



MISSOURI SMALLFLOWS ORGANIZATION CODE OF CONDUCT

Values Statement

The Missouri Smallflows Organization Conference provides the opportunity for professionals in the wastewater industry to come together to learn, discuss and network with other professionals. MSO is committed to providing a safe, friendly and welcoming environment for everyone regardless of gender, age, disability, race, political stance, religion, appearance, sexual orientation or other characteristics. The MSO Conference Committee expects all people to attend, teaching or managing the conference to ensure a safe, positive experience.

This Code of Conduct outlines our expectations for appropriate behaviors, as well as the consequences of inappropriate behaviors, for all attendees, staff, guest speakers, and sponsors (called participants).

Expected Behavior

We ask all participants to be respectful, considerate and courteous. Refrain from discrimination, harassment, disparagement or any other demeaning speech and actions. We expect all participants to act in a professional manner reflecting the reputation and values of our association.

Unacceptable Conduct

Misconduct:

Misconduct is defined as any type of discriminatory language, harassment, disparagement, demeaning speech or actions, bullying and prejudice. Any deliberate attempts to disrupt other participants is prohibited. Destructive actions, such as attempts to damage property are prohibited.



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No Soliciting:

Participants are prohibited from soliciting during The Missouri Smallflows Organization Conference. Exhibitors see the exceptions on the next page. Biased marketing is not permitted. This conference is intended to grow our industry and help professionals network and learn. Solicitation hinders participants' experiences and ability to engage in conference events.

Soliciting will be defined as follows:

1. Direct sales pitches with the intention of gaining business
2. Any off-site activities hosted to draw attendees away from the conference
3. Poaching to recruit workers from other places of business
4. Asking for donations
5. Handing out flyers

What is accepted?

1. Handing out business cards for networking
2. Open-ended questions
3. Scheduling time for further discussion outside of the conference
4. Discussing different products or brands as a whole



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For those who paid for a booth (Exhibitors), please read carefully:

The ONLY EXCEPTION to this rule is those who paid for a booth. These individuals or companies must adhere to these guidelines:

1. You MAY hand out flyers or other promotional materials, ONLY in your booth area
2. You MAY give sales pitches, ONLY in your booth area
3. You CANNOT go outside your designated booth area, such as around the conference center, handing out promotional materials or giving sales pitches
4. You MUST respect your competitors. No harassment or discrimination allowed

Legal & Compliance:

Each participant must adhere to local laws, industry regulations, and data privacy standards. Infraction of these regulations will be handled by local or industry law enforcement.

Reporting Procedures

Any person can bring an issue to the attention of a Board Member or the Executive Director. These individuals can be distinguished by a special ribbon on their name badge.

Hotel security and staff will also be present. You may bring up issues to the hotel staff, but direct conference issues, including participant issues, need to be addressed through a Board Member or the Executive Director.



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Reporting Mechanisms:

To alert a Board Member or the Executive Director of an issue, find an individual with a special ribbon on their badge. Know that any information shared with a Board Member or the Executive Director can be done so with confidence. Your identity and information will remain confidential. This ensures the safety of the informant.

Disciplinary Actions

Any infraction of this Code of Conduct will result in disciplinary action. Disciplinary action may include, but is not limited to:

1. A verbal warning will be issued on the first infraction
2. Expulsion from the conference event upon the second infraction and participant forfeits registration fees.

Note: Expulsion can be the first option if the infraction is more egregious.

Participant Signature

By registering for the MSO Conference & Trade Show, I agree to the MSO Code of Conduct from the date of purchase.

Signature

Date