

RIA Participant Code of Conduct

I. Purpose

The RIA is committed to providing a friendly, safe and welcoming environment for all, regardless of gender, race, ethnicity, sexual orientation, religion, ability, or other personal characteristics. This Code of Conduct outlines our expectations for all those who participate in any RIA event or function and describes the consequences of unacceptable behavior.

The RIA expects all participants to create safe and positive experiences for everyone. “Participant” in this Code of Conduct refers to anyone present at any RIA event, function, or meeting, including staff, volunteers, contractors, vendors, exhibitors, members, attendees and their guests.

II. Expected Behavior

The RIA expects all participants to abide by this Code of Conduct in all venues of the RIA event(s), including ancillary events and official and unofficial social gatherings held in conjunction with an RIA event.

- Exercise consideration and respect in your speech and actions.
- Refrain from demeaning, discriminatory, or harassing behavior and speech.
- Be mindful of your surroundings and of your fellow participants.
- Alert the RIA staff and/or leaders if you experience inappropriate conduct or observe a dangerous situation, someone in distress, or violations of this Code of Conduct.
- Immediately cease inappropriate conduct if requested to do so by another participant or RIA staff.

III. Unacceptable Behavior

Unacceptable behaviors include,

- Intimidating, harassing, abusive, discriminatory, derogatory or demeaning speech or actions by any participant, including in one-on-one communications carried out in the context of the event(s);
- Harmful or prejudicial verbal or written comments or visual images related to gender, sexual orientation, race, religion, disability, age, appearance, or other personal characteristics;
- Inappropriate use of nudity and/or sexual images (including in presentation slides);
- Stalking;
- Harassing or unwelcome photography or recording of another person;
- Sustained disruption of talks or other events;
- Repeated unwelcome and uninvited attention or contact;
- Physical and/or sexual assault (including unwelcome and unwanted touching or groping);
- Actual or implied threat of physical harm;
- Actual or implied threat of professional or financial damage or harm.

All conduct and speech in exhibitor, sponsor and vendor booths are subject to this Code of Conduct. In particular, exhibitor representatives may not use sexualized images, activities, or other material that a reasonable person would consider offensive. Booth staff (including volunteers) may not create a sexualized environment through printed material or conversations. Such conduct, even when committed in a joking manner, nevertheless constitutes unacceptable behavior. Excessive swearing and jokes that a reasonable person would consider offensive are not appropriate.

Be aware that RIA event venues may be open to members of the public; please be respectful to all patrons of these locations.

Note: Retaliation by a person accused of harassment against the person making the accusation is a violation of this Code of Conduct.

IV. Consequences of Unacceptable Behavior

Unacceptable behavior by any participant will not be tolerated. If a participant is determined to have engaged in unacceptable behavior, RIA reserves the right to take any action it deems appropriate. RIA reserves the right to remove an individual from the event without warning or refund, to prohibit an individual from attending future RIA events, to prohibit an individual from representing the RIA and/or serving in a volunteer capacity with the RIA, and to notify the individual's employer of the action being taken.

V. If You Are Subject to or Witness Unacceptable Behavior

If you are being subjected to, or witness someone else being subjected to, behavior that you reasonably believe violates this Code of Conduct, you should remove yourself from that situation and then immediately tell a member of the RIA staff. At RIA events, staff can be identified by name badges. If you cannot find a member of the RIA's staff, go to the registration desk and ask to be directed to an onsite staff person. All complaints will be treated **seriously** and responded to **promptly after appropriate investigation of the facts**. To the extent possible, **all reports will be treated in a confidential manner, provided, however, that the respondent will be made aware of the identities of the complainant and of any complainant witnesses**. Complaints should include the following information:

- Identifying information (name / appearance) of the complainant and the person alleged to have engaged in unacceptable behavior (the respondent)
- The specific behavior that was in violation of the Code of Conduct
- The location and approximate time of the behavior (if different than the time the report was made)
- The circumstances surrounding the incident
- Identifying information of other people involved in or witnessing the incident

If a complaint is reported verbally to RIA staff onsite at an RIA event, its substance will, as soon as practicable, be memorialized in writing by the RIA staff person and signed by the complainant. If needed or requested, staff will help participants contact venue security or local law enforcement, provide escorts, or otherwise assist those experiencing unacceptable behavior to feel safe for the duration of the event. If necessary, RIA staff may convene the RIA Executive Committee during the RIA event to determine how best to respond to the allegations of unacceptable behavior.

While immediate reporting of unacceptable behavior at RIA events is encouraged, RIA recognizes that it may not always be possible. Complaints not made immediately will only be considered if submitted in writing within three (3) months of the alleged unacceptable behavior. Complaints should be addressed to RIA's Chief Executive Officer, currently Kristy Cohen, at kcohen@restorationindustry.org.

If RIA staff determines that the allegations in the complaint, even if true, fail to establish that a violation of the Code of Conduct has occurred, RIA staff will inform the complainant that no action will be taken on the complaint.

If RIA staff determines that the allegations in the complaint, if true, establish that a violation of the Code of Conduct has or could have occurred, staff will investigate the facts, providing the respondent with a copy of the complaint and all supporting documentation submitted by the complainant. The respondent will be given an opportunity to submit a written response to the complaint, together with any supporting documentation. The respondent's submission will be provided to the complainant, and the complainant shall have one additional opportunity to submit further information for consideration by RIA. A summary of the parties' submissions, without identifying information regarding the complainant, respondent or witnesses, will be prepared and provided to the RIA Executive Committee, which shall have final authority to determine whether a violation of the Code of Conduct has occurred and, if so, what the appropriate consequence to the respondent will be. The decision of the Executive Committee, which shall not be subject to appeal, will be communicated in writing to the complainant and the respondent.