

HiWorld Code of Conduct

User Testing, Inc. (“UserTesting”) believes our community should be truly open for everyone. As such, we are committed to providing a friendly, safe and welcoming environment for all attendees, sponsors, volunteers, speakers, organizers, venue staff, media, exhibitors, vendors, and other guests (collectively, “Event Participants”) of Human Insight World (“HiWorld”), a virtual customer conference, free from discrimination for any reason including on the basis of gender, gender identity, sexual orientation, disability, race, ethnicity, age, and religion. This Code of Conduct outlines our expectations for Event Participant behavior as well as the consequences for unacceptable behavior.

We invite all Event Participants to help us realize a safe and positive conference experience for everyone.

Expected Behavior

All Event Participants are expected to: be considerate, respectful, and collaborative; refrain from demeaning, discriminatory or harassing behavior or speech; be mindful of your surroundings and of your fellow Event Participants – your fellow Event Participants may have a different level of comfort with respect to language and personal space.

Unacceptable Behavior

Unacceptable behaviors include: intimidating, harassing, abusive, discriminatory, derogatory, or demeaning conduct; offensive verbal comments including as related to gender, gender identity, sexual orientation, disability, race, ethnicity, age, or religion; inappropriate use of nudity and/or sexual images in public spaces (including presentation slides); deliberate intimidation, stalking or following; harassing photography or recording; sustained disruption of talks or other events; inappropriate physical contact; and unwelcome sexual attention.

Chat Guidelines for Event Participants

For all chat interactions during HiWorld, we expect Event Participants to abide by the HiWorld Code of Conduct to ensure the environment remains productive and respectful. The following chat guidelines will further help ensure we maintain an inclusive community throughout our two-day event:

- Be respectful of others.
- Avoid conflicts and arguments.
- Use common sense, kindness, and consideration together with the guidelines outlined above.

Consequences of Unacceptable Behavior

Unacceptable behavior by Event Participants will not be tolerated. Anyone asked to stop unacceptable behavior is expected to comply immediately. If an Event Participant engages in unacceptable behavior, the HiWorld staff may take any action they deem appropriate, at their sole discretion, up to and including expulsion from HiWorld without warning or refund.

What to Do If You Witness or Are Subject to Unacceptable Behavior

If you are subject to unacceptable behavior, notice that someone else is being subject to unacceptable behavior, or have concerns that this Code of Conduct is not being followed, notify a HiWorld staff person at events@usertesting.com as soon as possible. All reports will remain completely confidential. HiWorld staff will determine and carry out the appropriate course of action, and will be available to help Event Participants experiencing unacceptable behavior feel safe for the duration of the event. As requested, a follow-up report will be made to individuals who report being harassed.

Scope

We expect all Participants to abide by this Code of Conduct at all HiWorld venues and HiWorld-related social events. Event Participants seek to learn, network, and have fun. Please do so responsibly and with respect for the right of others to do likewise. Thank you for your cooperation in helping us maintain a friendly, safe, and welcoming conference environment.

Updated April 28, 2020