

CODE OF CONDUCT

Best Practice for Crisis Management



**WYSE TRAVEL
CONFEDERATION**

Preamble

This Code of Conduct articulates the values that WYSE Travel Confederation Members wish to foster in its membership and helps define desired behavior and sets expectations that apply to all WYSE Travel Confederation members and other organisations that are active in the cultural exchange sector. These non-governmental travel organisations conduct and support cultural, educational, and work-based international exchange programmes and adhere to, promote, and expect the highest ethical standards of professional practice.

Organisations that have agreed to this Code of Conduct are committed to creating an environment of professionalism and collaboration in dealing with crises.

Objective

This Code of Conduct expresses the values that provide a foundation for and an acknowledgement of the responsibilities, conduct of the cultural exchange sector relating to crisis management.

Though it cannot deal specifically with all circumstances that may arise, the Code embodies shared values and experiences that contribute to responsible best practices

Guiding Values

Preparedness

Members will endeavor to:

- Improve our crisis preparedness and the quality of our operational crisis management framework by:
 - Developing a greater awareness of potential crises and how to handle them.
 - Paying attention to the quality of our operational crisis management framework.
 - Working together in a systematic and consistent way when dealing with crises.
 - Learning from the gained experience and improving procedures once the crisis is over.

Professionalism

Members will endeavor to:

- Embrace the standards of professional practice that include:
 - Understanding and complying with all relevant government laws, rules, and regulations.
 - Choosing procedures of the highest quality and integrity.
 - Offering the fullest possible equality of opportunity.
 - Treating all individuals with dignity regardless of their race, color, national origin, sex, or religion.

- If practical, work closely with governments and embassies around the world to promote program quality and to ensure that participant satisfaction levels remain at their historically high levels.
- Expect compliance with standards of integrity and will oppose actions that fail to comply with the laws, regulations, or standards of professional practice.
- Preparedness to utilize financial resources in emergency situations.
- Strive to avoid any action that may discredit the organisation, its membership, or the professional community.

Collaboration

Members believe in:

- A collaborative crisis response which uses shared knowledge, skills, and resources among peer organisations.
- Helping fellow organisations to improve their crisis management framework.
- Liaising with external parties to strengthen crisis resilience.

Communication

We will:

- Share emergency related information for orientation, education, and training purposes.
- Have adequate capacity in the field of communication technology systems.
- Make every effort to ensure a communication network and/or platform that includes everyone who may be involved.
- Ensure accurate and up-to-date information to avoid miscommunication.
- Remember to show mutual respect and understanding, even in rapidly shifting conditions.



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