



Code of Conduct

The purpose of this code is to provide a clear framework within which all members and employees of the Nene Valley Railway are expected to conduct themselves. This is to protect the reputation of the railway as well as ensuring it provides an enjoyable and rewarding environment for people to work and volunteer. This code applies to everyone who is part of the Nene Valley Railway including Trustees, Managers and Officers of the Railway, Employed Staff, Volunteers and Non-Working members.

This code does not replace any existing policy, rather it sets out the key elements of those policies in terms of the way staff, volunteers or other members of the NVR should conduct themselves.

It is not the aim of the code to stifle debate or limit ideas or criticisms of the railway. If individuals are unhappy about any aspect of their relationship with the railway, they should discuss this with a manager or other person in authority. The railway has a formal grievance process if matters cannot be addressed through more informal channels. Moreover, the board and management of railway welcome ideas and constructive criticism. The purpose of the Code of Conduct is to ensure these are raised in a way that is constructive, respectful of others and do not damage the reputation of the railway.

- We should treat all **Members of the Railway** with care and respect, and we must strive to create a culture which embraces and supports everyone in our organisation. Undermining others whether they be trustees, managers, members of staff, working volunteers or other members of the railway is unacceptable. Individuals should always be mindful of the impact of their behaviour on others. Actions with the intent of promoting division or disharmony or that constitute harassment, bullying or intimidation will not be tolerated.
- Our **Passengers and Customers** are essential to the success of the railway. We will always ensure they see the railway in the best light and that their interactions with everyone on the railway are friendly, helpful and constructive. NVR staff should never be openly critical of the railway or its people nor should they undermine in any way the reputation of the railway. Staff and members should be mindful of the impression they are giving at all times even if they are not directly engaging with the public, who should never be exposed to bad language or other inappropriate behaviour.
- It is vital that the railway maintains a strong reputation with **its Stakeholders and other Third Parties**. These include bodies within the heritage railway industry, other railways, locomotive owners, suppliers, the museum community, local authorities, other charitable bodies, regulators and many more. NVR staff and members must never bring the railway into disrepute or take actions that undermine its standing in the community and wider heritage or business worlds.

- **Discrimination.** The Railway's Equal Opportunities, Diversity & Discrimination Policy states; 'NVR is committed to providing equal opportunities for everyone who works for or visits the Railway'. We expect all our people not to discriminate against others on the basis of age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; gender. The railway opposes all forms of illegal and unfair discrimination.
- **Compliance with the law.** All staff and members when they are undertaking work for or on behalf of the Nene Valley Railway should always comply with the law. The railway cannot condone in any way activity that is not in the letter or the spirit of the law.
- **Social Media.** The railway has a social media policy. All staff and members should be aware of this and ensure their use of social media does not breach either the policy or this code. Particular care should be taken with individuals or in forums which are thought to be private as these can often be shared or viewed by others.

Failure to abide by this code may potentially be treated as misconduct and as such will be addressed with individuals under the railway's disciplinary policy.