

Insurance Brokers Association of Ontario Event Code of Conduct

Written and approved by the IBAO Board of Directors: April, 2022

IBAO has established this Event Code of Conduct (the “**Code**”) as a framework for fostering respect and professionalism in interactions and relationships built among individuals at IBAO events.

All attendees of IBAO-related events, including but not limited to IBAO members, IBAO Sponsors, IBAO Vendors, IBAO Education Facilitators, IBAO Speakers and IBAO employees (collectively referred to as the “**IBAO Event Delegates**”), are required to comply with this Code and required to conduct themselves in a professional and respectful manner. All IBAO-related events should be guided by the principles established by this Code. All attendees should also use this code and complaint process to share any unwanted acts of misconduct by third party individuals during their event experience.

This Code of Conduct will be enforced to ensure a positive experience for staff and attendees of IBAO Events. For certainty, the Code not only applies to IBAO sanctioned events but also to every aspect of an IBAO Event Delegate’s presence at the IBAO-related event. This includes unofficial parties, as well as any gatherings at restaurants or bars ancillary to the IBAO-related event. It also includes online conduct on virtual event platforms using digital event tools. This Code cannot replace common sense combined with good judgment. Furthermore, it cannot address all instances of inappropriate or unacceptable conduct but nevertheless, the principles outlined in the Code should be regarded as providing a baseline for honest, professional, and ethical decision-making. If there is any doubt as to the applicability of the Code, or the appropriate course of action to be adopted, the matter should be discussed with the CEO of IBAO.

Guiding Principles

IBAO Members are expected to govern their conduct and behaviour in a professional and appropriate manner and consistent with the principles set out below.

Inappropriate and unacceptable conduct includes, but is not limited to:

- Violence, bullying, harassment or sexual harassment
- Illegal or unethical behaviour
- Commission of a criminal offence
- Using obscene, abusive or discriminatory language, including comments promoting hatred or discrimination against any identifiable group or community
- Engaging in physical violence or violent, threatening or intimidating language
- Theft of or deliberate damage to IBAO property
- Engaging in inappropriate and/or unprofessional communications and contact with other IBAO Event Delegates

- For IBAO employees, reporting to work or working while under the influence of alcohol or drugs, whether legal or illegal
- Consuming alcohol in excess or encouraging consumption of alcohol in excess at IBAO-related events
- Defamatory or disparaging comments about IBAO Event Delegates
- Possession of weapons or illegal substances
- Refusing to comply with all applicable laws and venue policies, including but not limited to public health mandates

IBAO requires all IBAO Event Delegates to behave appropriately and professionally, and to avoid the conduct listed above while at any IBAO-related events, including but not limited to off-site events, training, professional development activities, virtual event platforms, conferences, IBAO-sponsored social gatherings, unofficial gatherings in connection with IBAO-related events and incidents that are ancillary to IBAO-related events. Unofficial gatherings in connection with IBAO-related events must be held in public spaces. We do not condone private gatherings held in personal spaces.

Generally speaking, how IBAO employees conduct themselves outside of working hours or how IBAO Event Delegates and attendees of IBAO-related events conduct themselves at non IBAO-related events is their own personal business. However, if the association receives reports that an Event Delegate has failed to abide by this code of conduct, then the association may take whatever actions it deems appropriate, including, for example, expulsion from the conference without refund, notification of participant's employer, disqualification from attending future events or removed as an IBAO Member.

Discrimination

Discrimination contrary to the *Human Rights Code* is unlawful and will not be tolerated by the IBAO. IBAO is committed to providing a respectful environment and no IBAO Event Delegate may be discriminated against based on any ground prohibited under the *Human Rights Code*.

Harassment and Violence

Violence under this Code means:

- The exercise of physical force by an IBAO Event Delegate against another IBAO Event Delegate at the workplace, at an IBAO-related event or at any ancillary events or gatherings in connection with an IBAO event that causes or could cause physical injury to the IBAO Event Delegate;
- The attempted exercise of physical force by an IBAO Event Delegate against another IBAO Event Delegate at the workplace, at an IBAO-related event or at any ancillary events or gatherings in connection with an IBAO event that could cause physical injury to the IBAO Event Delegate;
- A statement or behaviour that is reasonable for an IBAO Member to interpret as a threat to exercise physical force against the IBAO Member.

Harassment means an IBAO Member engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome and includes sexual harassment. Sexual harassment means:

- An IBAO Event Delegate engaging in a course of vexatious comment or conduct against another IBAO Event Delegate because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or
- An IBAO Event Delegate making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the other IBAO Event Delegate and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

There can be circumstances where a single incident of inappropriate behaviour may be substantial enough to constitute harassment by creating a “poisoned environment”.

Violence, harassment and sexual harassment are strictly prohibited at any IBAO workplaces, while on IBAO-related business, during any IBAO-related events, including but not limited to unofficial gatherings ancillary to IBAO-related events, and at any time when IBAO Event Delegates are interacting with each other.

Complaints

Any violations of this policy should be reported to the IBAO in one of the following ways:

- By emailing csimpson@ibao.on.ca
- In an urgent situation, by contacting the person who is responsible for the event. This person’s name and contact information will be available on registration material.

The IBAO CEO and IBAO Chair of the Board will both be informed of the issue. IBAO will investigate and respond to incidents and complaints and will take remedial action as necessary and appropriate. Incidents will be responded to within 24 hours after receipt. Information about complaints shall be kept confidential to the extent possible. Cooperation is expected by individuals where there is an investigation of misconduct ongoing or pending

The existence of complaints, both informal and formal, and any details pertaining to such complaints will be kept in confidence, except where disclosure of information is required to investigate the complaint, where such information is necessary for the respondent to defend against such allegations, or where we are required by law to do so, for example, as part of an investigation conducted by a law enforcement agency.

False and Unsubstantiated Complaints: No disciplinary action or reprisal can be made against a complainant who acts in good faith and exercise his or her rights under this Policy and under the law, even if the complaint turns out to be false, impossible to verify or if the behaviour complained of does not amount to violence or harassment. A reprisal against such a complainant is itself a form of harassment and will not be tolerated. However, a false accusation made by a person who knows it to be false may

also amount to harassment and would be subject to appropriate disciplinary action up to and including termination.

Should any IBAO Event Delegate have any questions about the Code or wish to report a violation, the matter should be brought to the immediate attention of **Colin Simpson, CEO** at 416.488.7422 or **csimpson@ibao.on.ca**.

IBAO will take corrective action with respect to any individual who violates this Code, including but not limited to expulsion from the conference without refund, notification of participant's employer, disqualification from attending future events or removed as an IBAO Member.