all sporting events a more enjoyable and rewarding experience for all participants, SISA has implemented a Spectators'/Supporters' Code of Conduct Policy. The Policy is designed to require parents/spectators to maintain a sportsmanlike atmosphere during all Ice Skating sporting events.

It should be noted that although coaches, officials and athletes within the clubs have their own mechanisms in place to deal with issues relating to unacceptable or disruptive behaviour, SISA expects all parties during a sporting event to conduct themselves in a sportsmanlike manner and abide by the Policy.

The existence of this policy is to settle any disruptive behaviour and possible abuse at events with the overarching intention to protect all athletes from any abuse at events or virtually. All attendees shall comply.

3. We are committed to:

- a. investigating reported incidents of unsportsmanlike conduct in an objective and timely manner;
- b. taking necessary action; and
- c. providing appropriate support for victims



4. Purpose

The purpose of the policy is to ensure that:

- a. Individuals are aware of and understand that acts deviating from the Spectators'/Supporters' Code of Conduct Policy are considered a serious offence for which action will be imposed;
- b. Those subjected to or witnessing acts deviating from the Spectators'/Supporters' Code of Conduct Policy are encouraged to access any assistance they may require in order to pursue a complaint; and
- c. Individuals are advised of available recourse if they are subjected to, or become aware of, situations involving deviation from the Spectators'/Supporters' Code of Conduct Policy.

5. Definitions

“Facility” means The Rink, Land Training Facilities, HPSI, SportSG Facilities.

“Spectator” is defined as any person attending an Ice Skating event, at home or away from the facility who is not participating directly in the event.

“Supporter” is defined as any person supporting a particular skater or team of skaters (i.e. acts as a support, adherent, partisan manner either as a family member, extended family member group, “groupie” of friends) attending an Ice Skating event, at home or away from the facility who is not participating directly in the event.

“Staff representative” means any person with managerial or administrative responsibility for the SISA.

“Club representative” means any persons under a club.

“Official” means any person who supervises a sporting event to ensure that the competitors obey the rules.



6. General

The SISA Board (Board) is responsible to ensure that SISA staff actively promotes to clubs, athletes' parents, spectators and supporters' the Spectators'/Supporters' Code of Conduct Policy.

SISA will ensure that the expected behavior of all patrons is clearly posted at all activities, competitions and functions. This will remind all patrons of proper behaviour within the facilities where national events are conducted.

7. Spectators'/Supporters' Code of Conduct

The purpose of the Code of Conduct is to ensure that everyone is aware of the policy and the conduct expected while attending any SISA events.

Unacceptable Behavior

Inappropriate and disruptive behavior shall include but not limited to:

- a. Physical violence or threats of physical violence;
- b. Use of obscene or vulgar language in a boisterous manner to anyone at any time;
- c. Taunting of athletes, coaches, officials, staff or other parents/spectators/supporters by means of baiting, ridiculing, threatening gestures, abusive or demeaning language;
- d. Throwing of any object in the spectators' viewing area, or athletes' competition area, or directed in any manner as to create a safety hazard
- e. Creation of public nuisance (e.g.: unnecessary loud vocal)

Social Media Behavior

Appropriate behavior shall include but not limited to:

- a. Only speak, comment, post, share, tweet or 'retweet' about your own skater's performances or the performances of any other team-mate, SISA or a rival in a positive manner:
 - i. Be respectful, professional and courteous
 - ii. Provide insight, expertise and relevant comment
 - iii. Communicate ethically and morally
 - iv. Add value to the Singaporean Winter Sport community
- b. Not comment negatively, disparage or criticise any athlete, athlete performance or personnel associated with the SISA Team or any SISA programs, sponsors or stakeholders or representatives of other countries, or put themselves in a situation where they may harm their reputation, the reputation of their teammates, or SISA, including its sponsors and stakeholders or any other third party.



8. Right to Assistance

Any person who believes they have witnessed or been subjected to inappropriate behaviour has the right to access assistance in communicating their objections and, if warranted, in pursuing the complaint more formally.

Assistance can be sought through the SISA General Manager (GM) or the Board.

When incidents of violence or harassment occur, SISA encourages immediate reporting and initiation of a formal investigation.

9. Making a Complaint

Steps Prior to Making an Informal Complaint

- The complainant is required to make his/her feelings known verbally to the alleged offender, directly or with the assistance of a third party. This step is designed to make the alleged offender aware that the behaviour or conduct is offensive and provides the offender the opportunity to cease such behaviour.
- The complainant is required to carefully record details of the incident including the date and time, nature of the behaviour and names of any persons who may have witnessed the behaviour.

Formal Complaint Reporting

- Filing a report is the first step of the process in a case of abuse, or the second step to be followed in the case of more subtle abuse when the action taken (verbal notification) is unsuccessful and the behaviour of the alleged offender persists.
- Formal complaints are to be submitted directly in writing to the SISA GM.

Investigation

- All complaints will be investigated and a written report compiled.
- No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds.
- Complaints made maliciously or without probable and reasonable grounds will subject the complainant to disciplinary action consistent with this policy.

Confidentiality

- All complaints will be treated with the strictest confidentiality. Details of an incident of violence or harassment will not be disclosed to any third party without prior consultation with the complainant.



10. Disciplinary Action

- SISA is responsible for the enforcement of all aspects of this policy including the section on disciplinary action.
- Event Officials have the authority to stop an event where a spectator(s)/supporter(s) is displaying inappropriate and/or disruptive behaviour that interferes with other spectators or the activity. The official(s) will identify the violator(s) to the GM or a Board member who is responsible for speaking to the individual and/or removing the disruptive individual from the spectator area.

Consequences of the spectator(s)/supporter(s) unacceptable behaviour will result in the following action(s) being taken by a GM or Board:

- a. Physical abuse violations will result in an immediate and permanent dismissal from all SISA activities.
- b. Non-physical and Social Media violations:
 - i. First violation will result in a GM or Board speaking with the violator(s) and requesting understanding and compliance with the policy.
 - ii. Second violation will result in an immediate suspension from SISA activities and the GM and/or Board will meet with the individual and communicate the importance of the policy and remind the individual of the Code of Conduct.
 - iii. Third violation will result in the individual being banned from all SISA activities for a prolonged period of time.

11. Contact Details

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