

VENUE HOUSE RULES

PURPOSE:

House Rules have been implemented to clarify expected staff, contractor, client and attendee behaviours and provide colleagues with clear guidelines for reporting complaints.

SCOPE

This policy applies to all colleagues employed by the National Convention Centre Canberra (NCCC), NCCC contractors and other individuals engaged by the NCCC to work at the venue.

PROCEDURE/RESPONSIBILITIES:

To help reduce the impact of inappropriate behaviour of staff, contractors, clients and attendees, the following house rules have been established for general accepted behaviour. The rules are widely communicated so we have clear responses and reporting standards. The rules are in line with our respect at work initiatives.

House Rules:

1. Respect for Colleagues: Staff, contractors, clients and attendees must treat all NCCC staff with courtesy and respect at all times. Intimidation, verbal abuse, and any form of harassment will not be tolerated.
2. Zero Tolerance for Sexual Harassment: Sexual harassment of any kind by staff, contractors, clients and attendees is strictly prohibited. This includes inappropriate comments, gestures, and unwanted advances towards staff or anyone else on site.
3. Language: Staff, contractors, clients and attendees must use polite and appropriate language. Offensive or abusive language towards staff or anyone else onsite is not permitted.
4. Behaviour: Staff, contractors, clients and attendees must maintain a respectful demeanour. Aggressive or intimidating behaviour is unacceptable. Staff, contractors, clients and attendees must not wilfully coordinate, undertake, or participate in unlawful behaviours, activities or practices.
5. Compliance: Staff, contractors, clients and attendees must follow all reasonable requests and instructions from venue staff. These are made to ensure the safety and the smooth operation of the venue.
6. Damage and Theft: Staff, contractors, clients and attendees must respect venue property and the property of others. Any damage or theft will result in immediate action, with costs for repairs or replacements charged to the relevant parties.
7. Safety and Security: Staff, contractors, clients and attendees must adhere to all safety guidelines and directives provided by the venue. This includes fire safety protocols and emergency procedures.
8. Responsible Service of Alcohol: Venue management support staff who practice and enforce RSA.

The safety, comfort, and well-being of all clients, attendees, contractors and staff is of paramount importance. Therefore, we have a zero-tolerance approach to violations of the Venue House Rules.

Reporting Procedure:

- Report the incident to your supervisor, line manager or the Manager on Duty. They are there to assist and resolve any issues you may encounter.
- Incidents must be escalated to the appropriate leadership members as severity dictates.
- Incidents should be reported in Riskconnect and to include venue response and details of action taken to resolve / reduce risk. Note if incidents are sensitive in nature, please report to HR Manager and only report in Riskconnect with HR Manager approval.
- Any violation of these rules will result in the management taking reasonable action that may result in immediate eviction from the premises, and if necessary, involvement of law enforcement. Response must not be in breach of Anti-Discrimination legislation.
- Colleagues will be offered the services of our Employee Assistance Program provider, for counselling services where relevant.

There are a number of key laws that are relevant to this policy:

- Discrimination Act 1991 (ACT)
- Work Health and Safety Act 2011 (ACT)



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