



interactive games & entertainment association

CODE OF CONDUCT

Interactive Games & Entertainment Association Ltd

IGEA Property Holdings Pty Ltd

IGEA Conference Holdings Pty Ltd

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INTRODUCTION

The Interactive Games & Entertainment Association and its subsidiary companies (IGEA) has been advocating on behalf of the Australian video games industry since its formation in 2002. IGEA has an on-going commitment to raising the profile of the Australian and New Zealand video games industry both locally and internationally and supporting the sector as it continues to evolve.

As part of this work, IGEA acknowledges that it has a responsibility to lead the way in best practices for business. This includes the way that people interact in the workplace. In response, this Code of Conduct has been developed, governing all IGEA employees, members, guests and other visitors. IGEA encourages all companies in the local video game sector to develop similar policies.

SCOPE

This document sets out the standards of behaviour that all employees, members of the board, association members, guests, service providers and contractors of IGEA must meet to maintain a happy, safe and healthy workplace. This document sets out a range of simple standards and expectations to help everyone associated with IGEA to make good decisions about how they treat each other and visitors. This code applies to everyone that works for, with or visits any IGEA office or events including:

- permanent, casual and fixed term employees of IGEA;
- board members;
- members of IGEA;
- visitors and guests hosted by IGEA;
- contractors and consultants; and
- volunteers and interns.

This code applies in all interactions taking place at any IGEA office or event, and at any time that you are identifiable as a representative of IGEA in any capacity. It also extends to interactions with clients, customers, partners and any other stakeholders.

Breaches of the Code:

Under the code, all IGEA employees, members, guests, and contractors are personally accountable to:

- act in accordance with the code;
- not condone behaviour that breaches the code; and
- report any breaches of the code to the IGEA management team.

Consequences of breaching the code:

Breaching the code may result in a range of consequences, including:

- Disciplinary action may be taken against staff and Board members if they are found in breach of the code.
- Service providers may have their contracts cancelled and be barred from future engagements.
- Members, visitors and guests may be barred from future events and access to IGEA functions and programs.

VALUES

IGEA is committed to providing a safe and happy workplace. As an employee, board member, contractor, guest, or member of IGEA, you agree to always act professionally, with integrity, and as a communal member of the games industry. Embrace being a part of this unique community and take care of it. While striving to represent IGEA's values as set out below:

Integrity

Be honest and reliable when dealing with others. Always engage in activities professionally and ethically.

Diversity & Inclusion

Strive for excellence and recognise that our differences make us stronger. Always respect and seek out inclusion of differences in the workplace, understanding that we can all learn from each other.

Community

Be a good communal member, be friendly and helpful; give help and advice when it's asked for and ask for help and information from others when needed.

Courage

Step out of your comfort zone.

Accountability

Accept personal responsibility for your decisions and actions. Understand the consequences of your actions.

Respect

Treat everyone fairly and objectively to ensure freedom from discrimination, harassment and bullying. Value the contributions and individuality of the people around you and develop healthy working relationships.

Leadership

Always show leadership by supporting and upholding these values in all of your work and interactions with others.

KEY CONTACTS AT IGEA

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IGEA WORKSPACE

In the IGEA workspaces, good health and safety practices are your responsibility. Please bear in mind the following points when you are working:

- take reasonable care of your own safety and the safety of others while working;
- you must be fit for work when you are at and IGEA office;
- comply with all WH&S policies, procedures and safe work practices; and
- in situations where alcohol is served at IGEA events, or where you attend on IGEA's behalf, whether onsite or off, you are expected to drink responsibly and not engage in any inappropriate behaviour.

In addition to the above, all IGEA personnel are encouraged to comply with any relevant State WorkSafe's recommendations for creating a safe working environment.

SECURITY

Good security practices help minimise risks to the personal safety, assets and intellectual property of everyone at IGEA.

Please ensure that you:

- do not share your security code or pass with anyone else;
- inform IGEA management immediately if you are concerned about security in the building/at an event or witness a breach;
- do not prop open external doors; and
- ensure that all external access doors are locked if you are the last person to leave the building.

If you are hosting **guests** at an IGEA office, they are your responsibility. You must:

- meet them at the door;
- not loan them your security pass or door code; and
- walk them out when they are leaving.

If you see any breaches of security, please report directly to the IGEA management team.

FAIRNESS, EQUALITY, DIVERSITY & INCLUSION

Workplace fairness, diversity and inclusion are fundamental building blocks of IGEA's philosophy. We value diversity and all employees, board members, members, contractors and guests are valued equally regardless of their sex, gender identity, religious beliefs, cultural background, neurodiversity, disability, age or any other protected characteristic.

We are all bound by anti-discrimination and equal opportunity laws supporting fairness, equity, diversity and inclusion in the workplace. It is your responsibility to be aware of all the relevant laws in your jurisdiction and comply with them at all times.

At IGEA, you are expected to:

- value the diversity that you see around you;
- create an environment based on trust, mutual respect and appreciation;
- feel confident that your experiences and input will be valued regardless of gender identity, language, age, cultural background, LGBTQIA+ identity, working style, ethnicity, background, religious beliefs or marital status; and
- speak up if you see any example of harassing or discriminatory behaviour.

HARASSMENT & BULLYING

Harassment and bullying behaviours will not be tolerated in any capacity at IGEA.

Sexual Harassment

Sexual harassment is against the law at both a state and federal level. IGEA encourages you to familiarise yourself with all relevant laws in this area.

Under the *Sex Discrimination Act 1984* (Cth), Sexual Harassment occurs when there is:

- an unwanted sexual advance;
- an unwelcome request for sexual favours towards another person; or any other unwelcome conduct of a sexual nature that reasonably makes another person feel offended, humiliated and/or intimidated as a result of the act.

Behaviours likely to be considered sexual in nature include but are not limited to:

- requests for sex or repeated unwanted requests to go on dates;
- staring or leering;
- unwelcome touching;
- inappropriate advances towards another person on social media;
- sexually explicit physical contact;
- sexually explicit messages on any digital platform;
- sexually explicit pictures or posters;
- suggestive comments or jokes;
- intrusive questions about a person's private life;
- meeting in sexualised environments; and
- sexually themed gifts.

Bullying

Under the Fair Work Act, "**Workplace Bullying**" is defined as repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety.

"**Unreasonable behaviour**" is behaviour that a reasonable person, having considered the circumstances, would deem to be victimising, humiliating, intimidating or threatening.

"**Repeated behaviour**" refers to behaviour that is persistent over time.

Bullying can occur within and outside of the typical 'workplace'. Examples include but are not limited to:

- social media or online forums (that your company or association host or control);
- work related events;
- shared office spaces;
- business trips; and/or
- conferences.

It's important to note that 'Workplace Bullying' can take many forms including physical, verbal and non-verbal conduct. It can also occur face-to-face, over the phone, on social media or via email, and during work-related social events.

Some examples of unreasonable and repeated bullying behaviour are listed below:

- abusive, insulting or personally directed offensive language;
- physical or emotional threats;
- deliberate exclusions from workplace activities;
- consistent teasing or practical jokes;
- harmful initiation rituals or practices;
- spreading of malicious rumours;
- the unreasonable denial of access to information or resources that is essential for someone to do their job effectively;
- seeking out and/or publishing private information without consent; and/or
- continued contact after a request to stop contact.

CONDUCT AT EVENTS/CONFERENCES:

The term 'workplace' isn't confined to the standard office environment anymore. With social media use, travel, events, and flexible working arrangements common to the sector, interactions with your co-workers will often occur outside the traditional office.

IGEA expects that all event volunteers, employees, contractors, guests, and members conduct themselves in line with IGEA's values and code of conduct, and in a manner that is lawful, professional and respectful at all times when representing IGEA in any capacity.

Events can be held on-site in an IGEA or Arcade office space, in offsite venues, or hosted during a larger event such as GCAP or any other conference. Regardless of the venue, time of day or purpose of the event, IGEA will not tolerate any form of bullying or harassing behaviour towards staff, volunteers, participants or any other attendees of the event.

If you are attending an IGEA hosted event, and something occurs that makes you feel unsafe, please report it directly to the relevant IGEA event organiser if you are comfortable to do so. The IGEA representative will ensure that you are in a safe and confidential setting before determining next steps. At this point, it may be necessary to involve other parties to ensure that your report is managed appropriately. IGEA will also do its best to assist you with contacting any relevant external parties, including family, law enforcement or venue security.

CONDUCT ON SOCIAL MEDIA

How we use Social Media

At IGEA, we use a range of social media tools to communicate both internally and externally to share content and engage with our audiences. The tools in use are predominantly Facebook (external), Twitter (external), Teams (internal and external), WhatsApp (internal), Discord (internal/external) and Slack (internal).

While IGEA encourages healthy debate on social media, it is of utmost importance that we ensure our digital spaces are safe and welcoming for all participants.

Using Social Media tools at work

When using social media tools at work, IGEA staff must behave in an acceptable manner and all the general rules contained within this Code of Conduct apply. Only authorised staff may use the IGEA's social media accounts.

When using social media in a work context, staff must:

- be polite and respectful of the opinions of others at all times;
- be mindful that others may not share the same sense of humour;
- not use our resources or accounts to provide comments to journalists, politicians or lobby groups other than in the course of official duties or without approval from the IGEA management team;
- not access or engage with any material that is inappropriate or unlawful, including posts that are fraudulent, threatening, bullying, embarrassing, of a sexual nature, obscene, racist, sexist, defamatory or profane, whether obscured by symbols or not;
- not use our resources or accounts to post explicit or sexually suggestive messages; and
- not infringe another person's, or our, intellectual property rights.

Personal use of Social Media

All IGEA staff have the right to participate in public debate across social media in their own time. However, please be aware that staff responsibilities at the IGEA may occasionally limit your ability to engage fully with public debate.

We do, however, respect the right of every staff member to engage with public debate in a private capacity. In doing so, staff are expected to behave in a way that does not negatively affect the reputation of IGEA or call into question their capacity to act impartially in their work.

Please bear in mind that, when using social media in a personal capacity or otherwise, it is **never** acceptable to:

- post comments or images that are obscene, offensive, threatening, harassing or discriminatory in relation to work, another staff member, a stakeholder or anyone else associated with the IGEA;

- create a social media page to protest activities that IGEA staff are responsible for implementing or promoting;
- comment on policy matters that the IGEA is involved with;
- post inappropriate images that reference or involve IGEA in some way, such as photos taken of employees engaging in misconduct that breaches the IGEA Values or the Code, or otherwise damages our reputation;
- engage in comments that breach anti-discrimination law;
- release sensitive, personal or confidential information without proper authority;
- use an official work email address, or anything else that connects them to us, when making personal public comments; and/or
- use external social media tools for business related internal communications without prior authorisation (excluding Slack, Teams, Zoom, WhatsApp, Discord and Skype).

Staff must exercise discretion and use judgement when deciding to make public comment or participate online. We encourage staff to resolve any concerns or criticisms they have about other staff members, the IGEA management team or the local industry through an informal discussion with a manager or by using internal dispute resolution mechanisms.

What to consider when using Social Media

When using social media, you should always:

- uphold your obligations as an IGEA employee, board member, member, or guest by behaving in a way that upholds the integrity and reputation of IGEA;
- behave with respect, even when disagreeing with someone or something;
- stick to the issues under discussion and avoid personal attacks;
- make it clear that your views are personal and not the views of the IGEA (when not posting as IGEA);
- ensure that any content posted is informed and factually accurate when commenting about IGEA and its activities; and
- understand that if you like, share or comment on a post, you could be considered to be endorsing the content or author.

Before deciding to post something, you need to be mindful that:

- comments posted online are available immediately to a wide audience;
- material posted online effectively lasts forever and may be copied without limit;
- others may view material posted online out of context or use it for an unintended purpose;
- You can't rely on a site's security settings to protect or keep material private; and
- anything you post can be traced back to you and identify you as our staff and associates – you can't rely on anonymity or a pseudonym to protect you.

CONFLICT OF INTEREST

A conflict of interest arises when an employee, contractor, or board member has a private interest that has the potential to improperly influence or be seen to influence decisions and actions in the performance of their duties at IGEA.

There are three main types of conflicts:

1. **Actual conflict of interest:** there is a real conflict between an employee or board member's duty to IGEA and their own private interests.
2. **Potential conflict of interest:** an employee or board member has a private interest that could reasonably cause a conflict in the future and steps should be taken to mitigate that potential.
3. **Perceived conflict of interest:** there is a risk that the public or a third party could form a view that an employee or board member's private interests are improperly influencing decisions and actions made of behalf of IGEA.

Private or personal interests are anything that can be considered of influence to an employee or board member. These interests can be direct or indirect, generally referring to the employee or board member's family, business, professional interests, or groups and individuals that the employee or board member is closely associated with. These types of conflict generally manifest as unreasonable favour or prejudice arising from personal relationships, cultural background or social activities. Private interests may also be financial, including either actual or perceived financial gain or loss.

As an employee, contractor or board member of IGEA, you are expected to avoid conflicts wherever possible, or identify, declare and manage conflicts where they arise.

The basic steps for managing a conflict of interest are:

1. **Identify the conflict:**
 - Regularly consider the relationship between your private interests and IGEA duties.
 - If you have people reporting to you, consider the risk profile of your team.
 - Bear in mind that some functions and activities at IGEA carry higher risk than others.
2. **Declare the conflict:**
 - If a conflict is identified, it must be declared.
 - Discuss any conflicts with the IGEA management team or, if a Board Member, with the Chair.
 - You may be required to submit a written statement about the conflict if deemed necessary by your manager.
 - Risks associated with the conflict must be assessed and discussed at this stage.
3. **Manage the conflict:**

- An individual conflict of interest plan must be drafted to ensure that the conflict is effectively and consistently managed. These plans should be regularly reviewed to ensure that they remain effective.
- The following mitigation strategies can be used to manage conflicts of interest:
 - Restrictions on the employee/board member's involvement in the matter.
 - The employee/board member physically removes themselves from the matter.
 - The employee/board member relinquishes the private interest that is causing the conflict.
 - If none of the above mitigation strategies can be applied, for example where the conflict is caused by a familial relationship, the employee/board member may have to consider resigning.

If you see a conflict of interest in the workplace that you do not believe has been properly declared, it is your responsibility to report it to the IGEA management team.

FRAUD AND CORRUPTION

IGEA takes a zero tolerance view to fraudulent, corrupt and improper behaviour.

Fraud is defined as dishonest activity causing actual or potential financial loss to any person or entity including:

- theft of money or other property by employees, contractors, members and other personnel performing services for IGEA;
- where deception is used immediately before or immediately following the activity;
- the deliberate falsification, concealment, destruction or use of falsified documentation used or intended for use for a normal business purpose; and/or
- the improper use of information or position for personal financial benefit.

It is important to note that fraud does not relate solely to theft, but also includes the use of misleading, deceptive, plagiarised or forged information, credentials or qualifications for the purposes of gaining an advantage (financial or reputational).

Corrupt Conduct is defined as:

- conduct of any person (whether or not an employee) that adversely affects the performance of an employee/board member or IGEA's functions;
- the performance of an employee or board member's duties in a dishonest manner or with inappropriate partiality;
- conduct by an employee or former employee that amounts to the misuse of information or material acquired in the course of the performance of their official functions; and/or
- a conspiracy or attempt to engage in any of the above conduct.

Improper conduct is:

- conduct that is corrupt;
- a substantial mismanagement of IGEA resources; and/or
- conduct involving substantial risk to health or safety or to the environment.

The conduct must be serious enough to constitute, if proven, a criminal offence or reasonable grounds for dismissal.

If an employee, contractor or board member of IGEA is found to engage in any of the above conduct, an investigation will be conducted and, depending on the severity of the conduct, the employee(s), contractor(s) or board member(s) may face dismissal or criminal charges.

USE OF IGEA RESOURCES

Internet Use

Internet access is provided by IGEA for business use. Limited private use is permitted if the private use does not interfere with your work and that inappropriate sites are not accessed.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. You need to be aware that some forms of internet conduct may lead to criminal prosecution.

Email Use

- Email facilities are provided for formal business correspondence.
- Take care to maintain the confidentiality of sensitive information.
- Limited private use of email is allowed if it doesn't interfere with or distract from your work.
- Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.

To protect IGEA from the potential effects of the misuse and abuse of email, the following instructions are for all users:

- No material is to be sent in an email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of IGEA in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
- Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.
- The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised

staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.

- When using email, you must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.

Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

Intellectual Property

All intellectual property developed by employees or contractors during their employment with IGEA, including discoveries or inventions made in the performance of their duties related in any way to the business of IGEA, will remain the property of IGEA.

You may be given access to confidential information, data, business property, keys to premises or any other business related property/information in the performance of your duties. This must be protected and used only in the interests of IGEA.

You must not:

- disclose or use any part of any confidential information outside of the performance of your duties and in the interests of IGEA;
- authorise or be involved in the improper use or disclosure of confidential information; or
- during or after your employment without written consent, other than as required by law.

Confidential information includes any information in any form relating to IGEA and related bodies, clients or businesses, which is not in the public domain.

You must act in good faith towards IGEA and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including dismissal, and IGEA may also pursue monetary damages or other remedies.

ACCEPTANCE OF GIFTS AND BENEFITS

Whilst a gift / benefit may be offered as a goodwill gesture for a job well done, it may also be offered as a subtle form of influence, and therefore, present a corruption risk to IGEA due to the potential it has to compromise and affect our impartiality and integrity.

Under no circumstances are bribes or offers of cash to be accepted. It is important that employees do not require or request any additional rewards for performing their duties. Soliciting personal gifts / benefits is strictly prohibited under any circumstance.

Definition of gifts & benefits:

Gifts and benefits can be any item, service, prize, hospitality or travel, provided by a customer, client, applicant, supplier, potential supplier or external organisation, which has an intrinsic value and/or a value to the recipient, a member of their family, relation, friend or associate.

Types of Gifts / Benefits

Not all gifts and benefits are prohibited, understanding these types of gifts assists in the decision making process of managing such offers:

- **Gifts / Benefits of Gratitude:** gifts offered to an individual employee or agency in appreciation of specific tasks or for exemplary performance of duties. Gifts offered to employees who speak at official functions as part of their duties would also be considered gifts of gratitude.
- **Ceremonial Gifts / Benefits:** official gifts that are offered by one agency to another. Such gifts are often provided to a host agency when conducting official business with delegates from another organisation. Although these gifts may sometimes be offered to express gratitude, the gratitude usually extends to the work of several people in the agency, and therefore the gift is considered to be for the agency not a particular individual.
- **Token Gifts / Benefits:** gifts that are offered in business situations to an agency or employee representing an agency. These gifts are usually products that are mass-produced and not given as a personal gift.
- **Gifts / Benefits of Influence:** gifts intended to generally ingratiate the giver with the recipient for favourable treatment in the future. Under no circumstances should this type of gift / benefit be accepted.

Generally, it is fine to accept gifts given in gratitude, ceremonial contexts and tokens, however, be wary if the gift seems to be excessive or overly extravagant for the purpose. If you have concerns, discuss the gift with your manager.

Roles & responsibilities regarding gifts/benefits

Don't:

- Solicit a gift or benefit.
- Accept a gift or benefit as an inducement to act in a certain way.
- Accept a gift or benefit where there could be a perception that it has been offered as an inducement to act in a certain way.
- Accept cash, cheques, money orders or gift vouchers.
- Accept a gift or benefit where it is to be provided to a family member, relation, friend or associate.
- Accept a gift or benefit where you currently, or may in the future, exercise discretion in the making of a decision affecting the giver.
- Accept a gift or benefit if you are unsure whether you should.

Do:

- Politely decline a gift or benefit which is not allowed.
- Seek management approval to accept a gift or benefit which is allowed if possible.
- Talk to the IGEA management team if you are unsure of the integrity of a gift/benefit.

REPORTING A BREACH OF THE CODE

Making a report:

If you believe someone is violating the Code of Conduct we ask that you report it to:

- IGEA management team, by emailing ron@igea.net or raelene@igea.net; and/or
- Event organisers if the conduct occurs at an event organised by or affiliated with IGEA.

All reports will be kept confidential. In some cases we may determine that a public statement will need to be made. If that's the case, the identities of all those who have been victimised and reporters will remain confidential unless those individuals instruct us otherwise.

Threatening, rewarding, or otherwise coercing someone to not report or lie about a violation of the code of conduct would be deemed as unacceptable behaviour and a breach of this Code in and of itself.

If you believe anyone is in physical danger, please notify appropriate law enforcement first. If you are unsure what law enforcement agency is appropriate, please include this in your report and we will attempt to notify them.

If you are unsure whether the incident is a violation, or whether the space where it happened is covered by the Code of Conduct, we encourage you to still report it. We would much rather have a few extra reports where we decide to take no action, rather than miss a report of an actual violation. We will not look negatively on you if we find the incident is not a violation; knowing about incidents that are not violations, or happen outside our spaces, can also help us to improve the Code of Conduct or the processes surrounding it.

In your report please include:

- Your contact info (so we can get in touch with you if we need to follow up).
- Names (real, nicknames, or pseudonyms) of any individuals involved. If there were other witnesses besides you, please try to include them as well.
- When and where the incident occurred. Please be as specific as possible.
- Your account of what occurred. If there is a publicly available record, please include a link;
- If screenshots would be relevant please include them.
- Any extra context you believe existed for the incident.
- If you believe this incident is ongoing.
- Any other information you believe we should have.

What happens next?

You will receive an email from the IGEA management team acknowledging receipt immediately. We commit to acknowledge receipt within 24 hours (and will aim for much quicker than that).

Management will immediately meet, and where appropriate with the IGEA Board, to review the incident and determine:

- what happened;
- whether this event constitutes a Code of Conduct violation;
- who, if anyone, was the bad actor; and
- whether this is an ongoing situation, and there is a threat to anyone's physical safety.

If this is determined to be an ongoing incident or a threat to physical safety, IGEA's priority will be to protect everyone involved. This means we may delay an "official" response until we believe that the situation has ended and that everyone is physically safe.

At this stage, in the case of a major breach, it may be necessary for IGEA to engage with third parties with specialised training to help resolve the situation and ensure that the best possible outcome is achieved.

Once IGEA has a complete account of the events they will make a decision as to how to respond. Responses may include:

- Taking no further action (if it is determined that no violation occurred).
- A private reprimand from IGEA to the individual(s) involved.
- A public reprimand.
- An imposed leave of absence (for example, requesting someone to "take a week off" from IGEA or IGEA social media).
- A permanent or temporary ban from some or all IGEA spaces (office, social media, networking events, meetups, workshops & conferences, etc.).
- A request for a public or private apology.
- Revocation of membership to IGEA or termination of employment.

Ensuring a complete account of events includes allowing the accused, should they choose, the opportunity to present their view of the events that took place.

All persons involved in the review of events will have the opportunity to be accompanied by a support person. To avoid any doubt, this includes the person against whom the offending behaviour was committed, the reporter and the person/s accused of the offending behaviour.

If the behaviour violating this Code of Conduct presents an immediate concern or danger, for example at events, we reserve the right to take immediate action. Accused will have the right to have this action reviewed after the fact.

We'll respond within 7 days to the person who filed the report with either a resolution or an explanation of why the situation is not yet resolved.

Once we've determined our final action, we'll contact the original reporter to let them know what action (if any) we'll be taking. We'll take into account feedback from the reporter on the appropriateness of our response, but we don't guarantee we'll act on it. Finally, a report on the situation will be made and appropriately stored by the IGEA management.

Appeals:

Only permanent resolutions (such as bans) may be appealed. To appeal a decision, contact IGEA management team with your appeal and your case may be reviewed. It is at the absolute discretion of IGEA management and/or Board to determine whether your case will be reviewed. All decisions made after this process will be final.