

PARTICIPANT CODE OF CONDUCT

August 2021



Overview

Mortgage Professionals Canada (“MPC”) is committed to providing a safe and welcoming environment. This Participant Code of Conduct (the “Code”) applies to all attendees, speakers, sponsors, exhibitors, staff, instructors, service providers, and other guests (collectively referred to as the “Participants”). This Code applies to any program, conference, sessions, seminar, social gathering, class, webinar, and any other activity organized or affiliated with MPC (the “Event”).

This Code has been prepared as a guideline for professional conduct, as well as an overview of consequences for unacceptable behavior. We expect participants to follow this Code so that all participants may enjoy the event responsibly and with respect for the rights of others. 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.

Expected Behaviour

Participants understand and acknowledge that they will:

- 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 its contracted Event facilities and vendors
- Comply with all applicable laws and regulations

Prohibited Behaviour

Violation of this Code includes, but is not limited to, the following:

- Harassment, which is defined for the purposes of this Code to include unwelcome or offensive verbal, visual, or physical contact, including conduct, comments, 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
- 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 Event, or any exhibitor or sponsor program or area
- 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 Event 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 a false identification; or permitting another person to falsely present the Participant’s identification as their own without specific authorization in writing from the Association

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Moreover, this Code is not intended to be all inclusive, and it is likely there will be conduct issues that it does not specifically address. If a situation is not specifically covered, the Participants are expected to follow the direction of Event personnel who will take appropriate action to ensure the safety, security and well-being of Participants.

In addition, Participants are asked to adhere to the following rules:

- The recording or transmission of any education sessions, presentations, webinars, videos, or content in any format is strictly prohibited.
- Disruption of presentations during sessions, courses, in the exhibit hall, or at other associated events.
- All participants must comply with the instructions of the moderator and any virtual event staff.
- Participants should not copy or take screen shots of any presentation, Q&A, or chat window activity that takes place, unless specifically authorized to do so.

MPC reserves the right to take any action deemed necessary and appropriate, including immediate removal from the meeting or course without warning or refund, in response to any incident of unacceptable behavior. MPC reserves the right to prohibit attendance at any future meeting or course, virtually or in person.

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 do not hesitate to contact Event staff who can work with MPC leadership to resolve the situation. The Event staff will be happy to assist those experiencing inappropriate conduct to enable them to feel safe for the duration of the Event. If you, or someone else is in immediate danger, or if you see something suspicious or would like to report a security issue or emergency, please contact venue security or local law enforcement immediately.

Violations of this Code are taken seriously and should be promptly reported to MPC staff present. Please share as much information as you can to help us make a thorough investigation of the incident. MPC will investigate all incidents reported at an Event, with discretion. Under this Code, participants are required to maintain the confidentiality of any material submitted in response to an incident investigation. MPC shall make reasonable efforts to maintain the confidentiality of relevant materials but may disclose case-related materials or information in response to legal process, when already publicly known, or when MPC otherwise determines disclosure is in the best interests of MPC. It is always best to address these matters as they are occurring. However, if this is not possible, please email 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. MPC, in its sole discretion, will determine the nature of the Participant conduct that warrants corrective action, as well as the corrective action to be taken.

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

- Verbal warning
- Expulsion from the Event with no refund or credit
- Ban from future Events
- Notifying employer
- Notifying appropriate authorities

To protect all parties involved, MPC will generally not make any detailed public statements about Code incidents. The decision(s) of MPC are final.