



MCIS Language Solutions Code of Conduct

We are a non-profit that has evolved into a model social enterprise with a **vision** to connect people globally through languages, and a **mission** to improve access to critical information and services through languages.

We envision an inclusive society without cultural and language barriers, so that individuals will thrive and prosper irrespective of their ethnicity, background, gender and mother tongue. We want to break down linguistic, cultural and learning silos to fuel upward mobility and social innovation. With over 40 full time staff and close to 5,000 interpreters and translators working in 300+ languages, we take pride in the diversity of our people and our language solutions.

MCIS' Code of Conduct is here to ensure that everyone working at MCIS, engaging with the organization in any manner, and seeking our services feels safe, is given an opportunity to contribute and is treated in a positive and courteous manner. We actively promote respectful and meaningful exchanges, partnerships, reasonable accommodation, interdependency, and shared ownership of goals. This also governs how we intend to carry ourselves in the public and private realms, as employees, affiliated partners, volunteers and stakeholders.

We are committed to our core values of:

- **Respecting Everyone:** We treat others as we expect to be treated. We want everyone to feel free to express their opinions in a respectful manner, assume good intentions of others, and feel comfortable.
- **Encouraging Collaboration:** We believe that we can only be successful when we work together and transparently as a team, creating our collective impact for reaching our common goals. We expect that disagreements need to be resolved constructively for greater clarity for all.
- **Assuring Accountability:** No blame – all accountable. We take responsibility for our own decisions and actions. We have high expectations about our own performance and results, and assume responsibility for promised outcomes to our clients, staff, and the communities we serve.
- **Promoting Learning:** To achieve people's full potential, we nurture curiosity and pursue lifelong learning to meet challenges and take advantage of opportunities in our fast changing world.
- **Ensuring Quality:** We provide professional and reliable services and value data driven evidence. Our training programs are a guarantee of the quality we seek to maintain.

We believe that a positive work environment makes an organization successful. And we lead by example. All behaviors or actions that could adversely impact an employee, independent contractor,



stakeholder or volunteer's ability to execute their responsibilities or create a welcoming work environment will not be tolerated.

We do **not** accept any of the following behaviors in any setting:

- Bullying (including psychosocial harassment)
- Any form of displaying offensive material or comments (visual, verbal)
- Unwelcome behaviors (sexual or otherwise)
- Discrimination based on age, gender, race, religion, sexual orientation, and/or disability
- Any other act that contributes towards an unhealthy environment

Please Note: This Code of Conduct is not exhaustive and is not a rulebook. It aims to address MCIS Language Solutions' belief in a respectful work environment, with a common understanding of core values, our vision and mission, and shared goals.



MCIS' EVENTS CODE OF CONDUCT

MCIS Language Solutions (MCIS) is dedicated to ensure an empowering collaborative learning experience for everyone who participates in or supports our community. We are committed to creating an inclusive environment that will ensure the safety and security of our members, and we will not tolerate harassment of members and participants in any form. This Code of Conduct specifies the details of a harassment-free experience, and procedures for addressing issues, should they arise.

As a non-profit organization dedicated to helping people overcome linguistic and cultural barriers, we strive to provide a **an experience that is free of harassment of any kind to everyone**, regardless of gender, gender identity and expression, sexual orientation, ability, physical appearance, body size, race, ethnicity, age, religion, or socioeconomic status. Event participants violating these rules may be sanctioned or expelled permanently, at the discretion of the members of MCIS' leadership team.

Forms of Harassment and Discrimination

Forms of harassment include:

- Sexual language and imagery, sexist, racist, and exclusionary jokes;
- All acts that insult or belittle other event attendees in any way;
- Offensive verbal comments related to gender, gender identity and expression, sexual orientation, ability, physical appearance, body size, race, ethnicity, religion, socioeconomic status; sexual images in public spaces; deliberate intimidation; stalking; following;
- Unwarranted photography or recording;
- Sustained disruption of event programming;
- Inappropriate physical contact and unwelcome sexual attention.

Event participants asked to stop any harassing behavior are expected to comply immediately and may be removed from the event without warning by any member of MCIS' leadership team.

Participants are expected to comply with the MCIS' Code of Conduct at all event venues.

Consequences for Harassment and Discrimination

If a participant engages in behavior which is defined as harassing or discriminatory in any way, the event organizers will take any action they deem appropriate, including but not limited to, issuing a warning or expulsion from the present and all future events. If a warning or expulsion is issued, MCIS may choose to share this information with directors from any event that the participant joins in the future.

How to Report Harassment and Discrimination

We encourage you to report any incident of harassment, discrimination, or unacceptable behavior as soon as possible. MCIS leadership will take all appropriate actions to mitigate risk factors moving forward and continue to provide a safe and secure environment for all MCIS event participants. MCIS



leadership is happy to assist attendees in contacting venue security, local law enforcement, or otherwise aid those experiencing harassment so that they feel safe for the duration of the event. The MCIS leadership team will take great care to ensure that the assistance provided meets the needs of attendees who were affected.

If you experience or notice harassment, discrimination, or any of the unacceptable behaviors outlined herein at a MCIS' event, or have any other concerns, please report the incident as soon as possible. To report an incident, take one of the following actions:

- Inform the event organizer on site;
- Inform co-organizer in your network;
- Report the incident to MCIS directly by completing our incident report form ([here](#)).

If you choose to share your name on the form, it will only be seen by MCIS leadership involved with resolving the issue.

Periodic Review

MCIS strives to create a positive and inclusive environment. As such, MCIS is committed to an annual review of the Events Code of Conduct to ensure that it continues to align with this goal and address the needs of our community. MCIS welcomes feedback from its members. All feedback should be submitted to MCIS by emailing: [eliana at mcis.on.ca](mailto:eliana@mcis.on.ca).

Acknowledgments

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