

STEP Australia

Event Code of Conduct

Notice is hereby given of our Event Code of Conduct. If you attend a STEP Event in any capacity, you agree to be bound by this code of conduct.

1 ***Context***

- 1.1 Members of the Society of Trust and Estate Practitioners Limited (Company number 02632423) ("STEP") are bound by certain rules and standards.
- 1.2 The Values of STEP are:
 - (a) **Community**: We respect each other and value diversity.
 - (b) **Collaboration**: We work together and learn from each other to find new and better ways of doing things.
 - (c) **Integrity**: We are honest, open and committed to upholding our ethical and professional standards.
 - (d) **Continuous learning**: We champion continued learning and development to build the knowledge and skills necessary to deal with a rapidly-changing business environment:
- 1.3 All STEP members are bound by the STEP Codes of Professional Conduct. Click on the following link to view the STEP Code of Professional Conduct.
<https://www.step.org/professional-standards/codes-professional-conduct>
- 1.4 In reading the Code of Professional Conduct, it should be noted that, amongst other things, STEP members are bound by standards that relate to:
 - (a) Being law abiding (rule 1.1)
 - (b) Integrity (rule 3);
 - (c) Objectivity (rule 4);
 - (d) Courtesy (rule 5);
 - (e) Honesty (rule 7); and
 - (f) Non-discrimination (rule 15).

- 1.5 In relation to STEP members the following Event Code of Conduct is in addition to the rules and codes of conduct that a member is otherwise bound to adhere to and in no way diminishes the high standards to which STEP members are bound. Further, all participants (not just STEP members) are bound by the following Event Code of Conduct.

2 Terms

2.1 The following terms have the following meanings:

- (a) "our", "we" or "us" means The Society of Trust and Estate Practitioners Australia Limited (A.C.N. 150 462 061);
- (b) "you" means each and every participant in a STEP Event and includes you, whether you are a:
 - i. STEP member or non STEP member;
 - ii. Attendee;
 - iii. Speaker;
 - iv. Invited guest;
 - v. Volunteers;
 - vi. Exhibitor;
 - vii. Sponsors;
 - viii. Service providers;
 - ix. Employee, agents or contractors of any of the above; or
 - x. In any other capacity you attend a STEP Event.
- (c) "STEP Event" means an event which is either online or face to face (or both) which involves us, including, but not limited to, an event hosted or partly hosted by us and an event sponsored or supported by us. The word "event" should be given its broadest possible meaning and includes meetings of every description, including, but not limited to, seminars, webinars, conferences and social gatherings.

3 Overriding Principle

3.1 We are committed to providing a safe, productive, and welcoming environment at all our events. All participants (both STEP members and non STEP members),

including, but not limited to, attendees, speakers, invited guests, volunteers, exhibitors, sponsors, staff, service providers, and others are expected to abide by our Events Code of Conduct. This code of conduct applies to all STEP Events, including those sponsored by organisations other than STEP but held in conjunction with us, in public or private facilities. This code of conduct also applies to online and social media interactions related to STEP Events.

4 Expected Behaviour

- 4.1 Set out below are expected behaviours.
- 4.2 You must treat all participants with respect and consideration, valuing a diversity of views and opinions.
- 4.3 You must be considerate, respectful, and collaborative. This includes being conscientious and respectful of time boundaries, especially when delivering presentations and speeches.
- 4.4 You must communicate openly, with respect for others, critiquing ideas rather than individuals. You must avoid personal attacks directed toward other participants.
- 4.5 In posing questions to a speaker, you must not verbalise your question unless authorised to do so. When a question is put it must be about the presentation that was given, seeking clarity and understanding and not about unrelated matters. A speaker in answering a question must remember there are no dumb questions and to the extent the speaker wishes to answer a question the speaker must do so with the utmost respect.
- 4.6 You should endeavour to use gender neutral and inclusive language that avoids bias towards any particular group.
- 4.7 You should be mindful of your surroundings and of your fellow participants. Please alert staff if you notice a dangerous situation or someone in distress.
- 4.8 You must respect the rules and policies of the meeting venue, hotels, or any other venue which is part of our programme.
- 4.9 You must exercise good judgement in the consumption of alcohol and other substances while at our social events to ensure that at all times, you are able to follow this code of conduct.

5 Unacceptable Behaviour

- 5.1 Examples of unacceptable behaviour include, but are not limited to, hate speech,

verbal or written comments related to gender, sexual orientation, disability, physical appearance, body size, race, religion, national origin, inappropriate use of nudity and/or sexual images in public spaces or in presentations, or threatening or stalking any attendee, speaker, volunteer, exhibitor, staff member, service provider, or other meeting guest.

5.2 Further, the following conduct will not be tolerated at our events:

- (a) Harassment, bullying, intimidation, or discrimination in any form;
- (b) Physical or verbal abuse of any attendee, speaker, volunteer, exhibitor, staff member, service provider, or other meeting guest; and
- (c) Disruption of presentations or any other aspect of the programme.

5.3 You must not authorise or encourage any other person to breach this code of conduct.

5.4 Two wrongs don't make a right. If you perceive that someone is engaging in unacceptable behaviour, please note you are not authorised to, in turn, breach this code of conduct in responding to such unacceptable behaviour. Please report the conduct in the manner described below.

6 Consequences and reporting unacceptable behaviour

6.1 Our conferences are generally run in venues with trained venue personnel to assist you if you need to report a harassment or other safety/security issue.

6.2 Anyone requested to stop unacceptable behaviour is expected to comply immediately. We (including any of our staff or organisers) or any of the venue staff, may take any action deemed necessary and appropriate in our absolute discretion, including immediate removal from the event without warning or refund.

6.3 As a consequence of your conduct, we reserve the right to prohibit your attendance at any future events.

6.4 If you are subject to or witness unacceptable behaviour, please immediately notify an organising committee member or one of our staff in attendance. You may also email your concern to the STEP Australia Board Chair at any time during or after the event. Anonymity will be respected where it does not breach any STEP or legal process.

6.5 If you experience or witness behaviour that constitutes an immediate or serious threat to public safety, contact 000 and seek out venue security.