

GLOBAL NAIROBI, KENYA 06-08 DECEMBER 2023

# CONGRESS

Building a resilient future for consumers

## PARTICIPANT CODE OF CONDUCT

### PURPOSE

Consumers International is committed to a Global Congress at which everyone can participate in an inclusive, respectful, healthy and safe environment and be treated with fairness and dignity.

### APPLICABILITY

This Code of Conduct applies to all participants at the Consumers International Global Congress 2023, including all persons attending (whether in person or virtually) or involved in any capacity including in its set up or delivery. By attending or being involved in any capacity at the event, participants agree to abide by the Participant Code of Conduct.

Consumers International is committed to implementing the Participant Code of Conduct fairly and without discrimination.

### GUIDING PRINCIPLES

Consumers International is committed to upholding the fundamental human rights, dignity and worth of the human person, and equal human rights of all participants in in the event.

Participants at the Consumers International Global Congress are expected to respect cultures, opinions and thinking that differ from their own.

### SCOPE OF THE CODE OF CONDUCT

#### **Participants must:**

- Treat all other participants with respect and dignity. Any form of harassment or bullying is prohibited
- Actively support and champion the cause of Consumer Rights at the Global Congress

- Follow all applicable rules and procedures of the event, including any relevant health and safety protocols
- Cooperate with requests and instructions from Consumers International and security staff issued in their official capacity regarding the use of facilities and access to and conduct within the venues of the event.

## PROHIBITION OF HARASSMENT, INCLUDING SEXUAL HARASSMENT

Harassment is any improper or unwelcome conduct that might reasonably be expected or be perceived to cause offence or humiliation to another person. Harassment in any form because of gender, gender identity and expression, sexual orientation, physical ability, physical appearance, ethnicity, race, national origin, political affiliation, age, religion or any other reason is prohibited at the event.

Sexual harassment is a specific type of prohibited conduct. Sexual harassment is any unwelcome conduct of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation. Sexual harassment may involve any conduct of a verbal, nonverbal or physical nature, including written and electronic communications, and may occur between persons of the same or different genders.

## COMPLAINT PROCESS

If you witness improper conduct, or if you are a victim of harassment, you may report the matter. Reports can be made to Consumers International officers or to the email address [Congress@consint.org](mailto:Congress@consint.org).

A participant should never knowingly make a false or misleading claim about prohibited conduct.