

Event Behaviour and Professional Conduct

Purpose

The purpose of this document is to establish expectations regarding the conduct of participants attending Tourism Export Council New Zealand (TECNZ) events, to ensure the safety of all personnel and to ensure that professional standards are met. All organisations attending TECNZ events are responsible for the conduct of their nominated representatives and delegates.

Expected behaviour:

- Act in a professional and respectful way that supports a safe, inclusive, and harassment-free environment including wearing appropriate professional clothing
- Use appropriate language and conduct, including during social events and networking activities
- Treat everybody (including but not limited to - staff, speakers, suppliers, venue personnel) with dignity and respect
- Comply with all applicable laws, rules, policies, guidelines, health and safety requirements (including emergency procedures)
- Consume beverages responsibly where alcohol is provided
- Refrain from discrimination, bullying, intimidation, or offensive behaviour
- Protect confidential information shared during the event and respect privacy
- Avoid behaviour that could damage the reputation of TECNZ or negatively impact the event experience for others

Unacceptable behaviour includes, but is not limited to:

- Failure to comply with TECNZ event guidelines,
- Harassment or intimidation, violent or abusive conduct, racial or discriminatory behaviour verbally or physically
- Behaviour that impairs the ability to act professionally, including excessive intoxication
- Possession, use, or distribution of illicit substances
- Misuse of event-provided internet or digital services, including accessing or downloading unlawful material.

Attendees are encouraged to report any unacceptable behaviour by:

- Notifying a TECNZ staff member immediately by providing as much detail as possible, including the nature of the behaviour, time, location, and individuals involved
- Seeking immediate assistance from venue staff, emergency services and/or on-site TECNZ staff if there is an urgent safety concern

Actions for Breaches of the Code of Conduct:

If an individual's behaviour:

- negatively impacts the safety, wellbeing, or experience of other attendees; or
- has the potential to harm the reputation, integrity, or standing of TECNZ.

TECNZ may, where it considers it reasonable to do so:

- Deny entry to an event
- Require a person to leave any event activity (whether formal or informal)
- Or restrict further participation in the event
- In serious cases, this may also include exclusion from future TECNZ events.

No compensation will be payable in such circumstances.