



## **Client Code of Conduct**

### **Purpose and Scope**

The purpose of this code of conduct is to:

- give guidance to all clients of Group Travel Network, Inc. (GTN) on the standards of conduct required whilst engaged in activities planned and/or escorted by GTN.
- define breaches of conduct
- describe the consequences of breaches of conduct.

### **Code of Conduct**

Whilst engaged in activities with Group Travel Network, Inc. or any of its designated workplaces, clients are expected to:

- act honestly, conscientiously and reasonably at all times, having regard to their responsibilities whilst attending activities planned, booked and/or escorted by GTN and the welfare of GTN staff and other clients
- treat other clients, and staff of GTN, with courtesy and respect, without harassment, or physical or verbal abuse or discrimination to prevent an atmosphere of hostility or intimidation
- report suspected incidents of harassment or discrimination to a GTN staff member, for necessary action
- not, at any time show the effects of alcohol or non-prescription drugs, or bring these onto the premises
- not consume alcohol on the premises, except in areas and at events sanctioned by GTN management
- not use or possess any illegal drug related paraphernalia
- not be adversely effected by the misuse or abuse of prescription drugs
- carry out activities in a safe manner, having regard to the GTN Occupational Health and Safety policy and procedure
- comply with lawful and reasonable instructions from GTN staff
- respect the privacy of individuals and GTN
- avoid placing themselves in situations where they may be compromised, or allegations made against them
- use all equipment and materials supplied by GTN in the manner intended and as directed by GTN staff.

## **Breaches of the Code of Conduct or of the Law**

- Misconduct involves contravention by the client of the Code. If established, misconduct may lead to a reprimand warning of the client.
- Serious misconduct involves serious and/or repeated contravention of the Code or breaches of the law. Serious misconduct, if established, will usually lead to termination of the client's attendance in activities that GTN plans, books or escorts and with no refund of monies paid. Breaches of the law will result in the offender being reported to the "local" Police for appropriate action.

Serious misconduct is behavior which threatens the wellbeing of the organization, or its staff and clients. Serious misconduct includes, but is not confined to, the examples below:

- assaulting or threatening to assault any other client or GTN staff member, or visitor on the GTN office premises or planned tours
- behaving in a manner causing safety risks to clients or staff, such as smoking in areas specifically designated as hazardous or unauthorized use of fire protection or safety equipment
- being seriously affected by alcohol or drugs while attending GTN activities
- having unauthorized possession of, or removing property belonging to GTN, another staff member, client or visitor
- deliberately or recklessly acting, or failing to act, in a manner resulting in harm or injury to GTN staff or clients, and/or serious damage to GTN property
- repeatedly contravening the Client Code of Conduct.

### **Definitions**

*client* Any person engaged in programs or activities conducted by or at GTN

*discrimination* Unlawful discrimination means treating a person less favorably because of a personal attribute they have which is covered by equal opportunity laws. Under equal opportunity laws, discrimination based on the following attributes is unlawful: sex, race, disability, gender identity, sexual orientation, lawful sexual activity age, pregnancy, marital status, parental status, breastfeeding in public, career status, religious belief or activity, political belief or activity, industrial activity, physical features, personal association, irrelevant criminal record

*drug related paraphernalia* Equipment, a product or material that is used or intended for use in concealing an illegal drug or for use in injecting, ingesting, inhaling, or otherwise introducing into the human body an illegal drug or controlled substance

*harassment* Unlawful harassment is any behavior which is based on one of the attributes listed above under 'discrimination' and which is unwelcome, and offends, humiliates or intimidates the person being harassed. The fact that no offence was intended does not mean that the harassment is not unlawful. The most common form of harassment is sexual