

# PCC Users' Conference Code of Conduct

PCC's Users' Conference is a meeting of PCC users to engage with PCC products and services, staff, exhibitors, educational and social opportunities, and each other. Everybody who participates in one way or another is expected to conform to this Code of Conduct (CoC). This includes PCCers, conference attendees (in-person and virtual), speakers, exhibitors, and guests.

## Why do we have a Code of Conduct?

PCC's Users' Conference has been an amazing experience for many years. As PCC and our conference grow, we want to ensure that we all continue to have a wonderful experience. Our goals for establishing this Code of Conduct are:

- Informing everyone of the expected behavior. We are a diverse community, and having a Code of Conduct makes the expectations of everybody's behavior explicit and transparent.
- Helping everyone feel comfortable and included. Many PCC users are new to our community. We want to set the expectation that harassment and other unpleasant behavior are not acceptable. If people do have an unpleasant experience, they'll know that's neither the norm nor acceptable to us as a community.
- Having a framework for report handling. The Code of Conduct is the basis for dealing with a report, assessing whether the CoC was violated, and determining what action should be taken.
- Helping to build trust that, if an incident is reported, we will do a thorough investigation, and not blame the reporter. Even, for example, if the incident concerns someone in a position of power.

The Code of Conduct isn't an exhaustive list of things that you must do or can't do. Rather, take it in the spirit in which it's intended. It's a guide to make it easier to enrich all of us, the communities in which we participate, and those which we represent.

If you believe someone is violating the Code of Conduct, please report it. Contact details are listed at the end of this Code. When handling a report, we follow our [Code of Conduct Response Guide](#).

## The principles

- **Be courteous and welcoming.** We strive to be a community that welcomes and supports people of all backgrounds and identities. This includes, but is not limited to, members of any race, ethnicity, culture, national origin, color, immigration status, social

and economic class, educational level, sex, sexual orientation, gender identity and expression, age, size, family status, religion, and mental and physical ability.

- **Be careful in the words that you choose.** Not all of us will agree all the time, but disagreement is no excuse for poor behavior and poor manners. We might all experience some frustration now and then, but we cannot allow that frustration to turn into a personal attack. It's important to remember that a community where people feel uncomfortable or threatened is not a productive one.
- **Be respectful.** We are a community of professionals, and we conduct ourselves professionally. Be kind to others. Members of the PCC community are respectful when dealing with other members as well as with people outside the community. Harassment and other exclusionary behavior aren't acceptable. This includes, but is not limited to:
  - Violent threats or language directed against another person.
  - Discriminatory jokes and language.
  - Posting sexually explicit or violent material.
  - Personal insults, especially those using discriminatory terms.
  - Inappropriate physical contact or unwelcome sexual attention.
  - Harassing photography or recording.
  - Sustained disruption of talks or other events.
  - Deliberate misgendering.
  - Deliberate "outing" of any private aspect of a person's identity without their consent except as necessary to protect vulnerable people from intentional abuse. This includes sharing personally identifying information ("doxing").
  - Knowingly making harmful false claims about a person.
  - Pushing a person to drink alcohol when they don't want to drink, or deceiving someone into drinking alcohol.
  - Harassment of others in any form. In general, if someone asks you to stop, then stop.
  - Advocating for, threatening to, or encouraging, any of the above behavior.

Some events may provide alcoholic drinks. However, participants are expected to drink responsibly. Alcohol use or other intoxication are never accepted as an excuse for CoC violations.

## Where does the Code of Conduct apply?

This Code of Conduct applies to all spaces that are part of the PCC Users' Conference. This includes:

- Conferences (including social events and peripheral activities)
- Presentation materials used in talks or sessions
- The conference app
- Any other forums created or hosted by PCC which the community uses for communication in the context of or related to the Users' Conference.

The Code of Conduct does not exclusively apply to events on an official agenda. For example, if after a scheduled social event you go to a bar with a group of fellow participants, and someone harasses you there, we would still treat that as a CoC violation.

## Exhibitors

Exhibiting at the PCC UC is different from other venues. When you exhibit at the PCC Users' Conference, we welcome you as a member of our community, and we expect you to be respectful to the community you operate within. Our top priority is providing the highest quality experience possible for our clients and guests.

All exhibitors in the exposition hall, sponsor or vendor booths, or similar spaces are subject to the Code of Conduct. In addition, our attendees are here to learn and network with their fellow PCC users and we aim to build an environment that supports their learning. We welcome exhibitors to attend courses (provided there is enough space for attendees), network, and generally immerse themselves in the conference experience. We expect that exhibitors will focus on building relationships and contributing positively to attendees' conference experience.

In case of violations, exhibitors may be sanctioned and/or expelled from the event or activity without return of any sponsorship contribution or exhibition fee.

## What can happen if the CoC is violated?

In case of a Code of Conduct violation, some of the actions PCC may take are:

- Requiring that a participant stop their behavior.
- A private or public reprimand.
- Requiring that a public apology is made.
- Requiring that a participant prevent further contact with certain other participants.
- Not publishing the video of a conference talk.
- Canceling a conference talk.
- Removing a participant from the conference, meetup or online space, without refund.
- No action (if the team determines no violation occurred).

The action taken is at the discretion of the Code of Conduct Response team. Participants are expected to comply immediately, and further action may be taken in case a participant does not comply. A record will be kept of all incidents.

## What to do in case of violations

If a Code of Conduct incident happens that affects you, or you witness it affecting someone else, please contact the Code of Conduct Response team immediately at [conduct@pcc.com](mailto:conduct@pcc.com).

## Guidelines for reporting incidents

Please do not feel like you may be a burden to us by reporting incidents, even if you happen to report multiple incidents. We rather consider reports an opportunity for us to act: by knowing about an incident, we can act on it, and often prevent it from continuing or repeating. But if we don't know, we can't take action.

If you are not sure whether the situation was a Code of Conduct violation, or whether the CoC applied to that particular space, we encourage you to still report it. We would much rather have additional reports where we decide to take no action, rather than miss a report of an actual violation. We do not look negatively on you if we find the incident is not a violation. And knowing about incidents that are not violations, or happen outside our spaces, can also help us to improve the Code of Conduct or the processes surrounding it.

In your report please include, when possible:

- Your contact info (so we can get in touch with you).
- Names or descriptions of anyone who was involved or who witnessed the incident.
- When and where the incident occurred. Please be as specific as possible.
- Your account of what occurred. If there is a written record (e.g. app messages or texts) please include screenshots, or otherwise a link.
- Any extra context you believe existed for the incident.
- If you believe this incident is ongoing.
- Any other information you believe we should have.

If you are unable to communicate all of this information at the time of the initial report, please still make the report and include as much information as you have.

If you feel unsafe reporting on behalf of yourself, you may choose someone to represent you. In this case, we'd need their contact information, but we'd ask you to make clear that this person represents you.

When handling a report, we follow our [Code of Conduct Response Guide](#).

All reports will be kept confidential. In some cases a public statement might be required (for example in a CoC transparency report following conferences), but these reports are anonymized and do not include any personally identifying information.

**Credit:** Adapted, in large part, from the [Write the Docs Code of Conduct](#) under the CC BY-NC-SA 4.0 license.