



CODE OF CONDUCT

Code of Conduct

We believe our community should be truly open for everyone. As such, we are committed to providing a friendly, safe and welcoming virtual environment for all, regardless of gender, sexual orientation, disability, ethnicity, or religion. This code of conduct outlines our expectations for participant behavior, as well as the consequences for unacceptable behavior. We invite all sponsors, speakers, attendees, media, exhibitors and other participants to help us realize a safe and positive conference experience for everyone. All determinations of appropriate or inappropriate behavior are in Informa's sole discretion and the decision(s) of the Informa representatives will be final.

Expected Behavior

You will behave in a way as to create a safe and supportive environment for all ICMI Contact Center Expo virtual event (webinar, live streams, etc.) participants (including ICMI Contact Center Expo employees, moderators, attendees, vendors, sponsors, speakers, and volunteers). You will refrain from disruptive speech or behavior or otherwise interfere with the virtual event or other individuals' participation in the event. You will comply with the instructions of the moderator and any ICMI virtual event staff. You will comply with all applicable laws.

Unacceptable behavior

Any form of harassing, offensive, discriminatory, or threatening speech or behavior, including (but not limited to) relating to race, gender, gender identity and expression, national origin, religion, disability, marital status, age, sexual orientation, military or veteran status, or other protected category. Harassment via any medium (including, but not limited to chats, roundtables, Q&As) such as inappropriate use of nudity and/or sexual images (including presentation slides); deliberate intimidation, stalking or following; harassing materials, photography or recording; sustained disruption of talks or other events (whether verbal or otherwise); and unwelcome sexual attention. Wearing clothing that is not suitable for a professional work environment, that is provocative, or otherwise potentially offensive. Written, verbal or other abuse, intimidation, threats, annoyance, harassment, stalking, pushing, shoving or use of any physical force whatsoever against any person, which in any way creates a disturbance that is disruptive or dangerous, or creates apprehension in a person, as determined by Informa and its show management, in their sole discretion. Any boisterous, lewd or offensive behavior or language, including but not limited to using sexually explicit or offensive language, materials or conduct, or any language, behavior or content that contains profanity, obscene gestures, or racial, religious or ethnic slurs.

Consequences

Unacceptable behavior will not be tolerated whether by other attendees, media, speakers, volunteers, organizers, vendors, sponsors, or exhibitors. Anyone asked to stop unacceptable behavior is expected to comply immediately. Breaches of this Code of Conduct may result in disqualification from participating in future live and virtual events and from engagement across ICMI blogs, online forums, and social media channels.

What to do if you witness or are subjected to unacceptable behavior

If you are subjected to unacceptable behavior, notice that someone else is being subjected to unacceptable behavior, or have any other concerns, please notify a conference organizer as soon as possible. All reports will remain completely confidential. Event Staff will be available to help



participants contact local law enforcement or to otherwise assist those experiencing unacceptable behavior to feel safe for the duration of the conference. You can report unacceptable behavior to

Tara Gibb, Event Director, tara.gibb@informa.com

Jon Osing, Event Delivery Director, jon.osing@informa.com

Scope

We expect all virtual event participants (including ICMI Contact Center Expo employees, moderators, attendees, vendors, sponsors, speakers, and volunteers) to uphold the principles of this Code of Conduct. This Code of Conduct covers the main virtual event and all related events (social or otherwise). Informa employees participating in virtual events must continue to abide by all company policies at all times. The above policies may be revised at any time by Informa and are non-negotiable. This Code of Conduct is without prejudice to Informa's rights, all of which it expressly reserves.

Virtual Attendance Policy

Informa (and any third-party platform provider acting on our behalf) will use your personal information provided during the registration process to host and manage this digital event, and for analyzing visitor traffic with a view to improving the event experience for visitors. During registration, you may have chosen to withhold permission to share your data with third parties (i.e. sponsors & exhibitors), however when entering a virtual exhibition booth your personal information will be shared with the exhibitor to allow them to engage with you. If you agree to share your full contact details directly with another attendee or exhibitors, they may follow-up and use your details for marketing purposes.