



**MHUB**

## **Code of Conduct**

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## **You Are Welcome Here**

The mHUB team works hard to create, organize, support, and enliven the community that we have built here for members. We intend to create a community that is welcoming of all races, genders, religions, beliefs, sexual orientations, socioeconomic backgrounds, and any other distinguishing factors.

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

Please note that mHUB reserves the right to update, change, or edit our 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 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, controlled substances, or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol, controlled substances, 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 will 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 facility 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, not napping in the space, 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 other mHUB members 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 [team@mhubchicago.com](mailto:team@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 [team@mhubchicago.com](mailto:team@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 provides lockers for \$15/month. To pursue that option members can e-mail [team@mhubchicago.com](mailto:team@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 [team@mhubchicago.com](mailto:team@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 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. 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 \$75.
- mHUB programming, which includes workshops and mentorship, is only available to active mHUB members. With that in mind, we ask that visitors and guests refrain from attending workshops and mentor office hours unless otherwise approved.
- 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 development team at [membership@mhubchicago.com](mailto: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.

### **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 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 [marketing@mhubchicago.com](mailto:marketing@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 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 (through a credit card or ACH transaction) 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 Programs**

mHUB's classes, mentorship program, and other programs 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 open 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 [team@mhubchicago.com](mailto:team@mhubchicago.com).

mHUB views the relationship between members and the programs staff 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 [team@mhubchicago.com](mailto:team@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 or mentor session, they will receive a written warning from the mHUB Programs Team.
- If a member is a no-show for a second class or mentor session, 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 and innovate 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 will be 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 and will have their membership automatically deactivated after two weeks including building card access deactivation.

Additionally, any personal belongings left at mHUB will be immediately sent to storage and they can only be collected once the outstanding balance is paid in full. Members are responsible for any accrued storage fees during this time.

Failure to pay outstanding membership fees by the end of the following month (60 days) will 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 [team@mhubchicago.com](mailto:team@mhubchicago.com). If you have an annual contract with mHUB the terms from your contract apply here.

## **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 [team@mhubchicago.com](mailto:team@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.

### **Membership Courtesy Holds**

(No longer in effect during COVID-19 pandemic – if you have issues with membership fees during the pandemic please reach out to [team@mhubchicago.com](mailto:team@mhubchicago.com) for support.)

If a member is experiencing personal struggles, business challenges, and financial issues that may impede a member's ability to pay their membership fees on time, mHUB offers a 3-month courtesy hold to help members through that hardship. Holds must be requested in writing by filling out the following form: <http://member.mhubchicago.com/hold> at least 10 days prior to the end of the month and all holds begin on the 1<sup>st</sup> of the new month. Members must be in good financial standing with mHUB to effectively go on hold.

During a courtesy hold, members are not billed and are not considered active members of mHUB. This means that they cannot access the physical mHUB space, cannot use mHUB resources, cannot access the Member Portal, and are not eligible for opportunities available through mHUB.

Putting a membership on hold comes with the expectation that a member returns once that hold is over and has brought all financial obligations current and is once again a member in good standing. Members will be automatically invoiced on their return date and their keycard will be reactivated. If a member's plans change, or some reason do not plan on restarting their membership, the mHUB 15-day cancellation policy still applies from the date their cancellation notice is submitted in writing by filling out the following form: <http://member.mhubchicago.com/cancel>.

This does not apply to mHUB Corporate or Associate Members.

### **Cancellation Protocol**

Individuals can cancel their membership by submitting the request in writing by filling out the following form: <http://member.mhubchicago.com/cancel>. If cancellation is request 15 days prior to the end of the month, membership will end on the last day of the month. Otherwise, the membership will end on the last day of the following month after written notice is submitted. Members will be able to use their keycard and take advantage of all mHUB resources up until that 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 ([team@mhubchicago.com](mailto:team@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.

## **Acceptance of Code of Conduct**

Please sign below.

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Participant's Signature

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Participant's Name (Please Print)

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Date