



CODE OF CONDUCT

Working together as a team to preserve and promote Sydney's road transport history

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1. GENERAL MANAGER'S MESSAGE

The Sydney Bus Museum Limited is committed to providing the community access to our invaluable collection of historic vehicles, which provide a rare insight into Sydney's transport history

To achieve this, all our volunteers must promote a positive voluntary work environment where everyone's contribution is valued. Teamwork and respectful conduct between volunteers is absolutely essential.

All of our valued volunteers at the Sydney Bus Museum Limited should expect to be treated, and must treat others, with respect dignity and fairness. A positive voluntary work environment is the key to attracting and retaining volunteers, as well as maintaining good morale.

The introduction of this code seeks to provide the basis for developing a positive work environment for our valued volunteers, and provide a framework to promote ethical day-to-day conduct and decision-making. It does not and cannot cover every situation that can arise during the course of a volunteer's workday at the Museum, or during a Museum designated event. The Code does not replace the need for common sense in how volunteers conduct themselves.

In particular, **discrimination, bullying and/or harassment** can not and will not be tolerated.

If volunteers are in doubt as to what conduct is appropriate in any particular situation, or how the Code should be applied, they should seek advice and direction from the management team.

I encourage all volunteers at the Sydney Bus Truck Museum Limited to make themselves familiar with the Code and to implement and adhere to the Code's provision, and to the Sydney Bus Museum's core values on which it is based.

By all of us recognising and adhering to this Code, we can create a positive and productive voluntary work environment that will only further strengthen our organisation now and into the future

Bob Gioia
General Manager

1st September 2022

2. INTRODUCTION

This Code of Conduct was adopted by the Board of the Sydney Bus Museum Limited on [\(26 January 2014\)](#). It establishes a set of conduct rules which all members, officers and volunteers (who are not members) are expected to observe. (All the aforementioned are called 'Members' in this document.) Visitors are people who are not members who visit the Sydney Bus Museum or ride in or inspect our vehicles during Museum openings, hirings and/or events. A 'Museum Manager' is any member of the Museum management committee including the General Manager (who are identified in the current Sydney Bus Museum organisational chart), depending on who is present or easily contactable when a relevant event occurs.

3. THE CODE

3.1 Health and Safety

The health and safety of our Members and Visitors is paramount. Members must ensure that any actual potential dangers are promptly mitigated and if not satisfactorily managed, reported to a

Museum Manager. Members must promptly comply with any direction given by a Museum Manager relating to Health and safety. Members have a duty of care to themselves, other Members and Visitors. Vehicles must not be started or moved during designated Museum visiting hours.

3.2 Customer Service

A key objective of the museum is to provide a link between the general public and transport heritage. As the public face of the museum, Members should always show consideration for the needs or differences of our Visitors.

3.3 Presentation

Members must wear the authorised Sydney Bus Museum uniform when taking part in Museum activities where Visitors are present. Authorised attire is the attire approved the management committee and includes navy pants and the Sydney Bus and Truck Museum Limited's branded shirt with epaulettes. (for Event Management personnel, the authorised shirt is white; for all other volunteers, the authorised shirt is blue)

3.4 Attendance

If rostered for duty in any area of the Museum's activities, Members must attend on time and perform those duties. If unable to attend, Members must ensure alternate arrangements are made.

3.5 Appropriate Behaviour

Members have the right to enjoy their membership and participation in museum events. However, it is essential that all Members;

- comply with this Code of Conduct
- safeguard the Museum collection
- behave as an ambassador for the Museum
- treat all other Members and Visitors honestly, fairly, and with respect and courtesy at all times without discrimination, bullying, or harassment
- carry out allocated tasks safely and in accordance with agreed procedures
- wear/use safety equipment appropriate for tasks undertaken
- use appropriate channels when needing information, support, or direction
- not use any of the Museum's collection without authorisation
- drivers record in museum recording book, registration details and operating times for any vehicle they drive
- secure the Museum's premises as appropriate
- comply with the lawful directions of a Museum Manager, be it a Duty Officer or any member of the Management Committee
- maintain a safe and clean workplace
- abide by the law, including all road rules
- stop work / leave the Museum or an exhibit if directed by a Museum Manager
- not attend the Museum or its events when intoxicated, seriously ill or affected by any contagious disease.

3.6 Bullying and Harassment.

Bullying and harassment may be defined as any action (including vocal or electronic) which aims to embarrass, shame or cause discomfort to another. It includes disproportionate or unwarranted exercise of power over another. It includes the use of physical force on another as an exercise of power, which is assault and punishable by law.

It goes without saying that all forms of bullying and/or harassment are absolutely forbidden in any part of the museum or its operations. Not only are such actions unacceptable in law, they also cut across all the museum stands for; and harms the atmosphere in a way that affects volunteering.

Any volunteer who either suffers from any incident as outlined above, or any volunteer who witnesses such behaviour, is urged to report such an incident to the General Manager or a member of the Management Committee. The person receiving such a report is required to investigate and take appropriate action.

3.7 Respect

Respect for others and their opinions is essential to the harmonious workings of the museum. While calm, respectful sharing and interchange is always welcome, it is important that the right of everyone to their own opinions be respected. Extreme, heated or polemical exchanges are not appropriate.

- Racist comment or sexist comments will not be tolerated- and in the final analysis, are illegal.
- Anti-religious expressions, or any attempts to proselytise are unacceptable
- The museum is not a place to seek to destroy through speech the reputation of any other member. If a member/volunteer has a negative view of another, the appropriate action is to discuss it with the person involved. Reputational destruction through meal-room back-biting will not be tolerated.
- Respect for the feelings for others should curb the use of “off-colour” jokes or language.

3.8 Use of Resources

Members use the Museum’s resources and equipment at their own risk. Members must comply with any directions regarding the use of the Museum’s resources and equipment.

3.9 Public Broadcasts and Media Representation

The General Manager and/or Marketing Manager are the only persons authorised to provide comment or make representation to the media, including all publicly available communication channels such as websites, blogs and social media.

4. BREACH OF THE CODE

There is a range of consequences for breaches of this Code depending on the nature and seriousness of the matter.

The Management Team has a responsibility to address alleged breaches of the Code promptly, and in a fair and reasonable manner. They need to assess the seriousness of any alleged breaches and how they should be dealt with.

Possible outcomes for a Volunteer who has breached the Code may be:

- counselling
- formal disciplinary action
- referral to the police in cases of suspected criminal activity
- suspension of membership for a period of time determined by the Board
- permanent expulsion of membership

A member can also be suspended or expelled from the Sydney Bus and Truck Museum Limited if he/she has received formal disciplinary action two or more times within a period of two (2) years. A formal disciplinary action is decided by the Management Committee. Suspension or expulsion of a member is decided by the Board of Directors, on the advice of the Management Committee of the Museum. A volunteer or member may be restricted from any area of operation of the museum (for example, undertaking works for which the person is not qualified or authorised to carry out) by the decision of the Management Committee, or in emergency, by the General Manager.

If a member or volunteer feels that he/she has been treated unfairly by the Management Committee, he/she has the right of appeal to the Board of Directors.

Certain sections of the Code reflect the requirement of legislation, and breaches of these conditions may be punishable under law. Where legal punishments are imposed, it is the responsibility of the Board of Directors to determine museum policy in regard to the member/volunteer involved.

5. ACCEPTANCE AND AGREEMENT

I have read and understood the above Code of Conduct and agree to comply with the provisions at all times while volunteering for the Sydney Bus Museum Limited. By signing the Code I acknowledge my commitment to achieving the best outcomes for my fellow Members and playing my part in ensuring that my working environment is a positive one.

..... Print name

..... Signature

..... Date