

Transport HeritageNSW



Our Code

THNSW Code of Conduct

SEPTEMBER 2016



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Our Code

Transport Heritage NSW Ltd (THNSW) is a not-for-profit, member-based organisation. We have a responsibility to strive to always make informed, consistent and ethical decisions.

Our Code is a public statement that THNSW is committed to doing the right things the right way. Our Code applies to all THNSW Board members, members and THNSW Team Members.

We are proud of our culture, and understand it is continually shaped by the behaviours and attitudes demonstrated on a day-to-day basis by all of our people.

Our Code includes references to relevant THNSW requirements (THNSW policies and procedures) and other helpful tools and resources.

No code of conduct can cover every possible situation, THNSW relies on you to use sound judgement and to speak up when you have questions or concerns.

All Board members, members, volunteers and employees of THNSW are representatives of THNSW and are expected to act responsibly and professionally.

As a representative of THNSW, you are expected to act in the best interests of THNSW, and conduct yourself in a manner that does not discredit:

- an individual team member, having regard to their position held within THNSW; or
- the reputation of THNSW.

Whenever there is a conflict or a difference between an applicable legal requirement and Our Code, you must apply the strictest standard.

Our partners, and third parties, can also have a direct impact on the reputation of THNSW through their behaviours and actions. For this reason, we want to work with our partners to ensure they share our commitment to safety, ethics and compliance.

We also expect and encourage all of our contractors and their employees to act in a way that is consistent with Our Code. We will take appropriate measures where we believe they have not met our expectations or their contractual obligations.

THNSW Team Members includes any person engaged by THNSW in a paid or unpaid capacity including: all Board members, employees, volunteers, contractors, event /program partners, work experience students or interns.

Our Values, Our Behaviours

Our values and behaviours influence the way we work with each other, serve our customers and engage with the broader NSW community. How these values are given life within our organisation may look different depending on our particular role, however our unifying values should always be visible and recognisable, and the means by which we measure our own and others' behaviours.

We demonstrate our values by:

Safety and Accountability



- **Thinking** through and **recognising** if our activities can be done safely, **reporting** any safety and environmental issues.
- **Supporting our safety** and the safety of our team members, customers and the heritage and non-heritage assets in our care.
- Making **informed decisions** that comply with THNSW's policies, procedures, the Law and recognised industry standards.
- Taking ownership of and **accepting responsibility** for our decisions, actions and results, **continually striving** to improve the way we do things.

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Integrity

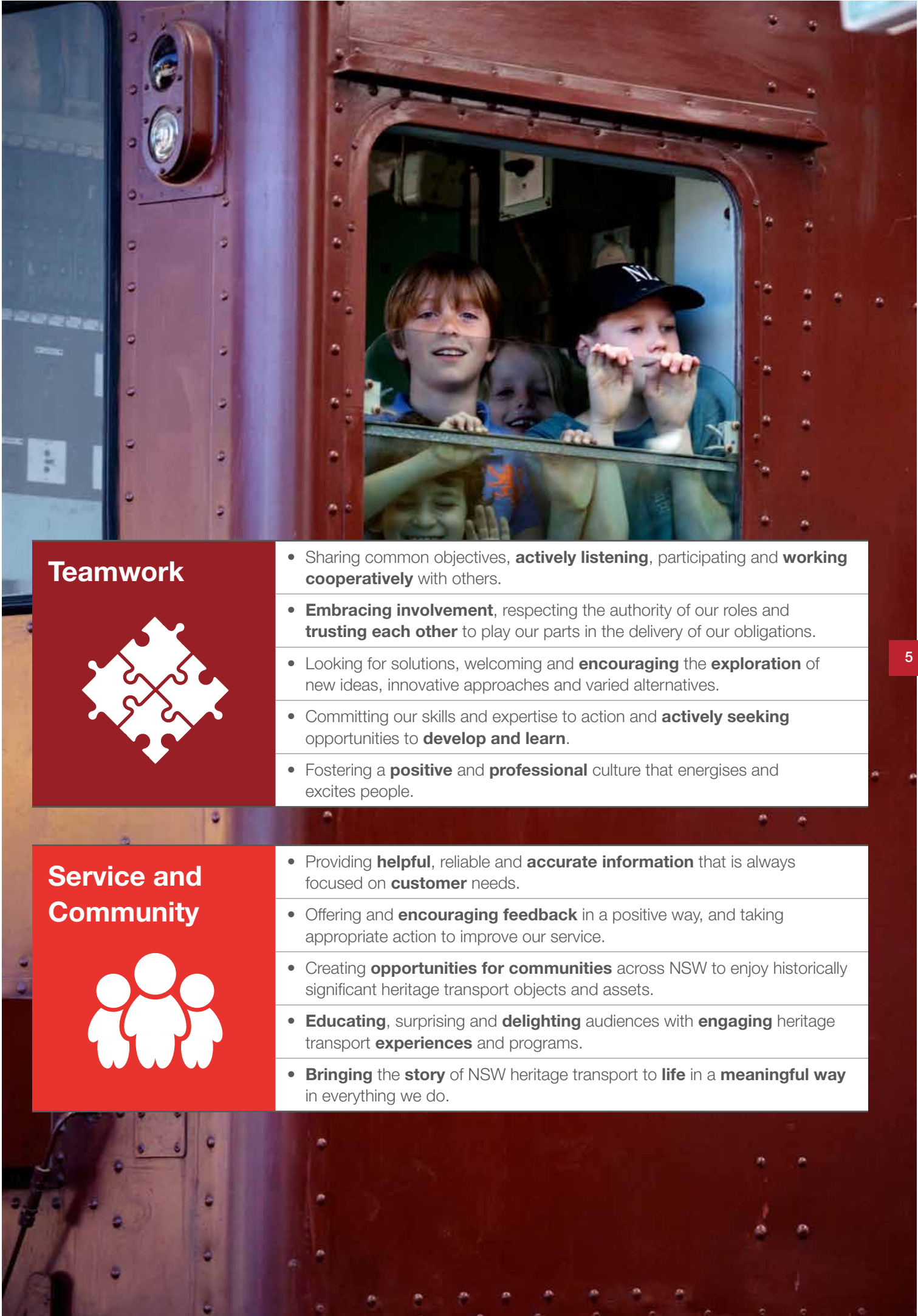


- Being **honest**, transparent and **fair** in all our dealings.
- Maintaining the **confidentiality** and **security** of private, confidential, or privileged information.
- **Avoiding** situations that create actual, potential or perceived **conflicts** of interest, and if identified, **disclose** all applicable **facts**.
- Promptly **raising** any **concerns** about conduct that is inconsistent with Our Code or the Law.

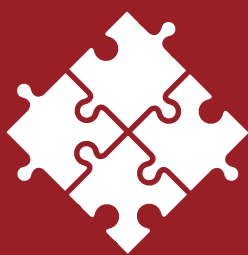
Care and Respect



- **Respecting all people**, their diversity, heritage and human rights.
- **Valuing** the ideas, experience, expertise and **contribution** that we and others make.
- **Cultivating** the **trust** and confidence of those who support us, responsibly handling and caring for the resources and assets entrusted to us.
- Recognising and **appreciating** the heritage significance of objects and assets, and committing to **sustainable practices** in their operation, maintenance, conservation and reconstruction.
- Proudly **sharing the vision** and mission of THNSW.



Teamwork



- Sharing common objectives, **actively listening**, participating and **working cooperatively** with others.
- **Embracing involvement**, respecting the authority of our roles and **trusting each other** to play our parts in the delivery of our obligations.
- Looking for solutions, welcoming and **encouraging** the **exploration** of new ideas, innovative approaches and varied alternatives.
- Committing our skills and expertise to action and **actively seeking** opportunities to **develop and learn**.
- Fostering a **positive** and **professional** culture that energises and excites people.

Service and Community



- Providing **helpful**, reliable and **accurate information** that is always focused on **customer** needs.
- Offering and **encouraging feedback** in a positive way, and taking appropriate action to improve our service.
- Creating **opportunities for communities** across NSW to enjoy historically significant heritage transport objects and assets.
- **Educating**, surprising and **delighting** audiences with **engaging** heritage transport **experiences** and programs.
- **Bringing** the **story** of NSW heritage transport to **life** in a **meaningful way** in everything we do.

Our Code, Our Responsibility

Team Member responsibilities

- Read and be familiar with the information in Our Code.
- Act in a manner that is safe, ethical, and consistent with applicable laws and regulations, THNSW requirements, THNSW values and behaviours.
- Raise questions and concerns if you become aware of possible violations of laws, regulations, Our Code or THNSW requirements.
- Recommitting to Our Code annually.
- Co-operate fully when responding to an investigation or audit.

Responsibilities when leading others

- Model appropriate conduct.
- Help team members to understand the principles and expectations of Our Code, THNSW requirements and applicable laws.
- Never encourage or direct team members to achieve results at the expense of ethical conduct, compliance with Our Code or the law.
- Be consistent when holding people accountable for their behaviour.
- Always act to stop conduct and behaviours that are inconsistent with Our Code or the law.
- Be positive and support team members by:
 - Creating an environment that is respectful and inclusive and where team members feel comfortable raising concerns.
 - Doing your part to ensure that Team Members raising concerns or cooperating in an investigation do not experience negative consequences.



Plan

Find and prepare everything you need



Do

Follow THNSW Policies and Procedures



Share

Stories and examples

Responding to Questions and Concerns

If approached with a question or concern related to Our Code:

- Listen carefully and give the person your complete attention.
- Ask for clarification and additional information.
- Answer questions if you can, but do not feel that you must give an immediate response.
- Seek help when you need it.

If someone raises a concern that may require investigation under the Code, contact our Head of Finance & Corporate Resources or our CEO.

Safety & Accountability

The health and safety of all our team members and customers is our first priority. THNSW is committed to being accountable for creating and maintaining a safe railway and safe workplaces while bringing transport heritage to life.

THNSW Safety Management System (SMS)

To achieve this we put safety first in everything we do, and have a safety management system (SMS) that enables us to meet this requirement. Our SMS also integrates the requirements of a number of pieces of legislation and related regulations, particularly the Rail Safety National Law and the Work Health and Safety Act.

Team members are required to comply with the requirements / standards as set out in the SMS.

- Stop work, your own or others', if you consider it unsafe.
- Report any accident, incident, injury, illness, near miss or unsafe condition immediately.
- Never assume that someone else has reported or will report a risk or concern.

Fit for Duty

You must ensure that you are fit for duty and meet any role-related health and / or fitness requirements.

- You must not undertake any work that you are not qualified to perform.
- Where required, you must:
 - hold current and valid licenses
 - complete regular recertification and assessment of competence and capability
 - have medical examinations and hold relevant medical clearances

Speak up

You must consult your supervisor or manager if your safety, the performance of your duties or the safety of others, may be adversely affected for any reason, including:

- stress, illness or injury;
- the loss or breakage of prescription glasses or other aids;
- contact with a notifiable infectious disease;
- any change in their medical condition;
- taking of any prescribed or non-prescribed drugs or alcohol.

Being Accountable

You must take ownership of and accept responsibility for your decisions, actions and results.

You should always exercise and ensure your good judgement and ensure decisions and actions are:

- legal and consistent with Our Code and THNSW policies and procedures
- informed, truthful and fair
- in the best interests of the THNSW, our customers and our stakeholders
- within your delegated authority
- appropriately documented

Ask yourself...

- Is it safe, and are you safe?
- Is it legal and consistent with Our Code?
- Would I be proud to tell someone I respect about it?
- Would I be comfortable seeing it reported in the news media or via social media?

Integrity

Integrity means doing the right things in the right way and giving as much consideration to the way we do things as we do to the results themselves. We prioritise integrity in our relationships and decision making.

Ethical decisions

You must consider the implications of your conduct, decisions and actions for yourself, customers, colleagues and THNSW.

If you have delegation to make decisions on behalf of THNSW, the decisions must:

- be legal and consistent with Our Code
- not lead to any personal material gain or advantage
- be able to withstand external scrutiny
- be adequately documented and retained, including recording the reasons.

Gifts and Benefits

The acceptance of gifts and benefits has the potential to compromise you in your role with THNSW. You must not seek any gifts or benefits from any person or organisation.

Gifts and benefits may only be accepted by THNSW team members where there is no actual or perceived influence over the individual's role at THNSW. In each case, offered gifts / benefits must be declared and accepted gifts / benefits registered.

Conflicts of Interest

A conflict of interest may occur when your personal interests, activities or associations may appear to affect your ability to be objective in your decisions or actions related to your THNSW duties. As you may be the only person aware of these associations, you are responsible for identifying, disclosing and managing any actual, potential or perceived conflicts in a transparent manner.

When considering whether or not a conflict may exist, it is important to consider your role, the nature of your duties and how others would view the situation.

Public Comment

You may only make public comment in relation to THNSW activities or your THNSW duties when specifically authorised to do so.

All requests for public comment (speaking engagements, information or comment through any media including social media) must be referred to the Marketing and Commercial Services Manager.

You must only disclose THNSW information, in the legitimate course of your duties, when specifically authorised to, or when required to do so by law.

Social Media

THNSW does not intend to unduly restrict Team Members' use of social media in their personal lives. However where a Team Member makes identifiable personal use of social media, this can have a significant impact on the reputation and other interests of THNSW, directly or indirectly.

Accordingly, Team Members who engage in identifiable personal use of social media must minimise the risk of damage to THNSW. Team Members are personally responsible for their use of social media in a personal capacity, including any content they publish.

When making public or personally identifiable comments you must:

- only disclose and discuss publicly available information
- ensure that all content published is accurate and not misleading
- ensure that all content published complies with all relevant policies of THNSW
- make it explicitly clear that you are expressing your own personal view and that your comments are not seen or perceived to be an official comment (unless specifically authorised by the THNSW)

Care & Respect

The full value of each individual's contribution can only be realised when we treat one another with the respect, trust and dignity we ourselves expect. As individual team members, we have the right to expect a positive working environment, we also have the responsibility to speak out and ask for change if we observe conduct that is contrary to Our Code.

Treating people and the heritage assets and objects in our care with respect creates a positive atmosphere and cultivates the trust and confidence of our members, customers and funders.

Privacy & Confidentiality

During the conduct of your duties, you might have access to confidential or proprietary information. When you hold or work with information from or about members, customers, team members, the government, or other business partners, you must ensure it is properly protected.

Using or disclosing confidential or proprietary information without a valid business reason and proper authorisation is not permitted. The unauthorised access, use, or failure to properly protect this information can harm individuals, damage THNSW's reputation or relationships, and violate the law.

Care for the Collection

THNSW is committed to the responsible care and conservation



for our collections and the implementation of practical heritage management values. Team members must take an informed and planned approach to asset and collections stewardship, activities, care and storage, consistent with THNSW policies, procedures and our funding and management agreement obligations.

Bullying & Harassment

THNSW is committed to the protection of human rights. All Team Members must treat all people with dignity and respect and are expected to avoid actions that could be considered rude or disrespectful. Bullying, harassment and discrimination of any kind will not be tolerated.

Bullying occurs when:

- a person or group of people repeatedly act unreasonably towards an individual or group of team members.
- the behaviour creates a risk to health and safety.

Unreasonable behaviour includes victimising, humiliating, intimidating or threatening and may include behaving aggressively, teasing or practical jokes, pressuring

someone to behave inappropriately, withholding information, excluding someone from work-related events, or unreasonable work demands.

Reasonable management action that's carried out in a reasonable way is not bullying, including directing and controlling the way work is carried out, making decisions about poor performance, taking appropriate disciplinary action.

Discrimination occurs when someone is treated differently because they belong to a particular group or have a particular characteristic.

Harassment occurs when someone is subjected to behaviour that:

- they do not want
- offends, humiliates or intimidates them
- creates a hostile environment
- targets a person because of a particular characteristic.

If you feel you have been discriminated against, bullied or harassed you should raise the matter as soon as possible. See "Speak Up" on page 12 for more details.



Teamwork

THNSW understand and accept the uniqueness of individuals. We value the diversity of unique talents, skills, abilities and experiences that enable us and the people we work with, to achieve great outcomes.

We take action to ensure the safety of ourselves and others, working together to foster a positive and professional culture. Team Members are expected to actively share knowledge and seek to learn from their experiences and the experiences of others.

Whole of organisation thinking

Our success requires that we leverage whole of organisation thinking within in our areas and apply what we learn across THNSW to make all our activities better. All Team Members must consider THNSW as a whole and ensure their decisions and actions promote the best interests of our customers and THNSW as a whole.

Deciding as a team

We encourage teamwork and make decisions based on facts, data and our collective wisdom. We know that when we seek and are receptive to various points of view, we promote innovative solutions and approaches that bring many benefits to THNSW and our customers.

When decisions are being made you must:

- Ensure clear understanding of the goals, objectives and the outcomes being sought.
- Have open and frank discussions, with the best interests of our customers and THNSW clearly visible.
- Source, encourage and contribute accurate and reliable information for consideration.
- Suggest and explore alternative views and options.
- Respect the legitimate decision making authority of our role and that of others within THNSW, and our partners.

Delivering as a Team

We support and trust each other to deliver to our obligations.

All Team Members:

- Consult and collaborate with one another in support and acceptance of decisions once they are made.
- Ask questions and promptly communicate any concerns.
- Take responsibility for fulfilling our assigned tasks by applying all our knowledge, skills and experience.
- Share the workload including helping others to achieve agreed goals.
- Actively listen and respond to feedback.

When leading others:

- Give guidance and direction that is fair and reasonable, having regard for legal and organisational responsibilities and delegations.
- Actively listen and respond to positive and constructive questions about your directions and organisation decisions.

Merit based practices

THNSW selects, places, evaluates and rewards team members based on their qualifications, skills for the job, demonstrated performance and the contributions they make.

All THNSW recruitment, development, reward and recognition programs must be conducted fairly, with transparency, in accordance with all applicable employment laws and consistent with the National Standards for Volunteer Involvement. Making decisions not based on merit is inconsistent with Our Code and may violate the law.

Speak up if you have concerns about conduct or behaviour that may be inconsistent with Our Code.

See "Speak Up" on page 12 for more details.

Service & Community

The quality of our products, services and experiences reflects the enthusiasm, commitment and heritage of THNSW and our people. We are passionate and take pride in what we do and what we make possible.

With an intense focus on customer needs and a dedication to meet those needs through innovation and continuous improvement, we are determined to use knowledge and expertise to deliver a high quality service to our customers and stakeholders.

We focus on quality customer service

We are dedicated to quality and take personal pride in all the products and services we provide. Our continued success depends on us exceeding the expectations of our customers and standing behind everything that we do.

Our customers expect quality and each of us must ensure that our individual decisions and actions enhance our customers' satisfaction, promote their loyalty and contribute to a positive perception THNSW. We do so by:

- Being focussed on customer needs at all times.
- Listening and taking time to understand our customers' needs.
- Providing helpful, reliable and accurate information.
- Making truthful statements, promises or commitments that you and THNSW are able to meet.

Commitment to continual improvement

Our focus on the needs of our customers continually drives us to improve our service and our methods. We do this by:

- Offering and encouraging, giving constructive feedback.
- Actively listening and seeking to understand alternative views.
- Responding to and acting on feedback.
- Sharing and learning from the experiences of ourselves and others.

Engaging the community

We are a part of the communities we operate in and provide social and financial benefits to communities throughout NSW, through the delivery of a range of outreach programs to the public and the sector.

We actively seek opportunities to create, deliver and collaborate on experiences and programs that surprise, delight and educate audiences with meaningful transport heritage stories.

Heritage Transport Groups

THNSW provides a leadership role in delivering a range of support services to the heritage transport sector on behalf of the NSW government.

We engage in meaningful dialogue with these stakeholders as well as other appropriate organisations operating in the sector. We continuously work to strengthen these relationships through conscientious, transparent and trustworthy behaviour.

We actively seek opportunities to collaborate with and support our colleagues in the heritage transport sector.

Dealing with feedback and complaints

We value feedback as a vital opportunity to improve our services, products and programs. We are committed to resolving complaints in a fair and efficient manner in accordance with our policies and procedures. When receiving feedback or complaints you should:

- Say "thank you".
- Seek to understand and record the details.
- Resolve the issue immediately if you have the ability and authority to do so.
- Advise how we intend to address the issue and the timeframes for responding.
- Explain the escalation options available if they wish to take the matter further.

Speak Up

We are all responsible for asking questions and communicating concerns

If you are unsure about how to handle a particular situation or if you have observed conduct that is inconsistent with Our Values and Behaviours or you believe may violate Our Code, there are a number of resources available to you for assistance.

Our Code sets forth our responsibility as Team Members to communicate any circumstances or actions that violate, or appear to violate, its principles. We cannot live up to our commitment to act with integrity if we, as individuals, don't speak up when we should.

If you have a question, or wish to raise a concern, make contact with:

Your Supervisor / Manager or other Leader

Your supervisor or manager is often the best place to start.

However, depending on your concern, you may feel more comfortable talking to someone else.

THNSW Human Resources, Volunteers Program, or Safety Representative

- Head of Finance & Corporate Resources
- Volunteers Program Coordinator
- Safety & Environment Manager

External Resources

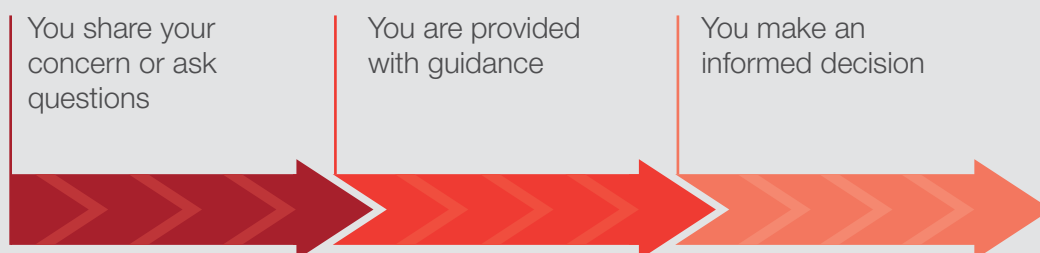
The Centre for Volunteering
www.volunteering.com.au/

Fair Work Commission
www.fwc.gov.au/

Australian Human Rights Commission
www.humanrights.gov.au/

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When you contact your Supervisor / Manager or other THNSW representative:



When you make a formal report:





Making an honest report

We are all responsible for telling the truth

THNSW takes all reports of actual or perceived violations of the Code or other THNSW policies or laws seriously and will investigate the matter confidentially.

We are no different than any other organisation that strives to achieve the highest standards.

We will, inevitably, encounter issues. When that happens, we want them reported so they may be addressed. It takes courage to report an activity or decision that is, or has the appearance of being, contrary to our values.

You can be assured that your concern will be treated seriously and fairly and you will be treated with dignity and respect. Your concern will also be kept confidential to the extent possible. If you choose to remain anonymous when reporting your concern or asking questions, you should know that it may be more difficult to appropriately investigate your concern.

Discussions are a fundamental part of the process whether they relate to a question, concern, or investigation. The process is designed to ensure that anyone acting in good faith has the means to communicate questions, concerns, or perceived violations of Our Code, or other THNSW policies or laws without fear of retaliation. If you become involved in an investigation, cooperate fully and answer all questions completely and honestly.

Follow up

You will be provided feedback on the outcome of any investigation that you are involved in, however, due to privacy considerations, the specific details of any actions taken may not be provided.

Negative consequences against any team member for reporting a concern in good faith or cooperating in an investigation will not be tolerated. Negative consequences can take many forms, for example: threats, intimidation, exclusion, humiliation, and raising issues maliciously or in bad faith.

If you work with someone who has raised a concern or provided information in an investigation, you should continue to treat the person with courtesy and respect. If you believe you or someone you know has been retaliated against for raising a good faith concern, you should immediately contact any of the resources listed in Our Code.

Making False Accusations

THNSW will protect any team member who raises a concern honestly and in good faith. To knowingly make a false accusation, lie to investigators, or interfere or refuse to cooperate with an investigation is inconsistent with Our Code.

Honest reporting does not mean that you have to be right or have all the information when you raise a concern; you just have to provide honest, fact-based information that you believe is accurate.

Follow all THNSW policies, procedures and industry best practice standards



THNSW Team members take responsibility for their actions being consistent with THNSW policies, procedures and relevant industry standards including, but not limited to:

Our Organisation

- Our Code
- The THNSW Constitution
- THNSW contractual obligations (deeds and agreements)

Our Assets, and those in our care

- Heritage Asset Management Plan (HAMP)
- THNSW Heritage and Collections policies and procedures
- Fleet Management Plan
- Asset Management Plan*

The Way We Work

- Standard operating procedures (SOPs) and work instructions
- Procurement Policy
- Expenses policy
- Gifts and benefits policy *
- Social media policy*
- Privacy policy*

Our Safety

- Safety management system, policies and procedures
- Incident reporting and investigation policy
- Operator specific procedures (OSPs) and all rail safe notices, conditions and authorities
- Safe work practices (SWPs)

Our People

- National Standards of Volunteer Involvement
- THNSW Bullying & Harassment Policy*
- THNSW Working with Children Policy*

Policies and procedures are reviewed regularly, new policies or procedures may be created or existing ones revised in response to a change in legislation, in response to new or changing business, or an emerging or imminent risk.

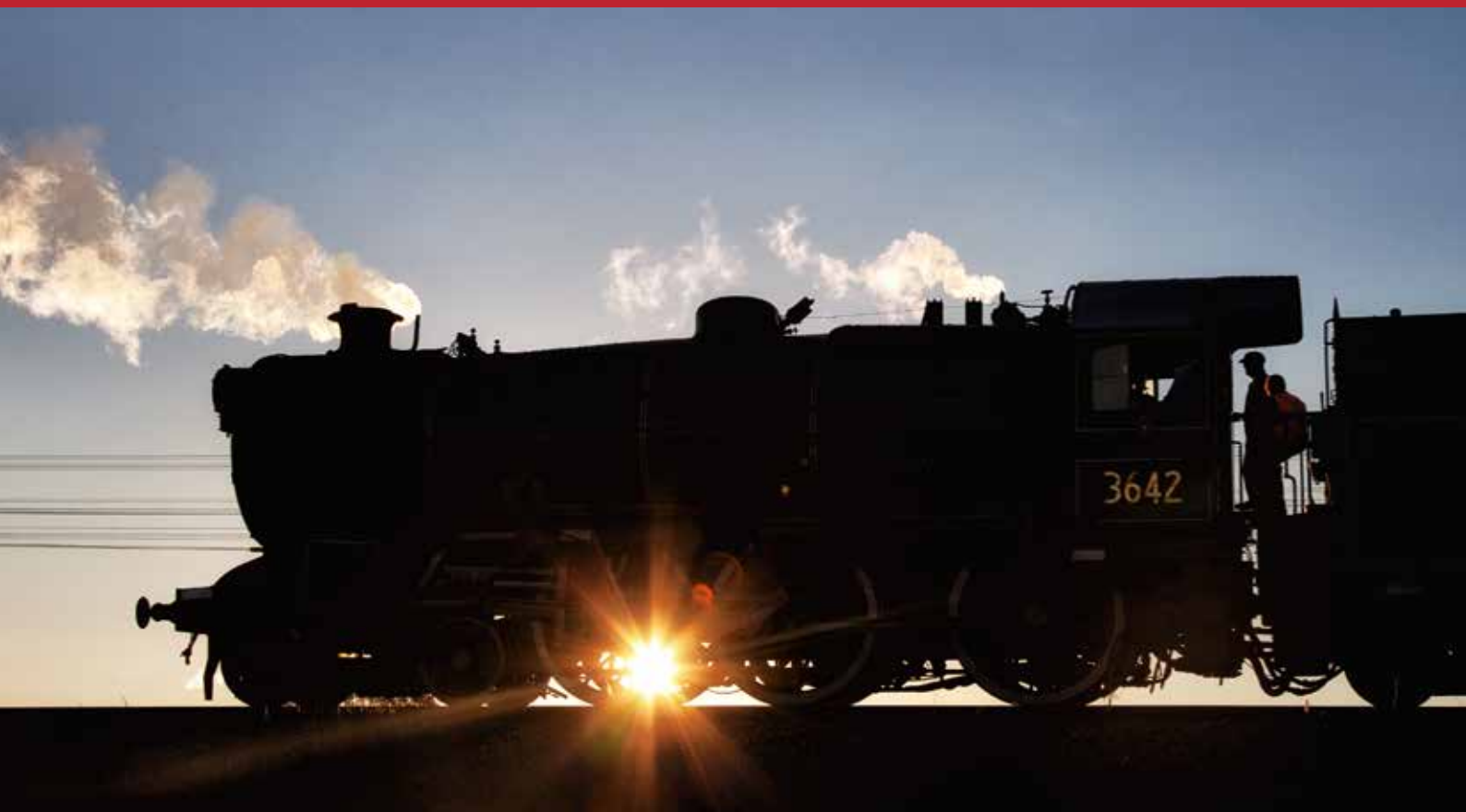
You are responsible for referring to current policy and procedure documents, and for seeking advice and exercising good judgement, consistent with Our Code where a specific policy or procedure does not exist.



Laws and Regulations

THNSW Team Members take responsibility for their actions being consistent with Our Code, THNSW Policies and Procedures which have been developed with relevant State and Federal Legislation in mind, including but not limited to:

- **Australian Human Rights Law** (regarding the protections of human rights in Australia), e.g.: Australian Human Rights Commission Act 1986, Age Discrimination Act 2004, Disability Discrimination Act 1992, Racial Discrimination Act 1975, Sex Discrimination Act 1984
- **Rail Safety National Law** (regarding safe railway operations in Australia), e.g.: Rail Safety Act 2008 (NSW), Rail Safety (General) Regulations 2008 (NSW), Rail Safety (Drug and Alcohol Testing) Regulation 2008 (NSW)
- **Work Health and Safety Act 2011** (regarding the health and safety of employees and the maintenance of healthy and safe workplaces)
- **Fair Work Act 2009 and Fair Work Regulations 2009** (regarding protections of working arrangements and obligations of the employee / employer relationship in Australia)
- **Anti-Discrimination Act 1977** (regarding equal employment opportunity and equal access to services)
- **Crimes Act 1900** (regarding criminal offences)
- **Privacy and Personal Information Protection Act 1998** (regarding the protection of personal information, and the protection of the privacy of individuals generally)
- **Health Records and Information Privacy Act 2002** (regarding the fair and responsible handling of health information);
- **Children and Young Persons (Care and Protection) Act 1998** (regarding obligations relating to the care and protection of, and provision of services to, children and young persons)
- **Child Protection (Working with Children) Act 2012** (regarding obligations to obtain checks and clearances for workers engaged in child-related work)



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We are proud of our culture, and understand it is continually shaped by the behaviours and attitudes demonstrated on a day-to-day basis by all of our people.

Transport Heritage NSW would like to acknowledge the following photographers whose images are contained within this document:

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