



Purpose

This Code of Conduct sets out the standards of behaviour expected of all members of ASTRA to ensure a respectful, inclusive, and professional environment that supports our mission and values.

1. Commitment to the Association

- Members shall actively support the mission, objectives, and values of the Association.
- Members shall act in the best interests of the Association and the broader industry or community it represents.
- Members shall uphold the reputation of the Association and not bring it into disrepute.

2. Professionalism and Integrity

- Members shall act with honesty, integrity, and fairness in all dealings.
- Members shall maintain high standards of personal and professional conduct.
- Members shall avoid conflicts of interest and disclose any matters that may compromise their impartiality.

3. Respect and Inclusion

- Members shall treat others with respect, courtesy, and dignity.
- Discrimination, harassment, bullying, or any other inappropriate behaviour will not be tolerated.
- Members shall promote an inclusive environment that values diversity of people and ideas.

4. Confidentiality

- Members shall respect the confidentiality of any sensitive information acquired through their involvement with the Association.
- Members shall not disclose confidential information unless legally required or explicitly authorised.

5. Compliance and Accountability

- Members shall comply with this Code, the Association's Constitution, and any relevant policies or guidelines.
- Breaches of the Code may result in disciplinary action, including suspension or termination of membership.
- Members are encouraged to report conduct that contravenes this Code through the appropriate channels.

6. Use of Association Resources and Brand

- Members shall use Association resources responsibly and only for authorised purposes.
- Members shall not speak or act on behalf of the Association unless officially authorised to do so.
- Use of the Association's name, logo, or brand must be consistent with the brand guidelines and only with appropriate permission.



7. Participation and Conduct at Events

- Members attending Association events or representing the Association must behave professionally at all times.
- Members shall not engage in behaviour that is disruptive, offensive, or damaging to the reputation of the Association.

Acknowledgement

By joining ASTRA, each member agrees to uphold this Code of Conduct and understands that continued membership is conditional on adherence to these standards.



Supplier & Service Provider Addendum to ASTRA Members Code of Conduct

This Supplier Addendum is intended to complement the ASTRA Members Code of Conduct and recognizes the important role suppliers and contractors play in representing ASTRA's values and supporting its members.

Purpose

This addendum applies to all suppliers, contractors, and service providers who are members of ASTRA. It ensures that suppliers uphold standards that protect ASTRA's reputation, foster trust, and promote excellence in service delivery.

Commitment to Service Quality

Suppliers and service providers shall:

- deliver all services to ASTRA and its members to a high professional standard;
- ensure service delivery aligns with ASTRA's mission, values, and reputation for excellence; and
- take ownership of the guest and client experience where their services directly impact it (e.g. quality of linen, cleanliness, punctuality)

Health, Safety and Environmental Responsibility

Suppliers and service providers shall:

- ensure all work is performed safely and in compliance with relevant workplace health and safety laws;
- provide a safe environment for their staff, ASTRA members' staff, and guests where services are provided; and
- promote environmentally sustainable practices, including responsible resource use and waste reduction wherever possible

Fair Treatment of Workers

Suppliers and service providers shall:

- treat all workers fairly, respecting their dignity and rights;
- comply with all employment and industrial relations laws and standards;
- ensure lawful working conditions for all employees and contractors involved in delivering services connected with ASTRA.

Data Privacy and Confidentiality

Suppliers and service providers shall:

- protect personal and sensitive information acquired in the course of service delivery;
- handle guest, client, and member data confidentially and in accordance with applicable privacy laws; and
- ensure that any sharing of information is lawful and authorized



Accountability

Suppliers and service providers acknowledge that they are accountable for upholding this Addendum alongside the ASTRA Members Code of Conduct and understand that continued membership is conditional on adherence to these standards.

Approved by the Board on 28th July 2025.