



LEGO® User Group, Western Cape, South Africa

# **Code of Conduct & Support Policy**

V1.5 | 23 February 2020



## INTRODUCTION

Items in this document are drawn from the constitution and will be updated only if the constitution changes.

The purpose of this document is to clearly capture the requirements of CapeLUG and manage member expectations.

### 1. TYPES OF MEMBERS

The EXCO has identified the need for two groups of members within CapeLUG, Members and Affiliates.

Members pay a subscription or renewal fee and have certain responsibilities of attendance towards the LUG. Members who meet the minimum requirements can benefit from TLG support programmes e.g. LUGbulk and general support etc.

Affiliates are people (former members) associated with the LUG who cannot attend meetings, but are invited to participate on the WhatsApp groups. They do not pay a subscription, but also cannot benefit from TLG support. People cannot decide they want this option, as it is only circumstantial where people have shown some sort of commitment to the LUG but can no longer participate, for example due to relocating etc.

### 2. MEMBER RESPONSIBILITIES

#### 2.1 Attendance

1. Attend and participate in at least 2 (two) LUG meetings<sup>1</sup> over a 12-month period.
2. Exhibit at a minimum of one event<sup>2</sup> organised by CapeLUG over a 12-month period.

If members do not meet the attendance requirements, they may remain members, but will not be eligible to participate in or benefit from any of the LEGO® Group (TLG) support programmes (LUGbulk, Project Support and Event Support). As the programmes take place at different times, this will be based on attendance over the last 12 months.

Note: New members will not be eligible to participate in or benefit from these programmes until they have also met these requirements.

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<sup>1</sup> A meeting is considered a gathering organized by the LUG open to all members where some or all of these LUG arranged activities take place: LUG business discussion, MOC competition, games, presentations. The end-of-year function counts as a meeting. Brickdays don't count as meetings as there is no LUG agenda and members do whatever activities they want during Brickdays.

<sup>2</sup> An event is an event arranged and hosted by the CapeLUG in Cape Town or close surroundings (including Somerset West & Blouberg) where members display their LEGO® for non-members to view.

## 2.2 Conduct

All members and affiliates are expected to:

1. Act in good faith with other members of the LUG and LEGO® community.
2. Promote the good name of the LUG and members of the LEGO® fan community.
3. Adhere to the general requirements of TLG policies and best practices:
  - **Comply with [TLG Brand Values](#)**

Our events and work should aim to reflect the same values of Imagination, Creativity, Fun, Learning, Caring and Quality.
  - **Comply with [TLG Fair Play Policy](#)**

This policy is about respecting TLG’s intellectual property rights. There are rules covering the use of the word LEGO®, which must be used as an adjective, not a noun (e.g. “built of LEGO® bricks”, not “built of LEGO®”). We cannot use the logo and copyrighted material without permission.

We also have a role in educating the public about LEGO® products versus others.
  - **Comply with the Novelty Confidentiality Policy**

This covers leaks of confidential information. TLG wants to make sure that they control the publication of information of sets being released. We are not allowed to share leaked images or information until it is officially released by TLG.
  - **Any other requirements that TLG may stipulate.**
4. Engage the AFOL (Adult Fan of LEGO®) Community and TLG in a positive and respectful manner. Plan and drive activities of value to impact positively on the AFOL Community by sharing our passion for the hobby, and in doing so encourage others to participate. It is important that this is always done in a positive spirit.
5. Provide the required feedback to the LUG and TLG on events and projects. For events and projects the LUG must provide feedback to TLG. If this is late then we can be excluded from future participation in the affected programmes, such as project support.
6. All LUG exhibitions and events must be approved by the EXCO. Members may send any suggestions for events to the EXCO and discuss any leads before following up on them. This is to prevent conflicts and avoid situations where the LUG cannot meet the public’s expectations and TLG’s requirements.
7. An individual (or individuals) can be appointed as a Straw Boss to organise the event. All suggestions and requirements for the event need to be sent to the Straw Boss. Members must avoid requesting items directly from the event host, as this can lead to confusion and miscommunication.
8. Clone Brands and Similar Items:

As CapeLUG is created to enjoy LEGO®, we are aware that issues may arise with the use of so called “clone brands”.

CapeLUG maintains that members may use whatever form of clone brands in their private lives but for LUG use, the limits are as follows:

- Stickers
- Lights
- Accessories (this does not include the bricks themselves but can include various implements and pieces that LEGO® does not make i.e Brickarms, and SBrick).

The use of these items should be kept to a minimum.

9. Members who receive support and participate in LUGbulk may not sell or trade these items or parts, as it is for personal use only. They may however trade LUGbulk components with other recipients of LUGbulk.
10. Members are required to create a safe and clean environment at public displays, i.e., no loose items and cables on the floor and to keep choking hazards out of reach of young spectators.
11. Members are always required to be mindful of their tone and language and be friendly and cordial. A joke to one person, may not be seen as a joke to another. Please steer clear of political and religious views.
12. Members are asked to be presentable and ensure basic hygiene standards are maintained.
13. Members may not consume alcohol during display hours.
14. Members may not sell LEGO® at public displays to spectators.
15. Members need to adhere to the set times for the display and may not leave earlier. Display times are as per “details for exhibitors” sent prior to events.

TLG can end our RLUG status if they think we are not keeping up with our responsibilities, which can happen without any warning, so it is important for the LUG to monitor our own behaviour, rather than rely on TLG to let us know if they are not satisfied.

### **3. TLG SUPPORT PROGRAMME PARTICIPATION**

TLG has several support programmes that the LUG can participate in as an RLUG. Members may participate in them, provided the minimum requirements have been met, which is the attendance of at least two LUG meetings and exhibiting at one full display over previous 12 months from the date the programme is announced. (See footnotes 1 and 2 in section 3.2.1). This applies to LUGbulk, Event Support and Project Support.

#### **3.1 LUGbulk**

The purpose of LUGbulk is “To stimulate individual adult fan of LEGO® (AFOL) building activities by providing the ability to purchase loose LEGO® elements in bulk ...”

This is offered solely for personal use and may under no circumstances be resold or given to the general public.

All members meeting the minimum requirements noted above for the previous 12 months may participate in LUGbulk. A firm commitment is required to pay for the order to proceed and secure the LUGbulk components.

## 3.2 Event Support & Points System

Event Support is TLG’s program for providing LEGO® to LUG members as a form of support. TLG provides this support to the LUG at their own discretion. CapeLUG has no control over what we receive and when.

### 3.2.1 Points System

It is important to note that the status as an RLUG is dependent on carrying out events or exhibitions, and so these activities are the focus of distributing the activity support. In order to make this distribution in a reasonable manner a points system is used to track the contributions and efforts by members. The points weighting emphasises attending displays and meetings.

The points awarded for activities are as follows (Foot notes attached to some line items):

	Activity	Points
1.	Full attendance of a LUG Meeting <sup>3</sup>	3 Points
2.	Building a MOC for meetings	1 Points
3.	Full day display at an official CapeLUG event <sup>4</sup>	10 Points
4.	Helping out at an official CapeLUG exhibit for more than 4 hours (running public activities or providing relief for exhibitors) or acting as a Straw Boss <sup>5</sup> for a particular event. (Straw Boss capped at 2 events per year to increase participation)	2 Points
5.	Full day display at a 3 <sup>rd</sup> party event. <sup>6</sup>	5 Points
6.	Additional ad hoc event support (such as requests to build). <sup>7</sup>	2 Points (for a maximum of 16 points per year)
7.	Write a blog post / tips	1 Point (for a maximum of 5 points per year) sanctioned by EXCO
8.	Assist with Project Support design and building <sup>8</sup>	3 Points
9.	Being a member of a Sub-Committee <sup>8</sup>	5 Points per year

<sup>3</sup> Although the year end function counts as a meeting in terms of attendance (Section 2.1) no points are awarded as the event support distribution takes place at the meeting, and points must be tallied before the meeting.

<sup>4</sup> An official CapeLUG event is an event arranged and hosted by the CapeLUG in Cape Town or close surroundings (including Somerset West & Blouberg). The length of display varies with different venues. Events with less than 4 hours of display time will only receive half the points.

<sup>5</sup> Note that the Straw Boss points excludes EXCO members, as this is covered by the EXCO annual points.

<sup>6</sup> A 3<sup>rd</sup> party event is defined as any event not arranged and hosted by CapeLUG like Brickfair and Comic Con.

<sup>7</sup> For example, building a set for display in a store, or building the wind turbine for the Department of Energy display. Anyone who has participated in building a set, as mentioned, will not be able to apply to build for another two times to follow, unless there is no one else available. This gives other members a chance to build.

<sup>8</sup> Design means providing the design used by the group, not design of individual contributions (such as designing a vehicle to add to the overall build). These design points are in addition to any building points. Building points will be awarded for attendance at combined building sessions. Nominally it will be 3 points for a day of building.

	Activity	Points
10.	Being an EXCO member <sup>9</sup>	10 Points per year

Most of the activities for which points are awarded have a defined duration, for example meetings from the start of the agenda until the social stage, displays from the defined start time to the defined end time, EXCO membership for a full year.

Should members not participate in the full activities defined above the points awarded will be reduced. If the points awarded for meetings and displays are reduced to zero then that activity will not count towards the members participation requirements, as defined in Section 2.1.

### 3.2.2 Event Support Distribution

There is no fixed amount of LEGO® or date for Event Support received from TLG, so it is impossible to have a fixed system for this distribution. Rather, we have a set of guidelines for how it will be approached, and the final system will be decided by the EXCO at the time.

As far as possible we will attempt to stick to these guidelines:

- Event Support will be distributed on an annual basis, normally at the year-end function.
- The available LEGO® will be divided up in such a way that **all qualifying members receive something** (e.g. if we have only three sets, they will not go to the three people with the top points).
- Ideally full sets will be distributed, but if necessary, sets will be broken up into their packets so that there are sufficient lots for everyone.
- For full sets, the points system will be used to provide an order so that members can, one by one, select one of the available sets (e.g. if you have the third most points, you will get third pick of the sets. This will allow members to choose what appeals to them, which may not be the third largest set).
- Depending on the number of sets, addition rounds of picks may be held. The selection order in subsequent rounds will be the same as in the first round. If this is going to be the case, then the EXCO will identify any sets that count as two or more picks in order to keep the distribution reasonable (e.g. if there are two large sets and the rest much smaller sets, the large sets may count as two picks. So, if a member chooses a large set they will not get to pick another set in the second round, but may pick again in the third round).
- Should there be a sufficient number of similar small sets, these may be distributed, one to each eligible member in addition to the chosen sets.
- If sets are broken into packets, the EXCO will evaluate the number and size of packets for distribution. It will either be a selection process similar to the process with sets, or a random distribution, depending what is available.

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<sup>9</sup> Should any Sub-Committee or EXCO member receive a set or gift from TLG related to their LUG activities they will not receive these points.

- If sets are broken into packets the boxes and instruction manuals will also be made available for selection in a similar manner, with the 'packet' including the box and manual.
- The list of available items will be distributed before the event to allow everyone to see what is available. Members who will not be attending the handout ceremony must prioritize on the list the order in which they would like to receive sets.
- If members are not going to be present, they must nominate someone to pick for them, or an EXCO member will do so on their behalf.
- Some sets may be kept for the following year, particularly if there are not enough to distribute another round to everyone (after all eligible members have received something).

### 3.3 Project Support

Similar to LUGbulk, TLG allows the LUG to order a bulk shipment based on a proposed project plan. Project support unites LUG members to build approved projects (approved by TLG). The idea is to support communities to build together.

## 4. BUSINESS BETWEEN MEMBERS

The LUG is for the enjoyment of LEGO®. Occasionally members may have various things for sale which will interest other members. While it is difficult to police, those members who choose to advertise certain things to our members shall do so in a way that does not irritate or disenfranchise any of our members. Business is welcome if done privately, but shall be frowned upon if that is all a member does. The LUG is not a cheap advertising platform.

In addition, when conducting business, members are expected to follow some basic rules to make sure that there are no misunderstandings that can lead to conflicts:

- Make sure the item is clearly described with all the required detail such as:
  - Condition (New, sealed, used)
  - Missing, broken or replaced parts
  - Box or manual inclusion and condition
  - Sticker condition
- You may use any pricing method you want (auction, fixed price, request offers), but make sure the conditions are clear. If you post an item on the general group with a price then it is considered to be on a first-response basis and you should not choose who to sell it to from the list of responders (There is no limit on selling items to members privately).
- If posting on the joint zaLUG group bear in mind the shipping requirements and consider including your location.