

Code of Professional Conduct



1. The purpose of this document is to establish expectations regarding the conduct of participants at Tourism New Zealand (TNZ) activities, to ensure the safety of all personnel and to ensure that high professional standards are met.

Scope:

2. This guideline applies to registrants, guests, contractors, volunteers, and suppliers attending or otherwise engaged by TNZ in an activity, including but not limited to, events, famils, hosted visits or other TNZ supported activities. The guideline applies both during and outside of official activity hours.

Expected behaviour:

The following behaviour is expected to ensure that everybody is able to perform effectively and in a professional environment:

3. Treat everybody with respect.
4. Be considerate, collegial, and collaborative and provide support to one another where required.
5. Follow the rules, policies, safety guidelines and practices (including emergency procedures) provided by TNZ and venues associated with the activity.
6. Take personal accountability for safety and use safety equipment as required.
7. Alert security personnel or TNZ staff if you notice someone in distress or perceive a potentially harmful situation.
8. Identify and report any and all hazards or potential hazards, accidents, incidents and near misses promptly to TNZ staff.
9. Communicate effectively and considerately across all communication channels, including verbal face-to-face and digital channels (e.g. email, WhatsApp, WeChat, Twitter, Facebook etc.).
10. Present professionally and behave in a manner that is appropriate in the workplace and with respect and courtesy. This includes wearing professional clothing in accordance with the dress code of the activity.
11. Attendance to all commitments at the pre-arranged time.
12. Advise any unplanned absence to TNZ staff as soon as possible.
13. Responsible consumption of legal drugs or alcohol.

Unacceptable behaviour includes but is not limited to:

14. Harassment, intimidation or discrimination of another, including threats (implied or real) of, physical, professional or financial harm.
15. Physical abuse and uninvited physical contact of any form.

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16. Verbal abuse including comments related to an aspect of an individual i.e. gender, sexual orientation, disability, physical appearance, race, religion, etc.
17. Sharing of inappropriate, rude or offensive words or images in person or through digital channels i.e. email, WhatsApp, WeChat, Twitter, Facebook, etc.
18. Disruptive behaviour.
19. Unwillingness to perform tasks and activities as expected.
20. Failure to learn and follow safety practices and procedures provided.
21. Unexplained absences from commitments.
22. Inability to perform professionally as a result of legal drugs e.g. prescription medicine or alcohol
23. Consumption or possession of illicit drugs.
24. Unauthorised possession, removal or deliberate damage of another's property or equipment.

Reporting unacceptable behaviour:

25. If you are the subject of unacceptable behaviour or have witnessed any such behaviour, please immediately notify an on-site TNZ staff member (in-person, by e-mail, or by phone) or TNZ staff member with a designated leadership position (e.g. Chief Executive, Director, General Manager, Regional Manager). You may also email the HR department at tnz.hr@tnz.govt.nz.
26. If you experience or witness a hazard or potential hazard, accident, incident or near miss, please immediately notify an on-site TNZ staff member.
27. Anyone experiencing or witnessing behaviour that constitutes an immediate or serious threat to public safety or a criminal act is expected to contact the local country emergency services. Those witnessing a potential criminal act should also take actions necessary to maintain their own personal safety.

Consequences of unacceptable behaviour:

28. Unprofessional behaviour must be reported to TNZ staff as soon as is practical so that immediate measures can be taken to ensure the safety of others and a professional environment.
29. TNZ staff, security, or law enforcement personnel shall take appropriate action(s) deemed necessary. Actions may include immediate removal without warning or refund.
30. Anyone requested to stop unacceptable behaviour is expected to immediately cease and desist.
31. TNZ reserves the right to prohibit attendance at any future TNZ activities.

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What you can expect from Tourism New Zealand:

32. TNZ staff members are governed by a code of conduct which outlines expectations of staff. This code of conduct mirrors the above expectations of behaviour. You can expect safe and professional conduct from TNZ staff members at all times.
33. TNZ staff members have a duty of care to those at TNZ activities and will ensure that all practicable measures are taken in planning and delivery to ensure everybody's safety.
34. TNZ staff will respond to reported hazards, incidents or accidents and reported concerns regarding unprofessional conduct, to ensure that a safe and professional environment is maintained at all times.

The three Rs:

35. This code of conduct can be summarised by the three Rs:
 - a. **Respect** – Speak and act respectfully and safely
 - b. **Represent** – Remember that you are representing New Zealand at all times
 - c. **Report** – Report any hazards or potential hazards, accidents, incidents or near misses

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