



Code of Conduct for Online Meetings

Last updated: 11 May 2026 (Ver 1)

The Second Generation Network (the “2GN”) holds its Discussion Group meetings, talks, presentations and workshops online using Zoom. Our meetings are a safe, respectful and supportive space for everyone — Members and non-Members alike.

This Code of Conduct sets out how we expect everyone to behave during our online meetings. By joining a 2GN Zoom meeting, you agree to follow this Code of Conduct.

1. Our Core Values

Our community is built on the following values:

- Respect — treat every participant with kindness and dignity, regardless of their background, age, gender, nationality, religion, or any other characteristic.
- Compassion — our meetings often touch on deeply personal and emotional topics; please be sensitive and considerate of others' feelings.
- Confidentiality — what is shared in our meetings stays within our community; please do not share other participants' personal stories or comments outside the meeting without their permission.
- Inclusivity — everyone's experience is valid and welcome; please listen as well as speak.

2. Before You Join a Meeting

Please make sure:

- you have received the Zoom link from the 2GN by email — please do not share the link publicly or with people who have not been invited;
- your name shown in Zoom is your real name (or a name the 2GN would recognise), so that the host can admit you;
- you are in a reasonably quiet and private place where you feel comfortable speaking and listening; and
- your device — computer, tablet or phone — has a working camera and microphone, if possible.

3. During a Meeting

Please do:

- mute your microphone when you are not speaking, to reduce background noise;
- refrain from eating during a discussion group meeting unless muted;
- use the 'Raise Hand' button (or type in the chat) to let the host know you would like to speak;
- listen attentively when others are speaking;
- be patient — some participants may take a little longer to find their words or to manage the technology; and
- let the host or facilitator manage the flow of conversation.

Please do not:

- interrupt or speak over other participants;
- use language that is offensive, discriminatory, abusive or hateful — this includes comments relating to race, religion, gender, age, disability, sexual orientation or any other characteristic;
- make personal attacks or unkind remarks about any participant;
- try to dominate the conversation — our meetings work best when everyone has a chance to contribute;
- share links or files in the chat unless the host has asked you to; and
- record the meeting yourself — recordings are made only by the 2GN, where notified in advance.

4. The Chat Function

The Zoom chat is available for sharing brief comments or questions during the meeting. Please keep chat messages respectful and relevant to the discussion. Do not use the chat to share personal contact details, links to external websites, or anything that you would not be comfortable saying aloud in the meeting, unless agreed upon by the moderator.

5. Technical Difficulties

Technology does not always behave as we hope! If you have difficulty joining or staying connected, please don't worry.

You can:

- leave and rejoin the meeting using the same link; and
- contact the 2GN by email if you need help before the meeting:
events@secondgeneration.org.uk.

If your camera or microphone is not working, you are still very welcome to join and listen. You can use the chat to participate if you are unable to speak.

6. Sensitive Discussions

Our discussions often involve deeply personal experiences connected to trauma, loss and family history. Please:

- speak from your own experience — use "I" statements rather than speaking for others;
- give others the space to share at their own pace;
- avoid offering unsolicited advice; sometimes people just need to be heard; and
- be mindful that everyone processes their family history differently — there is no right or wrong way to feel.

7. Confidentiality

Everything shared in a 2GN meeting is confidential to the group. This means:

- please do not repeat or share personal stories that other participants have shared, outside of the meeting; and
- do not screenshot, record or capture images of participants without their express permission.

This confidentiality helps everyone feel safe enough to speak honestly and openly.

8. Illegal Activity

The following are strictly prohibited in any 2GN meeting or related communications:

- sharing, distributing or promoting any content that is illegal under UK law;
- harassment, threats or intimidation of any participant;
- hate speech of any kind, including antisemitism, racism or any other form of discrimination;
- sharing content that sexualises or endangers children; and
- attempting to access other participants' private information.

Any participant engaging in illegal activity will be removed from the meeting immediately and may be reported to the relevant authorities.

9. If Something Goes Wrong

If you witness or experience behaviour that makes you uncomfortable or that breaks this Code of Conduct, please:

- tell the meeting host at the time if it is safe to do so — you can send them a private message in the Zoom chat; or
- contact us after the meeting at info@secondgeneration.org.uk.

The 2GN takes all concerns seriously. We will respond with sensitivity and fairness. Where necessary, a participant may be asked to leave a meeting or may be prevented from attending future meetings.

10. The Host's Role

Every 2GN meeting has a host (and often one or more co-hosts). The host and co-host(s) are responsible for:

- welcoming participants and explaining how the meeting will run;
- admitting participants from the waiting room;
- facilitating the discussion and ensuring everyone has an opportunity to contribute; and
- managing any disruptive behaviour, including muting or removing participants if necessary.

Please follow any reasonable requests made by the host or co-host during the meeting.

11. A Note on Zoom

Zoom is the video-conferencing platform we use for our online meetings. When you use Zoom you are also bound by Zoom's own terms of service and privacy policy. You can find these on Zoom's website (www.zoom.us). We recommend downloading the Zoom app onto your device before the meeting for the best experience, although you can also join via a web browser.

If you are new to Zoom and would like some guidance before joining your first meeting, please contact us at events@secondgeneration.org.uk and we will do our best to help.

Thank You

Thank you for being part of the Second Generation Network community. Our meetings are only as good as the care and respect that every participant brings. We are grateful for your contribution.

Second Generation Network

info@secondgeneration.org.uk | www.secondgeneration.org.uk

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