

# PARTICIPANT CODE OF CONDUCT

September 2022



## Overview

Mortgage Professionals Canada (“MPC”) is committed to providing a safe and welcoming environment. This Participant Code of Conduct (the “Code”) applies to all participants, speakers, sponsors, exhibitors, staff, service providers, and other guests (collectively referred to as the “Participants”) attending any MPC activity, including but not limited to webinars, classes, sessions, seminars, presentations, tradeshow, or formal/informal social gatherings. Participants undertake to abide by this Code of Conduct in attending any activity.

Failure to abide by this Code is subject to corrective action and sanctions, including refused admission, ejection, banishment, and other penalties consistent with this Code. This Code is intended to supplement any other Code of Conduct in use by MPC.

## Expectations:

- Behave in a courteous and professional manner
- Treat all Participants with respect, dignity, and consideration, in the spirit of valuing a diversity of views and opinions
- Be considerate, respectful, and collaborative in communication and actions
- Discuss differences and critiquing ideas in a non-confrontational manner with due regard for the viewpoints of others
- Refrain from demeaning, discriminatory, or harassing behavior and speech
- Report suspected inappropriate behaviors
- Respect the rules, policies, and property of MPC and any contracted facilities and vendors
- Comply with all applicable laws and regulations

## Prohibited Behaviours (include but are not limited to):

- Harassment, which is defined for the purposes of this Code to include unwelcome or offensive verbal, visual, or physical contact, including conduct, comments, recordings, or images that a person would reasonably find offensive, demeaning, or hostile
- Sexual harassment, which is defined for purposes of this Code to include unwelcome, unsolicited, and unreciprocated sexual advances, requests for sexual favors, and other verbal or physical conduct or gesture of a sexual nature that has or that might reasonably be expected or be perceived to offend, humiliate, or intimidate another person
- Exhibiting behavior that is unruly or disruptive, or that endangers health or safety, including any physical force whatsoever

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- Discriminatory conduct based on race, sex, sexual orientation, gender expression or identity, nationality, disability, religion, political affinity, or any other characteristic protected by law
- Deliberate intimidation, threatening, stalking, or following
- Disruption of any portion of the activity including exhibitor space, sponsor program and areas, or video presentations
- Destruction, theft, dismantlement, defacement, abuse, or intentional misuse of MPC or MPC contracted venues, property, equipment, signage, or supplies
- Failure to comply with directions of MPC or venue personnel regarding operations or emergency response procedures
- Knowingly and falsely reporting violations of this Code in bad faith
- Accessing restricted areas without a proper registration pass and/or credential; misusing registrations, passes and/or credentials; presenting false identification; or permitting another person to falsely present the Participant's identification as their own without specific authorization in writing from the Association
- Recording of any content from any activity (including sessions, presentations, Q&A, chat window activity, etc.), in any format (screenshots, pictures, recordings), unless specifically authorized to do so.

## Reporting Unacceptable Behaviour

If you believe you are being subjected to inappropriate conduct, believe someone else is being subjected to inappropriate conduct, or have any other concerns, please contact a member of MPC, or the venue staff **immediately**, so they can work with MPC to resolve the situation. It is always best to address these matters as they are occurring, however, if this is not possible, please email [participantcode@mortgageproscan.ca](mailto:participantcode@mortgageproscan.ca) with full details of the unacceptable behaviour and your contact information.

## Consequences of Participant Engagement in Prohibited Conduct

Any Participant asked to stop engaging in prohibited conduct must comply immediately. In its sole discretion, MPC will determine the nature of the Participant conduct that warrants corrective action, as well as the corrective action to be taken, which may include immediate removal from the conference without warning or refund. MPC reserves the right to prohibit attendance to future events.

Corrective action may take any, or all, of the following steps:

- Verbal warning
- Expulsion from the MPC activity with no refund or credit
- Ban from entry to any future MPC activity
- Notifying employer
- Notifying appropriate authorities
- Ineligibility for, or expulsion from, membership, or other disciplinary action