ICBA VIRTUAL CONFERENCE CODE OF CONDUCT

The ICBA LEAD FWD Summit aims to be welcoming, safe, and inclusive to all participants, with the most varied and diverse backgrounds possible. As such, The Independent Community Bankers of America (“ICBA” or the “Association”) has adopted a zero-tolerance policy toward all forms of unlawful discrimination and harassment. This zero-tolerance policy means that the Association will not tolerate any conduct by or towards any meeting participant and ICBA staff during the virtual conference that singles out an individual or group of individuals for different treatment than others based on a protected characteristic, that is intended to or has the effect of unreasonably interfering with another’s participation in or that creates an intimidating, hostile, or offensive virtual conference. Accordingly, the Association absolutely prohibits harassment or discrimination, in any form, based on sex, age, disability, marital status, sexual orientation, race, color, religion, national origin, veteran status, or any other legally protected characteristic.

All participants, including, but not limited to, attendees, speakers, exhibitors, vendors, contractors, ICBA staff members, service providers, and all others are expected to abide by this Virtual Conference Code of Conduct. This Policy applies to all ICBA meeting-related and hosted events, including those sponsored by organizations other than ICBA but held in conjunction with ICBA events, on public or private platforms.

To ensure everyone has a best-in-class experience, we ask each attendee to adhere to certain principles:

- Be respectful of your fellow attendee in thought, word, and deed.
- Be open-minded and ready to learn. Embrace learning at all times.
- Be inclusive in your speech, writing, and actions. Celebrate and appreciate our differences.
- Be present. The ICBA LEAD FWD Summit is a time for renewal and learning; be fully engaged during sessions.
- Respect confidentiality requests by speakers and other attendees.
- We invite you to attend in a spirit of curiosity, friendliness, open-mindedness, camaraderie, and respect. We will not tolerate harassment in any form.

If you experience harassment or hear of any incidents of unacceptable behavior, ICBA asks that you immediately inform Lindsay LaNore, Chief Learning & Experience Officer, at Lindsay.LaNore@icba.org or 320-352-7321, so that we can take appropriate action.

Unacceptable behaviors include, but are not limited to:

- Harassment, intimidation, or discrimination in any form.
- Verbal abuse of any attendee, speaker, exhibitor, ICBA staff member, service provider, or other meeting guest.
  - Examples of verbal abuse include, but are not limited to, verbal comments related to gender, sexual orientation, disability, physical appearance, body size, race, religion, national origin, inappropriate use of nudity and/or sexual images in public spaces or in presentations, or threatening or stalking any attendee, speaker, exhibitor, ICBA staff member, service provider, or other meeting guest.
• Disruption of presentations during sessions or at other events organized by ICBA throughout the virtual conference. All participants must comply with the instructions of the moderator and any ICBA virtual conference staff.

• Presentations, postings, and messages should not contain promotional materials, special offers, job offers, product announcements, or solicitation for services. ICBA reserves the right to remove such messages and potentially ban sources of those solicitations.

• Participants may not use or copy any content or information shared via the virtual event for business purposes in any manner. This includes, but is not limited to, the copying or taking of screen shots of Q&A, chat room activity, or other materials shared during the virtual event.

ICBA reserves the right to take any action deemed necessary and appropriate, including immediate removal from the meeting without warning or refund, in response to any incident of unacceptable behavior, and ICBA reserves the right to prohibit attendance at any future meeting, virtually or in person.

All complaints will be treated seriously and responded to promptly. All reports are kept confidential to the fullest extent possible. Retaliation for reporting unacceptable behavior is a violation of the Code of Conduct. Falsely reporting unacceptable behavior is a violation of the Code of Conduct.

If possible, provide the following information:

• Identifying information (name/company, email address, appearance) of the participant who violated the Code of Conduct
• The behavior that was in violation
• The location and approximate time of the behavior
• The circumstances surrounding the incident
• Other people involved in or witnessing the incident

ICBA staff will respond to the incident swiftly. If conduct poses an immediate threat to anyone, emergency services will be contacted.

If you feel you have been falsely or unfairly accused of violating this Code of Conduct you should notify Lindsay LaNore, Chief Learning & Experience Officer, at Lindsay.LaNore@icba.org or 320-352-7321 with a concise description of your grievance. Your grievance will be handled in accordance with our existing policies.