

AMPLITUDE STUDIOS® POLICY ON CUSTOMER HARASSMENT

At Amplitude Studios, we believe that listening to our players is crucial to creating the best games possible, and we encourage our players to share their comments, criticism, and suggestions. We welcome this honest feedback and strive to work closely with our players to deliver the best possible products. While the vast majority of interactions with our community are respectful and constructive, there have been isolated instances where members of our team have faced inappropriate behavior from customers during the course of their work. Therefore, we have established this Policy on Customer Harassment to protect the wellbeing of our staff.

Conduct that Constitutes Customer Harassment

We define Customer Harassment as speech, behavior, actions, or demands by customers (including business partners) that harm our employees, their working environment, or their immediate family members (spouses, direct descendants and ascendants, or siblings) by being inappropriate in nature or otherwise exceeding socially acceptable norms.

Response to Customer Harassment

Should Amplitude Studios determine that a customer has engaged in speech, actions, or behavior we consider Customer Harassment against any employee who did not themselves exceed socially acceptable behaviors, we will take action to protect the wellbeing of our employees. These actions may include restricting or denying access to social spaces managed by us, suspending customer support, and restricting or suspending services.

In cases of egregious, malicious, or unlawful behavior, we will work with outside partners (such as legal counsel or relevant authorities) to take appropriate action and financially support our employees in taking legal action to defend themselves, the process and limits of which are defined in the Collective Agreement on the Implementation of Employee Protection signed between Amplitude Studios and the representatives of the employees.