

Code of Conduct

Application

The CAP Code of Conduct applies to:

- Everyone (staff, guests and visitors) while at CAP
- Staff while away on CAP business or representing CAP.
- All conduct, speech, and action - including emails, texts, phone calls, social media

Expectations

CAP expects staff, guests and other visitors to:

- Treat each other with respect
- Behave in a way that enhances each other's experience at CAP
- Set a good example to others
- Adhere to all applicable CAP policies, procedures, signs and instructions; and all legal requirements.

Examples of unsuitable conduct include:

- offensive language, insulting, abusing, or intimidating behaviour
- threats, bullying, harassment or physical aggression
- riding closed trails, reckless or dangerous riding
- damaging CAP property
- racism or discrimination, ie. based on gender, ethnicity, religion
- smoking, vaping, possessing or using drugs/other harmful substances
- making defamatory, offensive or derogatory comments regarding CAP or any staff on social media or other public forums

Guest Misconduct

Unsuitable behaviour can result in a guests pass being put on hold or cancelled without refund.

Where a Minor is involved, their parent(s) will be contacted, and a meeting arranged with them and the young person. CAP will take an educational / restorative approach to these meetings, and will expect that a behaviour agreement is reached before allowing a guest to return to the park.

Staff Misconduct

Concerns about staff behaviour can be reported via the Safety Concerns/Incident Reporting process, directly to a Manager or to the email address payroll@christchurchadventurepark.com.

CAP will follow up with appropriate employment processes.