



## Code of Conduct

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National Railway Museum

Approved by and effective on date of signature:

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Date: 14.3.2019

Signature:

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## Code of Conduct

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### 1. Responsibilities

It is the responsibility of every staff member and volunteer to familiarise themselves with the contents of this Code of Conduct and to conduct themselves in a manner that is consistent with the values, behavioural principals and standards of professional conduct that are set out within this document.

### 2. Applying the Code

This Code of Conduct should be viewed as a guide that helps us make sound and responsible decisions about the way we undertake our activities.

It is not possible to clearly define every situation in which we may need to make a decision as to the appropriate conduct, or to define every law to which the National Railway Museum Inc (NRM) may be subject. It is likely that we will face situations that are not covered by this Code nor specifically detailed in NRM Policy.

When facing such situations, you should ask yourself the following questions:

- Is my decision in keeping with the spirit of NRM values, expected conduct, policies and procedures?
- Am I authorised to make this decision?
- Is this legal action? Does it contravene local or national law, regulations or international standards? Could I justify it in Court?
- How would my actions look if published in a local or national newspaper?
- How would my actions look if published on a notice board?
- Would I feel comfortable explaining my decision to my family and friends?
- Does it feel right?

If in doubt about how to respond given a situation, you should seek the guidance of your Team Leader or Duty Manager.

### 3. Raising a Concern

While the overwhelming majority of people try to do the right thing and behave in a responsible way, occasional deviations from acceptable practice may occur.

Usually this is not deliberate but arises because it is unclear what is expected. It is only through raising concerns and addressing inappropriate behaviour that we will be able to

maintain the integrity that the NRM requires in order to successfully undertake our operations.

You are encouraged to speak up if you witness contradictions of this code by raising the matter with either your Team Leader or a member of the Executive who will then be responsible for taking appropriate follow up action on your behalf.

Some people feel more comfortable making anonymous complaints. Whilst anonymous complaints can be made, these are difficult to investigate unless the complaint raises a serious matter and there is sufficient information to enable an investigation to be conducted.

Instead, members may choose to raise a concern with their Team Leader or a member of the NRM Executive but request that their identity remain confidential. This permits fair investigation to occur; with ability to refer back to the volunteer should more information or clarification be sought.

#### **4. Values and Principals**

- NRM staff and volunteers have a commitment to serve the best interests of the Museum, and to discharge their duties conscientiously and to the best of their ability.
- NRM staff and volunteers have a strong customer focus which ensures the experience of our patrons is considered in everything that we do. We always provide sincere and friendly service to our patrons to make their visit as pleasant at the NRM.
- NRM staff and volunteers will act honestly in every aspect of their work whilst being open and transparent when making decisions or providing advice to the NRM.
- NRM staff and volunteers will conduct themselves with respect and courtesy to other staff, volunteers, members of the public and other external groups or agencies.
- NRM staff and volunteers will perform their duties in such a manner as to ensure public confidence and trust in the integrity of Museum business and operations.
- NRM staff and volunteers will be responsible and accountable for their actions.
- NRM staff and volunteers will respect the law.

#### **5. Business Conduct**

##### **5.1 Compliance**

The NRM is committed, as a minimum standard to complying with all applicable laws in all areas of our operations. The NRM is a legal entity in its own right, and the NRM Board, its Executive (including paid staff), Team Leaders and volunteers are also subject

to various legal requirements in relation to the conduct of NRM operations and their individual responsibility. These include duty of care, financial, corporate, disclosure and other requirements.

Whatever your role or position, you should be aware of and comply with the duties and obligations which apply to you under the law and regulations relevant to your work.

## **5.2 Conflict of Interest**

At the NRM, we require you to avoid actions that might result in you or your family or friends' interests conflicting with the interests of the museum, or anything that could be construed as being in conflict. This means you should not do anything or make decisions relating to the business affairs or interests of the museum where they are influenced by personal, private or outside (including investment) interests.

Where you believe there is any likelihood of a potential conflict of interest arising, you should declare and discuss it with your Team Leader and then the Board as soon as possible.

## **5.3 Bribery and Corruption**

The NRM prohibits the giving or receiving of any bribe, commission or inducement to third parties. This includes Governments, their Ministers, elected or appointed representatives, advisers or officials or other organisations and their respective Directors, Officers, Employees or Contractors.

In most instances, such acts will be unlawful and may render you and possibly the museum liable to criminal prosecution. You must not make payments or give gifts or other non-monetary benefits to public officials for the purpose of influencing the official to help the NRM obtain or retain privileges or secure special concessions.

No payment or benefit of any kind should be made to any Government or other official. Although you may consider gifts to local officials to be in the nature of token gratuity, it may be construed as an attempt to distort a proper decision-making process. Accordingly, any proposal to give gifts or benefits to a public official must be referred to your Team Leader for consideration.

## **5.4 Communicating with the Media**

Contact with the media including social media is restricted. As stated in the museum's Media Policy, only the Chairman, Vice Chairman and Executive Officer may speak on behalf of the NRM to the media. No other staff member or volunteer may communicate with the media, or provide them with photographs, video footage, or other museum information unless specifically authorised in writing to do so by one of the above officers. Any staff member or volunteer contacted by the media should immediately inform one of the above listed officers regarding the nature of the enquiry. Only authorised persons are to make statements on Facebook or other Social Networking websites.

## **5.5 Financial Management and Accounting**

The NRM ensures its financial statements comply with accounting standards and present a true and fair view of the museum's financial position and performance in all material respects. We all have a responsibility for the integrity of our financial reporting by complying with internal controls ensuring the safe guarding of our assets and protecting the museum from loss.

## **5.6 Risk Management**

The effective identification and management of risks is a key element of being a successful and responsible organisation. We all have a responsibility to be continually aware of and to communicate and manage a broad range of long term and short term risks. Risk can be anything that may harm our communities, adversely impact on our accreditation to operate, damage our reputation or prevent us realising our constitutional objectives. Before performing any unsupervised task take a moment to think about any risks or hazards that may be present and how best to eliminate them.

## **6. Behaviour**

NRM staff and volunteers must aspire to the highest standards of professional conduct and customer service. In doing so, NRM, staff and volunteers must conduct themselves in a manner so as not to bring themselves or the Museum into disrepute.

This applies to staff and volunteers

- Whenever on NRM sites/premises
- Undertaking duties for NRM, even away from the Museum premises or
- When circumstances involve public comments, comments made to other railway or external organisations, or the media (including social media e.g. Facebook or Twitter) care must be taken to ensure that it cannot be misinterpreted you are representing the NRM in those comments.

Staff and volunteers are encouraged to "call out" inappropriate behaviour when they see it happen so that it doesn't escalate into an incident or an ongoing problem. By calling out bad behaviour, it serves as a reminder to someone that they are not acting within the bounds of the code of conduct and gives them the opportunity to change their behaviour. In a professional way, staff and volunteers can call out bad behaviour by saying things like "that's not an acceptable thing to say or that type of behaviour isn't welcome here".

### **6.1 General Behaviour**

NRM staff and volunteers will, in the performance of their duties and conduct

- Act honestly at all times;
- Act with reasonable care and diligence;

- Act professionally;
- Act in a way that generates community trust and confidence;
- Act in a reasonable, just, respectful and non-discriminatory way when dealing with others – this includes the use of insulting or obscene language or gestures; and
- Ensure that personal interests, including financial interests, do not influence or interfere with the performance of their role.

## **6.2 Equal Opportunity, Bullying and Harassment**

Harassment, bullying and discrimination are unacceptable behaviours and will not be tolerated under any circumstances. The NRM also strictly prohibits victimisation of any person as a result of them making an allegation of harassment, bullying or discrimination. All staff and volunteers have a responsibility to uphold this.

Any complaints of discrimination, harassment or bullying must be made honestly and must not be discussed with anyone other than those involved in complaint proceedings with a duty and legitimate right to know. The NRM applies the merit principle, treating all staff and volunteers and prospective volunteers fairly and equitably in all matters, regardless of irrelevant factors such as gender, race, religion, colour, marital status, age, sexuality, disability or national origin. All NRM staff and volunteers will be treated equitably, regardless of their skills, qualifications, abilities and achievements.

All allegations of discrimination, harassment, bullying or victimisation will be promptly and thoroughly investigated.

It should be noted that genuine, constructive comment or criticism is welcomed by the Board and should not be construed as harassment or bullying. Please discuss these issues with your Team Leader or member of the Executive so they may be properly dealt with.

## **6.3 Use of NRM Resources**

The NRM requires you to use the Museum's property, time and resources in a responsible and authorised manner. This means using resources for valid business purposes, being responsible for proper expenditure of NRM funds, treating physical property with care and not removing property unless authorised to do so.

It also includes using time spent while on duty efficiently and not for pursuing other personal activities. You must not misuse or misappropriate property internally or dispose of any Museum property in an unauthorised manner such as selling, lending or giving it away without appropriate permission.

## **6.4 Confidentiality and Intellectual Property**

In the course of working or volunteering with the NRM, you may be required to generate and access confidential and commercially sensitive information.

It is important that all sensitive information is kept confidential. Except in the course of carrying out your duties as a NRM employee or volunteer or with your Team Leaders or the Executive express authority, you must not disclose, directly or indirectly any information about the NRM's business or anything about which you have knowledge that could damage the Museum or bring it into disrepute including financially sensitive information.

### **6.5 Privacy**

The NRM recognises the importance of protecting personal information that may be collected from individuals who become associated with the NRM. We are committed to taking all reasonable steps to comply with relevant privacy legislation and to protect the personal information that we hold.

If you are in possession of personal information in the course of conducting your role, you should ensure it is only used for its intended purposes, unless the NRM is required by law to disclose specific information about an individual.

### **6.6 Presentation**

NRM staff and volunteers must present themselves and the museum in a positive manner.

This will be demonstrated through

- Attending rostered activities for the museum punctually
- Wearing neat and appropriate apparel as specified for the position
- Being courteous and civil when interacting with the public, museum staff and other volunteers
- Conducting all communications (including telephone, email and social media) in a manner that positively reflects upon the museum.

### **6.7 Electronic Communications and Social Media**

Members who engage in the use of social media, including photo and video sharing websites, must not represent the NRM unless specifically authorised to do so by the Executive or a Team Leader. At no time should paid staff or volunteers complain publically or denigrate the museum on Social Media.

When discussing the NRM operations or business, staff and volunteers must make a clear distinction that views expressed are their own, and that the views must not be contradictory to this Code of Conduct.

The NRM provides internet access and email services to aid communication and the gathering of business information. Acceptable use of the internet includes information, marketing and communications for NRM business use.

You must only use NRM approved software and web browsers to access the Internet and other services, unless authorised by the Executive Officer.

Incidental and occasional use of the NRM internet and email for personal use is permitted provided it does not interfere with the performance of your duties, does not breach other NRM policy and does not involve inappropriate or lewd material, harassment or any type of inappropriate conduct. In particular, the use of electronic communications and social media must not in any way compromise job performance at the museum.

The NRM will monitor computer usage and reserves the right to use this information in any investigation.

## **7 Work, Health and Safety**

The NRM is committed to conducting its business in a manner that prevents illness or injury to members, contractors, customers and the public who may be affected by our activities. The NRM requires that every member complies with relevant work, health and safety legislation regulations and standards. Any work that you believe is unsafe should be stopped and you should only undertake work for which you are trained, competent, medically fit and sufficiently rested and alert to carry out.

### **7.1 Health and Wellbeing**

The NRM believes in creating an environment that helps you achieve a healthy lifestyle. The NRM has in place processes to identify and manage members who may be impaired and not fit for certain types of work. You need to take responsibility for maintaining your personal health and fitness for work and you have a responsibility to come to work at NRM in a fit condition.

There is a zero tolerance for the use, sale, possession and distribution of illegal drugs at the NRM sites and premises or in the course of conducting NRM business. The NRM is very mindful that paid staff and volunteers should not arrive for duty affected by alcohol or illicit drugs nor become inebriated by alcohol or in any way affected by illicit drugs in the course of their duties.

You must have a blood alcohol concentration of zero whilst performing any Rail Safety Work. Drug and alcohol testing, including random testing is conducted.

### **7.2 Environment**

Environmental stewardship is the responsibility of every staff member and volunteer. The NRM complies with relevant legislation and standards, and expects staff members and volunteers to perform their duties accordingly and to co-operate with and contribute to the implementation of environmental strategies relevant to your area of work. In particular, everyone at the NRM has a responsibility to

- Understand the impact of our operations on the environment;



- Actively promote the conservation of resources and the environment in which we work;
- Actively ensure the minimisation of waste within our operations; and
- Disclose significant environmental impacts.

The NRM encourages all members to identify new technologies or processes that will minimise the environmental impact of our activities.

## **8 Breaches of this Code**

Breaches of this Code of Conduct may occur from time to time. When it is considered that a breach has occurred, the appropriate Team Leader will manage the actions required in accordance with the NRM Dispute Grievance and Harassment Policy. Where appropriate the alleged breach will be referred to the NRM Board.

Where breaches are considered to be of a particularly serious nature, penalties may be imposed ranging from a caution and reprimand to dismissal.

The issues to consider when deciding what action to take include

- The seriousness of the breach
- The likelihood of the breach occurring again
- Whether the staff member or volunteer has committed the breach more than once
- The risk the breach poses to employees, other volunteers, visitors or the Museum

In all instances the NRM will act objectively, fairly and equitably and in line with relevant legislation.

Procedural fairness requires a decision maker to

- Inform you of the allegations made against you
- Give you an opportunity to respond and
- Not have a personal interest in the outcome