

V. PERSONNEL

5.01 Tournament Director

A. Appointment

- 1) A tournament may change the Tournament Director named in the tournament application by submitting the proposed change to the ATP Board for approval.
- 2) The ATP Board may require a tournament to change the Tournament Director upon a finding that such Tournament Director has failed to or refused to comply with any provision of ATP's rules and regulations.

B. Responsibilities

Each Tournament Director shall:

- 1) Act in cooperation with ATP staff on-site.
- 2) Be responsible for tournament compliance with all rules and regulations.
- 3) Not go on court during a match (including warm-up) or otherwise become involved in any Code of Conduct matter.

NOTE: Tournament Directors are prohibited from playing in their own event (Tour Policy).

5.02 Tour Manager

A. Appointment

ATP shall provide a Tour Manager for each ATP Tour tournament.

B. Responsibilities

- 1) The Tour Manager shall be present for all sign-ins.
- 2) The Tour Manager shall be present at the making of all draws.
- 3) The Tour Manager shall act as the player representative for all aspects of the tournament, including as a member of the scheduling committee.

5.03 PR & Marketing

A. Appointment

- 1) ATP will provide a PR & Marketing representative for each ATP Tour tournament to coordinate advance publicity, help organize facilities and provide media assistance on-site.

B. Responsibilities

- 1) The PR & Marketing representative shall liaise with journalists, players and sponsors.
- 2) The PR & Marketing representative shall organize and supervise post-match press conferences.
- 3) The PR & Marketing representative shall coordinate exclusive interviews.
- 4) The PR & Marketing representative shall provide statistical and biographical information to journalists.

V. PERSONNEL

- 5) The PR & Marketing representative shall disseminate information to international journalists.
- 6) The PR & Marketing representative shall suggest story lines to journalists.

5.04 Doctor, Physiotherapist and Massage Therapist

A. ATP Tour Tournaments

- 1) **Tournament Doctor.** Beginning with the qualifying competition, it is the responsibility of each ATP Tour tournament to provide on-site during the entire tournament an English-speaking Doctor who specializes in sports medicine, unless otherwise approved by ATP's Medical Services Committee. Each tournament shall send the name and address of the tournament Doctor to the appropriate ATP regional coordinator forty-two (42) days in advance of the tournament. The tournament doctor shall be responsible for the medical care and treatment of the players at all times during the event and shall have no other official duties while at the tournament site.
- 2) **Physiotherapist.** ATP shall provide a Physiotherapist for all tournaments except that ATP may require assistance from a tournament to provide a Physiotherapist for the qualifying competition.
- 3) **Massage Therapist.** It is the responsibility of each ATP Tour tournament to provide a Massage Therapist.

B. ATP Challenger Tour Tournaments

- 1) **Tournament Doctor.** Each ATP Challenger Tour tournament is required to have an English-speaking tournament Doctor at the site or on call in proximity of the tournament site during the event. Each tournament shall send the name and address of the tournament Doctor to ATP's Medical Services Committee forty-two (42) days in advance of the tournament.
- 2) **Physiotherapist.** Each ATP Challenger Tour tournament must provide an English-speaking Physiotherapist(s) as shown below. All Physiotherapy treatments are provided to players free of charge.
 - a) **ATP Challenger 125 events**
 - i) Two (2) Physiotherapists designated and paid for by ATP.
 - ii) The tournament may apply to have a local physiotherapist in lieu of the 2nd ATP Physiotherapist. If approved, the local physiotherapist would work Monday through Thursday*. All fees and expenses for the local Physiotherapist will be paid by the tournament.
 - b) **ATP Challenger Tour 110 events**
 - i) One (1) Physiotherapist designated and all fees/expenses paid by ATP.
 - ii) One (1) Physiotherapist nominated by the tournament and approved by ATP. This Physiotherapist is to be scheduled to work Monday through Thursday* with all fees/expenses paid by the tournament.
 - c) **ATP Challenger Tour – all others**
 - i) Two (2) Physiotherapists designated by the tournament and approved by ATP.
 - ii) The tournament is responsible for all fees and expenses.
 - iii) One Physiotherapist to work Monday through Sunday** and one physiotherapist to work Monday through Thursday*.

V. PERSONNEL

- d) **Education module.** All non-ATP Physiotherapists must have successfully completed the ATP Medical Services education online program prior to working at ATP Challengers.
- 3) **Massage Therapist.** One (1) Massage Therapist must be provided at each Challenger.
- a) For ATP Challenger 125 events, the service shall be provided to the players, while remaining in the event, free of charge.
- b) For all other ATP Challenger Tour events, a fee may be charged with a recommended maximum fee of \$25/€25 for a 30-minute massage.
- * Sunday through Wednesday for events qualified and approved for a Saturday final.
 - ** Sunday through Saturday for events qualified and approved for a Saturday final.

5.05 Agents, Tier I and Tier II

A list of Tier I and Tier II Agents will be established and revised on a yearly basis following the conclusion of the Nitto ATP Tour Finals. The criteria for becoming a Tier I or II Agent is defined below.

A. Tier I

- 1) Minimum of five (5) years of service, beginning with the first year's representation of an ATP player, and
- 2) Agent's Player must be active, and
- 3) Number of Singles Players representing
 - a) Ranking 1-10 = 1 player, or
 - b) Ranking 11-50 = 2 players, or
 - c) Ranking 11-100 = 4 players, or
- 4) Number of Doubles Players representing
 - a) Ranking 1-20 = 4
 - b) If agent does not represent four (4) doubles players, each doubles player ranked in the top 20 shall count as $\frac{1}{2}$ player towards meeting the singles criteria.

B. Tier II

Agents that do not meet the criteria to be in Tier I may apply for consideration as a Tier II Agent. There are no benefits associated with Tier II classification.

5.06 Supervisor

A. Assignment & Designation

- 1) **ATP Tour Tournaments**

An ATP Supervisor shall be provided by ATP for each ATP Tour tournament.
- 2) **ATP Challenger Tour Tournaments**

ATP shall provide a Supervisor for each ATP Challenger Tour tournament.

V. PERSONNEL

B. Fees and Expenses

ATP Tour and ATP Challenger Tour Tournaments

ATP shall pay the fees and travel expenses of the supervisors hired by ATP.

Each tournament must provide each Supervisor with single room hotel accommodations, meals and laundry. Complimentary rooms shall be in the player hotel or another hotel approved by ATP or the Supervisor.

C. General

The Supervisor at each ATP Tour and ATP Challenger Tour tournament is provided by ATP. Whenever the Supervisor is not available, the Supervisor shall designate an approved Referee or ATP Official to assume all duties and responsibilities. (All references to Supervisor includes "or his designee.")

D. Responsibilities

In all ATP Tour and ATP Challenger Tour tournaments the Supervisor shall:

- 1) Act as ATP's representative, speaking with the full authority of ATP during the tournament.
- 2) Act as final on-site authority ensuring that the tournament is conducted fairly in accordance with ATP's Rules and Regulations as to all matters arising that require immediate resolution at the tournament site including the evaluation of tournament compliance with Facilities and On-Site Condition requirements.
- 3) Issue player conduct fines as necessary and appropriate.
- 4) Direct, supervise, instruct and evaluate the Referee, Chief of Umpires and all on-court officials, including the authority to:
 - a) Make the assignment of all Chair Umpires and approve all Line Umpires and net judge for tournament matches.
 - b) Remove a Chair Umpire and/or remove, rotate or replace any Line Umpire or net judge when necessary to improve the officiating of a match.
- 5) Make all draws for the qualifying and main draw competitions.
- 6) When weather or other conditions threaten the immediate safety of the players, spectators, officials or any other persons on the tournament site, the Supervisor may suspend or postpone the match(es) until such time that in his opinion the threat to safety is no longer evident.
- 7) Decide if a court is fit for play or decide if a match should be moved to another court. The Supervisor may, if necessary to eliminate the possibility of a player having to play two singles matches in one day, or if necessary to complete the event, move a match to another court, indoors or outdoors, regardless of surface.
- 8) Serve as the Chairman of the scheduling committee and make the final decision on all scheduling matters if the committee is not in agreement. Ensure that the daily order of play is posted on the bulletin board and at the official hotel.
- 9) Designate a highly visible place in the general player area as the official bulletin board.
- 10) Designate a visible timepiece at a fixed location as the "Official Clock" of the tournament.

V. PERSONNEL

- 11) Designate a specific area from which matches shall be called and determine when a match is to be called.
- 12) Maintain a continuous dialogue during the week with the Tournament Director and submit a report to ATP evaluating the tournament, including attendance, and officials. The Tournament Director shall receive a copy of the report prior to the Supervisor's departure.
- 13) Decide with the Tournament Director the designation of the lowest tier of seats that surround the playing area of the courts at each tournament.

E. Clothing - ATP Tour

The officiating uniform provided by ATP must be worn. No other commercial branding may be applied to the uniform without prior approval from ATP.

5.07 Chair Umpire / Review Official

A. Assignment and Designation Process

- 1) ATP Tour Tournaments. Officials required to support the tournament are as follows:

ATP shall hire designated Chair Umpires as follows:

<u>Main Draw Size (Singles)</u>	<u>Total # of chair Umpires</u>
96	9
56	7
48	5
32	4
28	4

NOTE: In the event the tournament elects to employ the services of an electronic line calling system, ATP will hire a Review Official in addition to the Chair Umpires as stated above.

Each tournament is required to provide supplemental Chair Umpires approved by ATP for the qualifying competition as well as for some main draw matches not covered by the designated Chair Umpires hired by ATP. Supplemental Chair Umpires must have international certification of Gold, Silver or Bronze.

- 2) **ATP Challenger Tour Tournaments.** Tournaments must hire Chair Umpires as specified below:
 - a) **Chair Umpires.** Each tournament shall have a minimum of four (4) designated Chair Umpires for the entire week as selected and coordinated by ATP. Challengers approved for a 56-draw event will be required to have five (5) designated Chair Umpires. Under special circumstances, ATP may require additional Chair Umpire(s) to be hired by the tournament.
 - b) **Supplemental Chair Umpires.** Each tournament shall provide supplemental Chair Umpires approved by ATP for matches not covered by the designated Chair Umpires. Supplemental Chair Umpires must have certification of Gold, Silver, Bronze or White.

V. PERSONNEL

B. Fees and Expenses

ATP shall pay the fees and travel expenses of the designated Chair Umpires and review officials (if any) hired by ATP.

1) ATP Tour and ATP Challenger Tour Tournaments.

Each tournament must provide each designated Chair Umpire and Review Official (if any) with single room hotel accommodations, meals and laundry. Complimentary rooms shall be in the player hotel or another hotel approved by ATP or the Supervisor.

Each ATP Challenger Tour tournament shall pay a fair and reasonable fee and travel expense to each Chair Umpire hired by the tournament.

C. General

Chair umpires are assigned matches by the ATP Supervisor and are responsible to ensure those matches are conducted according to the rules of ATP in order to present a professional tournament.

D. Responsibilities

- 1) Enforce all ATP Rules and Regulations and on-court procedures to ensure accuracy, fairness and safety. Ensure that the players and all on-court officials observe the rules.
- 2) The following pertain to the rules for continuous play: Have a stopwatch in his possession which shall be used to time the warm-up, the time between points, the time permitted on changeovers, the time permitted during the set break and all other specified time periods designated under the provisions of any rule or regulation.
- 3) Dress uniformly with other Chair Umpires as prescribed by the Supervisor.
- 4) If appropriate, conduct a pre-match meeting with all of the on-court officials for the match to specify court assignments and the procedures to be used for making calls, hand signals, rotation of court assignments, etc.
- 5) Ascertain prior to matches from the Supervisor or the Chief of Umpires that the tournament has made appropriate arrangements for the safe escorting of players to and from the court before and after the match.
- 6) Immediately before the start of the match meet with the players to:
 - a) Verify the correct pronunciation of the player's names.
 - b) State any pertinent information (rule changes, new procedures, etc. for the players.
- 7) Flip a coin in the presence of both players or teams to determine choice of serve and side at the beginning of the match prior to the warm-up. If play is suspended before the match begins, the winner of the toss may choose again before the match commences.
- 8) Determine if each player is dressed in accordance with the dress provisions of ATP rules. Corrective action taking more than fifteen (15) minutes shall result in a default in consultation with the Supervisor. An appropriate re-warm-up may be authorized.

V. PERSONNEL

- 9) Determine all Questions of Fact arising during the match (including the permitted five (5) minute warm-up).
- 10) Make the first determination of all Questions of Tennis Law arising during the match, subject to the right of a player to appeal to the Supervisor.
- 11) Announce the score after each point in accordance with On-Court Procedures. Announcements as a minimum must be in English. If two (2) languages must be used, announce in the local language first, then English. Conversations between the Chair Umpire and a player can be in any language. However, if the language used is not English, then the Chair Umpire must be prepared to advise the other player of the nature of the discussion.
- 12) Repeat the calls of a Line Umpire or net judge if the call is made in a weak voice or there is a close call that must be confirmed to remove any doubt from the minds of the players.
- 13) Be responsible for any ball mark inspection on clay courts. A ball mark inspection must be made in accordance with the approved on-court procedures.
- 14) Overrule a Line Umpire only in the case of a clear mistake by the Line Umpire and only if the overrule is made promptly after the mistake is made. All overrules must be made in accordance with the approved on-court procedures. Obvious foot faults must be called by the Chair Umpire consistent with the procedures used for handling "clear mistakes".
- 15) Remove, rotate or replace any Line Umpire or net judge whenever, in the opinion of the Chair Umpire, it will improve the officiating of a match.
- 16) Exercise his best efforts to control the crowd. Spectator involvement is encouraged as long as the Chair Umpire does not determine such involvement to be deliberately distracting. Whenever the spectators are impeding the progress of the match, the Chair Umpire should address them respectfully and request their cooperation. The tournament announcer and security personnel may be used to assist the Chair Umpire after consultation with the Supervisor.
- 17) Be responsible for the direction of the ball persons during the match so that they assist but do not disturb the players.
- 18) Be responsible for having the appropriate number of balls on-court for the match, for all changes of balls and for determining if a ball is fit for play. The appropriate number of ball containers should be opened and inspected sufficiently in advance of each ball change so as to avoid any delay of the match at the time of a ball change.
- 19) Complete a scorecard in accordance with the approved on-court procedures. Following the completion of a match, the scorecards or printouts are to be finalized and distributed to appropriate ATP tournament and/or media personnel. Maintain the ATP Point Penalty Card in accordance with the approved on-court procedures.
- 20) Determine if a court continues to be fit for play. If a change in condition occurs during a match that the Chair Umpire considers sufficient to make the court unfit for play or if weather conditions require stoppage of play, he should stop play and immediately notify the Supervisor.
- 21) Following the conclusion of the match, complete and give to the Supervisor, the Post Match Review form including all actions taken under the Code during the

V. PERSONNEL

match. If required by the Supervisor, in addition to the brief summary of the violation made on the Point Penalty Card, the Chair Umpire shall write a detailed statement of the incident. All reports shall be signed, dated and delivered to the Supervisor.

- 22) Chair umpire responsibilities to include primary responsibility to call nets or throughs, unless otherwise assigned.
- 23) Chair umpires must promptly and accurately score matches using the handheld or other method provided by ATP. In addition, Chair Umpires agree not to, and shall not authorize or assist any third party to, disseminate, transmit, publish or release any match related data or information to or for any third party without the express written consent of ATP. Further, each Chair Umpire agrees that any and all work or data he/she collects or creates in connection with any match shall constitute a "work made for hire" and any and all rights attributable to such work shall be retained by, or if necessary automatically assigned to, ATP and its members.

E. Clothing - ATP Tour

The officiating uniform provided by ATP must be worn. No other commercial branding may be applied to the uniform without prior approval from ATP.

5.08 Line Umpire

A. Assignment and Designation Process

1) ATP Tour Tournaments

Officials required to support the tournament are as follows:

Unless otherwise approved by ATP, the following are required: A minimum of seven (7) Line Umpires must be provided per main draw match. A minimum of five (5) Line Umpires per qualifying match must be provided.

2) ATP Challenger Tour Tournaments

Tournaments must hire officials as specified below:

For 80-90 Category events, a minimum of three (3) Line Umpires shall be provided for every qualifying match and also every main draw match up until the quarterfinal. From the quarterfinals on, a minimum of five (5) Line Umpires shall be provided. For 100-125 Category events, a minimum of five (5) Line Umpires shall be provided for every main draw match up until the semi-final. From the semi-final on, a minimum of seven (7) Line Umpires shall be provided. The qualifying competition shall have a minimum of three (3) Line Umpires per match.

B. General

Line umpires are assigned by the Chief of Umpires and are responsible for calling their assigned lines according to ATP rules under the direct on-court supervision of the Chair Umpire.

C. Clothing

Clothing provided by the tournament for Line Umpires shall not be solid white, yellow or other colors that may interfere with the vision of the players, unless otherwise approved by ATP. It is recommended that dark-colored clothing be avoided for outdoor

V. PERSONNEL

tournaments played in high temperatures. Clothing should not be identical to clothing provided to the ball persons.

D. Responsibilities

- 1) Carry out all duties in accordance with the approved procedures of ATP.
- 2) Not catch balls or hold towels for a player.
- 3) Not leave the court without permission of the Chair Umpire.
- 4) Dress uniformly with other Line Umpires as prescribed by the tournament and/or ATP.
- 5) Sit erect with both feet on the ground with arms resting on his or her legs.
- 6) Concentrate on the assigned line; conversation with spectators or others is to be avoided.
- 7) Be accountable to the Chair Umpire only and have no discussions with the players. A player's questions must always be referred to the Chair Umpire. However, a Line Umpire may answer a reasonably precise question if it relates to a call, especially foot faults, unless that call has been overruled.
- 8) Move away from the on-court chair if necessary to get the best view possible of the assigned line.
- 9) Make all calls as quickly as possible, maintaining consistency and accuracy. On very close calls a fraction of a second's hesitation is recommended to make sure that the call is correct.
- 10) Never call a ball "Out" until it actually hits out or it hits a permanent fixture.
- 11) Make "Out," "Fault," "Net" and "Foot Fault" calls loudly and crisply followed by the appropriate hand signal. Foot faults are never called until the serve is struck.
- 12) Do not make a call for a "good" ball. However, whenever there is a close call on a good ball, the "good" ball hand signals should be given quickly to confirm the call.
- 13) When there is an erroneous call, immediately call "Correction" so that the Chair Umpire and the players are aware of the error. Then, make the corrected call.
- 14) Do not give an opinion on a call that is not his or her responsibility.
- 15) Remain silent if the Chair Umpire overrules a call. Direct player inquiries to the Chair Umpire.
- 16) If directed by the Chair Umpire to identify a mark, and the Line Umpire is sure of the location of the mark, the Line Umpire should walk directly to the mark and point to it in a manner that is clear to the Chair Umpire. The Line Umpire should then return to his position without comment.
- 17) Promptly yield to the Chair Umpire when unsighted on a call.
- 18) If the Line Umpire sees that he or she may hinder a player's stroke, make a reasonable effort to get out of the way, but in so doing, make as little movement as possible.
- 19) When there are Code Violations by players not witnessed by the Chair Umpire, inform the Chair Umpire immediately or as soon as is reasonable prior to the start of the next point, without disrupting a point or the match. The Line Umpire should quickly approach the Chair Umpire and report the facts of the violation.

V. PERSONNEL

5.09 Referee

A. Assignment and Designation Process

1) ATP Tour Tournaments

Each tournament is required to hire a certified Referee approved by ATP.

2) ATP Challenger Tour Tournaments

Each tournament is required to hire a certified Referee approved by ATP.

B. Waiver of Obligation – Referee

A tournament may petition ATP to waive the Referee requirement. The following guidelines will be used to determine whether or not a waiver is appropriate for that particular event:

- 1) Must be an established event.
- 2) 28 / 32 draw.
- 3) 2-court event.
- 4) All matches played at one site, including qualifying.
- 5) Size of venue will be a consideration.
- 6) Must have the recommendation of the previous year's Supervisor that a waiver, if approved, will not jeopardize the quality of service.
- 7) Must be able to provide a suitable assistant to the Supervisor.

C. Fees and Expenses

1) ATP Tour and ATP Challenger Tour Tournaments

Each tournament must provide each Referee with single room hotel accommodations, meals and laundry. Complimentary rooms shall be in the player hotel or another hotel approved by ATP or the Supervisor.

Each tournament shall pay a fair and reasonable fee and travel expense to each designated and approved Referee hired by the tournament.

D. General

The Referee is hired by the tournament to advise in planning the event and shall assist the Supervisor while being available to serve on the scheduling committee.

E. Responsibilities

Advise, assist and cooperate with the Supervisor as appropriate and necessary when carrying out any assigned duties or responsibilities. Assigned duties may include;

- 1) Organizing the facilities, equipment and staff, to support play beginning with the qualifying competition.
- 2) Confirming the conditions of play, (i.e.), make and number of tennis balls, types of beverages including electrolyte, how matches are to be called, etc.

V. PERSONNEL

- 3) Ensure that each court is equipped as follows:
 - a) Umpire's chair.
 - b) Line umpire chairs.
 - c) Player's chairs.
 - d) On-court beverages.
 - f) Writing Tables and electrical outlet for the Electronic Scoring Device.
 - g) Microphones (if applicable)
- 4) Designate a highly visible place in the general player's area as the "Official Bulletin Board" and notify all players of its designation and location.
- 5) Make appropriate arrangements for the safe escorting of players to and from the court before and after the match.
- 6) Be on-site at all times during the playing of matches in the tournament. The Referee may not be a Chair Umpire or Chief of Umpires.

5.10 Chief of Umpires

A. Assignment and Designation Process

ATP Tour and ATP Challenger Tour tournaments are required to hire a certified Chief of Umpires approved by ATP, unless otherwise determined by ATP.

B. Fees and Expenses

1) ATP Tour and ATP Challenger Tour Tournaments

Each tournament must provide each Chief of Umpires with single room hotel accommodations, meals and laundry. Complimentary rooms shall be in the player hotel or another hotel approved by ATP or the Supervisor.

Each tournament shall pay a fair and reasonable fee and travel expense to the Chief of Umpires hired by the tournament.

C. General

The Chief of Umpires is approved by ATP, hired by the tournament and is responsible for having sufficient quality Line Umpires assigned to each match.

D. Responsibilities

- 1) Recruit a sufficient number of competent officials for the tournament. Be prepared to respond to or make recommendations to the Fulltime Official who is coordinating assignments and designations of all necessary and required Chair Umpires.
- 2) Conduct the necessary pre-tournament training of officials including review of all appropriate ATP Rules and Regulations.
- 3) Prepare a list of officials, which shall include the mailing address and national or local certifications, if any, of all officials used during the tournament. A copy of such list shall be delivered to the Referee and to the Supervisor.
- 4) Be on-site at all times during play. The Chief of Umpires may not be a chair or Line Umpire unless authorized by the Supervisor.

V. PERSONNEL

- 5) Schedule the on-court assignments of Line Umpires for each day of the tournament, subject to the approval of the Supervisor. Line umpires for the quarterfinals, semi-finals and finals must have worked a minimum of two (2) days prior to the quarterfinals and have the Supervisor's specific approval.

5.11 Ball Persons

Each ATP Tour and ATP Challenger Tour tournament must provide ball persons for all main draw and qualifying competition matches. Ball persons should be on-site and available at a reasonable time prior to the first match of the day and there shall be ball persons available until the conclusion of play each day.

A. Number

Six (6) ball persons are recommended per court.

B. Clothing

Clothing provided by the tournament for ball persons shall not be solid white, yellow or other colors that may interfere with the vision of the players, unless otherwise approved by ATP. It is recommended that dark-colored clothing be avoided for outdoor tournaments played in high temperatures. Clothing should not be identical to clothing provided to the Line Umpires.

5.12 ATP/GRAND SLAMS/ITF/WTA Code of Conduct for Officials

A. The ATP, the Grand Slam Tournaments, the ITF and the WTA as members of the Joint Certification Programme require a high standard of professionalism from all Certified Officials (National, Green, White, Bronze, Silver and Gold) and all other Officials, (together, "Officials") working at ATP, Grand Slam, ITF and WTA events. All Officials are automatically bound by, and must comply with, this Code of Conduct for Officials ("Code"). The ATP, Grand Slam Board, ITF and WTA shall continue to have jurisdiction over a retired Official under the Code and, as applicable, ATP, Grand Slam, ITF and WTA Tournament Regulations and Codes of Conduct in respect of matters taking place prior to his/her retirement.

Required standards

- 1) Officials must be in satisfactory physical condition to enable them to carry out their duties.
- 2) Officials must have natural or corrected vision of 20-20 and normal hearing. In addition, International Chair Umpires (Bronze, Silver and Gold) must submit a completed eye test form each year to ITF Officiating and all other Certified Officials must submit a completed eye test form every three years to ITF Officiating.
- 3) Officials must be on time for all matches assigned to them.
- 4) Officials must understand, comply with and enforce the Rules of Tennis, the Duties and Procedures for Officials, all ATP, Grand Slam, ITF and WTA Tournament Regulations and Codes of Conduct for events at which they are officiating, the Tennis Anti-Corruption Program and all other policies applicable to Officials which may be introduced from time to time (including, but not limited to the Ban on Mobile Phone/Smart Watch Policy).

V. PERSONNEL

- 5) Officials must conduct themselves in a respectful manner towards other Officials, tournament personnel, spectators, players, player support personnel and any other person related to any tournament/event.
- 6) Officials should maintain a high level of personal hygiene and should maintain a professional appearance at all times.
- 7) Officials must not drink alcohol in the 12 hours prior to any match that they officiate, or at any time on-site while play is in progress, or while in uniform.
- 8) Officials must maintain complete impartiality with respect to all players at all times and must avoid any real or perceived conflicts of interest. Specifically, Officials shall not i) officiate in any match in which they have a real or perceived conflict of interest; or ii) socialise with or become intimate with players, or enter into any relationship (business, personal or otherwise) or take any action that may call into question their impartiality as an Official. For the avoidance of doubt and notwithstanding the above, Officials may attend social functions at which players are present and may stay in the same hotels as players but shall not share a hotel room with any player of any age. Officials must declare all conflicts of interest with ITF Officiating, which administers the Joint Certification Programme on behalf of all members of the Joint Certification Programme.

Note: Examples of conflicts of interest include but are not limited to being: a professional tennis player or a friend, relative or Player Support Team member of a professional tennis player; a National Tennis Coach; a National Tennis Team Captain; a Tournament Director/Organiser; or an employee, consultant, contractor or business partner/associate for a company that has a commercial interest in tennis.

- 9) Officials must not discuss calls or decisions by other Officials with anyone except with those Officials directly, the Supervisor/Referee or the ATP, Grand Slam Tournaments, or ITF and WTA staff responsible for officiating.
- 10) Officials shall comply with the applicable criminal laws in all jurisdictions. For the avoidance of doubt, and without limiting the foregoing, this obligation is violated if an Official is convicted of or enters a plea of guilty or no contest to a criminal charge or indictment for any offence in any jurisdiction.
- 11) Officials are bound by and must be aware of their obligation under the Tennis Anti-Corruption Program, which includes completing the on-line Tennis Integrity Protection Programme, and reporting any corrupt approaches to the Tennis Integrity Unit.
- 12) Officials shall not talk to, or have conversations with, spectators while officiating a match, except as is necessary during the ordinary course of officiating a match.
- 13) Officials must not participate in any media interviews or meetings with journalists from which their statements relating to tennis officiating can be printed or broadcast, without the approval of the Supervisor/Referee.
- 14) Officials shall not make public comments or post anything on any social media channels, which unreasonably attack or disparage a tournament, player, other Officials or the ATP, Grand Slams, ITF and WTA, and which the Official knows, or should reasonably know, will harm the reputation or financial best interests of the tournament, player, other Officials or the ATP, Grand Slam, ITF and WTA, as applicable.

V. PERSONNEL

- 15) Officials shall not engage in unfair, unprofessional, discriminatory, criminal or unethical conduct, including but not limited to attempts to injure or intentionally interfere with other Officials, players, tournament personnel and public. All Officials must also set a good example in their conduct to other Officials.
- 16) Officials shall not engage in abusive conduct, either physical or verbal, or threatening conduct or language directed toward other Officials, players, player support personnel, tournament personnel, spectators or members of the press/media.
- 17) Officials shall not abuse their position of authority or control and shall not harm or jeopardise or otherwise attempt to harm and jeopardise the psychological, physical or emotional wellbeing of other Officials, players or tournament personnel.
- 18) Sexual advances or sexual harassment or abuse of any kind shall not be tolerated.
- 19) Officials must make all tournament-related requests to the Supervisor/Referee or Chief Umpire.
- 20) Officials shall commit to work at an event until released by the Supervisor/Referee. If an Official has accepted an assignment to officiate at an event, he/she shall not withdraw from that assignment prior to release by the Supervisor/Referee, without the permission of the ATP, Grand Slam Tournaments, ITF or WTA officiating representatives, as relevant Officiating Representative.
- 21) All Officials are under a continuing duty to disclose to the Joint Certification Programme any actual, suspected or alleged violations of the Code of which they are aware. Failure to so report is a violation of the Code.
- 22) Officials must act honestly at all times when officiating, and in all their dealings with the ATP, Grand Slam Tournaments, ITF, WTA, Tennis Integrity Unit and other Officials. Officials must cooperate fully with any investigation under this Code, the ATP, Grand Slam, ITF and WTA Tournament Regulations and Codes of Conduct for events at which they are officiating, the Tennis Anti-Doping Programme and the Tennis Anti-Corruption Program. Further, Officials must not (i) provide any inaccurate information, (ii) omit any relevant information which is requested, or (iii) deliberately mislead or attempt to mislead such bodies, their staff or other Officials.

B. Investigation of alleged violations

- 1) Alleged violations of this Code that take place on-site at a tournament must be reported promptly to the Officiating Representative of the ATP, Grand Slam, ITF or WTA, as appropriate. The on-site Supervisor/Referee is responsible for determining whether to suspend or dismiss from that event the Official(s) subject to the alleged violation. Alleged violations taking place at other times must be reported in writing to ITF Officiating.
- 2) Upon the Officiating Representative becoming aware of a possible violation of this Code, he/she shall promptly review the matter and determine whether further investigation of the alleged violation is required. If so, the Officiating Representative shall investigate the alleged violation, which shall include written notice to the Official concerned of the alleged violation under investigation and giving the Official a minimum of ten (10) days to provide such information or evidence as requested by the Officiating Representative. If not, then the Officiating Representative shall proceed in accordance with section B)5.

V. PERSONNEL

- 3) Officiating Representatives are entitled, , to share information concerning an investigation with the Tennis Integrity Unit, any Tennis Organisations as relevant and law enforcement agencies. Investigations under this Code may be stayed pending completion of an investigation under the Tennis Anti-Corruption Program, the Tennis Anti-Doping Programme, the ATP, Grand Slam, ITF and WTA Tournaments as relevant or external law enforcement agencies. Such stay may be lifted at any time at the discretion of the Officiating Representatives. Any action (or failure to take action) by any such body shall be without prejudice to the Officiating Representatives powers to investigate and pursue alleged violations of this Code. For the avoidance of doubt, an alleged violation of the Tennis Anti-Corruption Program shall be investigated and handled by the Tennis Integrity Unit and enforced under the Tennis Anti-Corruption Program. An alleged violation of the Tennis Anti-Doping programme shall be investigated and handled by the ITF and enforced under the Tennis Anti-Doping Programme. An alleged violation of the ATP, Grand Slam, ITF and/or WTA Tournament Regulations and Codes of Conduct shall be investigated and handled by the ATP, Grand Slam, ITF and/or WTA as relevant.
- 4) All Officials have the duty to cooperate with investigations into an alleged violation under this Code (whether in relation to their conduct or another Official's), including providing documents and information as requested by the Officiating Representative, and appearing as a witness upon request by the Disciplinary Panel or Appeal Panel at any hearing held in accordance with this Code. Failure to do so may be considered a violation of this Code in its own right.
- 5) Upon completion of the investigation (if any), the Officiating Representative shall determine whether the Official concerned has a case to answer. If the Officiating Representative determines that there is a case to answer, then the Officiating Representative shall send a written notice to the Official, with a copy to the Disciplinary Panel, setting out:
 - a) the alleged violation and a summary of the facts on which the charge is based;
 - b) the evidence upon which the Officiating Representative would seek to rely at a hearing before the Disciplinary Panel;
 - c) the potential sanctions applicable;
 - d) matters relating to provisional suspension described in section B)8; and
 - e) the Official's entitlement to respond to the charge within 10 days of receipt of the notice in one of the following ways;
 - i) to admit the charge(s), and accede to the sanctions specified in the notice;
 - ii) to admit the charge(s), but to dispute and/or seek to mitigate the sanctions specified in the notice, and to have the Disciplinary Panel determine the sanctions at a hearing; or
 - iii) to deny the charge(s), and to have the Disciplinary Panel determine the charge and (if the charge is upheld) any sanctions, at a hearing.

Where the Officiating Representative determines that there is no case to answer under the Code, no further action will be taken against the Official concerned, who will be notified accordingly. A decision that there is no case to answer under the Code shall have no bearing on any investigation or proceeding under the Tennis Anti-Corruption Program, the Tennis Anti-Doping Programme, or the ATP, Grand Slam, ITF and/or WTA Tournament Regulations and Codes of Conduct as relevant.

- 6) In the event no response to a notice is received by the specified deadline, the

V. PERSONNEL

Official will be deemed to have admitted the charge(s), and to have acceded to sanctions specified in the notice.

- 7) In the event that the Official wishes to exercise his/her right to a hearing before the Disciplinary Panel, then the Official must also state how he/she responds to the notice and explain (in summary form) the basis for such response.
- 8) The Officiating Representative may provisionally suspend an Official's certification with immediate effect at any point from receipt of an allegation of a breach of this Code up to the completion or closure of the case, where he/she considers, in his/her's sole discretion, that the seriousness of the allegation and/or the evidence gathered in relation to that allegation merits such suspension. The Officiating Representative shall notify the Official concerned and the Disciplinary Panel of the provisional suspension. Within 10 days of receipt of a written notice of a provisional suspension, the Official may apply in writing to the Disciplinary Panel to have that provisional suspension vacated, stating the reason(s) for the application. The decision of the Disciplinary Panel on the application (if any) will be final and binding. All parties irrevocably waive any right to any form of appeal, review or recourse by or in any court of judicial authority in respect of such decision. Where a provisional suspension is not challenged by the Official or confirmed by the Disciplinary Panel, it shall be communicated by the Officiating Representative to those member National Associations and/or other Tennis Organisations as are deemed necessary for the purpose of enforcement.

C. Hearings before the Disciplinary Panel

- 1) The Disciplinary Panel shall have all such powers as are necessary to carry out its function efficiently and effectively. In particular it shall:
 - a) issue such further directions as are necessary for the efficient conduct of the proceedings;
 - b) take such legal and/or other professional advice it considers necessary;
 - c) nominate such person as it considers appropriate to act as its secretary in the proceedings;
 - d) not be bound by any formal rules as to admissibility of evidence; and
 - e) shall ensure that the Official has a fair hearing.
- 2) The Officiating Representative shall provide the Disciplinary Panel with a copy of the evidence and submissions on which he/she and the Official concerned seeks to rely at the hearing.
- 3) The Disciplinary Panel shall determine whether a violation of this Code has occurred on the balance of probabilities. The Disciplinary Panel shall adjudicate the matter on the basis of written submissions except where the Official requests an in-person hearing. Such hearing may proceed by telephone conference or video conference at the discretion of the Disciplinary Panel.
- 4) In the event that an Official admits the charge(s) but disputes the sanctions specified in the notice or the Disciplinary Panel finds that a violation has occurred, the Disciplinary Panel shall determine the appropriate sanction(s) to be imposed on the Official. In determining the appropriate sanction(s), the Disciplinary Panel may consider all relevant factors, including but not limited to (a) submissions on behalf of the tennis organisation at whose event the alleged violation occurred; (b) the seriousness of the violation; (c) the effect on the integrity of the sport; (d)

V. PERSONNEL

any submissions and evidence filed in mitigation or by way of aggravation; and (e) the period of any provisional suspension served.

- 5) The range of sanctions that may be imposed are at the sole discretion of the Officiating Representative and Disciplinary Panel and may include, but are not limited to: (a) reprimand and warning as to future conduct; (b) suspension of certification for a limited period; (c) permanent suspension of certification; and, in addition, (e) withdrawal of access to and accreditation for any tennis event organised, authorised or sanctioned by the ATP, Grand Slam Tournaments, ITF and WTA or by any National Association.
- 6) The Disciplinary Panel shall promptly issue its decision, with reasons, to the Official, the Officiating Representative, the Official's National Association, the Tennis Integrity Unit, and any other Tennis Organisation it considers appropriate. For the avoidance of doubt, nothing in this clause prevents the ATP, Grand Slam Tournaments, ITF or WTA (as appropriate) from publishing the outcome and/or the decision as it sees fit.
- 7) Any decision of the Disciplinary Panel imposed on the basis of a conviction of, or a plea of guilty or no contest to, a criminal charge or indictment for any offence in any jurisdiction as set out in clause A)10 of this Code shall be final and binding and not subject to appeal.
- 8) If the Official's certification is suspended at the time of the re-certification meeting of the relevant calendar year, prior to their certification being reinstated the Joint Certification Programme may at its discretion require the Official to submit any relevant and supporting correspondence to be considered and reviewed by the Joint Certification Programme. The Joint Certification Programme shall be entitled to take into account the violation of this Code, as well as all other relevant factors when deciding whether the certification of the official should be reinstated, demoted or withdrawn.

D. Appeals

- 1) Subject to article C)7 above, a decision that a violation of this Code of Conduct has been committed may be appealed to the Appeal Panel within twenty-one (21) days from the date of notice of the Disciplinary Panel's decision.
- 2) The grounds of appeal available to an Official shall be limited to claims that the Disciplinary Panel:
 - a) failed to give the Official a fair hearing;
 - b) misinterpreted or failed to properly apply this Code; or
 - c) came to a decision which no reasonable body properly informed could have reached.
- 3) The notice of appeal, a copy of which must be sent to the Disciplinary Panel and the Officiating Representative, must include the grounds of appeal and explain the basis for the appeal.
- 4) The Disciplinary Panel shall provide the complete case file to the Appeal Panel promptly upon receipt of a notice of appeal. The relevant Officiating Representative shall submit a response to the appeal within fourteen (14) days from the date of receipt.
- 5) The Appeal Panel shall have all such powers as are necessary to carry out its function efficiently and effectively. In particular it shall:

V. PERSONNEL

- a) issue such further directions as are necessary for the efficient conduct of the proceedings;
 - b) take such legal and/or other professional advice it considers necessary;
 - c) nominate such person as it considers appropriate to act as its secretary in the proceedings;
 - d) not be bound by any formal rules as to the admissibility of evidence; and
 - e) ensure that a fair hearing takes place.
- 6) The Appeal Panel shall proceed on the written submissions save where the Appeal Panel determines that an oral hearing is required to ensure fairness. Such oral hearing may proceed by telephone conference or video conference at the discretion of the Appeal Panel. Subject to further order, the Appeal Panel will announce its decision as soon as practicable following the hearing.
- 7) The Appeal Panel may affirm, reverse or modify (by the imposition of a lesser or more severe sanction(s)) the decision subject to appeal. The Appeal Panel shall promptly give written notice of the findings and any sanctions imposed to the parties. For the avoidance of doubt, nothing in this clause prevents the ATP, Grand Slam Board, ITF or WTA (as appropriate) from publishing the decision as it sees fit.
- 8) The decision of the Appeal Panel shall be final and binding and not subject to further challenge. All parties irrevocably waive any right to any form of appeal, review or recourse by or in any court of judicial authority in respect of such decision.

E. Miscellaneous

- 1) Except as set forth in Section X, any sanction imposed under this Code shall automatically be recognised and enforced by all National Associations and any other Tennis Organisation. 2. For the purpose of this Code:
- a) for cases involving National, Green and White Badge Officials, the Officiating Representative shall be the ITF Head of Officiating, the Disciplinary Panel will comprise the ITF Internal Adjudication Panel and the Appeal Panel will comprise the ITF Independent Tribunal. The rules of such panel and tribunal are hereby incorporated by reference and may be downloaded from www.itftennis.com. In the event of any conflict between those rules and the Code, the rules of the ITF Internal Adjudication Panel and ITF Independent Tribunal shall prevail over this Code of Conduct; and
 - b) for cases involving Bronze, Silver and Gold Badge Officials, the relevant Officiating Representative shall be the nominated Officiating Representative of the ATP, Grand Slam Tournaments, ITF or WTA depending on the event at which the alleged violation occurred or if outside of an event such Officiating Representative as is agreed by a majority of the nominated Officiating Representatives. The Disciplinary Panel will comprise the nominated Officiating Representatives of the ATP, Grand Slam Tournaments, ITF and WTA or such party's nominee in the event of a conflict of interest or other impediment to such party's independence or impartiality. The Appeal Panel shall comprise four (4) individuals, nominated by each of the ATP, Grand Slam Tournaments, ITF and WTA at the start of each year who will take no part in the investigation or proceedings before the Disciplinary Panel.

V. PERSONNEL

GOVERNING LAW

These Duties and Procedures and any dispute arising out of or in connection with them (including any dispute or claim relating to non-contractual obligations) shall be governed by and construed in accordance with English law, without regard to the conflict of law principles thereof.

Each official agrees to submit any disputes or claims or other matters arising in relation to these Duties and Procedures (including any non-contractual disputes or claims) to the resolution of disputes process provided for under the Code to the exclusion of any other forum.

The foregoing shall not apply to any disputes or claims (including any non-contractual disputes or claims) in relation to ATP, Grand Slam and WTA Tournament Regulations and Codes of Conduct, the Tennis Anti-Doping Programme, and the Tennis Anti-Corruption Program as applicable.

RECIPROCITY

The Officiating Representatives reserve the right to ask the Disciplinary Panel to affirm, adopt, modify or reject a suspension or other sanction issued against an Official issued by a Tennis Organisation or other relevant authority pursuant to a conduct or disciplinary process, such that it applies to certification and/or accreditation for any, all or specific tennis events organised, authorities or sanctioned by the ATP, Grand Slam Tournaments, ITF and WTA.

The ATP, Grand Slam Tournaments, ITF, and WTA, as relevant, shall have the sole discretion whether to recognise and enforce any decision by the Disciplinary Panel of an ITF member National Association and to affirm, adopt, or extend a suspension or other sanction issued by that Panel.

For the purposes of this Rule, Tennis Organisation includes but is not limited to the ATP, the Grand Slam Tournaments, ITF, WTA and each member Tennis Federation of the ITF.