



Execs In The Know

15 YEARS CX EXCELLENCE

Execs In The Know Event Code of Conduct

Our Commitment

At Execs In The Know (EITK), we are committed to creating a professional, inclusive, and welcoming environment where every Participant can learn, connect, and thrive. All individuals—attendees, speakers, partners, vendors, volunteers, and staff—are expected to uphold this commitment at the Customer Response Summit (CRS) and all EITK events, whether in-person or virtual.

We celebrate diversity and encourage open dialogue, while maintaining an environment free from harassment, discrimination, intimidation, or any form of inappropriate behavior.

Expected Conduct

Participants are expected to:

- Conduct themselves in a professional, respectful, and considerate manner.
- Contribute to a positive, inclusive, and collaborative environment.
- Respect the diversity of people, ideas, and perspectives.
- Comply with all applicable laws, venue rules, and event guidelines.
- Honor the purpose of EITK events: to share knowledge, foster meaningful connections, and advance the customer experience industry.

Prohibited Behavior

Unacceptable conduct includes, but is not limited to:

- Harassment in any form, including offensive verbal, written, or visual comments related to race, gender, gender identity or expression, age, sexual orientation, disability, physical appearance, religion, ethnicity, political beliefs, or other protected characteristics.
- Inappropriate physical contact, unwelcome sexual attention, or advances.
- Intimidation, stalking, or unwelcome photography/recording.
- Disruptive, disrespectful, or unsafe behavior that interferes with the event or others' participation.
- Damage to property or violation of venue safety rules.
- Retaliation against anyone reporting a concern.

Reporting Concerns

If you experience or witness inappropriate behavior, please notify an EITK staff member immediately or email susan@execsintheknow.com. All reports will be handled with confidentiality and care. If you or someone else is in immediate danger, contact venue security or local law enforcement.

Consequences

EITK reserves the right to take appropriate action in response to violations of this Code, including but not limited to:

- Immediate removal from the event without refund
- Prohibition from future EITK events
- Referral to law enforcement if warranted

Our Shared Responsibility

Together, we shape the culture of our community. By choosing respect, professionalism, and inclusivity, we ensure CRS and all EITK events remain safe, welcoming spaces where leaders can connect, learn, and grow.

Printed Name

Signature

Date