

CODE OF CONDUCT

CRUSIE WOLLONGONG AMBASSADORS, AMBASSADOR TEAM LEADERS AND EVENT ASSISTANTS

Introduction

Cruise Wollongong (as part of Destination Wollongong) is tasked with organising resources and activities for visiting cruise ships. It is lucky enough to have the assistance of a large number of volunteers, (Ambassadors) to welcome guests and assist visitors, during their visit.

What we expect of you:

As an Ambassador or Ambassador Team Leader, I acknowledge that volunteers contribute to the success of each Cruise Ship visit by:

- Exhibiting at, all times, a positive and friendly attitude, so that all visitors and fellow ambassadors, staff and contractors have an enjoyable and memorable experience.
- Acknowledging the importance of every individual to the total outcome of providing a happy and comfortable, safe and structured environment.
- Always being mindful of situations that will require attention or resolution. This may involve either alerting the appropriate Team Leader or Ambassador Co-ordinator of any injury, illness, defective equipment or facilities, litter or unacceptable behaviour or, mindful of personal, team and client safety, resolving the issue on the spot.
- Reporting any hazard or hazardous situation or practice on the site.
- Respecting and working as a 'team member', to the best of our abilities.
- Treating all persons, regardless of race, religion, colour or age, with dignity and respect.
- Following obvious health and safety practices and policies and avoiding taking unnecessary risks, including remaining hydrated and out of the sun (as much as possible), working (at a minimum) in pairs, not transporting visitors in private vehicles and not undertaking unsafe practices; such as operating where there are moving vehicles and the like.
- Acting in an ethical and honest way throughout the time on site.
- Being aware that the event has a zero-alcohol (and of course drugs) policy.

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Terms of Engagement

By registering to be a Cruise Wollongong Ambassador, Ambassador Team Leader or Event Assistant, I agree to the following Terms of Engagement:

- I agree to abide by the Code of Conduct
- I agree to carry out, to the best of my ability, the Ambassador Duties requested of me, for the term of the agreed shift.
- I understand that if conditions or circumstances change, I may be asked to change my role.
- I agree to contact Cruise Wollongong as early as possible, if circumstances prevent me being able to undertake the Ambassador shift, or if I am to be late in arriving on site.
- I agree not to talk to the media or make social media comments about incidents or operational matters before, during or after a cruise ship visit, unless authorised.
- I agree to observe confidentiality in respect of any sensitive information gained through my role as an Ambassador.
- If I breach the Code of Conduct, I acknowledge that I may be asked to leave the Welcome Precinct and the breach may result in denial of future Ambassador applications.

**Cruise Wollongong
July 2017**