

### **Purpose**

The purpose of this Code is to facilitate the orderly and efficient management of EVH events for the benefit of those attending them, the organisations we represent as a whole, and others involved at the event.

### **Scope**

This Code applies equally to staff and voluntary Board/committee members from EVH or any other organisation and any other persons attending conferences, seminars, meetings or other events organised by EVH.

### **General Principle**

The general principle underlying this Code is that it is the responsibility of each organisation attending EVH events to ensure that its delegates act in a reasonable manner.

### **Code**

1. Those attending must conduct themselves in a responsible manner which does not bring the good name of the organisations, and EVH in particular, into disrepute.
2. Those attending must show respect for others who are attending or who are in the vicinity of the EVH event. To avoid disturbing the concentration of fellow colleagues, delegates should refrain from chatting during presentations or outside any live session rooms.
3. Those attending must comply with the reasonable requests of EVH staff managing the event.
4. It is a condition of booking that delegates will accept, without question, that they will immediately, and without any debate or delay, leave any session or other event when asked to do so by an EVH official.
5. If the event is held outwith EVH premises, all delegates are requested to wear their event name badge during session times, to distinguish EVH delegates from other delegates.
6. Only food and alcohol purchased at a venue may be consumed at mealtimes, otherwise the venue is within its rights to apply a charge.
7. Delegates should refrain from bringing live animals into the premises without prior written consent (excluding assistance animals).
8. Mobile device sound to be switched off during all sessions and speeches.

### **Examples of Conduct Breaching this Code**

Examples include contravening EVH's policy of maintaining a smoke-free environment, failing to settle hotel room service charges (if applicable), using offensive language, harassing others, abusing alcohol or other drugs. No Code can hope to spell out the appropriate behaviour for every situation, nor should it seek to do so. In the final analysis, EVH relies on each attendee making a judgement on what is right and proper in any given situation.

### **Enforcement**

EVH staff and Executive board members will take reasonable steps to achieve compliance with the Code. This may include, if required, seeking support from others/other personnel from the same organisation as the person they believe to be breaching the Code.

If this action is insufficient, EVH staff and Executive board members will seek witnesses and obtain assistance from the most appropriate authority available, the management of the venue (if appropriate) or (in serious cases) the local police.

As soon as possible after an incident EVH's Chairperson will take up the matter with the organisation of the person alleged to have breached the Code, to seek a satisfactory resolution. The matter will also be reported to the next meeting of the Education & Training Committee. Any unresolved cases will be referred to EVH's Executive Committee.

### **Complaints**

Delegates are welcome to voice any minor matters with EVH officials at the event. Any complaint from any person aggrieved at being asked to leave all/part of the event will not be entertained at the event itself. Instead, this will be considered post event.

We thank you for your attention in this matter.