



SUMMIT CODE OF CONDUCT

We are strongly committed to ethical conduct at Payments Canada. We want to emphasize the importance of speaking up if you see behaviour that violates this code or puts our delegates, speakers, sponsors, Payments Canada or its reputation at risk. Payments Canada works very hard each year to plan, manage and produce an exceptional conference, with the objectives of connecting the payments ecosystem, networking, learning and challenging, and our intent is to continue to produce world-class events with world-class speakers, sponsors and delegates for a long time.

HARASSMENT DEFINITION

Any behaviour that demeans, humiliates, or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions, comments, or displays. It may be a single incident or continue over time.

Examples of harassment/sexual harassment may include:

- Written or verbal abuse or threats
- Unwelcome remarks, jokes, innuendos or taunts about a person's body, clothing, race, national or ethnic origin, colour, religion, age, sex, marital status, family status, physical or mental disability, sexual orientation, or other personal characteristics
- Displaying of sexually explicit, sexist, racist or other offensive or derogatory material
- Practical jokes which cause awkwardness or embarrassment
- Unwelcome sexual remarks, invitations or requests, whether indirect or explicit, or intimidation
- Leering or other gestures
- Condescension or paternalism which undermines self-respect
- Humiliating someone
- Unnecessary physical contact such as touching, patting, pinching, punching; and
- Physical or sexual assault

Consensual banter or romantic relationships, where the people involved agree with what is happening, are not harassment.

BE RESPECTFUL

Above all, we ask that all attendees, speakers, sponsors and other guests behave respectfully. Be kind to others. Do not insult or put down speakers or attendees. Harassment and sexist, racist, or exclusionary jokes or comments are not tolerated at The SUMMIT, at satellite events, or on social media or other online platforms for the conference.

If you're asked—whether by a SUMMIT organizer or another attendee—to stop your behavior, you're expected to do so immediately and respectfully.



MAKE CONNECTIONS, NOT SPAM

Respecting your fellow attendees also means interacting with them in human, collaborative, and non-spammy ways. Whether you're sponsoring or just attending, remember that no one has opted in to hear from you simply by being at The SUMMIT. It's important not only to be kind to your fellow attendees, but also to their inboxes.

Of course, we encourage you to connect with other attendees in genuine, human, and helpful ways. However, blasting people with unsolicited pitches, or spamming your fellow attendees is not acceptable.

SPEAK UP AND OWN UP

We believe peer to peer discussions, feedback, and corrections can help build a stronger, safer, and more welcoming community.

If you see someone behaving inappropriately or disrespectfully, and you feel safe and comfortable doing so, you are encouraged to respectfully discourage them from such behavior. If you do not feel safe, comfortable, or otherwise able to respond and resolve it respectfully, please bring it to the attention of The SUMMIT event staff immediately. We want to hear from you about anything that you feel is disrespectful, threatening, or off-side. We will listen and work to resolve the matter.

If you catch yourself behaving disrespectfully, or if someone else shares their discomfort with you, own up to your words and actions, and apologize accordingly. No one is perfect, and even well-intentioned people make mistakes. What matters is how you handle them, and avoiding repeating them in the future.



GETTING HELP

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a Payments Canada employee immediately, identified by their name badge. You can also email hr@payments.ca and we'll respond promptly. All emails in regards to a report of this nature will remain anonymous, unless otherwise indicated by the sender.

We take all concerns seriously, and we will use our discretion in determining when and how to follow up on reported incidents. Depending on the circumstances involved, we may decline to take any further action or may direct the participant to other resources for resolution.

We will be happy to help participants contact venue/event security or local law enforcement, provide escorts, or otherwise assist those experiencing harassment to feel safe for the duration of the event.

If we determine that a SUMMIT participant is acting inappropriately, we may take any actions that we feel are necessary to prevent continued disrespectful behavior or harassment. This may even include expulsion from The SUMMIT without warning or refund.

ATTRIBUTION

This policy is based on several policies, including INBOUND2019's Code of Conduct, Payments Canada's Code of Conduct and Payments Canada's Workplace Violence and Harassment Policy. Feel free to borrow from this Code of Conduct to help make your events safer and more inclusive.