



RGCA Code of Conduct for Events

Voted and approved on 07/12/2024

The RGCA has an obligation to promote best practice standards for closed loop gift card retailers and is committed to promoting and protecting the use of said gift cards. The RGCA is dedicated to helping the industry grow to benefit both members and consumers. The RGCA is also dedicated to providing harassment- and discrimination-free event experiences for everyone. We will not tolerate harassment of participants in any form, including but not limited to discriminatory words and actions, sexual harassment, and abusive behavior. This Code of Conduct (separate from, but consistent with, the RGCA Code of Principles) outlines the baseline expectation of behavior for all members and non-member participants, including attendees, speakers, sponsors and volunteers, at RGCA sponsored events, and identifies what members should do if they feel that another member or attendee is violating this Code of Conduct.

1. Attendees shall refrain from knowingly injuring or maligning the good name or business reputation of another individual or Company.
2. Attendees shall uphold and obey all local, state, and federal laws and abide by the policies of any premises in which the RGCA holds meetings or events.
3. Within the bounds permitted by law, attendees shall share with other members information of a nonconfidential nature that would tend to strengthen the industry and be in the interests of the RGCA.
4. Attendees shall treat each other with respect. The RGCA will not tolerate harassment or discrimination by one individual to another or in any other format. Unacceptable behaviors include, but are not limited to:
 - a) Intimidating, harassing, abusive, discriminatory, derogatory or demeaning speech or actions in verbal, physical, online or any other form.
 - b) Offensive, degrading, humiliating, harmful or prejudicial actions, verbal or written comments or visual images related to sex, pregnancy, gender, gender expression or identity, sexual orientation, race, color, national or ethnic origin, religion, creed, disability, genetic information, age,

appearance, marital or parental status, veteran status, citizenship, political affiliation or other personal characteristics protected by law;

- c) Unwelcome sexual advances or other verbal/physical conduct of a sexual nature.
 - d) Real or implied threat of physical, professional or financial damage or harm.
5. Attendees will not solicit or engage in direct marketing efforts during their attendance at the RGCA Annual Forum or any other RGCA sponsored event.
 6. Attendees will be respectful of all presenters at the RGCA Annual Forum or other RGCA sponsored events. Members will quiet their cell phones, put all electronic devices away, and maintain an attentive presence at all presentations.
 7. Attendees shall strive to provide accurate and dependable information and insight into and about the closed loop retail gift card business.

Each member, and representative thereof, of the RGCA and non-member attendee is responsible for knowing and adhering to the values and standards set forth in this Code of Conduct. This Code of Conduct shall be posted on the RGCA website.

Attendees who believe that another member, or representative of a member Company, or non-member attendee has violated the Code of Conduct should promptly submit a written complaint to the Chair of the RGCA Board of Directors or the Executive Director of the RGCA. If the attendee believes either have a conflict of interest regarding the complaint, it may alternatively be submitted to any member of the Executive Board. Contact information for the Board Chair, other executive board members and the Executive Director can be found at thergca.org. The Board will review the complaint in a timely manner in accordance with Board policies or practices and taking into consideration any conflicts of interest. Following the review, a verified complaint may result in restrictions on future attendance at the RGCA Annual Forum or other RGCA events; the loss of RGCA membership (consistent with Section 5 of the RGCA Bylaws);, referral to state and local authorities, and other appropriate consequences at the discretion of the Board. Any multiple or consistent violations by representatives of a member business or Company, may result in revocation of that business or Company membership in the RGCA.

The RGCA Board of Directors is authorized not only to promulgate this Code of Conduct, but to also establish and implement procedures for the purpose of determining when violations or failures occur. The Code of Conduct represents a commitment by the RGCA and its members to follow the ethical standards and best practices evidenced by this Code of Conduct at all times.