



## **BTA Professional code of conduct**

The role of The Business Travel Associations is to promote and champion the business travel industry.

The Business Travel Association (BTA) is committed to providing a safe, respectful, and welcoming environment for all association participants, our aim is to bring together our members, partners, and industry stakeholders to deliver solutions to cross-industry issues and market changes, offering support and guidance to our industry, to facilitate a tangible community spirit by bringing likeminded companies and individuals together to collaborate. We will strive to be relevant to every level of employee within our sector and to operate in a fully diverse and inclusive manner ensuring every voice is heard, equally.

Facilitating the sharing of information and market intelligence between parties that could be considered competitors is a significant part of our role, this work is essential for our legitimate purposes of identifying issues within the industry which require to be addressed, identifying new opportunities for all our associates, and encouraging collaboration between parties which can benefit the market.

We recognise that not sharing of commercially sensitive information between competitors which may influence the independent determination of commercial strategies is important and we encourage all our members and partners to follow guidelines to ensure that competition compliance is maintained in balance with the fulfilment of our legitimate functions.

Our code applies to all BTA meeting related events, including those sponsored by organizations other than BTA but held in conjunction with the BTA on public or private platforms. All participants are expected to abide by our Code of Conduct, and any believed breach of the code by any member or partner should be reported to the BTA CEO in the first instance for investigation by a board committee.

## **Professional conduct**

BTA members & partners will conduct all activities professionally and with integrity, so that issues are never influenced by anything other than the best and proper interests of the wider association. In addition, we treat fellow BTA supplier, media and advisor members with the same level of respect, professionalism and integrity. Any actions to the contrary will result in immediate dismissal from The BTA association.

## **Ethics**

We always conduct our own services professionally, honestly, and honourably. We expect our members, partners, and fellow advisors to do the same. BTA membership and partnership can and will be denied due to proven reports of contrary behaviour including, but not limited to any form of harassment. We are never influenced in our decisions, actions or recommendations by personal gain or issues of gender, sexual orientation, race, creed, colour, age or personal disability.

## **Confidentiality**

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past members, and partners both in terms of normal commercial confidentiality, and the protection of all personal information received while providing the services concerned.

## **Conflict of interest**

As BTA members and partners, we agree in good faith not to make intentional contact with or provide any service to any known client or employee from a fellow member. BTA members and partners will not make any unsolicited approaches to clients and employees of fellow members or partners with the sole intention of providing services to them.

## **Contracts**

The quality of our service and the value of our support provide the only true reflection of our association. We always do our best to meet our members and partners contractual requirements, particularly when it comes to problem solving and support in dealing with industry challenges and situations beyond our personal control.

## **Association Fees**

Our Association partnership levels are reflective annual costs to support and drive engagement across the business travel industry. We are a not-for-profit association. We organize activities for and on behalf of our members & partners such as industry debates, educational, networking opportunities and people engagement and as a not for profit we do not focus on profit in the traditional sense, But, of course, that doesn't mean we don't need to generate revenue. Therefore, do need funds to provide our services, and any profits are reinvested in supporting our business travel community.