



AUSTRALIAN  
AIRPORTS  
ASSOCIATION

# AAA Member Code of Conduct

## 1. Why a Code of Conduct?

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The Australian Airports Association (AAA) is committed to growing a culture of inclusion and diversity – with members, staff, and other stakeholders who feel valued, safe, and free to be themselves.

The AAA understands a diverse workforce and membership base represented by a mix of race, gender, age, identity, religion, and experiences means creativity, innovation, better decision-making, increased engagement, and higher service standards can be achieved by all AAA staff and members.

As established in the AAA Constitution, this Code of Conduct has been developed with the aim of fostering a climate of open communication, respect, and inclusivity and covers member behaviour through **all** AAA events, communications, and interactions within the AAA community, (including, but not limited to, member-to-member interaction or representing the AAA).

AAA stakeholders include, but are not limited to, event delegates (member and non-member), speakers, exhibitors, board of directors, management, staff, and service providers. This code applies to all AAA events, including virtual meetings and those sponsored by organisations other than AAA but held in conjunction with AAA events, either in public or private facilities. This also extends to any member interaction with the AAA throughout the period of membership.

AAA stakeholders must abide by this Code of Conduct both on an individual basis, and as a representative for their organisation.

## 2. Expected Behaviour

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- Communicate openly with respect for others, avoiding personal attacks.
- Let others voice their opinions without interruption, even if your opinion differs.
- Maintain a professional attitude and behaviour in all interactions within the AAA community.
- Alert event or AAA staff if you notice any discriminatory, harassing, aggressive, or exclusionary behaviour or speech as soon as possible.
- Make every effort to resolve complaints and grievances in good faith through reasonable direct communication and negotiation.
- Disclose any conflict of interest that may potentially influence your decisions or actions.
- Respect the confidentiality and privacy of fellow stakeholders and any sensitive information shared within the community.
- Abide by all relevant State/Territory and Federal laws
- Refrain from engaging in anti-competitive behaviour.

### 3. Unacceptable Behaviour

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Physical or verbal abuse, harassment, intimidation, or discrimination of any AAA stakeholder, in any form, is not tolerated.

Examples of unacceptable behaviour include, but are not limited to:

- Verbal or written comments related to gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, and religion
- Verbal or written comments of a sexual nature or inappropriate use of nudity and/or sexual images in public spaces or in presentations
- Physical violence
- Threatening or stalking

An individual or member should not pertain to, or lead others to believe that they represent the AAA (including in writing or public forums) without written or verbal authorisation of the AAA Chair or Chief Executive.

### 4. Anti-Competitive Behaviour

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It is also important that airport and corporate members understand the Competition and Consumer Act 2010 with regards to any anti-competitive behaviour. It is illegal for businesses to collude in a cartel or to impose minimum resale prices. A range of other behaviours may break the law if they substantially lessen competition. AAA forums and working groups are a way for members to network and work together but within the bounds of the law.

### 5. Consequences of Breaching the Code of Conduct

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Anyone requested to stop unacceptable behaviour by a AAA staff member is expected to comply immediately. AAA reserves the right to take any action it deems necessary and appropriate in its sole discretion, including expulsion from the event without warning or refund, and exclusion from future events. In extreme cases, breaching the Code of Conduct can result in membership termination. In the event membership termination is deemed the most appropriate cause of action, this would be a decision made by the AAA Board, not management.

### 6. Reporting Unacceptable Behaviour

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AAA staff, members and stakeholders are encouraged to report unacceptable behaviour. If you are the subject of unacceptable behaviour or have witnessed any such behaviour, please contact any member of the AAA staff or contact [membership@airports.asn.au](mailto:membership@airports.asn.au).