

Greater Than Games Citizen Program Code of Conduct & Standards

Statement of Values

Community - The Citizen Program is a place for Greater Than Games fans to increase their involvement by connecting with and sharing in the board game hobby.

Inclusivity - As Citizens, we support people while valuing diversity, equality, and respect

Positivity - The Citizen Program is committed to creating a positive environment for all Citizens and for the people we interact with

Purpose

The Purpose of the Citizen Program is to:

- Promote Greater Than Games and our products
- Spread a love of board gaming through positive interactions within the board game community
- Be a place for fans to connect with each other and employees of Greater Than Games

Citizen Program Terms

- **GTG** - Greater Than Games
- **Citizen** - A person who helps Greater Than Games at conventions, local games stores, and various events. Responsibilities include: hosting events, running demos, assisting with retail, and supporting other staff/Citizens.
- **GTG Staff** - All in-house Greater Than Games employees
- **Sidekick** - A Citizen who has more experience working closely with Greater Than Games. Because of this, they typically have more responsibilities than other Citizens. Sidekicks are added on a case-by-case as needed basis by invite from GTG.
- **Area Leaders** - These are GTG staff or Sidekicks who are responsible for managing a specific GTG area during a convention (e.g.: Demo Room Lead, Booth Lead, Retail Lead).
- **Demo Team Manager** - A GTG staff member who is responsible for the entire Citizen program.
- **Citizen Helper** - Available at each location during a convention to provide support to the Area Leader and other Citizens. Some of their responsibilities include taking over a demo if a Citizen needs to step away, answering customer's questions, and assisting the Area Leader in any way they can.

Citizen Standards and Code of Conduct

- *Be a Good Human*
 - *To Yourself*
 - Citizens should take care of themselves, above all else. GTG wants Citizens to be happy and healthy.
 - Citizens should take breaks as needed. If they need to leave the area, they should alert an Area Leader.
 - Citizens should follow the “3-2-1” rule. At least 3 hours of sleep, 2 meals, and 1 shower a day.
 - If a Citizen feels unwell, they need to alert their Area Leader or the Demo Team Manager. The wellbeing of GTG’s Citizens and staff is of the utmost importance.
 - *To Others*
 - Citizens will treat their fellow Citizens, GTG staff, and convention attendees with kindness and respect.
 - *Be positive*
 - It is up to Citizens and GTG staff to create a positive and exciting atmosphere at our booth, in our demo rooms, and at GTG events.
 - Citizens should have a positive impact on their surrounding environment. We can do this by:
 - Being approachable
 - Answering questions that convention attendees or other Citizens might have
 - Having a friendly attitude
- *Dress the Part*
 - *GtG Gear*
 - Citizens will be provided with Citizen shirts (GTG gear). Sidekicks will wear their Sidekick gear that has been provided prior to the convention or event.
 - GTG Gear is only to be worn while a Citizen is on shift.
 - *Appearance*
 - Citizens should arrive for their shifts looking presentable. Clothing should be clean and professional looking.
 - Because Citizens have a lot of contact with other humans during conventions, GTG asks that all Citizens practice basic hygiene upkeep, which includes brushing teeth, wearing deodorant, and bathing regularly. If a Citizen has any questions regarding these standards, please speak to the Demo Team Manager.

- *Cosplay*
 - GTG supports a Citizen's choice to cosplay as their favorite characters. If a Citizen chooses to cosplay on days where they will be working a shift, it is important that they are able to still complete their responsibilities as best as possible (this can include standing for extended hours as a demoer, or lifting/carrying/stocking as retail support).
 - Citizens who are cosplaying also must adhere to the convention's rules and guidelines for cosplay.
 - In the event that a Citizen is not able to complete their responsibilities, GTG may ask a Citizen to change or alter their costume.
- *Know the Material*
 - It is the responsibility of the Citizen to know the games they are demoing. Information that should be known includes: basic rules, general overview of the game, and game availability.
 - GTG will provide learning materials to their Citizens that can include rulebooks, how-to-demo videos, general overviews, and access to the games prior to the Convention.
 - In the event that a Citizen is unsure or has a question regarding any of this information, they should reach out to Area Leaders, GTG staff, or other Citizens for assistance.
- *Be Safe*
 - The safety of Citizens and GtG Staff is our #1 priority. In order to help facilitate a safe and comfortable environment, GTG will implement tools (such as help signals, breaks, and Citizen Helpers). These tools will be shared and discussed with Citizens prior to each convention.
 - If at any time a Citizen feels uncomfortable or unsafe, it is imperative that they remove themselves from the situation and immediately notify GTG staff or an Area Leader. Citizens are allowed to ask someone to leave our area if that person is making others feel unsafe or uncomfortable.

Convention-Specific Rules

- Depending on the convention, GTG will share additional guidelines and rules that Citizens will need to follow. These guidelines and rules will be distributed via email to Citizens one month prior to the convention.

Local Conventions and Demos

- Citizens are also encouraged to demo games at local conventions, games stores, or other public events.
- Because GTG Staff will not be present at these events, each demo request is handled on a case-by-case basis.
- A Citizen wishing to host their own demos should reach out to the Demo Team Manager who will work with them directly to ensure their needs are met.
 - The Manager will send the Citizen available demo materials that can include:
 - Signage
 - Hand-outs, promos, or prizes
 - Citizen shirts to wear during the event
 - Demo copies
 - It is the responsibility of the Citizen to document their events for Greater Than Games. This includes:
 - Completing the Local Demo Request form (which will be sent prior to the event from GTG to the Citizen)
 - Taking photos of the event

Social Media

- Citizens can connect with fellow Citizens and Sidekicks through certain social media outlets:
 - Discord: <https://discord.gg/6UPNCdt>
 - Facebook: <https://www.facebook.com/groups/GTGCitizens/>
- These groups were created for Citizens to connect and share with each other. While GTG staff might respond to posts/inquiries within these groups, they are not official methods of contact and might not be checked regularly. If you need to reach out to GTG, Please email Citizens@greaterthangames.com.

Accountability

It is the responsibility of all Citizens and GtG staff to ensure our Code of Conduct is followed. In the event that a Citizen observes another Citizen breaking our code, they should reach out to the Demo Team Manager,

Katie Nale, either in-person, by email (Citizens@Greaterthangames.com), or by text (908-510-6866).

In the event that a Citizen is not following our Code of Conduct, Greater Than Games reserves the right to conflict resolution. This may include speaking to the Citizen, removal from the convention, and/or removal from the Citizen program.