

## **Tourism Australia – Event Code of Conduct**

The Code of Conduct (**Code**) forms part of the Terms of Participation for the Event referenced in this document.

The Code establishes the behavioural standards to be observed by Tourism Australia's staff and event attendees, contractors, volunteers and suppliers in connection with the Event. It aims to ensure that high levels of safety and professional conduct are maintained from and towards all personnel attending such Tourism Australia supported activities, during and outside of official activity hours. The standards set out in the Code apply to any activity or communication that occurs face to face, as well as on any digital platform.

### **Standard of professional behaviour**

All personnel must behave professionally at all times in connection with the Event. The standards of professional behaviour to be observed include (without limitation):

- Show respect towards others at all times, including being considerate, cooperative and collaborative;
- Present and behave in an appropriate professional manner including in dress code, communications, actions etc;
- Take all reasonable steps to ensure own safety, including in relation to the responsible consumption of alcohol;
- Follow the reasonable rules, policies, directions and other practices required by Tourism Australia or any venue hosting the Event; and
- Alert security personnel or Tourism Australia staff if a potentially unsafe situation is observed or suspected.

**Prohibited behaviour** includes any behaviour that is unacceptable or unwelcome, and includes without limitation:

- Harassment whether direct or indirect (words or actions directed at a person that annoys, alarms or causes substantial emotional distress);
- Discrimination whether direct or indirect (treating someone unfairly because of race, colour, sex, sexual preference, age, physical or mental disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin);
- Sexual harassment (unwelcome, uninvited conduct that is offensive from the view of the person harassed, regardless of intent; unwelcome sexual advances, unwelcome request for sexual favours, any other unwelcome conduct of a sexual nature);
- Physical abuse and uninvited physical contact;
- Intimidation, threats (implied or real) of any form whatsoever, as well as verbal abuse including any unwelcome or discriminatory comments in relation to an individual;
- Defamatory comments of any nature;
- Displaying, sharing, sending or discussing inappropriate material e.g. offensive words, images or media in any form whatsoever, suggestive comments or jokes of a sexual nature;
- Disruptive or anti-social behaviour;
- Unexplained absences from commitments;
- Consumption or possession of illicit drugs;

- Inability or unwillingness to conduct oneself professionally, including as a result of drunken behaviour;
- Any unlawful behaviour of whatsoever nature;
- Any damage to property of whatsoever nature.

Should any prohibited behaviour be observed, anticipated, suspected or reported, Tourism Australia may take any reasonable measure that it deems necessary to ensure the safety of others, and/or the maintenance of a professional environment. Such action may include refusal of entry to, or removal of one or more individuals from the Event, and any future activities undertaken by Tourism Australia, at its sole discretion.

Any prohibited, unwelcome or unprofessional behaviour that is witnessed or suspected, should be reported immediately to a Tourism Australia representative immediately. Confidentiality of the reporting individual will be maintained where it is practical to do so. Reports will be treated seriously and investigated. Appropriate action will follow.