

Code of Conduct

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1. Principles and Intent of Code of Conduct

- 1.1 The Zoo and Aquarium Association Inc. (the Association) exists to encourage and support the development of zoological parks and aquaria as resources for species conservation, community engagement and conservation-based research.
- 1.2 This *Code of Conduct* outlines the standard of conduct required by the Association of all Applicable Persons.
- 1.3 The intent of this Code of Conduct is to ensure that all Applicable Persons maintain a high standard of conduct and do not, by their actions or omissions, bring the Association into disrepute.
- 1.4 All Applicable Persons agree to comply with this *Code of Conduct* as part of their ongoing association with the Association and agree not to assist or encourage any other Applicable Person to breach the *Code of Conduct*.
- 1.5 This *Code of Conduct* is to be read in conjunction with the Association *Constitution*, the *Complaints Management Policy* and other associated Association policies.
- 1.6 Where a matter arises that is not directly dealt with in this *Code of Conduct*, the *Constitution* or other related policy of the Association, but is within the spirit and intent of the *Code of Conduct*, the *Constitution* or other related policy of the Association, the matter will be dealt with in accordance with this *Code of Conduct*.

2. Overall Conduct

- 2.1 Applicable Persons shall at all times:
- (a) comply with the *Code of Conduct*;
 - (b) maintain a professional standard with respect to communications;
 - (c) adhere to all laws, policies and procedures relating to the zoo and aquarium industry and the Association;
 - (d) maintain and uphold the integrity and competence of the zoo and aquarium industry;
 - (e) disseminate fair and accurate professional information;
 - (f) ensure that they do not engage in Unacceptable Behaviour;
 - (g) conduct themselves in a manner that does not damage (or have the potential to damage) the reputation of the Association, its Members, Subscribers or supporters;
 - (h) in their dealings with other Applicable Persons and members of the global zoo and aquarium industry generally, act in a respectful and professional manner; and
 - (i) ensure the *Code of Conduct* is upheld in relation to any operations of the Applicable Person undertaken in association with the Association.
- 2.2 Some of the requirements listed in clause 3.1 are explained in further detail in Clauses 4 to 7 inclusive below.

3. Information and Communications

- 3.1 Where any disputes or complaints arise between Applicable Persons, such disputes or complaints will be dealt with in accordance with the *Complaints Management Policy*, to the extent that this policy applies.
- 3.2 Where an Applicable Person is reasonably required by the Association to provide documentation or data in connection with their membership or other associated relationship with the Association, such information is to be correct, complete and current and provided in a timely manner, in order to support the efficient operation of the Association.
- 3.3 Applicable Persons acknowledge and agree that they may from time to time receive Confidential Information or Personal Information in relation to the Association or another Applicable Person, and agree to treat such information in accordance with the applicable privacy legislation and/or maintain its confidentiality, as the case may be, including through not disclosing any such Confidential Information to other Applicable Persons or a third party, without the express written permission of the disclosing party.
- 3.4 Applicable Persons shall ensure that information provided to the Association or another Applicable Person, including in relation to any animal, or goods pertaining to the operations of a zoo or aquarium, is correct, complete and current.
- 3.5 Applicable Persons shall ensure that in their engagement with the community (including the print and television media, social media, and other public communications) they:

- (a) present a contemporary and factual view of the zoo and aquarium industry;
- (b) do not breach this *Code of Conduct* or any related policy of the Association; or
- (c) do not bring the Association into disrepute.

4. Applicable Laws, Policies and Procedures

4.1 Applicable Persons agree to make themselves aware of and comply with all applicable:

- (a) laws and regulations; and
- (b) guidelines, policies and standards;

whether they be local, state, federal or international, as the case may be, including in relation to the regulation of animal welfare and animal transactions.

4.2 Applicable Persons shall support and comply with all of the policies and procedures of the Association, including:

- (a) *Member Policy*
- (b) *Accreditation Policy*
- (c) *Regional Species Planning and Management Policy*
- (d) *Animal Transfer Policy*
- (e) *Animal Welfare Policy*
- (f) *Animal Visitor Interaction Position Statement*
- (g) *Complaints Management Policy*
- (h) *Privacy Policy*; and

any other policies or procedures as updated and amended from time to time, to the extent that such policies apply to them as an Applicable Person.

5. Integrity and Competence

5.1 Applicable Persons shall conduct themselves with integrity and competence, ensuring they demonstrate the highest standard of professional conduct in the zoo and aquarium industry.

5.2 Applicable Persons shall maintain and uphold a contemporary view of the zoo and aquarium industry and seek to ensure their policies, procedures and practices comply with recommended industry standards such as the *WAZA Animal Welfare Strategy* and the *WAZA Conservation Strategy*.

5.3 Applicable Persons shall use their best endeavours to ensure that all business dealings are undertaken with persons and/or entities that comply with applicable laws (whether they be local, state, federal or international) and seek to adhere to the same standards of competence and professionalism as those espoused by the Association.

5.4 Members must not directly or indirectly engage in any activity or business that competes or conflicts with the interests of the Association.

6. Additional Duties

6.1 In addition to their obligations under this *Code of Conduct* and other related policies of the Association, the Board (as defined in clause 3.0 of the *Constitution*) and any Committees (as referred to in clause 42 of the *Constitution*) or other associated groups of members as determined by the Board from time to time shall, in accordance with the Association Board Member Code of Ethics:

- (a) Exercise their powers and discharge their duties:
 - (i) with reasonable care and diligence;
 - (ii) in good faith in the best interests of the Association; and
 - (iii) for a proper purpose.
- (b) Not make improper use of their position or information acquired by virtue of holding their position so as to gain an advantage for themselves or any person or to cause detriment to the Association.
- (c) In making decisions in relation to the operation of the Association:
 - (i) make such decisions in the best interests of the Association;
 - (ii) not have a personal interest in the decision, subject to the other applicable policies of the Association regarding conflicts of interest.

7. Resolution of Disputes

Any complaint of misconduct or other dispute arising out of an alleged breach of this *Code of Conduct* or other related Association policy will be dealt with in accordance with the Association's *Complaints Management Policy*.

8. Related Documents

This policy is to be read in conjunction with the following policies, procedures and guidelines of the Association:

- (a) Constitution
- (b) Policy - Members
- (c) Policy - Complaints Management

9. Definitions

In this *Code of Conduct*, any reference to a term which has been defined in the *Constitution* has the same meaning in this *Code of Conduct*. Otherwise, the following terms have the following meanings:

Applicable Person means a Member, Board Member, Committee Member and Subscriber of the Association as well as members of the ZAA executive team.

Code of Conduct means this *Code of Conduct* setting out the standards of ethical and professional practice and conduct for Applicable Persons.

Committee means a committee of the Board established in accordance the Constitution.

Complaints Management Policy means the *Complaints Management Policy* of the Association.

Confidential Information means and includes all unpatented inventions, ideas, know-how, concepts, trade secrets, processes, techniques, software, products and all other unregistered or unpatented intellectual property, financial and business information and all other commercially valuable information of the disclosing party which the disclosing party regards as confidential to it or which is evident by its nature or the manner of its disclosure to be confidential and all copies, notes and records and all related information generated by the receiving party based on or arising out of any such disclosure. Confidential information excludes, or as the case requires, ceases to include information, that:

is in or enters the public domain other than through a breach of any obligation of confidence;

is or was lawfully received by an Applicable Person or the Association from another Applicable Person or the Association having the unrestricted legal right to disclose that information without requiring the maintenance of confidentiality; or

is or was developed by an Applicable Person or the Association without relying on, referring to, or incorporating any of the other an Applicable Person or the Association's Confidential Information.

Constitution means the *Constitution* of the Association, as amended from time to time.

Member means a member of the Association, as defined in the Association's *Member Policy*, and may include an employee, officer or agent of a member of the Association.

Personal Information has the same meaning as defined in the Privacy and Data Protection Act 2014 (Victorian legislation) which currently is information or an opinion (including information or an opinion forming part of a database) that is recorded in any form and whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, but does not include information of a kind to which the **Health Records Act 2001** applies.

Subscriber means a subscriber of the Association, as defined by the Association's *Members Policy*.

Unacceptable Behaviour includes, but is not limited to:

verbal or written abuse, physical abuse or assault;

discrimination, harassment, bullying or victimisation; and

threatening or intimidating behaviour towards others.

The Association means the Zoo and Aquarium Association Inc. (ABN 71 836 556 156).

10. Approval and Review Details

Approval History	Details
Approval Authority	Association Board
Relevant Committee and/or Stakeholders	
Original Approval Date	28/08/2015
Last Review Date	18/08/2020
Next review date	18/08/2025

This document should be reviewed within five (5) years of the date of approval or last review.

Amendment History Approved / Amended / Rescinded / Reviewed	Authority	Date [DD/MM/YY]	Description / Notes
Approved changes	Board	8 May 2017	Clauses added: 2.11 (a),(b),(c); 3.1(f), (g) and 6.4
Reviewed / approved changes	Board	18/08/2020	The minor changes to this policy focused on currency to other policies and references.

11. Acceptance of the Code of Conduct

I _____ on behalf of _____
agree to all of the information contained within the Zoo and Aquarium Association Australasia Code
of Conduct.

SIGNATURE: _____

POSITION: _____

DATE: _____