



# Values and Expectations

## Welcome to NMHC

NMHC is the place where apartment industry leaders come together to guide their future success. NMHC provides a forum for insight, advocacy and action that enables both members and the communities they build to thrive. NMHC strives to create a valuable experience by fostering an inclusive and professional environment.

## NMHC Values and Expectations

NMHC's Values and Expectations have been developed to provide guidance for conduct consistent with our goals of inclusion and professionalism. NMHC's Values and Expectations apply to all membership applicants, members, participants, attendees, speakers, sponsors, and guests. Our Values and Expectations apply to all NMHC activities and events. This includes but is not limited to in-person and digital communications, meetings, conferences, exhibitions, presentations, roundtables, workshops, tours, parties, and receptions, regardless of sponsorship or membership. This also includes but is not limited to in-person and digital events and activities held in conjunction with NMHC-hosted activities and events and social media interactions connected to NMHC activities and events.

NMHC does not tolerate harassment or disparagement in any form. We specifically prohibit harassing, disparaging or otherwise inappropriate or unprofessional conduct, language and imagery related to race, ethnicity, nationality, religion, gender identity and expression, sexual orientation, age, disability, and all protected characteristics under applicable federal, state or local laws in any form. This includes but is not limited to derogatory, offensive or discriminatory jokes, comments and actions; threats, intimidation, stalking, following, or disruptive behavior; and inappropriate physical contact or unwelcome sexual attention. Sexual language, imagery, costumes, gestures, and other conduct or materials are prohibited. Disruptive behavior and excessive use of alcohol or drugs are not permitted.

## Guidelines for Programming, Content and Presentations

All programming, content and presentations should comply with NMHC's Values and Expectations.

Presentations and program materials, including digital content, must comply with applicable laws, regulations and professional standards, including but not limited to those related to intellectual property, antitrust and disclosure of nonpublic information. Aggressive promotion of a specific company's or individual's products or services is prohibited.

Requests by staff, speakers and attendees related to photography, recording and distribution of information and materials should be respected.

NMHC may modify or cancel any program or presentation in its sole discretion on a case-by-case basis.

## Accessibility

If you are a person with a disability and would like to request an accommodation, please contact NMHC Chief Operating Officer [Kenny Emson, kemson@nmhc.org](mailto:kemson@nmhc.org), or NMHC General Counsel [Betsy Feigin Befus, bfbefus@nmhc.org](mailto:bfbefus@nmhc.org).

## Religious or Dietary Needs

If you have a request related to religious practice and/or dietary needs, please contact NMHC Chief Operating Officer [Kenny Emson, kemson@nmhc.org](mailto:kemson@nmhc.org), or NMHC General Counsel [Betsy Feigin Befus, bfbefus@nmhc.org](mailto:bfbefus@nmhc.org).

## Accountability

NMHC takes its Values and Expectations seriously. Please contact NMHC General Counsel [Betsy Feigin Befus, bfbefus@nmhc.org](mailto:bfbefus@nmhc.org), or NMHC Chief Operating Officer [Kenny Emson, kemson@nmhc.org](mailto:kemson@nmhc.org), if you experience or observe a potential violation, or if you have questions about the implementation or enforcement of our Values and Expectations. You may also contact NMHC's anonymous helpline at 844-927-2221 or submit a report at [multifamily.ethicspoint.com](https://multifamily.ethicspoint.com).

NMHC will promptly investigate reports with discretion and confidentiality, and consider what, if any, sanctions are warranted. NMHC's Values and Expectations may be enforced by appropriate sanctions as determined by NMHC based on credible information, including but not limited to a warning and up to denial/termination/cancellation of membership, sponsorship, participation or attendance without a refund. NMHC's determination will depend upon an evaluation of all the relevant circumstances, including but not limited to prior behavior by the person found to have violated NMHC's Values and Expectations. Retaliation in connection with a report of a potential violation of NMHC's Values and Expectations is expressly prohibited and can itself constitute a violation.

All suspected violations of the law should be reported to local law enforcement. For emergencies, call 911.

**APARTMENT LEADERSHIP RESIDES HERE™**

National Multifamily Housing Council

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