IACC
Exceptional meetings. Powerful connections.

IACC GOVERNANCE

Code of Ethics & Professional Conduct

Standards of integrity, fairness and responsible conduct for the IACC community

POLICY PURPOSE To formalise IACC's existing published Code of Ethics as a clear policy governing member conduct, professional integrity and the handling of ethical concerns.

Policy detail	Position
Document	Code of Ethics and Professional Conduct Policy
Status	Existing IACC Code formalised as a policy document
Owner	Chief Executive Officer
Applies to	IACC members, their representatives and IACC office holders
Authority	Existing membership requirements and IACC governance
Review	Periodically and when governance, law or good practice materially changes

1. Purpose

IACC brings together members with the shared aim of strengthening the conference and meetings industry. The association encourages positive interaction, education and the exchange of ideas, knowledge and technical skills so that members can improve standards and provide exceptional service to customers.

This Code establishes the ethical and professional standards expected of IACC members. Adherence to the Code is a condition of membership and supports confidence in IACC, its members and the wider industry.

2. Core philosophy

IACC members subscribe to the principle of treating others with the dignity, fairness, honesty and respect they would expect to receive themselves.

3. Scope

The Code applies to IACC members, their representatives when participating in IACC activities, and individuals holding elected, appointed or volunteer office within IACC. It applies to conduct connected with IACC membership, activities and relationships, including conduct that could materially affect IACC's reputation or the confidence of its community.

4. Standards of professional conduct

IACC members shall:

- **Integrity —** Maintain high standards of professional conduct, honesty and integrity in business, professional and IACC-related activities.
- **Competence —** Act within their areas of expertise and skill and represent their professional competence, experience and capabilities honestly and fairly.
- **Public and industry confidence —** Avoid practices that could harm the public, customers or participants, or bring the meetings industry or IACC into disrepute.
- **Fair and inclusive treatment —** Provide services and participate in IACC without unlawful discrimination. Members should treat people fairly and respectfully regardless of characteristics including nationality, race, ethnicity, colour, religion or belief, sex, gender identity or expression, sexual orientation, age, disability or other status protected by applicable law.
- **IACC interests —** Not use IACC office, information, relationships or activities for improper personal gain or at the unfair expense of IACC or its members.
- **Rights and obligations —** Respect the legal and contractual rights of others and not knowingly interfere with those rights.
- **Conflicts of interest —** Disclose actual, potential or perceived conflicts of interest promptly and manage or withdraw from the relevant activity where required.
- **Confidentiality and information —** Protect confidential, privileged and personal information obtained through IACC office, membership or activity, except where disclosure is authorised or required by law.
- **Lawful and ethical means —** Use only lawful and ethical means in IACC activities and relationships.
- **Respectful participation —** Support environments free from discrimination, harassment, bullying, victimisation and retaliation and behave respectfully towards members, staff, volunteers, partners and other participants.

ALIGNMENT The fair-treatment and respectful-participation standards are intended to operate consistently with IACC's Diversity, Equity, Inclusion and Accessibility Statement.

5. Raising an ethical concern

A member who has a valid reason to believe that another member has breached this Code may submit the concern in writing to the IACC Chair, Chief Executive Officer or another designated senior contact. The concern should provide sufficient information for an initial assessment while avoiding unnecessary disclosure of confidential or personal information.

- Concerns will be handled as confidentially as reasonably possible, recognising that information may need to be shared to assess and respond fairly.
- Good-faith concerns will be considered without retaliation or victimisation.
- Anyone involved in the concern or with a material conflict of interest must withdraw from its assessment and decision-making.
- The member concerned should be informed of the substance of the concern and given a reasonable opportunity to respond, subject to legal, safety and confidentiality considerations.

6. Review and decision-making

The Executive Committee, or another appropriately designated and impartial group, will review the concern with the relevant parties. If the concern appears to have sufficient validity, it will be referred to the IACC Board of Directors for resolution or further action.

The Board of Directors is the final decision-maker for ethical matters and membership sanctions under this Code. Decisions should be proportionate, documented and communicated to the affected member, subject to confidentiality and applicable law.

7. Possible disciplinary action

Depending on the nature, seriousness and circumstances of the breach, disciplinary action may include one or more of the following:

- A letter of censure.
- Suspension of membership and/or placement on probation.
- Removal from elected or appointed IACC office.
- Expulsion from membership.

8. Proportionality and fairness

In considering action, IACC may take account of the seriousness and impact of the conduct, whether it was deliberate or repeated, any previous relevant conduct, cooperation with the review, steps taken to remedy harm and any other relevant circumstances. Nothing in this Code replaces applicable law, contractual rights or other IACC policies and procedures.

9. Governance and administration

- The IACC Board oversees this Code and determines ethical matters and membership sanctions referred to it.
- The Chief Executive Officer supports administration, record-keeping and communication of the Code.
- Decision-makers must act in good faith, maintain appropriate confidentiality and manage conflicts of interest.
- Records should be retained securely and only for as long as required for governance, legal and legitimate organisational purposes.

10. Existing liability provision

The existing published Code states that no IACC officer, employee, member or Board member shall be liable for action taken or not taken under the Code or its procedure, and that applicants and members waive possible claims arising from such action as a condition of membership. Because the enforceability and appropriateness of this provision may vary by jurisdiction, IACC should obtain legal advice before relying upon it or reproducing it in membership terms.

LEGAL REVIEW RECOMMENDED This policy records the existence of the current published liability provision but does not attempt to restate it as a universally enforceable waiver.

11. Relationship with other IACC requirements

This Code should be read alongside IACC's Sustainability and Social Impact Policy, Diversity, Equity, Inclusion and Accessibility Statement, membership terms and any applicable event, employment, safeguarding, privacy, complaints or conduct requirements. Where requirements differ, applicable law and the more specific IACC procedure should be followed.

12. Forum Code of Conduct

The IACC website currently publishes detailed Forum Code of Conduct and moderation rules on the same webpage as this member Code. Those rules address forum administration, prohibited content, posting etiquette and platform moderation. They are operational participation rules rather than member ethics standards and should be maintained as a separate document if the forum remains active.

13. Review

This Code will be reviewed periodically and when IACC governance, membership arrangements, applicable law or good practice materially changes. Editorial updates that do not change members' substantive rights or obligations may be approved through the appropriate administrative route; substantive changes should follow IACC's normal governance process.

SOURCE Formalised from the Code of Ethics and Professional Conduct published on the IACC website. Website accessed 4 August 2026.