

11 - 13 December 2022

Hotel Grand Chancellor Hobart

Tasmania

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#PCOA22

The Association's objectives are to increase the standard of professionalism of its members and promote a better understanding of the roles, functions and contributions of Professional Conference Organisers and Event Managers and other practitioners in the conference and event sector.

PCOA22 Conference Code of Conduct

Our event will present opportunities to learn, share knowledge and network. We believe the event should represent a safe, enjoyable and inclusive environment for all people, irrespective of gender, race, ethnicity, age, sexuality, religion, disability, socio-economic background, experience, size, shape and so on. No one should be subject to any harassment, bullying or abuse. Any such behaviour will not be tolerated and we will take such action as we deem necessary to ensure it does not reoccur. This may include immediate removal from the virtual/hybrid event and a prohibition from attending future events held by PCOA.

This Code of Conduct explains exactly what we mean by unacceptable behaviour and it outlines the steps someone subjected to such behaviour at an event can take to report it.

Why do we need a Code of Conduct?

Unfortunately, unacceptable behaviour still occurs, even in virtual event formats. The purpose of this Code of Conduct is to get participants fully aligned on what constitutes unacceptable behaviour, how it can be reported, and what will be done about it.

Who is subject to our Code of Conduct?

Our Code of Conduct applies to event attendees, speakers, sponsors, partners, support staff, and councillors of PCOA.

How we Define Acceptable and Unacceptable Behaviour

People's interpretation of acceptable or unacceptable behaviour is subjective and can be influenced by several factors including personal experience, religion and cultural background. That's why we believe it's important to define what we mean by both.

Acceptable Behaviour

As the event organisers, we expect everyone to be professional and respectful to others at all times. Everyone should be aware of the impact their behaviour can have on others. We ask that you:

- Respect the event organising staff and venue staff.
- Be courteous and well-mannered when speaking to someone or engaging with them in any online mode.
- Treat people the same way you would like to be treated.
- Respect someone's right not to engage in online networking or connection with you.

Unacceptable Behaviour

Unacceptable behaviour is offensive in nature – it may disturb or upset an individual or make them feel threatened.

It can include:

- Derogatory, inflammatory or discriminatory language, comments or conduct.
- Engineered episodes of intimidation, aggressive actions or repeated gestures.
- Repetitive heckling and disruption of talks.
- Inappropriate attire or nudity for attendance at virtual/hybrid format
- Using sexual images or sex toys in viewable space.
- Inappropriate photography or recordings (where inappropriate is defined as used later in a sexual, derogatory or defamatory manner or for exploitation).
- Stalking or following.
- Persistent and unwanted sexual advances.
- Bullying behaviour
- Encouraging any of the above behaviours.

How to Report Unacceptable Behaviour

Option 1. Speak up. See it, say it, sort it. If you are disrespected, or witness this happening to someone else, engage politely with the person involved, if you feel able to, and let them know that you find their behaviour unacceptable and offensive. Sometimes the best way to change unacceptable behaviour is by bringing it to the perpetrator's attention and giving them an opportunity to acknowledge this and apologise.

Option 2. Report it to us via any of the following ways:

- Inform either a PCOA staff member or councillor during the event if attending in person, or via phone (+61 435 374 476 or +61 0435 103 912) or email us per below.
- Email us via conference@pco.asn.au. When reporting, please provide as much detail as possible, including: Your name and contact details (email, cell/mobile phone and address); The time it occurred; The names and contact details of any witnesses; The outcome you are expecting (e.g. letter of apology, steps taken to prevent a similar instance from occurring etc..)

Note: you can remain anonymous if you so wish and providing any of the above information is optional. We don't have a time limit for reporting unacceptable behaviour, although we encourage you to do it as quickly as possible, as it can be difficult to obtain accurate witness statements the longer time passes.

If you report unacceptable behaviour more than 3-months after an incident, you should explain why as it may impact the ability to respond accordingly. We will consider your explanation and then endeavour to deal with your report.

How we Handle Unacceptable Behaviour

We are committed to ensuring that you and other attendees experience a positive, enjoyable and inclusive event. We strive for customer service excellence when reporting unacceptable behaviour. That's why, for the duration of our event, we will have a number of reporting mechanisms available (e.g. suitable informed event staff, event feedback forms etc.). When you report unacceptable behaviour to us we will respond promptly and with care, consideration and respect. Our process does not replace nor remove the formal mechanisms available to you as an individual to report inappropriate or offensive behaviour; such as making a police report.

Our process is as follows:

- We will acknowledge your report and reply via email within 48 hours.
- We will perform a thorough investigation within 5 business days. We will keep it wholly professional and confidential. We will treat all the people involved fairly and objectively, irrespective of what our relationship with them is.
- We will take appropriate action e.g. issue warnings, give direction to learning resources on the topic of harassment, bullying or anti-social behaviour, enforce temporary or permanent suspensions, and if necessary, make a report to the police. We will take into consideration your wishes in any enforcement of the Code of Conduct.
- We will suggest measures we can take to ensure incidents of this nature do not reoccur at future events and implement those which are appropriate to the specific event.
- We reserve the right to remove people from the event or prevent people from joining the event.
- We will not name and shame individuals.

If you have any queries about PCOA22 please do not hesitate to contact us!

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