

Royal Deeside Railway Preservation Society

Code of Conduct

Purpose

To establish:

- a Code of Conduct for members of the Royal Deeside Railway Preservation Society (RDRPS), and
- a procedure for dealing with third party and member complaints, and infringements of the rules.

Why have a Code of Conduct? Because, although for most of the time, and in nearly all cases, members and volunteers will treat everyone they meet with the dignity and respect they themselves would expect, the Society needs to have procedures for dealing with those rare situations where this is not the case.

Review & Approval Procedure

This Policy is to be reviewed and approved by the RDRPS Management Committee.

Responsibilities

This Policy shall apply to all members and volunteers of the RDRPS.

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All members and volunteers should maintain a courteous and respectful approach when dealing with other members, volunteers and the general public. There is nothing special about this – it is simply about treating others in a way you yourself would expect to be treated. There are always, and always will be, disagreements and differences of opinion; but the key is to not let these spill over into something that becomes disrespectful and abusive.

There are three appendices to this Code of Conduct, each of which covers a specific area of concern. These are:

1. Bullying, Harassment and Discrimination
2. Safeguarding of Children and Vulnerable Adults.
3. Drugs and Alcohol

When carrying out their duties all volunteers are expected to follow the instructions given by the person in charge. However, if the volunteer is uncomfortable with following an instruction, for whatever reason, they are entitled to refuse, stop working and, if they wish, leave, after first informing the person in charge.

All volunteers must have regard for their own health and safety and that of other members of the Society. Volunteers are jointly responsible for ensuring that they and their fellow volunteers are provided with a safe place of work. If this cannot be quickly and easily achieved, the work must cease until such a situation is restored. Volunteers are expected to conform to the provisions of DRC's Safety Management System (SMS), including the Rule Book and any specific Risk Assessment for the task being undertaken.

Volunteers must not carry out duties after consuming drugs or alcohol – see Appendix 3, Drugs and Alcohol for further details. Any volunteer who appears to be under the influence of drugs and alcohol while carrying out their duties should be asked to stop working and leave, and then should be reported to the Chairman.

Volunteers must not carry out duties if they are unwell or in any other way unfit for duty. Any volunteer who appears to be unwell or unfit to carry out their duties should be asked to stop working and leave. Help should be given to them where appropriate.

Complaints from Customers and other Members of the Public

Members and volunteers of the RDRPS must always be willing to take on complaints from the public, as this approach enhances the Society's reputation and can be used to improve service quality and satisfaction.

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As far as possible members receiving a complaint should try to deal with the complaint and resolve it at the time. If the complaint can be resolved the details should be recorded and passed to the Duty Officer.

If the complaint cannot be immediately resolved the complainant's name & address and contact phone number or email should be taken and they should be advised that they will receive a response within ten Working Days.

Dealing with Complaints and Infringements of the Rules

In all cases action taken in addressing any infringement and complaint should be proportionate, and recognise that everyone has a bad day occasionally.

Minor infringements and complaints should be dealt with informally by the other members and volunteers of the RDRPS present at the time.

Major infringements, repeated minor infringements, and serious complaints should be notified to the RDRPS Chairman, in writing. The Society's trustees will then determine how the matter should be dealt with, but the procedure will normally be:

1. the infringement or complaint is defined precisely
2. the facts are established
3. it is decided whether there is a case to answer
4. the alleged offender is notified of the case and given an opportunity to respond
5. the case is assessed in a fair manner, and a decision is made on whether the complaint is upheld or the infringement occurred
6. a decision is made on the action to be taken, and the alleged offender is notified
7. the alleged offender has the right to appeal the decision, but must give the grounds for the appeal
8. the appeal is assessed impartially and the alleged offender is notified of the decision

The trustees will decide, based on the severity of the infringement, whether they should deal with the issue themselves or bring in additional resources (e.g., an independent mediator).

The trustees will ensure that any sanctions they impose on the offender are proportionate to the severity of the offence. In extreme cases the sanction could be withdrawal of Society membership. If the offender is not a member of the Society, he/she may be told that they are no longer allowed to volunteer at the Railway.

When there is a serious complaint against a trustee, or it is alleged that a trustee has infringed the rules in a serious way, this should be reported to another trustee in writing. It will be investigated by either the remaining trustees, or with the assistance of an external independent mediator.

Any trustee about whom the complaint was made will not take part in the decision on what action to take.

Infringements with safety or cost implications should be reported in the Incident Register, and will be followed up through the SMS Incidents Procedure.

Review

This Policy shall be reviewed every three years after approval or as arising circumstances dictate.

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Code of Conduct Behaviour – ✓ **DO's** and **XDO NOT's**

- ✓ **DO** treat everyone with dignity and respect;
- ✓ **DO** set an example you would wish others to follow, and treat others the way you would wish to be treated;
- ✓ **DO** treat all people equally;
- ✓ **DO** plan activities that involve more than one other person being present, or at least are within sight and hearing of others;
- ✓ **DO** encourage others to challenge any attitudes or behaviours they do not like;
- ✓ **DO** follow the 'no alcohol and drugs' guidance;
- ✓ **DO** keep other members informed of where you are and what you are doing;
- ✓ **DO** remember someone else might misinterpret your actions, no matter how well-intentioned;
- ✓ **DO** take any allegations or concerns of abuse seriously and refer immediately;
- ✓ **DO** ask if you are not sure about any aspect of a job or activity you have been asked to perform;
- XDO NOT** trivialise inappropriate behaviour and abuse;
- XDO NOT** permit abusive peer activities, e.g., initiation ceremonies, bullying;
- XDO NOT** engage in inappropriate behaviour or contact - physical, verbal, sexual;
- XDO NOT** make suggestive remarks or threats to a person, even in fun;
- XDO NOT** use inappropriate language - writing, phoning, email or internet;
- XDO NOT** let allegations, suspicions, or concerns about abuse go unreported;
- XDO NOT** damage property or equipment;
- XDO NOT** misrepresent the Society or engage in activities that are detrimental to the Society;
- XDO NOT** agree to undertake a job or activity for which you feel inadequately qualified or trained to perform.

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Appendix 1 Anti-Bullying, Harassment and Discrimination Policy

Purpose

To establish an Anti-Bullying, Harassment and Discrimination Policy for members and volunteers of the Royal Deeside Railway Preservation Society (RDRPS).

Review & Approval Procedure

This Policy is to be reviewed and approved by the trustees.

Responsibilities

This Procedure shall apply to all members and volunteers of the RDRPS.

Anti-Bullying, Harassment and Discrimination Policy

The Anti-Bullying, Harassment and Discrimination Policy is part of a package of four linked policies (along with the Code of Conduct, Safeguarding Policy, and Drug and Alcohol Policy) designed to help ensure an appropriate, healthy and safe environment for members and volunteers.

The RDRPS is committed to encouraging and practicing equality, diversity and inclusion among its volunteer workforce and membership, and ensuring that members and volunteers are able to function in a way that ensures they are treated fairly and with dignity and respect. Bullying or harassment can have a damaging impact on individuals in terms of their health, morale and ability to complete and enjoy their role.

Accordingly, our members and volunteers are encouraged to be respectful of all sections of society, and for each volunteer to feel respected and able to work free from any form of discrimination.

The society is also committed to ensuring all efforts are made to eliminate and avoid unlawful discrimination by and against anyone with whom volunteers interact (e.g., the public, service providers, etc.).

RDRPS takes any kind of bullying or harassment seriously. This policy sets out how we will work to:

- Prevent all forms of bullying and harassment by fostering a safe and healthy environment for everyone.
- Manage complaints of bullying and harassment fairly, sensitively and effectively.

Scope

This policy covers all members and anyone volunteering their time with RDRPS, and covers all social media and electronic communication as well as physical interactions. It also covers interactions with and between members where that interaction is relevant to RDRPS activity.

Bullying or harassment may, in some cases, also be directed at a child or at an adult who may be considered an adult at risk. Cases relating to bullying or harassment by or towards a child or adult at risk are covered by the RDRPS Safeguarding Policy.

Equality and Discrimination

The RDRPS is committed to encouraging and practicing equality, diversity and inclusion among its volunteer workforce and membership, who should be respectful of all sections of society, and for each member or volunteer to feel respected and able to work free from any form of discrimination.

The Society is also committed to ensuring all efforts are made to eliminate and avoid unlawful discrimination by and against anyone with whom volunteers interact (e.g., the public, service providers, etc.).

Anti-bullying and harassment policy guidance

Bullying and harassment can be detrimental to individuals and may happen without the individual or others recognising the behaviour. It's also important to acknowledge that, for various reasons, recipients of bullying and harassment may not wish or be able to report their concerns. Bullying or

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harassment can take many forms; it can occur between two individuals or may involve groups. It generally involves repeated behaviour, and is rarely an isolated incident. It can also occur in person, written or electronic communications, including social media or by phone.

Bullying

Bullying is characterised as offensive, intimidating, malicious or insulting behaviour, abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient. However, it's not classed as bullying if a person is solely making sure you follow the procedure, standard or guideline for the relevant task. Hence bullying is more than a strong, firm or authoritarian interaction. It's destructive rather than constructive, it's a criticism of the person rather than their mistakes, to publicly humiliate rather than privately correct; and results in the individual feeling threatened or compromised.

Bullying usually results from the misuse of status; it can also result from the misuse of any form of individual power. It's recognised that there is a difference between feeling bullied and being bullied. An individual may experience feelings similar to those of harassment, for example feeling compromised or threatened, if they're being corrected or reprimanded by a supervisor or fellow volunteer. However, provided the correction or reprimand is carried out reasonably, and in an appropriate and constructive manner, this would not constitute bullying.

Harassment

Harassment is 'unwanted conduct that has the purpose or effect of violating people's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment'.

RDRPS would also consider harassment to be the discrimination or persecution of any individual for association with another individual who has a protected characteristic or on a perception that an individual has a particular protected characteristic when they do not. This may be harassment by perception or association.

Harassment can take many forms; for example, verbal and/or written abuse, ignoring or subjugating colleagues to unwanted attention, ridiculing and humiliating colleagues in front of others, mocking, mimicking or belittling a person.

A person may be harassed even if they were not the intended 'target'. For example, a person may be harassed by racist jokes about a different ethnic group if the jokes create an offensive environment.

Examples of non-verbal harassment:

- Excluding someone unreasonably
- Withholding essential information/training resources
- Unreasonable allocation of tasks/duties/responsibilities
- Deliberate wrongful attribution of blame

Examples of verbal harassment:

- Shouting, swearing, malicious gossip
- Victimising or singling out someone for different treatment
- Overbearing, over-demanding or unfair treatment
- Deliberate undermining of someone or their work
- Public reprimand/humiliation, ridicule, sarcasm
- Singling out or victimisation
- Invading personal privacy/unnecessary and intrusive phone calls
- Making threats

Examples of physical harassment:

- Striking or hitting; grabbing a person or their clothes
- Pushing, jostling or prodding
- Practical jokes or initiations

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Any such unwanted behaviour is unacceptable if it can reasonably be considered as having the purpose or effect of violating the recipient's dignity and/or creating an intimidating, hostile, degrading, humiliating or offensive environment. Harassment generally consists of a number of incidents, although a single incident may amount to harassment, if sufficiently serious.

Bullying and harassment includes all communication whether it's verbal, non-verbal or in writing, including over social media and all electronic communication.

Our commitment

RDRPS is committed to providing a safe, healthy and productive environment for all our members and volunteers. Bullying and harassment is not only incompatible with the RDRPS Code of Conduct, but the impact, if unchecked or managed poorly, is potentially damaging for the reputation of the organisation. We take guidance from the Health and Safety Workplace Regulations to ensure the health, safety and welfare of all our volunteers.

Dealing with complaints

Complaints, once reported, will be investigated in a timely manner, and as quickly as possible, by an appointed person, under the RDRPS Code of Conduct policy.

Recommended actions will be considered by the RDRPS trustees prior to enactment. Particularly serious complaints could lead to the removal of members and volunteers from the Society.

Raising a concern

RDRPS acknowledges that it can be a difficult decision to report a concern of bullying and/or harassment about someone known to you. A volunteer may also feel unsure about whether the behaviour they are experiencing or witnessing amounts to bullying or harassment. However, it's important that action is taken promptly in order to prevent the situation deteriorating.

Reporting of a concern or potential harassment and / or bullying incident should be reported by e-mail in a timely manner to an RDRPS trustee. If the potential incident is due to the actions of a trustee or other committee member, then the incident should be reported to a trustee not directly involved. Where the complaint is about the actions of a trustee or other committee member, the subsequent investigation will exclude that person from the decision-making process regarding the complaint.

Duty Officers, Work Leaders and Trustees have responsibility for:

- Taking all reasonable steps necessary to prevent bullying and harassment taking place
- Ensuring implementation and compliance of the policy
- Ensuring that volunteers have the required knowledge and skills to implement the policy
- Leading by example
- Supporting individuals who are either being bullied and harassed or supporting alleged perpetrators
- Reporting any concerns concerning adherence to this policy in a timely manner
- Taking concerns raised seriously and escalating where appropriate

Members and Volunteers have responsibility for:

- Behaving with dignity and respect towards each other
- Demonstrating behaviour conducive to good teamworking and being respectful of others
- Ensuring any training required is attended and kept up to date
- Reporting any concerns regarding themselves or others in a timely manner
- Supporting any enquiry when a concern has been raised.

Review

This Policy shall be reviewed every three years after approval or as arising circumstances dictate.

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Appendix 2 Safeguarding of Children and Vulnerable Adults Policy

Introduction

The Safeguarding Policy is part of a package of four linked policies (along with the Code of Conduct, Anti-Bullying, Harassment and Discrimination Policy, and Drug and Alcohol Policy) designed to help ensure an appropriate, healthy and safe environment for members and volunteers.

Review & approval procedure

This Policy is to be reviewed and approved by the Trustees.

Responsibilities

This policy shall apply to all volunteers of the Royal Deeside Railway Preservation Society (RDRPS). In the context of this policy a volunteer is anyone, whether a member or not, who conducts or takes part in any work or activity associated or on behalf of RDRPS.

The purpose of this policy is:

- to protect any children, young people or vulnerable adults from harm whilst either volunteering or doing project work with RDRPS
- to provide volunteers, as well as children, young people and vulnerable adults and their families, with the overarching principles that guide our approach to child protection.

(In Scotland a child is defined as being under 16, unless they are considered vulnerable and /or external support is considered necessary, in which case the age rises to under 18. For any offences against children, a child is defined in all cases as being under 18).

The Office of the Scottish Charities Regular (OSCR) defines safeguarding as:

“Safeguarding is the action that an organisation takes to promote the welfare of children and vulnerable adults and to protect them from harm including physical, emotional, sexual and financial harm and neglect”.

The RDRPS **Anti-Bullying, Harassment and Discrimination Policy** and the RDRPS **Code of Conduct** lay out the expectation of all volunteers whilst working with the Society. These same expectations apply to the supervision of children, young people and vulnerable adults, but there is an additional level of support and protection required given the age and vulnerability of the people concerned. This is laid down in law through the Child (Scotland) Act 1995 and the Protection of Vulnerable Groups (Scotland) Act 2007.

How does the policy work?

We maintain the level of oversight and supervision required for children and vulnerable adults by:

- Valuing, listening to and respecting them
- Appointing a nominated trustee tasked with child protection / safeguarding
- Ensuring that any volunteer who supervises children or vulnerable adults is briefed as to their responsibilities, and where necessary trained accordingly
- Ensuring that where prolonged supervision of children or vulnerable adults is likely, the person supervising is cleared through the PVG (Protection of Vulnerable Adults) system and trained to an adequate level (dependant on previous experience)
- Adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for volunteers
- Recruiting and selecting volunteers safely, ensuring all necessary checks are made (where working with children and vulnerable adults is likely)
- Doing all we can to ensure RDRPS is not targeted as an access point for anyone wishing to harm children or vulnerable adults

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- Using our policies and procedures to manage any complaints or allegations against members and volunteers appropriately (as laid down in the RDRPS **Code of Conduct**)
- Ensuring that we provide a safe physical environment for our children, young people and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- Building a safeguarding culture where volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns

Review

This Procedure shall be reviewed every three years after approval or as arising circumstances dictate.

Appendix 3 Drugs and Alcohol Policy

Introduction

The Society considers that the health and safety of members, volunteers and the public visiting the railway premises is of paramount importance. The use of illegal drugs, alcohol and misuse of prescribed drugs subjects members and visitors to unacceptable safety risks that undermine the Society's ability to operate safely, effectively & efficiently.

Staff must not:

- Report, or endeavour to report, for duty having just consumed alcohol or being under the influence of drugs
- Report for duty in an unfit state due to the use of drugs or alcohol
- Consume drugs or alcohol at work
- Be in possession of drugs of abuse when at work.

Drug and alcohol limits

An individual will not be compliant with the drugs and alcohol policy if:

- They have more than 29 milligrams of alcohol per 100 millilitres in their blood, or more than 13 milligrams alcohol per 100 millilitres in their breath, or 39 milligrams alcohol per 100 millilitres in their urine
- Tested positive for drugs for which there is no legitimate medical need for either their use or the quantity of their use.

Breach of the Policy

Where tests show a breach of the above limits, or an individual has refused to submit to tests, he/she shall be immediately banned from all railway premises. The results may also be passed to any official body that is concerned with the investigation of the accident or incident. The individual may appeal to the RDRPS management committee, but the prohibition against going on to railway premises shall remain while the appeal is determined.

Review

This Policy shall be reviewed every three years after approval or as arising circumstances dictate.