Delve Exchange Group Community Guidelines

About

This is Delve Exchange (WhatsApp) Group is part of the Delve Exchange project. The Delve Exchange is an online, knowledge exchange network by artisanal and small scale miners and quarry workers. A Regional Knowledge Exchange Coordinator facilitates the Delve Exchange Group. This Group is open to all members of the ASM and quarry sector. We ask all members to adhere to the Contribution Guidelines, the Terms and Conditions for Competitions, and the following Principles and Guidelines.

Principles

This Delve Exchange Group adheres to the following principles:

Exchange and Support for ASM miners and quarry workers
We enable mutual exchange and support among ASM miners, quarry workers and their associations to promote wellbeing in ASM and quarry communities.

Inclusiveness, Voice and Visibility
We are an equitable, inclusive space for all ASM miners and quarry workers and their associations. We encourage, support and champion their participation, voice and visibility.

Voluntary Participation
Our members join the Group voluntarily and their contribution is not remunerated.

Trust
We create a space for our members to build trust, to seek help and support each other.

Relevant and accurate
Our content is produced by ASM miners, quarry workers and their associations. We only post information that is accurate and relevant to the members of the group.

Safe, Respectful and Kind
We appreciate the differences in the realities, opinions and beliefs of fellow participants. We respect fellow participants and bring kindness into all interactions.

Open Sharing and Intellectual Property
We share information openly and publicly for the benefit of ASM miners and quarry workers. We respect the intellectual property of others.

Listening
We respect and appreciate the contributions of other members without discrimination.

Privacy
Although this is a public group and all content is in the public domain, we do not share personal, private or confidential data. We do not share member data with other parties and...
do not respond to such requests. The surveys/registration forms administered through the Delve Exchange network are confidential.

**Community Guidelines, Terms and Conditions**

1. **Open sharing and intellectual property**
   This is a public WhatsApp group and information shared in the group is likewise public.

   Contributors will be identifiable in posts.

   Do not share sensitive, confidential or private information in this public group.

   Consider your individual situation and risks before making any posts, particularly if they contain sensitive information that might lead to negative repercussions for yourself or others.

   Members must not share content that violates the intellectual property of others. If members become aware of such content in the WhatsApp group, they should notify the Knowledge Exchange Coordinator of the breach immediately.

   By sharing Exchange Stories, Practice Stories or Challenge stories (see Contribution Guidelines) you authorise the Delve Exchange and its partners to re-share or adapt the content for educational materials and events, online platforms, and publications including but not limited to the Delve Exchange Groups (WhatsApp), Delve Exchange Forums (Zoom), website, quarterly newsletters, blogs and all social media.

   The authors of Exchange, Practice or Challenge Stories will not receive compensation for the creation or use of the material. Content will be used with due acknowledgement of the authors.

2. **Voice and visibility for ASM miners and quarry workers**
   This group welcomes the Practice, Exchange, and Challenge stories of ASM miners, quarry workers and their associations.

   The Delve Exchange is a platform for the voices of ASM miners, quarry workers and their associations.

   Other organisations or individuals such as governments, NGOs, researchers or donors are welcome to join the group as listeners and supporters. These organisations can submit posts to be considered for inclusion in the separate Delve Exchange News group. To do so, they need to email the regional Knowledge Exchange Coordinator in advance. As the curator and facilitator, the Knowledge Exchange Coordinator will have the final word on what content is shared. Content should be from credible sources such as government agencies, research, or tested techniques, and should be of benefit to ASM miners, quarry workers and their associations.

   Delve Exchange Groups are not to be used for self-promotion or commercial purposes.

3. **Diverse ASM and quarry sector voices**
   We encourage and support ASM miners, quarry workers and their associations to participate and contribute content. They are the protagonists and voices of this Delve Exchange Group.

   We listen to others and make our contributions clear and accessible with a wide audience in mind so that anyone can engage with, and respond to them.
Our contributions are brief, clear, free of jargon and include visual elements such as photos or videos to communicate ideas and experiences.

We support and encourage the voice of diverse members regardless of their gender, diverse abilities, age, sexual preference, cultural or ethnic background, or religious beliefs.

We do not correct other people’s grammar or language. We only make corrections if there are relevant factual inaccuracies.

We focus on celebrating contributions, and providing constructive responses.

4. Gender Equity
We encourage the equitable participation of women and men, and advance the voices of women to address barriers to women’s participation and representation.

We do not tolerate sexist jokes and irrelevant comments on gender.

We acknowledge gender dynamics in our work or community, and include gender considerations in our Practice, Exchange and Challenge Stories.

5. Safe space, kindness and trust
This safe space will build members’ confidence to share their knowledge and the challenges they face. We will foster a safe and trusting space, free of discrimination of any kind. Respect, friendship and a constructive attitude must lead our behaviours.

6. Relevant, brief, accurate and respectful
We avoid sharing content that:

- deals with politics or religion
- is of an entirely personal nature
- is unsafe
- has not been verified
- is spam
- is violent, pornographic or promotes hatred or discrimination.

We share material of interest to the majority of the group and follow the guidelines on Practice, Exchange, and Challenge Stories.

7. Rewards and recognition
Participation in this Group and in the Delve Exchange is completely voluntary and unremunerated.

The Delve Exchange will provide certificates of contribution or honourable mentions for outstanding contributions to this Delve Exchange Group.

There will be a small number of competitions and challenges. The winners will receive small prizes which might include small amounts of telephone credit or personal protective equipment. The terms and conditions of the competitions will be announced in the Group.

Please review the terms and conditions before entering a competition. By entering a competition, you accept those terms and conditions.

8. Non compliance
Sharing of pornographic or violent material will result in immediate and definitive removal of the offending member and the content.

In other cases, when a member breaches the community guidelines, the Knowledge Exchange Coordinator will follow this process. First instance: discussion and verbal warning
– the member should apologise and reassure the group the breach will not reoccur. Second instance: written warning. Third instance: immediate removal.

9. Grievances or conflicts

The Knowledge Exchange Coordinator will monitor the group dynamics and facilitate to prevent conflict escalation.

In the case when a serious conflict emerges, it will be possible to hold a meeting with the parties, and one independent conciliator chosen by the group. The conciliator might be one of the Voluntary Ambassadors. A member of the University of Queensland can be present if requested. The objective of the meeting will be to discuss and potentially resolve the grievance. At a minimum, the parties need to commit to respectful treatment after the discussion.