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## Recommendations for Session Chairs and Moderators

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Thank you again for your participation at the World Health Summit and for being the chair or moderator of a session in our program. As a chair or moderator at the World Health Summit, you play a crucial role not only in facilitating meaningful discussions but also in upholding the values and reputation of the Summit. You represent not only your own organization but the World Health Summit itself, which is committed to fostering an open, respectful, and objective culture of communication. In this capacity, it is essential to manage disruptions, interruptions, or political protests calmly, professionally, and in alignment with our Code of Conduct (see attached).

### Key Guidelines for Handling Disruptive Behavior

#### 1. Remain Calm and Professional

When facing disruptive behavior, whether from panelists or the audience, maintaining composure is essential. Speak with a calm, measured tone and avoid engaging emotionally. Your response sets the tone for the room and demonstrates leadership and professionalism.

#### 2. Assess the Nature of the Interruption

- **Relevant but Disruptive Contributions:** If the contribution is related to the topic but presented disruptively, you may acknowledge it and choose whether to address it further. Politely remind the person to adhere to the Code of Conduct, which promotes respectful, fair, and focused discussion.
- **Off-topic or Inappropriate Contributions:** For comments or interruptions that are irrelevant or violate the Code of Conduct, such as personal attacks, political protests, or offensive language, remind the individual that such behavior is not tolerated.

#### 3. Reference the Code of Conduct

In any case of inappropriate behavior, remind the individual of the World Health Summit Code of Conduct. This reinforces that all participants agreed to follow these guidelines and that the Summit is a platform for constructive dialogue, not for disruptive or offensive behavior.

#### 4. Issue a Warning if Necessary

If the behavior persists after an initial reminder, issue a clear and polite warning. Indicate that the behavior is unacceptable and must stop to ensure a productive and respectful environment for all participants.

#### 5. Request Removal for Continued Disruptions

Should the individual continue to disrupt the session despite the warning, calmly inform them that they will need to leave the room if the behavior persists. If they refuse, ask your room hostess to call security staff to assist in escorting the individual from the venue.

#### 6. Maintain Control and Focus on the Session's Objective

After addressing any disruptions, quickly return to the topic at hand. This will help prevent the disruption from derailing the session and demonstrate that the Summit values productive, topic-focused discussions. Chairs and moderators should always make decisions that align with the mission of the World Health Summit to promote respectful dialogue and diverse perspectives, without allowing violations of the Code of Conduct to detract from the event.

### Key Messaging When Addressing Disruptions

- **Reference the Role of the World Health Summit:** "At the World Health Summit, we stand for open, respectful, and focused discussions. While everyone has a right to their own opinion, we ask that all contributions remain respectful and relevant to the topic at hand."
- **Reinforce the Code of Conduct:** "Our Code of Conduct is designed to ensure a fair, respectful, and objective environment for all participants. We ask that you respect these guidelines so that we can continue our discussion constructively."
- **Firmly Request the Disruptive Behavior to Cease:** "We cannot tolerate behavior that disrupts the session or violates our Code of Conduct. Please refrain from further interruptions, or we will need to ask you to leave."

By maintaining a calm and respectful approach, while clearly referencing the World Health Summit's values and guidelines, you can ensure that disruptions are handled appropriately, safeguarding the integrity of the session and the Summit's reputation.

## Code of Conduct

The World Health Summit strives to improve the health of all people all over the world and is committed to upholding the fundamental human rights, dignity and worth of the human person, and equal human rights.

The annual conference of the World Health Summit is guided by the highest ethical and professional standards and is held in complete academic freedom and independence. We offer a welcoming experience for everyone and are doing everything in our power to ensure a safe environment.

All participants, speakers, chairs, partners, staff, and anyone else associated with the World Health Summit activities are required to follow this Code of Conduct. It applies in person and virtually at all times.

### What We Expect

The World Health Summit stands for an open, fair, respectful, lively and objective culture of discussion. Discuss the topic at hand without attacking others personally. Everyone has a right to their own opinion, however, please do not try to force your views on others.

Act with integrity and respect towards others and treat everybody as you would like to be treated.

Respect the boundaries and privacy of others and only take photos, record video or audio material, and share personal information publicly with explicit permission.

Follow health and safety guidelines.

### What We Do Not Tolerate

We have zero tolerance for any form of harassment, sexual assault, intimidation, humiliation, or discrimination against any person or group of people. Harassment in any form because of gender, gender identity, sexual orientation, mental and physical ability, ethnicity, race, national origin, physical appearance, political affiliation, religion, age, or any other reason is prohibited at the World Health Summit.

Sexual harassment is a specific type of prohibited conduct. Find our "Guideline for Prevention and Handling of Sexual Harassment" below.

We do not tolerate disruptive behavior, stalking, or threatening anyone.

Any kind of political, religious or racial propaganda is not permitted.

Do not spread content or information that violates any law.

Do not use the World Health Summit venue for unauthorized demonstrations.

The World Health Summit, operated by the WHS Foundation GmbH, reserves the right to bar any person who violates these regulations from attending the annual World Health Summit without refund.

### Self-Commitment

#### Integrity

Corruption or bribery in any form will not be tolerated. This applies to all employees, business partners, suppliers, distributors, and sales agents.

#### Diversity, Equity and Inclusion

We are committed to promoting diversity, equity, and inclusion at the World Health Summit and want to create an environment where everyone, regardless of their abilities, feels valued, respected, and empowered to contribute meaningfully. We support the inclusion and participation of people with disabilities and continually enhance our practices to better serve the needs of all attendees.

#### Sustainability

We pay special attention to resource-conserving practices in everything we do. Please read all details [here](#).

### Social Media Netiquette

We welcome an engaged dialogue on the World Health Summit social media pages on LinkedIn, X, Facebook, and Instagram and look forward to your comments and posts. In order to create an open, respectful, and productive environment, we ask that you follow the rules outlined [here](#).

### Guideline for Prevention and Handling of Sexual Harassment

We do not tolerate harassment in any form. Alert conference staff if you notice an incident that violates our policy. Please find the Guideline for Prevention and Handling of Sexual Harassment [here](#).