

SUN MEMBER CODE OF CONDUCT

The Syteline User Network's (SUN) purpose is to facilitate collaboration among users to enhance the people, processes, and procedures associated with Syteline and Infor Cloud Suite Industrial (CSI). The user group remains focused on this objective for all members and acts as a liaison between Infor and end users.

By agreeing to be a member of SUN in any of its membership categories, each member also agrees to abide by the following Code of Conduct and to also ensure that its officers, directors, shareholders, employees, agents and representatives (collectively "Representatives") abide by this Code of Conduct and are informed of its contents.

In the materials that follow, all references to "member" shall be deemed to also include all member Representatives unless otherwise indicated.

GENERAL MEMBER CODE OF CONDUCT

All SUN members shall:

- comply with all applicable laws and regulations in every country, state, and local jurisdiction where they do business, to include complying with all applicable antitrust and fair competition laws in their business operations.
- comply with SUN bylaws, any published SUN policies applicable to members (including all posted website and forum policies and the SUN Annual Conference Code of Conduct), and any exhibitor, sponsor or other contracts signed with SUN.
- not use SUN trademarks and tradenames (including, but not limited to "Syteline User Network", "SUN" and any SUN logos) or any other SUN intellectual property without the prior written approval of SUN.
- not state or imply that a member's goods or services are endorsed or guaranteed by SUN.
- demonstrate courtesy and professionalism in any interactions with the general public, other members and their Representatives, and SUN officers and directors in any and all settings.
- participate in SUN website forums solely to provide relevant feedback, but not for unsolicited marketing. Members can mention their products or services only if directly related to the discussion or in the course of suggesting solutions. Direct outreach to members for purposes of discussing pricing, dividing territories, or any other terms that have an anti-competitive effect is prohibited.
- act honestly and ethically towards the general public and other members and their Representatives, including without limitation, by:

- disclosing or declaring any actual or potential conflicts of interest, and avoiding situations that could create such conflicts, at all SUN membership meetings and event and while serving in any board, committee or other capacity within SUN.
- sharing knowledge with other members in an open and transparent manner
- Not using marketing tactics that make undocumented claims of superiority or that disparage competitor's products.
- Not encourage, guide, advise, or assist customers in any way that would result in a circumvention or violation of their Infor license agreement.
- not engage in any acts that brings discredit upon SUN or its members.

Determining Violations and Sanctions: SUN will play no role in any member disputes, including claims by any member of unfair competition, libel or slander by another member. Members must resolve such matters directly with each other.

However, any member may in good faith report to the SUN President any suspected violation of this Code of Conduct by another member. Such complaints must be signed and submitted on a form supplied by SUN and will be handled according to such investigation and disciplinary procedures as the SUN Officers may develop from time to time.

If a violation of this Code of Conduct was found to have occurred, the Officers may impose any sanction it deems appropriate, including but not limited to, a temporary or permanent ban from attendance at future SUN events and/or a temporary suspension or permanent termination of membership in SUN without any dues refund.

SUN CONFERENCE CODE OF CONDUCT

With regard to the SUN Annual Conference and any other SUN events, any attendee including SUN members, non-members, vendors, exhibitors, sponsors and any of their registered representatives and agents (each an “Attendee” and collectively “Attendees”) agree as a condition of attendance to abide by the following Conference Code of Conduct.

All event Attendees shall:

- not interfere with, solicit or otherwise lure away customers who are interacting with any vendors, exhibitors or sponsors at that event,
- respect the privacy of sessions hosted by other vendors, exhibitors or sponsors, as these may include sensitive or proprietary information. Attendees should not attend competitors’ sessions unless specifically invited, nor seek to obtain protected information of a competitor by any means.
- act professionally and with respect regarding all Attendees, to include not speaking negatively (verbal or written) about other Attendees, their products, or services prior to, during the event or any follow up after the event.
- not make undocumented claims that one product is superior to another. The use of unsupported statements to compare products is not permitted.
- not attempt to directly or indirectly recruit or otherwise lure away the employees of other Attendees in any manner during the event.
- only advertise goods or services through authorized SUN advertising opportunities, including the purchase of exhibit space, sessions, branding or paid advertising.
- not engage in any disruptive, harassing, bullying or other inappropriate behavior at any SUN event.

Sanctions: Any Attendee violating any part of the forgoing Code of Conduct or otherwise engaging in inappropriate, unprofessional or disruptive behavior may be removed by any SUN official from the event without refund and/or may be banned from future SUN events.