

NEW ZEALAND RUGBY PROFESSIONAL PLAYERS KEY INFORMATION

1. ANTI-DOPING PROTOCOL

- Under anti-doping regulations Players are responsible for what they eat, drink, take into or apply to their bodies.
- Players must take extreme care to check that all substances they eat, drink, apply or are administered are WADA Code compliant.
- If you have not attended an anti-doping education session in the last twelve months immediately notify your team or academy manager, and ensure you undertake one as soon as possible. This is important as anti-doping regulations and the WADA code and prohibited list often changes.
- If a Player is ever in doubt about a substance, be it fluid, food, medication, cosmetic products or whatever do not take it and immediately contact Drug Free Sport, the team medical personnel or academy management to check if it is safe.
- If a Player sees a doctor, dentist or other health professional, they must tell that person that they are eligible for drug-testing as a high performance athlete for certain prohibited substances.
- Write down the name of any prescription drug you are prescribed and get it checked by the team or PU doctor.
- Keep a contact number for Drug Free Sport in your wallet or on your phone - you can call them to get advice if you are concerned over something you are about to take.
- Txt or declare any medication or substance you buy from a pharmacy to your team doctor before you take it.
- Never use other people's medications.
- There should never be a time when you are unsure about any medication you are taking - if there is, immediately contact the NZRPA or your team or PU doctor.
- If you are administered medication in circumstances you are not able to check first or you are concerned you may be at risk, immediately contact the NZRPA on 0800 PLAYER, or your team or PU doctor.

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2. ILLICIT DRUGS PROTOCOL

- Players must not take or have any metabolites in their system of any of the following substances or any derivatives thereof:
 - Cocaine
 - Cannabis
 - Amphetamine
 - MDMA (ecstasy)
 - Heroin (or other morphine derivatives)
 - Lysergide (LSD)
 - Methadone
 - Ephedrine
- Players must not use, ingest or take any substance that masks the use of any of the above substances.
- Players may be subject to random hair follicle testing under the Illicit Drugs Regulations.
- If you have not attended an education session on the Illicit Drugs Regulations notify your Team Manager as soon as possible. You cannot be tested unless you have undertaken the education session.
- No Player may be subject to testing under the Illicit Drugs Regulation In-Competition.
- Players may be required to attend or complete counselling, education, or drug treatment where it is established that they have used, taken or ingested any Illicit Drugs in circumstances that place their health and/or professional rugby career at risk.
- The Illicit Drugs Regulation is a separate Regulation to the NZR Anti-Doping Regulation. The World Anti-Doping Code Prohibited List includes Illicit Drugs which are prohibited In-Competition.
- If you or a mate require support or help please contact either:
 - InStep 0800 284 678
 - NZRPA 0800 player
 - Team Doctor, Manager or PDM
 - NZR integrity@nzrugby.co.nz

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3. SUPPLEMENTS PROTOCOL

- Players are responsible for the contents of any supplements they take.
- Each High Performance team, Franchise, PU and/or Academy/HP unit will designate a member of management (Designated Supplement Manager) to be responsible for managing their supplements program, and will inform the Players of who that member of management is.
- Where a Player is advised to take supplements by the relevant organisation these will be provided free of charge to the Player, and the relevant organisation is responsible for taking all reasonable steps to ensure the supplement is safe for the player to take. These supplements are referred to as team issued supplements.
- Unless authorised by the Designated Supplement Manager (DSM), players must only use team issued supplements. The DSM will tell you what are ‘team issued supplements’.
- Players must declare and get approval for any supplements they want to take, prior to taking them, from the DSM.
- Players must advise any changes to supplements they are taking prior to making that change, to the relevant DSM.
- Never take from or use someone else’s supplement.
- Keep strict custody over who has access to any supplement you use. Never let anyone else access it.
- If you wish to know more about any supplement and/or its contents you can contact your relevant DSM, members of your team management, NZRPA on 0800 PLAYER, Drug Free Sport or check the IRB website. BUT even then do not take supplements that are not team issued supplements which have been approved by your DSM.

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4. MEDICAL TREATMENT / PRESCRIPTION MEDICATIONS

- Players should (except in emergency situations where urgent medical treatment is required) consult their Team Doctor before:
 - taking any medication; or
 - seeing any other doctor or Other Medical Practitioner;
 - being subject to any medical procedure;

Note: ‘Other Medical Practitioner’ includes chiropractors, osteopaths, podiatrists, naturopaths and alternative medicine providers;

- A Player should (except in emergency situations where urgent medical treatment is required) only use medications or undertake a medical procedure with the approval of the Team Doctor;
- If a Player does see another Doctor or Other Medical Practitioner, the Player should notify (or get someone else to notify) their Team Doctor as soon as possible afterwards and disclose not only any medication he/she has been administered or prescribed but also any medical procedure the Player has had, or is intending to have;
- The Player should inform any medical person they are receiving treatment from that they are a professional athlete and subject to testing under the WADA Anti-doping Code;
- A Player must advise the Team Doctor of any over-the-counter medication he/she is using or proposing to use;
- Players should never source medications from anyone other than a pharmacist, and should not use any medications unless approved or prescribed by an appropriate medical professional, preferably their Team Doctor;
- A Player must only obtain sleeping medication from the Team Doctor and must use it strictly in accordance with the advice of the Team Doctor or a doctor approved by the Team Doctor;
- Players must not take sleeping medication in conjunction with alcohol or caffeine/energy drinks, or with the intent of obtaining a ‘legal high’;
- A Player must not permit anyone to inject a substance into him/her except for a doctor or nurse acting on the instructions of the Team Doctor except in emergency situations where urgent medical treatment is required (in which case the Player must then advise the Team Doctor);
- Players must advise the Team Doctor if they propose to use pain relief medication and must only do so in accordance with the directions of the Team Doctor;
- Anti-inflammatory medication should only be used at the minimal effective dosage for short periods and in accordance with the directions of the Team Doctor;
- Players should notify the Team Doctor, NZRPA on 0800 PLAYER, or NZRU Medical Director if they have any issues in relation to this protocol or consider that any person’s conduct may not be in accordance with the above guidelines.

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5. ANTI-CORRUPTION PROTOCOL

- Players must not bet on any rugby (7s or 15s) no matter how big or small the bet and no matter where the game is being played in the world.
- Players must not get other people to bet for them.
- Players must not let other people use their TAB accounts for betting without supervision of that use.
- ‘Inside Information’ is any information relating to selections, injuries, tactics, strategies, ground and weather conditions that could give someone looking to bet on a match or any part of it, an advantage over the general public.
- Players must not use Inside Information to bet.
- Players must not disclose to other people Inside Information where the player knows it is possible that that information would be used for betting.
- Live media interviews do not constitute disclosure of Inside Information.
- If any person approaches or asks a player for Inside Information, that approach must be immediately report to the NZRU Anti-Corruption Officer or the NZRPA by calling 0800 PLAYER.
- Under no circumstances can a Player accept any money, gift, benefit or reward for under-performing.
- Taking money to under-perform but not going through with it (i.e. actually performing well on the day) is still an offence.
- If a player sees or hears something that they consider could amount to a breach of the Anti-Corruption regulations, they must report it to NZRU Anti-Corruption Officer or the NZRPA by calling 0800 PLAYER.
- Players must not deliberately destroy records that relate to betting or match fixing.
- If players are the subject of an investigation into a breach of the regulations, they will be expected to co-operate with NZR. In this situation any Player may seek independent legal advice or contact the NZRPA on 0800 PLAYER.
- If a Player has not attended an educational session on wagering and corruption then they must immediately contact their team manager, NZRU Anti-Corruption Officer or the NZRPA on 0800 PLAYER.

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6. PLAYER CONDUCT

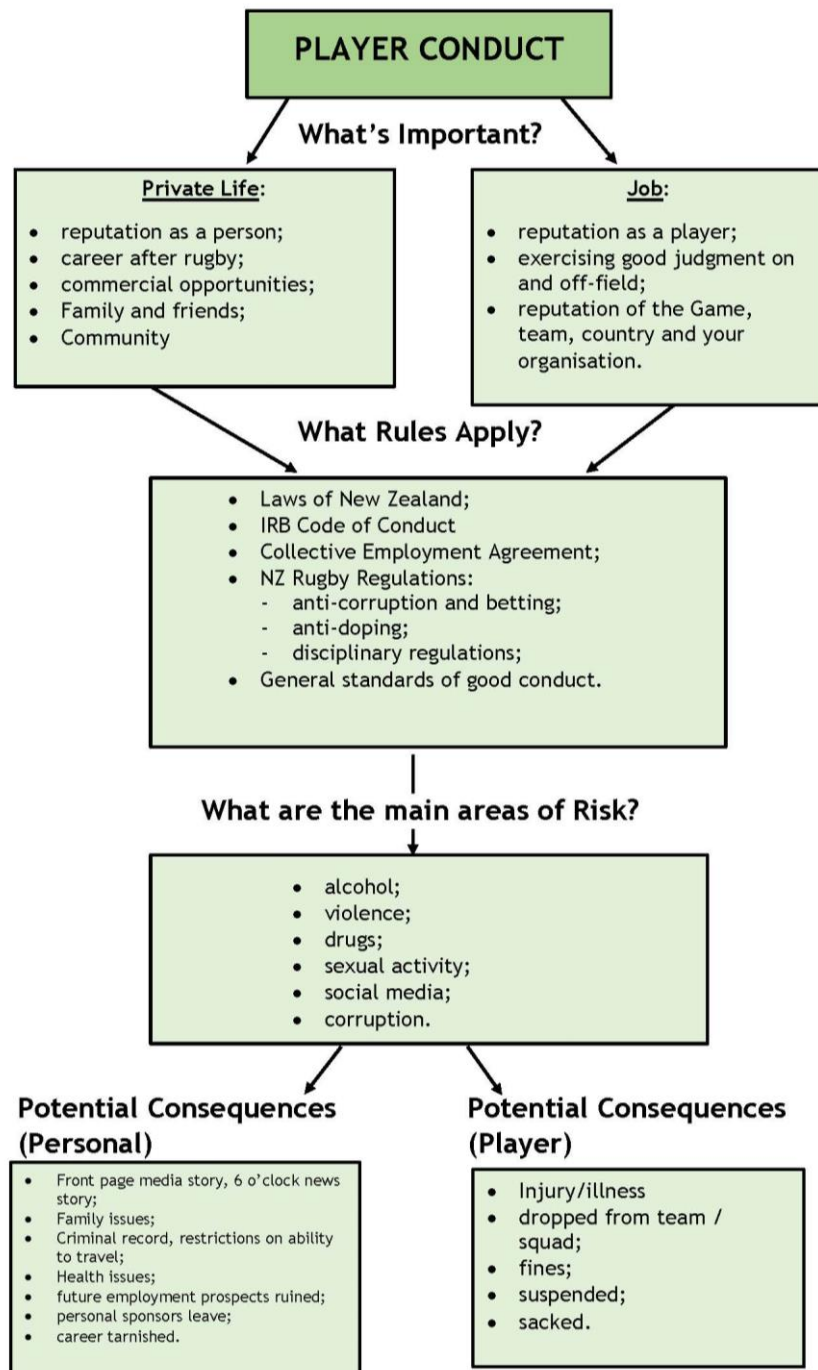
- We want people to take pride in who they are and those that they represent, not only upholding the expectations and values that unify and inspire people around them, but more importantly, contribute in way that sets the right example for those that follow. We need Players to act in the best interests of themselves, their families, their communities, and NZ Rugby (which includes Franchise Club and Provincial Unions). This means:
 - Being a positive role model.
For example, always conducting yourself in a professional and respectful manner in all situations (including social media).
 - Respecting the rights, dignity, safety and worth of others.
For example, engaging in appropriate relationships and respecting others thoughts and beliefs.
 - Being fair, considerate and honest in all dealings with others.
For example, being aware of the risks and consequences surrounding violence and corruption.
 - Being professional, making good decisions and accepting responsibility for your actions.
For example, drinking responsibly and not using drugs.
- Players must adhere to:
 - New Zealand Rugby's rules, regulations, and protocols (e.g. Anti-Corruption and Betting Regulations, the Respect and Inclusion Protocol and the Team Function Protocol).
 - World Rugby Regulations
 - Collective Employment Agreement (which also covers individual playing contract terms and conditions)
 - New Zealand law (e.g. the Crimes Act)
- If players breach the expected standards, then a misconduct process may arise. You will always have an opportunity to explain your actions.
- A misconduct allegation could range from ordinary (less serious) misconduct to serious misconduct

Examples - Serious Misconduct:

- Committing a doping offence
- Gambling on the outcome of any game
- Committing a criminal offence
- Actions, conduct, comments or behaviour that offends or harms others and/or the game
- Repeated misconduct

Examples - Ordinary Misconduct:

- Failing to attend training/promotional activity
 - Failing to maintain prescribed level of fitness/comply with rehab programme
 - Inappropriate use of social media
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- Good decision making is at the heart of ensuring you remain safe, keep those around you safe and help ensure you are acting in the best interest of those that you represent. One decision making tool that may assist is the S.T.A.R decision making model:
 - S= Stop
 - Create physical space
 - Take a deep breath
 - Get your emotions under control
 - T= Think
 - Identify emotions
 - Define the problem
 - Come up with possible solutions
 - A= Act
 - Identify solution and actions towards the solution
 - Carry out your actions
 - Take ownership of your actions
 - R= Reflect
 - Did the solution work?
 - Could anything be done better?
 - Congratulate yourself, you tried!
 - If it didn't work, keep trying!
 - If you or a mate require support or help please contact either:
 - InStep 0800 284 678
 - NZRPA 0800 player
 - Team Doctor, Manager or PDM



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7. SOCIAL MEDIA

Social media has changed what is ‘public’ and ‘private’ and has changed the way in which aspects of private lives are accessible to others.

Players can benefit from the use of social media provided it is used responsibly, but remember that any content Players post on social media platforms should be regarded as public statements. Assume everything you post online will be public.

Private text and voice messages can also be broadcast on a social media platform easily, and quickly, by the person a Player is communicating with, or a third party who manages to access that private content. Consider the potential consequences before sending risky, controversial or frustrated private messages, or something that could create a headline if taken out of context or it ends up in the wrong hands.

Players need to ensure they know how to protect themselves from unwanted attention and that private content is kept private, including:

- Making sure your profile is set to private
- Reporting fake profiles
- Only accepting friend requests from people you know and trust
- Don’t post, join groups or ‘like’ inappropriate or offensive content
- Disable geotagging on your mobile device

Remember:

- When using Twitter, Facebook or any other social media platform Players are, in effect, broadcasting. If the message isn’t fit for broadcasting it isn’t fit for social media.
- Once posted, content is posted for eternity. Be mindful of your “online footprint”
- If you make a mistake online be transparent and admit it. Apologise if circumstances require it.
- Don’t send texts, messages or post tweets, pics or comments when drinking or angry.
- There will be times when you will be provoked. The best response is none at all. Whatever you do don’t get involved in a slanging match.

If you become concerned or would like assistance with any of the above, or you are worried about content that is being posted about you, your family or friends then contact your PDM, team management, NZRPA on 0800 PLAYER or the NZRU media department.

TOP TIP: If you have anything on your Facebook, Instagram or other form of social media platform that you would not like your parents, grandparents, current or future partner and kids as applicable to see - clean it up ASAP! Inappropriate online activities can be detrimental to your family, friends and team, damage your integrity and impact future employment.

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8. MENTAL WELLBEING

We all have mental health, in the same way we all have physical health. For an elite athlete being **MENTALLY** and physically *fit* and healthy is equally important.

Just as working hard on developing and maintaining fitness, strength and conditioning is critical to a successful career in rugby, so too is working hard on maintaining and developing mechanisms to cope with the pressures of elite rugby and life. In fact, you will be a better player if you are mentally fit and healthy.

There are 3 levels of mental wellness:

1. Mental fitness - assists a healthy athlete to handle the stress of professional sport, just like physical fitness assists an athlete to handle the physical stress of a game
2. Compromised mental health - players can present with early symptoms and signs mimicking anxiety, depression or other forms of mental illness. If compromised, players should seek help ASAP, earlier the better.
3. Mental illness - this is the end of the spectrum where symptoms or signs are obvious and daily life is impacted.

You can improve your mental fitness and ability to deal with tough situations through building resilience, mental toughness and self-awareness. Ask your Team Management and PDM on how to go about this.

Compromised mental health may result in mental illness and/or behavioural issues, during and after your playing career.

Signs that a player may need advice or assistance with maintaining mental wellbeing include:

- Feelings of anxiety or stress
- Depression or feeling low
- A negative self-image
- Racing pulse
- Fear of interaction (e.g. with coach, leadership groups)
- Withdrawing from social contact
- Lack of motivation to study, eat well, train, socialise
- Changes in eating and sleeping habits
- Irritable, loss of confidence
- Substance abuse, anti-social behaviour, violence
- Excessive gambling
- Addictive behaviour

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Situations that can lead to these symptoms include:

- Long term injuries
- Recurring injuries
- Non-selection
- Relationship issues, separation/divorce
- Not getting on with the coach(es)
- Difficulties in maintaining a relationship
- Work/study stressors
- Financial or legal pressures
- Loss of someone close to you, grief
- Public criticism, social media

Players should never feel embarrassed about asking for assistance or help. People to go to for help include:

- Friends, family members or a trusted confidante
- The Personal Development Manager
- The Coach or CEO of the Provincial Union
- The Team Doctor
- Your own personal doctor if you would prefer not to discuss the issues with your team doctor
- NZRPA via 0800 Player
- Confidential free independent professional support via InStep on 0800 284 678 (see NZRPA one pager), or other independent support programmes such as Lifeline 0800 543 354

A major issue in players and non-players alike is not seeking help for mental health problems. Early identification and intervention for mental health problems is extremely important, as this can mean less disruption to a player's life and quicker recovery.

Remember - "a problem shared is a problem halved"

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9. HANDLING HOMESICKNESS

Much of what you know and rely on is at home. Homesickness is a natural response to change.

Homesickness can be light and pass quickly or dark and difficult. When separated from familiar surroundings or people for an extended period, people, no matter what age or from which culture, may experience homesickness.

Homesickness can manifest as a sense of dread or helplessness, depression, anxiety, sadness, frustration, anger or hopelessness. Extreme cases can cause physical symptoms like stomach pain, indigestion, headaches, nausea and tears. Players can attempt to bury the feeling by overtraining, eating more and drinking more. It should not be trivialised and can have a major impact on the players mental wellbeing, personal life and ability to perform at his or her best.

What you can do:

- Realise and accept that new situations take time to get used to, give yourself a few days or weeks to relax and fit in.
- Don't try to bury feelings: by overtraining, drinking, or eating more to make feelings go away. Try to establish a routine and maintain a balance of life.
- Talk about it with a team mate, PDM or member of team management. Access the people around you for support, odds are they have experienced it themselves.
- Keep in touch with people from home and let them know you'd like to hear from them too. Be mindful that too much contact can make things worse, so agree on what suits you before going away.
- Bring mementos from home- photos etc
- Look for new and different things to do to keep busy—if in a new city, be a local, get involved in local culture
- Talk to your PDMs who can assist by helping you identify personal development options that can help fill in your time—eg: study, seminars, reading.
- Do something! Don't wait for the feeling to go away by itself. Asking for help is the hardest part, the rest will be easier.

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10. CONCUSSION

- Concussion is a brain injury caused by the impact of force (a blow) to a part of the body, not necessarily the head directly.
- If you or a teammate suffer an injury that impacts on your head and experience any of the following during a match or at training you should immediately seek medical assistance:
 - Loss of consciousness or responsiveness
 - Lying motionless on ground/ Slow to get up
 - Unsteady on feet / Balance problems or falling over/Incoordination
 - Grabbing/Clutching of head
 - Dazed, blank or vacant look
 - Confused/Not aware of plays or events

- How do you know whether you have been concussed during a match or at training? It is difficult to positively identify concussion during a match or at training but you will generally have one or more of the following signs or symptoms:

Loss of consciousness - Headache - Seizure or convulsion - Dizziness - Balance problems - Confusion - Nausea or vomiting - Feeling slowed down - Drowsiness - “Pressure in head” - More emotional - Blurred vision - Irritability - Sensitivity to light - Sadness - Amnesia - Fatigue or low energy - Feeling like “in a fog” - Nervous or anxious - Neck Pain - “Don’t feel right” - Sensitivity to noise - Difficulty remembering - Difficulty concentrating

The key is to seek medical assistance - don’t try and self-diagnose or hide any symptoms or concerns, you must speak up if you are concerned about yourself or a fellow player.

- It is important to note that these signs and symptoms might not be present straight away. They may be delayed by several hours. In either event they should be reported to the Team Doctor as soon as possible.
- On many occasions, the symptoms of concussion will disappear quickly but on occasion they will be prolonged. Any prolonged symptoms must be reported to the Team Doctor as soon as possible.
- The best thing you can do if you have any of these symptoms is to rest the body and rest the brain. You should rest until the symptoms have gone away and not return to playing or training until you have been medically cleared, and feel within yourself that you are ready.

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- Protective equipment such as headgear and mouth guards won't necessarily prevent concussion occurring but mouth guards must be worn to prevent other injuries to the face and jaw.
- You should educate yourself about concussion by logging onto the World Rugby website at <http://www.irbplayerwelfare.com/> and complete the concussion educational module for the General Public.
- At the professional level of the game if you suffer a bang or a blow then you may be removed from the field of play to undertake a Head Injury Assessment (HIA). If at any stage **concussion is suspected** by the attending medical professional you must be removed from the field of play permanently.
- To understand more about the process involving the removal of a player from the field for play for a HIA please ask your Team Doctor to take you through it.
- If at any stage you become concerned about concussion in respect of yourself or a teammate contact your Team Doctor, a member of Team Management or the NZRPA on 0800 PLAYER

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NEW ZEALAND RUGBY TEAM FUNCTION PROTOCOL

INTRODUCTION

The purpose of this protocol is to provide guidance around the planning and the conduct expected of professional rugby team management and players at Team Functions.

It is important to understand that any behaviour at a Team Function, or in fact at any other time, that may be in breach of an employee's obligations under the Collective Agreement or any individual employment conditions may be investigated as potential misconduct.

WHAT IS A TEAM FUNCTION?

1. A social function organised by the team's management and / or players in the normal course of employment. Examples of this include a team dinner while assembled, sponsor functions, awards evenings or a team celebration, events after trainings (e.g. clubrooms events); and
2. A social function organised by the team's management and / or players where a person acting reasonably would identify the function as a team activity. Examples of this could include a team fishing charter, golf day, bus tour.

For the avoidance of doubt, Team Functions include any social function that meets the above definitions, regardless of whether they occur during a period of Leave, a bye week or any other period outside of formal assembly.

PLANNING A FUNCTION

1. All Team Functions must either be organised by team management or notified to team management. When organising a Team Function, team management or team players need to consider:
 - a. The most appropriate location for the Team Function (private or public).
 - b. Transport arrangements to and from the Team Function.
 - c. The need for sober chaperones, and potentially security, at the Function.
 - d. The type of activities undertaken at the Team Function.
 - e. What steps need to be taken to ensure team members and any other people involved or in contact with the function will be hosted appropriately and safe.
 - f. Whether alcohol will be part of the Team Function (see additional guidelines below).
2. If alcohol is to be provided at the Team Function, the following guidelines and expectations apply:
 - a. No person shall be compelled to drink alcohol;
 - b. No-one under 18 shall be supplied with alcohol;

- c. Team Functions should follow established good practice in terms of host responsibility, including provision of mid or low-strength alcohol and non-alcoholic alternatives as well as food; and
 - d. No player should interact directly with a team's alcohol sponsor or partner without the express consent of team management. Any communication between a player and a team's alcohol sponsor should be conducted via an appropriate member of team management or the team's administrative staff.
3. If the Team Function is organised by team players, sufficient detail about the Team Function must be notified to team management. If team management believe there may be any potential health, safety, security or reputational risks arising from the proposed Team Function, then they will ensure the organisers (whether players or management) of the Team Function put in place arrangements to minimise any such risks.

BEHAVIOUR AT FUNCTIONS

4. It is expected that any person subject to this Protocol will maintain reasonable standards of behaviour at Team Functions. For example, this includes:
- a. Maintaining the standards of behaviour expected of professional rugby people including standards in relation to Inclusiveness / Respect, Illicit Drugs and Player Conduct.
 - b. Drinking and behaving responsibly, safely and in accordance with any policies or protocols established by the relevant team or organisation.
 - c. Looking out for others that are drinking and/or attending the function especially young people/players and any guests or members of the public.
 - d. Using social media appropriately.
5. Conduct that is unacceptable for any employee or other person engaged in the professional rugby environment at Team Functions includes:
- a. Possession, supply, trading and/or consumption of illicit drugs, or any similar substances that result in similar loss of function;
 - b. Use of any medication other than for its stated / prescribed purpose;
 - c. Breaching established team security protocols;
 - d. Excessive consumption of alcohol in a way that creates risk to the health and safety of you, others in the team or the general public;
 - e. Engaging any performer or live entertainment (whether male or female, and whether legal, consensual or otherwise), where such activity is inconsistent with the Respect and Inclusion Protocol;
 - f. Unsafe or group sexual practices, whether consensual or otherwise;
 - g. Any other action or behaviour that is likely to bring the reputation of the team, NZR, Super Rugby Club, Province or the game of rugby generally into disrepute;
 - h. Any other action or behaviour that could compromise your personal safety or the safety of others in your team; and
 - i. Any of a-h above either in a public setting or otherwise broadcast or notified through social media channels.

IF YOU BECOME CONCERNED OR A PROBLEM OCCURS

6. If a member of team management or a player becomes aware of any behaviour by anyone that may be in breach of this Protocol, or if a Team Function appears to be getting out of control, that person should immediately notify the senior players, team management or administration personnel at the Team Function.
7. If a person is unsure whether any behaviour or actions may be in breach of this Protocol, the person should in the first instance discuss the problem with senior players/team management or administration personnel at the Team Function to determine whether further action should be undertaken.



8. If at any time the physical health or safety of any person at the Team Function appears to be threatened, emergency services (i.e. Police, Ambulance) should be called to the Team Function.
9. If following the Team Function, a person is concerned about any behaviour by anyone at the Team Function that may be in breach of this Protocol, the person should notify the NZRPA, a member of the team management or their CEO as applicable.

NZR encourages all those engaged in the professional rugby environment who choose to consume alcohol at a Team Function to first review the education available at alcoholandme.org.nz.



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Respect and Inclusion Protocol

1. **Inclusiveness** is at the heart of providing a safe environment where everyone - whether part of your team or organisation, or otherwise - feels welcomed, encouraged and valued. We all have to play a role in fostering, promoting and maintaining empowering, positive rugby environments.
2. Creating environments that are truly inclusive is about more than setting policies and expectations; all people need to *want* to look after and respect each other, understand the benefits of doing so, and treat each other in the manner that *they* would want themselves or their family to be treated.
3. Rugby must promote environments that value all people and their wellbeing. All people involved in any way with rugby - whether that involvement is formal or informal, long-term or casual - have the right to be treated with dignity and respect and to engage with the game in a manner that is free of harassment, coercion, abuse, humiliation and discrimination.
4. At all times while interacting with people, those of us operating in the professional rugby environment must act with dignity and respect towards others and not discriminate against any person on the grounds of:
 - Gender;
 - Marital status;
 - Religious or ethical belief;
 - Colour, race, ethnicity or nationality;
 - Disability (whether mental or physical);
 - Age;
 - Political opinion;
 - Employment status;
 - Family status; or
 - Sexual orientation.
5. It is important to recognise that interactions in professional rugby occur in many different forums - for example: team or management meetings, at or after games, sponsor or VIP hosting, promotional and PR appearances, media activity, other team activity, or even in private with teammates or colleagues. Always be conscious of who is around you, where you are and how you are behaving - be respectful of others at all times.
6. As people involved in professional rugby it is important that you:
 - Understand there are consequences to your actions - sometimes you might say and do things that you intend to be funny, but can actually hurt someone's feeling. Think before you speak;
 - Stand up and look after those who may not have the confidence to stand up for themselves; and

- Stand up for yourselves and embrace who you are, let others know that words and actions mean something to you and those close to you.
7. All professional rugby environments - Provincial Unions, Super Rugby clubs and NZR National Teams (including both rugby and corporate staff) - should have a policy in respect of bullying, harassment and discrimination in the workplace. NZR has issued a model policy and complaints procedure and all organisations are encouraged to adopt this if they do not already have their own.
 8. If you feel victimised, discriminated against, bullied, or harassed, you should talk to someone that you feel safe with and trust. People to go to for help include:
 - Family and friends;
 - Your Personal Development Manager (PDM)
 - Your Coach, Team Manager or CEO;
 - Your agent;
 - The NZRPA via the 0800PLAYER number; and/or
 - Confidential free independent professional support via INSTEP 0800 284 678, or other independent support programs such as lifeline etc.
 9. If you are concerned about another person's conduct and whether it constitutes bullying, harassment or discrimination, or wish to make a complaint about the behaviour and/or activity of another person or group of people, you can advise either your team manager, CEO, the NZRPA or other designated contact person as soon as possible after the incident.
 10. For further information, see [Human Rights Commission](#), [Diversity Works NZ](#), [the Citizens Advice Bureau](#), or [Skylight](#).