

Code of Conduct

The Plumbing-Heating-Cooling Contractors—National Association (PHCC) is committed to ensuring that PHCCCONNECT2020 is a welcoming and inclusive space for sharing ideas and knowledge. To this end, PHCC will provide a safe and productive online environment that promotes collegiality, respect, and equal opportunity for all.

PHCCCONNECT2020 participants agree to refrain from all forms of discrimination, harassment, and bullying (as defined below) in their interactions during the conference. This code of conduct applies to all participants of the virtual conference, including but not limited to attendees, speakers, sponsors, exhibitors, staff, contractors, volunteers, and any other viewers. In addition, participants should follow the guidelines of the [PHCC Antitrust Statement](#) and the PHCC online communities' [Code of Conduct](#).

Chat Room Etiquette

- Don't challenge or attack others. The discussions and comments are meant to stimulate conversation not to create contention. Let others have their say, just as you may.
- Use the message feature to set up private meetings with exhibitors. Do not share your private information (email, phone number, etc.) in an open chat. Others will have access to this information.
- All defamatory, abusive, profane, threatening, offensive, or illegal comments are strictly prohibited. Do not post anything that you would not want the world to see or that you would not want anyone to know came from you.

Among the behaviors that will not be tolerated are the following:

- **Discrimination** is the prejudicial treatment of individuals or groups of people based on their race, ethnicity, color, national origin, sex, sexual orientation, gender identity, age, religion, disability, veteran status, or any other characteristic protected by applicable laws.
- **Sexual harassment** is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that creates an intimidating, hostile, or offensive environment.
- **Bullying** is unwelcome, aggressive behavior involving the use of influence, threat, intimidation, or coercion to dominate others in the professional environment.
- **Speech** that is not welcome or that is personally offensive, whether it is based on ethnicity, race, gender, age, body size, disability, veteran status, marital status, sexual orientation, gender identity, or any other reason unrelated to scientific merit.
- **Deliberate intimidation**, stalking, following, sustained disruption of talks or other events, inappropriate contact, and unwelcome attention through any medium.
- **Other types of harassment** include any written, verbal, or other conduct in any medium directed at individuals or groups of people because of their race, ethnicity, color, national origin, sex, sexual orientation, gender identity, age, religion, disability, veteran status, political affiliation or any other characteristic protected by applicable laws, that creates an intimidating, hostile, or offensive environment.

Behavior that is acceptable to one person may not be acceptable to another, so we ask that you use discretion to be sure that respect is communicated. Harassment intended in a joking manner nevertheless constitutes unacceptable behavior. **Retaliation for reporting harassment is also a violation of this policy, as is reporting an incident in bad faith.** It is essential to remember that it

is the perception by the observer and/or receiver of any of the above, not the intent by the perpetrator, that constitutes a violation of the code of conduct.

Reporting Harassment

Any harassment, whether experienced directly or witnessed, should be reported promptly to **PHCC's HR Department**. All complaints will be taken seriously and responded to promptly. Confidentiality will be maintained to the extent that it does not compromise the rights of others.

What We Will Do

Once we have received a harassment complaint, **Conference Managers, PHCC's event management consultant**, will promptly:

- Privately get in contact with the complainant to discuss the details of the situation they encountered
- Contact the alleged offender to discuss the complaint
- Report findings to the **Conference Managers** president who will determine next steps
- Consult with the complainant before taking any action
- Seek legal counsel as appropriate

Conference Managers reserves the right to remove an individual from the conference without warning or refund, prohibit attendance at future conferences, and notify the individual's employer and federal funding agencies.

For any questions about the policy, please contact the HR Department at hr@naphcc.org.