



Code of Conduct

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You Are Welcome at mHUB

mHUB works to create, organize, support, and enliven the ecosystem that has been built specifically to create conditions for members to thrive in developing products and companies.

Our community is welcoming and empowered by all races, genders, religions, beliefs, sexual orientations, socioeconomic backgrounds, programming languages, and any other distinguishing factor.

We expect the same welcoming approach to be exhibited by each and every member in the community and have a zero-tolerance policy for prejudice, discrimination, sexism, racism, xenophobia, bigotry or hate speech.

This Code of Conduct was created in collaboration with members to address feedback from the community. Please note that mHUB reserves the right to update, change, or edit this Code of Conduct without notice.

Signing this agreement indicates that you are ascribing to any policy changes.

General Rules

To ensure orderly operations and provide the best possible work environment, mHUB expects members, and guests to follow certain, basic rules of conduct that will protect the interests and safety of all members, employees, and the organization. It is not possible to list all the behaviors that are considered unacceptable in the workplace, and many are obvious rules of social decorum.

The following list is not all-inclusive, but provides examples of infractions that may result in disciplinary action (up to and including termination of one's mHUB membership).

- Theft, destruction or inappropriate removal or possession of someone else's property
- Sexual or other unlawful or unwelcome harassment
- Unprofessional behavior toward mHUB staff, tenants, and guests or fellow mHUB members
- Possession of firearms or other weapons
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace
- Fighting, destruction or damage of mHUB property, furnishings, etc.

Drug Free Workplace

mHUB strictly prohibits the use, possession, distribution, or sale of illegal drugs, drug paraphernalia, controlled substances, unauthorized prescription drugs, or alcohol on its premises. Members who violate this policy will be subject to disciplinary action up to and including termination of their mHUB membership. The matter may also be referred to the proper authorities.

Smoke Free Workplace

mHUB is proud to be a smoke-free environment and smoking (including electronic cigarettes and vaporized cigarettes) or use of other tobacco products (including, but not limited to cigarettes, marijuana, pipes, cigars, or chewing tobacco) is not permitted in any part of the mHUB premises or enclosed spaces or in 15 feet proximity to any entrance of our facility.

Members who violate this policy will be subject to disciplinary action up to and including termination of their mHUB membership. Additionally, payment for any fees imposed on mHUB due to a member violating this policy will be the responsibility of the offending member.

Professionalism

mHUB is a professional co-working space and we ask that our members treat it as such. That means keeping one's shoes and clothes on at all times, keeping one's feet off the furniture, and cleaning up after oneself. This is a place of business and members are among colleagues, peers, and potential business partners. Please be courteous, kind, and respectful at all times to mHUB members, guests and the physical space. If alcohol is provided at an event in the mHUB space, we expect members to behave professionally and know their limits. If the mHUB staff feels a member has been overserved, the staff member reserves the right to privately and politely ask that individual to vacate the mHUB space.

Workplace Violence Prevention Firearms Policy

mHUB has zero tolerance for violent acts or threats of violence. No direct, conditional, or veiled threat of harm to any employee or member of mHUB is acceptable behavior. Acts of violence or threats of violence will not be tolerated, and any member who violates this policy is subject to disciplinary action, up to and including immediate termination of their mHUB membership. The matter will also be referred to the proper authorities.

The following list provides examples of prohibited behavior; however, it is not, nor is it intended to be, exhaustive:

- Fighting or "horseplay"
- Threats, threatening behavior, or acts of violence
- Behavior that is hostile toward another individual that creates a reasonable fear of injury or causes emotional distress
- Hitting or shoving an individual
- Threatening an individual or their family, friends, associates, or property with harm
- Intentional destruction or threatening to destroy mHUB property or the property of coworkers, member companies, or tenants
- Making harassing or threatening phone calls or texts
- Harassing surveillance or stalking (following or watching someone)

- Unauthorized possession of a weapon

All threats and acts of violence, both direct and indirect, should be reported as soon as possible to membership@mhubchicago.com or the mHUB reception desk. Should an investigation confirm that violations of this policy have occurred, the member(s) may be subject to corrective action up to and including termination of their mHUB membership for the first offense.

All mHUB members are personally responsible for notifying mHUB staff members of any actual or potential threats, verbal or physical, that they have witnessed, received, or have been told that another person has witnessed or received on mHUB property. Members are responsible for reporting incidents regardless of the nature of the relationship between the individual who initiated the threat or threatening behavior and the person who is the focus of this behavior. Any individual who applies for or obtains a restraining order that lists mHUB as a protected area is required to provide the mHUB membership staff with a copy of the application and copies of all temporary and/or permanent restraining orders that are granted.

Consistent with mHUB's interest in promoting a workplace free of violence, members are also strictly prohibited from possessing or using any and all weapons while on mHUB property. This includes, but is not limited to, knives, explosives, firearms, ammunition, and martial arts weapons, regardless of licensure or concealment. Members who violate any aspect of this Workplace Violence Prevention/Firearms Policy may be subject to disciplinary action up to and including the termination of their mHUB membership as well as subject to possible criminal sanctions.

Physical Behavior

Members should avoid touching anyone in the mHUB space without their consent. This also extends to an individual's personal items and workspace.

Harassment Policy

mHUB has a zero-tolerance policy concerning harassment and is committed to maintaining a work environment free of harassment based on race, color, religion, sex, gender, pregnancy, sexual orientation, gender identity or expression, national origin, age, disability, veteran or military status, marital or civil union status, or any other status that is protected by federal, state, county and/or local laws. All forms of harassment are unacceptable.

Therefore, members should not stalk, follow, badger, intimidate, threaten or otherwise impose upon anyone else in an unwanted fashion. If someone tries to move on from the conversation, let them go, in person or online. If a member is explicitly told to leave someone in the space alone, please respect that.

This policy applies to sexual harassment which includes, but is not limited to: unwelcome sexual advances, flirtations or propositions, unwelcome requests for sexual favors, unwanted verbal or physical conduct of a sexual nature, graphic or verbal commentary about an individual's body, sexual prowess or deficiencies, leering, whistling, touching, pinching, assault

or sexual acts, sexually degrading words used to describe an individual, a display in the workplace of sexually suggestive objects or pictures, or sexually explicit or offensive jokes.

Any member of the mHUB community who feels they have witnessed or they themselves are a victim of sexual harassment by any member, tenant, staff member, client or any other person in connection with mHUB must bring the matter to the immediate attention of the mHUB membership team, either in person or by an email sent to membership@mhubchicago.com.

A member will not be penalized in any way for reporting such a problem as long as it is done in good faith. Every effort will be made to promptly investigate all allegations of harassment in as confidential a manner as possible and appropriate corrective action will be taken if warranted. After a thorough investigation, any individual/member determined to have engaged in sexual harassment will be subject to appropriate disciplinary action up to and including termination of their mHUB membership.

Lost and Stolen Property

mHUB is not responsible for loss, theft or damage to personal property. Valuable personal items such as purses, wallets, and electronics should not be left in areas where theft might occur, and it is encouraged that members lock these items up if possible. mHUB does have lockers available for rent. To pursue that option members can e-mail membership@mhubchicago.com.

mHUB has security cameras throughout the space and will investigate situations where a member of our community is the victim of theft. If a member is missing something, they should reach out to membership@mhubchicago.com with a full description and image of the item that is missing, if available, as well as the last time and location it was seen. The mHUB team will follow up.

Guest Policy

As a hub for technology startups, we welcome guests short-term and occasional guests into our space for meetings, events and other activities. Guests are held accountable to all of the policies laid out in this mHUB Member Code of Conduct and are expected to follow these guidelines during their time at mHUB:

- All guests must sign into the mHUB system, which can be done through the iPads to the right of the reception desk.
- Guest's visit is limited to 5 full-day visits per month. If a guest needs access to mHUB for more than 5 full days per month, day passes are available at the reception desk for \$35/day. It is a member's responsibility to track their guest usage and purchase guest day pass. Any violation of the guest policy will result in a fine of \$70.
- mHUB programming, which includes workshops and office hours, is only available to active mHUB members. With that in mind, we ask that visitors and guests refrain from attending workshops and office hours unless otherwise specified.

- Interns and contractors do not qualify as guests and will need to have a membership of their own. Members should reach out to the membership team at membership@mhubchicago.com, who can help select the best membership type for these individuals.
- mHUB's Prototyping Shop is only available to active mHUB members. Training is required to enter the Prototyping Shop. **Guests cannot do any work or use any tools or equipment in the Prototyping Shop.**

Interns

Interns must be full-time students and must show documented proof of enrollment. Members are responsible for their interns and orientation is required to activate memberships.

Filming and Photography

Members are welcome to take casual photos and videos on mobile devices within mHUB for social media postings or other unofficial purposes. We love seeing our members celebrate their activities in the space; tag us @mHUBChicago or use the hashtags #mHUBChicago in your posts on Twitter, Instagram, and Facebook, and the marketing team will likely share or engage with your content! However, please be mindful that our members are developing the products of the future and in different stages of development, so please do not take or share photos of products that are not your own. If any footage does contain shots of other member products, you must receive written approval from the appropriate member to include this content in your video/photo prior to publication.

If you are filming for more official purposes -- including for interviews or commercial assets -- you must request approval at least 72 hours in advance by e-mailing team@mhubchicago.com. This is especially important if you are planning to bring in crew members and/or photography and video equipment.

Orientation Attendance

Members must sign the Membership Agreement that corresponds with their specific membership type and the mHUB Code of Conduct prior to attending orientation.

Orientation is considered an individual's first day of membership at mHUB, and they must attend orientation to activate their membership, receive a keycard and other necessary credentials.

This policy applies to all members and tenants with no exceptions. For new members (who are not joining an existing mHUB company), orientation will include setting up automatic payments and successfully paying the first month of membership fees - which may include an orientation fee. When these items are completed, new members will receive a keycard and have their membership activated.

After orientation, new members are given the opportunity to complete Basic Shop Safety Training. This optional training is required to enter and work in the Prototyping Shop.

Educational Programming

mHUB's classes, service desk and mentorship program were created to enrich the membership experience and provide an opportunity for members to build their companies with the best resources at their disposal. These resources are available to members of Co-working, Reserved Desk, Office and Associate memberships only and are not included in Shop Only memberships.

Workshops and office hours are exclusive offerings to mHUB members, which means that guests, visitors, and colleagues without a membership are not allowed to attend these activities unless otherwise specified. Exceptions can be made ahead of time by emailing the programs team at programs@mhubchicago.com.

mHUB views the relationship between members and the Programs Team as collaborative. New programs can only be developed and current programs improved with feedback from the member community. For that reason, members are asked to be vocal (in writing or in person) about any positive or negative feedback related to mentors, workshop facilitators, workshop content, etc. Additionally, members attending a class or participating in the mentorship program are required to submit evaluation forms at the end of the class session and mentor meetings. Any additional unsolicited feedback should be submitted to programs@mhubchicago.com.

Mentorship Program

mHUB is fortunate to have a roster of accomplished business leaders, entrepreneurs, investors, and area specialists who volunteer their time to help mHUB member companies become more successful. Members who meet the criteria of the Mentorship program are required to apply to the mentorship program before engaging with the roster of mentors as well as abide by the program guidelines explained at the program orientation.

Programming Cancellations for No Shows

Out of respect to our workshop facilitators' and mentors' time and commitment to the mHUB community, we ask that members immediately cancel their bookings and appointments if their schedule changes.

Members are required to abide by the following rules and policies:

- If a member is a no-show for one class, they will receive a written warning from the mHUB Programs Team. If a member is a no-show for a second class, there will be a \$15 fee charged to that member.
- Members must cancel their registration for a workshop through the Member Portal if they are not able to attend the session.
- In the event members are not able to attend a workshop, they are asked to cancel their attendance more than 12 hours in advance of the workshop.
- Last-minute emergencies or conflicts are unavoidable, but if a member has three instances of failing to attend a workshop, their workshop privileges will be suspended for a month.

Surveys and Feedback

Feedback from the mHUB community is what helps us expand our resources and provide a more valuable experience to members and their businesses. mHUB expects that all members participate in the surveys sent throughout the calendar year. This includes programming surveys (office hours and workshops), business development surveys, and member experience surveys.

Payments and Billing

Members are automatically billed all monthly mHUB membership fees on the 1st of the month. Only members who are in good financial standing with mHUB are eligible for opportunities provided by mHUB and our partners.

Members with unpaid membership fees will lose access to the mHUB member portal after a non-payment and have their membership automatically deactivated after 3 days. This means that their keycard will be turned off and a reinstatement fee of \$25 will be required to reactivate their membership.

Additionally, any personal belongings left at mHUB will be immediately sent to storage for a period of 3 business days after which they will be donated or disposed of. Members are responsible for any accrued storage fees during this time. mHUB will notify members of any fees incurred over the course of the membership. These fees will be charged at the time of service.

Failure to pay outstanding membership fees by the end of the following month (60 days) may result in that member's information and outstanding balance being sent to collections.

Members should make themselves aware of mHUB's 15-day cancellation policy which is outlined in the mHUB Membership Agreement and which also can be found in the "Cancellation Protocol" section of this document. For any questions regarding payment, please reach out to membership@mhubchicago.com. If you have an annual contract with mHUB the terms from your contract apply here.

Parking

mHUB does offer paid parking for its members. Members may not park in visitor parking between 8:00 a.m. and 5:00 p.m. on weekdays. Members who do park in visitor parking may be fined and/or towed. We may cancel parking memberships at any time by giving at least ten days prior notice to the Member. Parking spaces may not be rented for less than one month and are due on the first of each month. If a Member begins rental of a space other than on the first day of the month, he/she will be required to pay a prorated amount for that month. Any Member who fails to pay his/her account balance is subject to cancellation.

Members agree to park in their assigned parking areas and not in designated visitor's areas. Violation of parking area restrictions may result in an immediate cancellation and/or towing. It is the Member's responsibility to keep their motor vehicle locked at all times. mHUB Chicago

shall not be held responsible for any loss of personal property. Monthly parking passes are valid only during normal business hours Monday – Friday from 8:00 a.m. to 5:00 p.m.

Account cancellation by the Member must be done by notifying the front desk at least 15 days in advance. All parking passes must be returned to the front desk in order for official cancelation of parking membership. NO REFUNDS WILL BE GIVEN FOR PARKING.

There will be a replacement fee of \$25.00 for all lost or stolen parking passes. If a pass is found and returned to the mHUB Chicago office within twenty-four hours of being lost, a refund of the replacement fee will be issued to the Member's account. Damaged passes may be replaced at no charge if the damaged card is returned to the front desk.

Communication is Key

mHUB does its best to accommodate member needs in all scenarios, but we rely on our members to communicate those needs directly. This includes personal struggles, business challenges, and financial issues that may impede a member's ability to pay their membership fees on time. It is not guaranteed that mHUB can always offer support, but we will take these issues into account and respond accordingly. Reaching out to membership@mhubchicago.com is always the best way to start the conversation and move forward in the right direction. mHUB wants to help members, but can only do that if we are aware of the circumstances and how we can help.

Cancellation Protocol

Individuals can cancel their membership by submitting the request in writing by filling out the following form: <http://member.mhubchicago.com/cancel>. Cancellation requests will not be accepted in-person, by phone, or email. mHUB requires 15 days notice to cancel the following month's membership. Members will be able to use their keycard and take advantage of mHUB resources until the end of the month of their cancellation date.

Members will pay all outstanding balances owed to mHUB no later than the cancellation date. The 15-day termination notice is non-negotiable and cannot be waived under any circumstance and applies to all members and membership types, including individuals of larger member companies and partners.

If the mHUB Membership Team (membership@mhubchicago.com) does not have a record of a written cancellation request, and the member cannot provide evidence of one, mHUB considers their membership to be active for the duration of their time at mHUB.

Termination of Membership

Any violation of the policies above can result in the termination of an individual's membership. Repeat offenses may result in being banned from the mHUB space.