



CODE OF CONDUCT POLICY - VOLUNTEERS AND MEMBERS

Commitment and Consultation

The Walhalla Goldfields Railway Board of Management (*hereafter referred as WGRBOM*) and its volunteers and members are committed to promoting a positive image of the Walhalla Goldfields Railway (*hereafter referred to as WGR*). To assist in achieving their required professional and proper conduct, they will abide by the Walhalla Goldfields Railway Constitution, By Laws and Regulations, this Code of Conduct Policy and to the Association of Tourist Railways Inc Rail Safety Manual, Association of Tourist Railway Rules and General Instructions, WGR Safe Working Instructions and Local Instructions.

With these aims in mind the WGRBOM has formulated this Code of Conduct Policy for its volunteers and members.

Purpose

The Code of Conduct Policy seeks to promote and strengthen the good reputation of tourist railways and the WGR by establishing standards of performance and behaviour for WGR volunteers and members. The primary focus of the Code (in conjunction with other WGR Policies) is to educate volunteers and members on the importance of maintaining appropriate standards and to provide further education, counselling and other assistance to volunteers and members whose conduct does not conform to the appropriate standard.

1. Volunteer / Members Responsibilities

Members/volunteers are required to comply with the following Code of Conduct Policy to the best of their ability.

1.1 Behaviour

- WGR volunteers and members must aspire to the highest standards of customer service and professional conduct.
- WGR volunteers and members must conduct themselves in a manner so as not to bring tourist railways into disrepute.

This clause applies to a volunteer or member's behaviour which:

- (i) occurs during any time whilst the volunteer or member is undertaking work or service for the WGR; or
- (ii) involves public comment or comments made to other railways or the media; or
- (iii) involves criminal conduct which directly impacts in a material way upon the volunteer or member's ability to perform his duties for the WGR or impacts upon the reputation of the WGR in any way; or
- (iv) involves the consumption of drugs (including alcohol) which directly impacts in a material way upon the volunteer or member's ability to perform his/her duty for the WGR or impacts upon the reputation of the WGR in any way; or
- (v) involves conduct deemed by the WGRBOM to have brought the WGR into disrepute.

1.2 Voluntary Work

Is where a financial member or a volunteer (who is not a member), give freely their time (as directed) to assist the WGR in a variety of activities to achieve the objectives of the Walhalla Goldfields Railway.

1.3 Fitness

WGR volunteers and members must present themselves for all voluntary work on the WGR in an appropriate state of fitness - this state of fitness may be determined by WGR Branch Managers or the WGRBOM representative and if not to standard could result in removal from duty immediately

WGR volunteers or members must not engage or participate in any activity which may cause or aggravate any injury or pre-existing illness and which prevents WGR volunteers or members from carrying out volunteer work for the WGR to the best of the individual's ability.

1.4 Attendance and apparel

WGR volunteers and members are required to attend when rostered for any activity on the WGR (unless granted express permission otherwise or provide an explanation to the WGR) and are requested to attend punctually all , or as many as practicable, WGR and related events. If unable to attend notice of at least 24 hours must be given so another volunteer can be found.



All WGR volunteers and members must wear appropriate apparel as maybe supplied or specified in the WGR Local Instructions or as directed by the WGRBOM during all WGR activities when carrying out his/her obligations as a volunteer or member.

1.5 Property

WGR volunteers and members must apply due care and regard for the property and facilities of the WGR and its staff and the property, facilities and staff of other providers which a WGR volunteer or member may utilise during any authorised activities in which WGR volunteers and members may be engaged.

Where a WGR volunteer and member breaches this provision through negligence or intentional disregard, he or she may be required to pay the relevant person or body an amount equivalent to the cost of repairing or replacing the damage the WGR volunteer and member caused to the property and/or facility, by their action(s) or omission(s).

1.6 Confidentiality of Walhalla Goldfields Railway Information

WGR volunteers and members must maintain the confidentiality of all material provided in commercial confidence to the WGR volunteer and member. Such material may, without limitation, include details of trade secrets, railway procedure, financial information, personal information, manuals and records of a confidential nature of the WGR which is not available in the public domain.

2. Volunteers and Members Rules

2.1 Development of volunteer and member Rules and Local Instructions

The WGR may provide rules and local instructions which complement this Code and do not replace or extinguish the general obligations of WGR volunteers and members as set out in this Policy.

2.2 Notification of Rules, Local Instructions and Walhalla Goldfields Railway Policies

When the WGR seeks to introduce Rules, Local Instructions, or Policies it may (at its discretion):

- (a) seek to outline such Rules, Local Instructions, or Policies to a meeting of volunteers and members, so as to seek their consultation and feedback, or
- (b) provide a copy of the Rules, Local Instructions, or Policies to each volunteer and member prior to such Rules, or Policies coming into effect.

2.3 Walhalla Goldfields Railway Rules, Local Instructions, Regulations, Codes and Policies

It should be noted that certain obligations are imposed upon WGR volunteers and members and these obligations are set out in Schedule "A" of this Code.

3. Discipline

Any disciplinary action to be taken by WGR shall be determined by the WGRBOM and for financial members the process will be as outlined in Clauses 18 – 23 of the WGR Constitution.

For Volunteers who are not financial members the process will be as follows :

3.1 Minor Breaches

- (a) Except where clause 3.2 applies, where a WGR volunteer's conduct breaches a provision of this Code (including a Rule) the disciplinary action to be taken by the WGR shall be determined by the WGRBOM.
- (b) In determining the disciplinary action to be taken under the Code, the WGRBOM shall take into account the following matters:
 - (i) the seriousness of the breach;
 - (ii) whether the offence has been repeated by the volunteer ; and
 - (iii) the appropriateness of Alternative Sanctions (as defined in clause 5).

3.2 Serious or Persistent Breaches

- (a) Where a breach/es of a provision/s of the Code involves:
 - (i) a serious breach of the provisions of the Code;
 - (ii) persistent failures by a volunteer to adhere to the provisions of this Code;



- (iii) public conduct by a volunteer that brings the WGR into disrepute;
- (iv) conduct by a volunteer that may endanger the safety of the public or other volunteers and members;
- (v) conduct that may result, or resulted, in damage to property of the WGR; or
- (vi) conduct in breach of the Association of Tourist Railway Rules and General Instructions or the WGR Rules, Safeworking or Local Instructions.

(b) In determining the disciplinary action to be taken under the Code the WGRBOM shall take into account the following matters:

- (i) the seriousness of the breach;
- (ii) the extent to which the WGR volunteer's breach brings the WGR into disrepute;
- (iii) the volunteer's role in the events that led to the breach and mitigating circumstances (if any);
- (iv) whether the offence is part of a persistent course of conduct by the volunteer ;
- (v) whether the volunteer has received any other form of sanction for the conduct; and
- (vi) the appropriateness of Alternative Sanctions as (as defined in Clause 5).

3.3 Penalties

- (a) The WGR may discipline a volunteer for breach of this Code as specified in Clauses 3.1 to 3.2 above
- (b) Wherever practicable, should a volunteer's conduct attracts any form of disciplinary action the WGRBOM may decide to impose Alternative Sanctions (as defined in the Clause 5 of this Policy) .
- (c) The WGR may, in its absolute discretion, suspend the imposition of a sanction to be imposed on a volunteer for a breach of the Policy provided that the WGR gives written notice to the volunteer of his or her breach of the Policy, details of the intended sanction and the circumstances under which it might be imposed in the future.

4. Confidentiality of Code Matters

Subject to any obligations set out within this Policy, a WGR volunteer or member is entitled to have his/her privacy including that of his/her family be respected at all times, whenever possible.

The WGR and WGR volunteers or members must use their best endeavours to ensure that any matters arising out of or relating to alleged conduct of a WGR volunteer or member in breach of this Policy (including but not limited to details of any sanction imposed, unless otherwise mutually agreed between the WGR and the volunteer or member) shall remain confidential and are not disclosed to any third party unless expressly agreed to by the WGR and volunteer or member concerned.

For the avoidance of doubt, all parties agree that the confidentiality intended to be protected by this provision does not preclude the WGR or volunteer or member announcing to a third party that there has been a breach of the Policy and that it has been dealt with by the WGR and the volunteer or member and the manner by which it has been dealt with.

5. Definitions

Unless the contrary intention appears, the following words have the meanings set out below:

"*Alternative Sanctions*" means requiring a WGR volunteer to do any one or more of the following:

- (i) attend a WGR activity as determined by the WGRBOM;
- (ii) undertake a specific performance of an activity, service or commitment not normally undertaken by the volunteer; and/or
- (iii) attend or perform any other similar event or activity as agreed between the WGR volunteer and the WGR;

"*Local Instructions*" shall mean the Local and Safeworking Instructions as issued by the WGR and as amended from time to time.

"*Tourist Railway Rules and General Instructions*" shall mean the Tourist Railway Rules and Instructions as amended from time to time or subsequent rules issued by the Association of Tourist Railways. The Rules and Instructions are made for the management, operation and maintenance of Tourist Railways who are members of the Association of Tourist Railways Inc. and to define the Safeworking System of those railways.

"*Conduct Unbecoming*" shall mean anything that discredits or shows discredit to a person or brings discredit against the railway. Any act that is not within normal daily activity of working that reflects poor taste or judgement, relative to community and social norms.



SCHEDULE "A"

Racial and Religious Vilification

WGR volunteers or members must respect the rights, dignity and worth of all individuals within the context of their involvement in activities organised by the WGR and refrain from making any comment or undertaking any discriminatory practices on the basis of race, religion, ethnic background, or special ability/disability, that vilifies or tends to vilify persons on the basis of their race, religion, colour, sex, sexual orientation or other related characteristics.

Substance Abuse and Alcohol

WGR volunteers or members must refrain from the taking of illicit and/or performance-enhancing substances and from consuming alcohol whilst undertaking any activity at or in any way related to the WGR.

Public Comment

WGR volunteers or members must not make adverse public comments concerning the WGR. It is an integral obligation as a member and/or volunteer of the WGR to maintain a standard of behaviour and conduct in the best interests of the WGR.

A member found, after completion of a full investigation, to have been guilty of conduct unbecoming a member or prejudicial to the best interests of the WGR, shall be subject to action under Clause 18-23 of the Walhalla Goldfields Railway Constitution.

WGR Volunteers who are not financial members of WGR shall be subject to action and penalties as outlined in Clauses 3.1 to 3.3 of this policy.

Respect and Responsibility

The WGR has a commitment to provide a safe and supportive environments for women, junior members and the broader community.

WGR volunteers and members should refrain from conduct that could cause a perception of potential harm to any of the above, such as spending significant time alone with a person while on WGR property or by engaging in any inappropriate conversations of a sexual nature or the handling or touching of a person or providing or requesting mobile telephone numbers to or from junior members as outlined in the Victorian Working with Children Legislation.

Members and volunteers must report to the Secretary or any available WGRBOM member any reasonable suspicion of harm being caused to any persons and offer support to any of those that have been harmed by the conduct of others.

Harassment

The WGR has a zero tolerance to any conduct which constitutes harassment of an individual, customer, volunteer, member or any paid staff.

Members and volunteers must apply and foster respect for all other members/volunteers of the WGR and the general public who attend activities and use services organised by the WGR.

Members and volunteers must refrain from any form of personal abuse, bullying or unnecessary physical contact with any member/volunteer and have due consideration for the varying maturity and ability levels of all members/volunteers attending WGR activities.

Examples of sexual harassment and bullying include but are not limited to the following - offensive comments, abuse or innuendo about one's person, jokes or gestures of a sexual nature, material or offensive pictures, unnecessary familiarity and conduct of a sexual nature, staring or leering in a sexual manner, persistent unwelcome sexual or non-sexual invitations, telephone calls or emails of an unwarranted nature, unwelcome requests or demands for sexual favours, actual molestation or sexual assault.

Where a member/volunteer has refused or neglected to comply with the constitution, rules, policies and regulations of the WGR or has been guilty of conduct unbecoming a member/volunteer or prejudicial to the best interests of the railway, or in sexual harassment, bullying of another person working or participating in a railway related activity, the WGRBOM may :

- (a) reprimand that member, suspend the member for a specified period, or expel the member, as per Clause 21 (2) of the WGR Constitution
- (b) Suspend and/or discipline the volunteer as set out under Clause 5 Definitions - Alternative Sanctions.

Any member/volunteer barred by the WGRBOM will not be allowed on railway property at any time, this includes any private function i.e. weddings etc, and any attempt to enter railway property will result in legal action being taken.



General

Each member and volunteer shall be responsible for the actions and omissions of the members/volunteer's dependent children and guests when on railway property and for their adherence to the rules and regulations. Any proven breaches or violations of these rules and regulations by a member's/volunteer's dependent children or guests shall be grounds for disciplinary action by the WGRBOM against the member or volunteer.

Occupational Health and Safety

The WGR has a commitment to maintaining a safe working environment, safe systems of work, and fulfilling its statutory obligations in this regard. In particular the WGR is committed to a smoke free environment inside any of its buildings, carriages, engines and vehicles.

Financial Probity and Accountability

Members and volunteers shall ensure that in financial matters, including the handling of monies, there is full accountability in relation to any advice or transaction in which they may be involved. Members/volunteers with financial responsibilities shall act in accordance with the financial policies and procedures of the WGR and shall observe the relevant legislative and regulatory requirements.

Safety Management System

The WGR is committed to its Safety Management System and the relevant legislation applicable to its operations, and as such members and volunteers must follow and comply with all safety procedures and policies outlined in the WGR Safety Management System.