

Esri Customer Code of Conduct

At Esri, we believe GIS can make the world a better place, and our relationships with customers and partners are key to making this a reality. To make it possible for true collaboration, creativity, innovation, and idea exchange to thrive, we are committed to facilitating a welcoming, respectful, and professional experience for all. Our goal is to provide our customers, distributors, and partners with exceptional customer service; to do that we need your help to make the customer service experience positive for all.

Be kind and considerate

Respect each person and follow common courtesy rules for personal interactions.

Behave appropriately

Refrain from any demeaning, harassing, aggressive, or intimidating behavior toward any Esri employee, business partner, visitor, contractor, or another customer during all interactions.

Be professional

Always use professional language in any interaction with an Esri employee, contractor, business partner, visitor, or another customer, whether via email, chat, phone conversation, or in person.

Respect property

Be respectful of all property if participating in training or visiting an Esri building.

Inappropriate behavior—harassment, aggression, and intimidation

Harassment, aggression, and intimidation are hurtful and interfere with other people's experience and participation in our community. These behaviors are inappropriate and unacceptable. Be specifically mindful to avoid behaviors that are inappropriate in regards to race, color, creed, gender (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), gender identity, religion, marital status, domestic partner status, genetic information, age, national origin, ancestry, military or veteran status, sexual orientation, physical or mental disability, or any other basis protected by federal, state, or local laws.

Inappropriate behavior can take many forms such as slurs; jokes; derogatory statements; foul or obscene language; pictures, drawings or cartoons, including items placed on clothing; violating personal space by impeding or blocking another person's movement or otherwise physically interfering with

them; harassing photography or recordings; unwanted or offensive letters or poems; offensive email or voicemail messages; or social media postings.

Consequences of inappropriate behavior

Inappropriate behavior will not be tolerated. If you are asked to stop behaving inappropriately, you should comply immediately.

The consequences of continuing such behavior may include, but are not limited to the following:

- Monitoring or moderation of current and future engagement.
- Restricted access to any part of Esri including but not limited to, Customer Service, Technical Support, or Training events, at any time at its sole discretion.
- Individual's account manager will be notified.
- Individual's management may be notified, depending on the severity of the behavior.
- Access to future Esri events may be limited or denied.