



PCI Security Standards Council

Code of Conduct Version 3.0

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Document Changes

Date	Version	Description
January 2023	1.0	Initial release
February 2025	2.0	Update to prohibit use of AI, transcription or recording.
December 2025	3.0	Updated to include an escalation procedure for violations.

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1 Introduction

This document outlines the expectations for behavior and compliance in all PCI SSC activities and engagements, including meetings, events, and collaboration platforms (e.g., Basecamp, Teams, WebEx chatrooms). The PCI Security Standards Council (PCI SSC) encourages an inclusive, professional, and collaborative environment. All participants are expected to adhere to the PCI SSC Code of Conduct, Antitrust Policy, and other relevant policies.

This document applies to all participants in all PCI SSC activities, initiatives and collaboration tools, including but not limited to the following, whether participation is virtual, in-person, or otherwise:

- Board of Advisors
- Technical Advisory Board
- Global Executive Assessor Roundtable
- Principal Participating Organizations
- Technology Guidance Group Sub-Groups
- Working Groups
- Special Interest Groups (SIGs)
- Task Forces
- Committees
- Events
- Online platforms and communication tools (e.g. Basecamp, Teams and WebEx)

This document should be read in conjunction with the Council's [Antitrust Policy](#), [Privacy Policy](#), [Standards Development Policy](#) and [Intellectual Property Rights \(IPR\) Policy](#), as from time to time amended. However, in no case will this document overrule these policies, and in the case of any conflict between the terms of this document and the aforementioned policies, the terms of the latter shall control.

2 PCI SSC Groups

PCI SSC Groups serve a variety of functions. For additional information regarding composition, eligibility, and related PCI SSC Group matters, please see [website](#). All PCI SSC Groups operate under the direction of the PCI SSC Management Committee.

2.1 Chairs

Each PCI SSC Group is chaired by a full-time employee of PCI SSC (Chair). In the event a Chair seat is vacant, the PCI SSC Executive Director or Executive Committee shall appoint the Chair.

2.2 Meetings Generally

Meeting cadence and related matters are determined by the applicable Chair or PCI SSC.

2.3 Intellectual Property

All PCI SSC Group activities are conducted under the Council's IPR Policy.

3 Meeting Attendance and Logistics

All PCI SSC Group meeting participants are expected to adhere to the following:

3.1 All PCI SSC Group meetings

- Be on time.
- Be attentive and focused on the meeting discussion.
- Avoid the temptation to do other work while attending the meeting.
- Stay on the topic being discussed.
- Respect the Chair and the views and opinions of all attendees.
- Wherever possible, do not make or accept calls during the meeting.
- Do not record or use AI to transcribe meetings.

3.2 Conference calls and online meetings

- Aim to arrive 3-5 minutes before the scheduled start time to ensure the meeting starts on time.
- Enter your contact details to include Organization Name – Lastname, First name
- Announce your departure if you leave a meeting while in progress and your absence results in a lack of representation for your organization.
- Mute your line when not speaking.
- Do not put meeting calls on hold or use other features that would disrupt the meeting.

3.3 Face to face (in-person) meetings

- Aim to arrive at the meeting at least 10 minutes prior to the scheduled start time to allow time to set up before the meeting starts.
- If needed, introduce yourself to the attendees giving your name, organization, and position.
- Set any electronics to silent.
- Where possible, avoid leaving the meeting room during discussion.

3.4 Hybrid meetings

- Follow the rules above corresponding to your means of attendance at the meeting.

4 Meeting Behavior

All participants are expected to comply with the following while attending PCI SSC Group meetings and related activities.

4.1 Equality and Assignment of Work

All PCI SSC Group participants, regardless of the company represented, are professionals in their field.

- PCI SSC Group participants are expected to treat each other as peers working together to accomplish a common goal.
- PCI SSC Group participants should not assign work to other participants or participant companies.
- The assignment of work is determined by the applicable Chair.

4.2 Expected Behavior

- Attend meetings with a collaborative attitude and maintain positivity throughout the meeting.
- Communicate constructively and professionally.
- Use words and tone that support an atmosphere of collaboration.
- Do not use or engage in demeaning, aggressive, harassing, insulting or any other unprofessional behavior or language.
- Treat all meeting participants with respect and consideration, valuing a diversity of views and opinions.
- Be patient and courteous while others are speaking and do not interrupt.
- Do not engage in personal attacks directed toward other participants.
- When expressing disagreement, focus any critique on the idea rather than the individual.
- Do not allow an individual or personal issue or dispute to affect conduct within the meeting. All such issues and disputes should be resolved separately and outside of the meeting.

4.3 Discussions and Disagreements

Healthy debate and discussion are often necessary to reach a consensus. It is understood that differences in opinion, ranging from mild to strong, are a natural part of the PCI SSC Group discussion process.

When such disagreements arise, participants are expected to comply with the rules herein and the instructions of the applicable Chair, and to remain respectful to all participants, including those with whom they disagree.

4.4 Legal Compliance

PCI SSC respects honest business competition among its participants. As such, all participants in PCI SSC activities must comply with the PCI SSC Antitrust Policy and all applicable antitrust and competition laws at all times. Accordingly, and without limiting the foregoing, PCI SSC Group participants and their employees and representatives must not to enter into any discussion, activity or conduct that may violate any applicable antitrust or competition law rules in connection with such activities. For example, in connection with PCI SSC activities, competitors must not directly or indirectly agree upon or discuss, communicate or exchange information relating to pricing, discounts, awards, barriers to entry, or other economic terms, or any commercially sensitive or competitive information, including non-public information relating to commercial strategy, market share, costs and revenues. Failure to comply with the foregoing may result in termination of participation in applicable PCI SSC Groups and initiatives.

5 Monitoring and Escalation Process

The following outlines PCI SSC’s process for monitoring adherence to this Code and applicable policies, addressing violations, and implementing corrective actions.

5.1 Monitoring

All PCI SSC meetings, initiatives, platforms and communication channels (virtual, in-person, hybrid) are monitored by PCI SSC staff and designated facilitators for adherence to this Code and applicable PCI SSC policies. General questions and concerns relating to meeting conduct and procedure should be raised to the Secretariat for clarification.

5.2 Incident Response

Violations of this Code and applicable PCI SSC policies are addressed on a tiered basis, through appropriate corrective action, which may include reminders, warnings, escalations, and/or potential removal from PCI SSC activities, as further detailed below. Exceptions may occur and are escalated to PCI SSC leadership as appropriate.

Table 1: Response

Tier	Incident Type	Response Action	Action Owner
Tier 1:	First-time or minor behavior issues	<i>Reminder:</i> Direct message reminding Stakeholder of Code of Conduct principles	Secretariat
Tier 2:	Repeated unprofessionalism or misconduct	<i>Warning:</i> Formal warning via email referencing relevant policy	Secretariat escalates to applicable PCI Group SSC Chair
Tier 3:	Continued violations or potential legal issues	<i>Escalation:</i> Escalation to primary/alternate company representatives with documentation of incidents	PCI SSC Group Chair or Leadership
Tier 4:	Major legal/policy violation or repeated misconduct	<i>Removal:</i> Removal and public response clarifying platform purpose and expectations	PCI SSC Leadership

5.3 Documentation and Follow-up

All Tier 1-4 incidents must be documented, including applicable participant details, channel, date, time, nature of incident, and action taken.

Repeat or systemic issues will be reviewed to improve PCI SSC policies and processes.