

Surfing New Zealand Code of Conduct for External Engagement

1. Purpose

Surfing New Zealand (SNZ) is committed to fostering a positive and constructive environment for all stakeholders, including athletes, parents, coaches, clubs, and supporters. This Code of Conduct sets clear expectations for respectful engagement and outlines SNZ's right to disengage from inappropriate communication.

2. Expected Standards of Communication

All individuals engaging with SNZ—whether via email, phone, social media, or in person—are expected to:

- Communicate respectfully and professionally at all times.
- Express disagreements constructively and avoid personal attacks.
- Provide feedback in a way that fosters meaningful and productive dialogue.
- Recognise that SNZ board members and volunteers dedicate their time to the sport's growth and should be treated with courtesy and respect.

3. Unacceptable Communication

SNZ will not engage with correspondence that includes:

- Disrespectful or aggressive language, including insults, name-calling, or belittling remarks.
- Personal attacks or dismissiveness toward SNZ representatives, volunteers, or staff.
- Baseless accusations or inflammatory claims that undermine the integrity of SNZ without evidence.
- Threats, harassment, or intimidation in any form.

4. Right to Disengage

If an individual fails to adhere to this Code of Conduct, SNZ reserves the right to:

- Disengage from the conversation (i.e., not respond to emails, messages, or calls).
- Require that future communication be conducted through formal channels (e.g., the official complaints process).

- Take further action if necessary, including restricting engagement with SNZ representatives.

5. Raising Concerns or Disputes

SNZ acknowledges that disagreements may arise. If a stakeholder wishes to raise a concern, they must:

- Follow the official complaints process, as outlined on the SNZ website.
- Submit concerns in a respectful and professional manner for fair consideration.

6. Application & Review

This Code of Conduct applies to all interactions with Surfing New Zealand and its representatives. It will be reviewed periodically to ensure it continues to support a respectful and constructive environment within the organisation.

Approved by: XXXXX

Date: XXXXXXXX