

## 1. Responsibilities

It is the responsibility of every 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 Bus Preservation Association South Australia (BPASA) may be subject. It is likely that we will face situations that are not covered by this Code nor specifically detailed in BPASA Policy. When facing such situations, you should ask yourself the following questions:

- Is my decision in keeping with the spirit of BPASA 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 a committee member.

## 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 BPASA 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 a committee member 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 a Committee member but request that their identity remain confidential. This permits

fair investigation to occur; with ability to refer back to the member or volunteer should more information or clarification be sought.

#### 4. Values and Principals

- BPASA members and volunteers have a commitment to serve in the best interests of the Association and to discharge their duties conscientiously and to the best of their ability.
- BPASA members 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 ensure their experience with BPASA is a pleasant one.
- BPASA members and volunteers will act honestly in every aspect of their work whilst being open and transparent when making decisions or providing advice to the BPASA.
- BPASA members and volunteers will conduct themselves with respect and courtesy to other members, volunteers, members of the public and other external groups or agencies.
- BPASA members and volunteers will perform their duties in such a manner as to ensure public confidence and trust in the integrity of the association's operations.
- BPASA members and volunteers will be responsible and accountable for their actions.
- BPASA members and volunteers will respect the law.

#### 5. Business Conduct

##### 5.1 Compliance

The BPASA is committed, as a minimum standard to complying with all applicable laws in all areas of our operations. The BPASA is a legal entity in its own right, and the BPASA Committee, members and volunteers are also subject to various legal requirements in relation to the conduct of BPASA 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 BPASA, we require you to avoid actions that might result in you or your family or friends' interests conflicting with the interests of the association, 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 association 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 the committee as soon as possible.

### 5.3 Bribery and Corruption

The BPASA 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 association 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 BPASA 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 the committee for consideration.

### 5.4 Communicating with the Media

Contact with the media including social media is restricted. The Chairman may authorise an individual to speak on behalf of the BPASA to the media. No other member or volunteer may communicate with the media, or provide them with photographs, video footage, or other association information unless specifically authorised in writing to do so by the Chairman their delegate. Any member or volunteer contacted by the media should immediately inform one of the Chairman 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 BPASA ensures its financial statements comply with accounting standards and present a true and fair view of the association'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 association 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 operations, damage our reputation or prevent us realising our constitutional objectives. Before performing any task take a moment to think about any risks or hazards that may be present and how best to eliminate them.

## 6. Behaviour

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

This applies to members and volunteers

- Undertaking duties for BPASA, even away from the Association premises or
- When circumstances involve public comments, comments made to other 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 BPASA in those comments. Members 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, members 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

BPASA members 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 BPASA also strictly prohibits victimisation of any person as a result of them making an allegation of harassment, bullying or discrimination. All members 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 BPASA applies the merit principle, treating all members 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 BPASA members 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 Committee and should not be construed as harassment or bullying. Please discuss these issues with a Committee Member so they may be properly dealt with.

### 6.3 Use of BPASA Resources

The BPASA requires you to use the Museum's property, time and resources in a responsible and authorised manner. This means using resources for valid operational purposes, being responsible for proper expenditure of BPASA 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 Association 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 BPASA, 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 BPASA member or volunteer or with the Committee's express authority, you must not disclose, directly or indirectly any information about the BPASA's operations or anything about which you have knowledge that could damage the association or bring it into disrepute including financially sensitive information.

#### 6.5 Privacy

The BPASA recognises the importance of protecting personal information that may be collected from individuals who become associated with the BPASA. 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 BPASA is required by law to disclose specific information about an individual.

#### 6.6 Presentation

BPASA member and volunteers must present themselves and the association in a positive manner. This will be demonstrated through

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

#### 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 BPASA unless specifically authorised to do so by the Chairman. At no time should paid member or volunteers complain publically or denigrate the association on Social Media. When discussing the BPASA operations, member 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.

## 7 Work, Health and Safety

The BPASA is committed to conducting its operations in a manner that prevents illness or injury to members, contractors, customers and the public who may be affected by our activities. The BPASA requires that every member and volunteers 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

You need to take responsibility for maintaining your personal health and fitness for work and you have a responsibility to come to work with BPASA in a fit condition. There is a zero tolerance for the use, sale, possession and distribution of illegal drugs within the BPASA or in the course of conducting BPASA business. The BPASA is very mindful that members 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 BPASA operations. Drug and alcohol testing, including random testing may be conducted.

### 7.2 Environment

Environmental stewardship is the responsibility of every member and volunteer. The BPASA complies with relevant legislation and standards, and expects members and volunteers to perform their duties accordingly. In particular, everyone at the BPASA 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 BPASA 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 Committee will manage the actions accordingly. 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

## Bus Preservation Association South Australia – Code of Conduct

- The risk the breach poses to members, volunteers, or members of the public.

In all instances the BPASA 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