



MPI Ottawa Code of Conduct for Committee Chairs & Volunteers

(Policy Document — Requires Signature at bottom)

Purpose

This Code of Conduct outlines the expected behaviour and professional standards for all MPI Ottawa Committee Chairs and volunteers, who are entrusted with advancing the mission of the Ottawa Chapter and stewarding a culture of professionalism, integrity, accountability, and respect.

Applicability

This Code applies to all Committee Chairs and volunteers

1. Guiding Principles

Committee Chairs and volunteers are expected to:

- Model the highest standards of professional behaviour in the Canadian meetings & events industry
- Act in the best interests of the MPI Ottawa Chapter and not in self-interest
- Uphold the brand, reputation, and ethical standing of the Chapter
- Lead with respect, collegiality, and zero tolerance for harassment, bullying, or discrimination
- Preserve the mental and psychological safety, and dignity of their colleagues and volunteers
- Escalate issues of concern early, while they are still small, to prevent damage to relationships, volunteers, and Chapter deliverables

These principles apply equally in-person, virtually, and on all communication channels used for MPI Ottawa business.

2. Behavioural Expectations

Committee Chairs and volunteers are expected to:

1. **Operate with reliability and accountability**
Complete assignments by agreed deadlines, proactively communicate if deadlines need to be adjusted, and/or support is required in a timely manner
2. **Lead volunteers effectively and respectfully**
Provide clear expectations of tasks, deadlines, and roles. Treat volunteers with courtesy, inclusivity, and encouragement.
3. **Maintain professional communications**
Use respectful language in all forms of communication. Avoid sarcasm, demeaning comments, and aggressive or dominating behaviour in written and verbal discussions.
4. **Avoid self-promotion or personal agendas in MPI spaces**
Do not use MPI roles or platforms to advance personal business interests, harm competitors, or build personal brand at the expense of Chapter outcomes.
5. **Support event deliverables and operational needs**
Participate in event day responsibilities assigned by Directors/Chairs. As a volunteer, “showing up” to be visible without shouldering duties is not compatible with this role.
6. **Model inclusive, harassment-free conduct**
Discrimination, misogyny, sexism, intimidation, threats, and other forms of harassment are prohibited.
7. **Comply with all MPI Global policies including Conflict of Interest**
When in doubt, disclose. Transparency builds trust.

3. Duty to Address and Escalate Issues Early

Board Directors and Committee Chairs are expected to address small issues early, at the lowest level, directly and respectfully, consistent with the conflict escalation protocol.

Committee Chairs and volunteers are expected to attempt to resolve issues directly with involved parties first. If that fails, the issue must be escalated to their Director, then VP, then to the Office of the President. The Director of Leadership is available as a resource to support with this process. Issues are required to be escalated in a timely manner in order to be addressed effectively.

4. Serious Misconduct

The MPI Ottawa Chapter will not tolerate any behaviour that undermines the safety, integrity, or reputation of the Chapter, its volunteers, members, sponsors and the business events industry as a whole.

Examples of serious misconduct include, but are not limited to:

- Harassment (sexual, racial, gender-based, psychological)
- Threats or intimidation
- Fraud, theft, misappropriation of MPI Ottawa funds or assets
- Abuse of power or targeted bullying
- Unethical or illegal behaviour in the execution of Chapter duties

Serious misconduct may result in immediate removal from position as outlined in the Conflict Escalation & Sanctions Protocol document.

5. Acknowledgement & Signature

All Committee Chairs and volunteers must sign this document annually at the beginning of their service year.

By signing below, I acknowledge that I have read, understand, and agree to comply with the MPI Ottawa Code of Conduct for Committee Chairs and Volunteers

Name: _____

Signature: _____

Date: _____