

Code of Behaviour for Events and Activities



Version 3, November 2025

This code outlines the respectful behaviour all individuals attending EAZA organized events and activities are expected to show towards one another. This code supports the EAZA Code of Ethics.

Every participant to an EAZA event or conjunctional events, virtual or in person, including but not limited to attendees, speakers, volunteers, EAZA Executive Office staff, exhibitors, vendors, service providers, host and venue staff are expected and required to conform to the following policies and codes of behaviour.

EAZA organized events and activities include (but are not limited to) EAZA Conferences, TAG and RCP meetings, committee and work group meetings, screenings, Academy courses, and conjunctional events and visits linked to these events and activities.

This code demonstrates EAZA's commitment to support to those who report and/or experience inappropriate behaviour at events and activities. EAZA seeks to ensure that a respectful environment is maintained, and **inappropriate behaviour will not be tolerated within the EAZA community.**

Respectful behaviour

EAZA prides itself on being an inclusive and welcoming community and promotes positive working relationships and culture. Respectful behaviour should include (but not limited to):

- Treating colleagues with courtesy, politeness and kindness
- Welcoming and listening to expression of opinions and ideas from others
- Supporting and encouraging others in their job role
- Welcoming equality, diversity and inclusivity
- Not behaving inappropriately (see below)

Inappropriate behaviour

EAZA defines inappropriate behaviour as conduct that is unwarranted and can be reasonably interpreted to be discriminatory, demeaning, or derogatory. Behaviour that causes an individual to feel threatened, embarrassed, patronised, uncomfortable, distressed, harassed, disrespected, or objectified could be considered unwarranted. It can be physical, suggested, direct or indirect, verbal or non-verbal. Inappropriate behaviour may be deliberate or unconscious, subtle or overt, a repeated action or an isolated incident, and/or with or without intent to cause offence. However, the behaviour is the determining factor and not the intent behind it. All individuals are

responsible for their own behaviour and for understanding what constitutes appropriate and inappropriate behaviour.

Examples of inappropriate behaviour

The following examples are not exhaustive but are intended to illustrate ways in which inappropriate behaviour can be demonstrated.

1. Harassment, intimidation, or discrimination of any kind and via any method
2. Any abuse, including physical, verbal or non-verbal abuse,
3. Misuse of power through means intended to undermine, humiliate, belittle, denigrate or injure a person's reputation; or used as a tool to procure one's own wishes
4. Disruption of any presentation, during session presentations, in the exhibit hall, or at any events organized by EAZA during the meeting or other EAZA-contracted online platform,
5. Harassing photography,
6. Inappropriate messaging via the event app
7. Violating the rules and regulations of the virtual or in person event.

Sexually inappropriate behaviour:

1. Unwelcome physical contact,
2. Unwelcome sexual or repeated romantic advances or suggestion of sexual acts,
3. Sexually orientated jokes or abuse,
4. Sexually suggestive gestures, whistling or "catcalling"
5. Unwelcome comments or gestures about appearance, sex or gender expression,
6. Sending sexually explicit messages

Racially inappropriate behaviour:

1. Racially derogatory, discriminatory or stereotyped remarks or racist 'jokes'
2. The display of racially offensive written or visual material
3. Insulting or abusive behaviour or gestures based on someone's ethnicity or colour.

Other examples of inappropriate behaviour including discrimination, condescension, or offensive remarks relating to:

- | | |
|---|----------------------------|
| • Gender | • Contracted working hours |
| • Sex | • Socioeconomic status |
| • Age | • Political beliefs |
| • Disability | • Nationality |
| • Parenthood | • Religion |
| • Pregnancy | • Sexual orientation |
| • Mental health | • Physical appearance |
| • Single/Marital/civil partnership status | |

Reporting inappropriate behaviour

EAZA asks that all attendees that have experienced, witnessed or heard an unconfirmed report of inappropriate behaviour to report such behaviour immediately to EAZA's independent **Confidential Advisor** via [Trustlr](#) (Scroll down to click on the 'I want to make a report' button). This service is impartial, independent from EAZA, and can support complainants in determining next steps in a safe and protected space. Attendees may also report to the EAZA Executive Office responsible persons:

Events:

- Director of Member Development: april.adams@eaza.net
- Event Coordinator: mirko.marseille@eaza.net

Academy Courses:

- Academy Manager: Academy@eaza.net

Screenings or other meetings:

- Assigned EEO liaison
- Director Member Development, april.adams@eaza.net

EAZA and Trustlr will ensure:

- All reports are taken seriously, and appropriate action is taken promptly,
- All information and follow up actions will be confidential whenever practical, and in respect to the privacy of the complainant,
- A supportive, sensitive and confidential environment,
- That the views of the reporting person will be taken into account regarding onward actions,
- No concern will be considered too small.

All reported instances of perceived inappropriate behaviour will be investigated fully, and a fair hearing will be given to both sides. Investigation is not an indicator that EAZA has already formed an opinion on a reported issue.

If necessary, the EAZA Executive Office or venue staff will take immediate action to investigate and address any violation, including but not limited to a verbal warning, expulsion from the event or activity (without a right to refund of any unused part of the event fee or other costs), and/or referral to relevant authorities.

Depending on the nature of the complaint, the responsible EEO staff can refer any such complaint to a sub-group to review and determine additional action. This sub-group will report to the Membership and Ethics (M&E) Committee and will include at least one member of the M&E Committee, one other Key Contact or Director of a Member of EAZA, one Director-level staff member of the EEO and the responsible person* handling the complaint (if not the Director-level staff member). Where the complaint points to

potential illegal behaviour, the sub-group may advise the complainant to pursue the complaint with relevant authorities, although no pressure will be brought to bear on the complainant to do so if they do not wish to. Where no illegal behaviour has taken place, but where the evidence of inappropriate behaviour is clear, the sub-group can refer the complaint to the M&E Committee, where the subgroup can endorse additional sanctions including a formal warning that will be kept on a personal file, informing the employer for potential further action, exclusion from one or more EAZA for a determined period, and/or other resolution that the complainant may reasonably propose.