

## Green Community Travel: Code of Conduct

Green Community Travel takes pride in fostering good relationships with our clients and associated businesses. Despite on occasions their lack of consideration, it is essential that we always act in a dignified and professional manner. We will never tolerate rudeness, brusqueness or off-hand behaviour to our clients or our fellow colleagues.

Green Community Travel's primary objective is to 'operate transport services for the benefit of the community'. Primarily, those disadvantaged through age, economic circumstance, disability or location. Our aim is to reduce social isolation through providing accessible transport. Our transport services are open to community residents who cannot access public transport, have no means of independent transport or who require a supportive travel environment.

This Code of Conduct will help you follow our Code of Conduct by providing guidance in the face of dilemmas you may experience. It shows you what to do when a situation is complex by providing standards and values for you to follow and how to protect against situations that may damage you or Green Community Travel. It also seeks to ensure that employees avoid using possible unequal power relationships for their own benefit. The rules and guidelines contained in this Code of Conduct, together with your employing affiliate's policies and procedures and the terms and conditions of your employment (as outlined in your employment contract or your collective agreement if applicable), provides a framework within which all Green Community Travel's employees and volunteers, regardless of location, undertake to discharge their duties and to regulate their conduct. They also support Green Community Travel in our role in implementing, monitoring and enforcing these standards. The Code does not exempt anyone and in accordance with relevant employing affiliate's policies and procedures, any breach may result in disciplinary action (including dismissal in some instances), and in some cases could lead to criminal prosecution. In accepting your appointment you undertake to discharge your duties and to regulate your conduct in accordance with the requirements of this Code, thereby contributing to Green Community Travel's quality of performance and reputation. The code describes what Green Community Travel expects from its employees and volunteers and what the employees and volunteers can expect from Green Community Travel.

### **Code of Conduct:**

#### **Standards and Values**

As a Green Community Travel employee/volunteer I will:

1. Uphold the integrity and reputation of Green Community Travel by ensuring that my professional and personal conduct is demonstrably consistent with Green Community Travel's values and standards. I will seek to maintain and enhance public confidence in Green Community Travel by being accountable for the professional and personal actions I take and ensuring that I manage the power that comes with my position with Green Community Travel with appropriate restraint. Whilst observing the requirements of the Code of Conduct, I will also be sensitive to, and respectful of, diverse customs and culture. I will not work under the influence of alcohol or use, or be in

possession of, illegal substances on Green Community Travel premises or vehicles.

2. Treat all people with respect and dignity and challenge any form of harassment, discrimination, intimidation, exploitation or abuse Green Community Travel staff and volunteers hold a privileged position of power and trust in relation to our partners and the communities we serve. When carrying out Green Community Travel's aims I understand that it is important not to abuse my own position of power/unequal power relationships in any way. Recognising my role in Green Community Travel's mission to operate transport services for the benefit of the community, I will respect all peoples' rights, including children's rights, and I will contribute to a working environment characterised by mutual respect, integrity, dignity and non-discrimination. I will ensure that my relationships and behaviour are not exploitative, abusive or corrupt in any way. I will use my best endeavours to report any such behaviours or malpractice in the workplace by others to my line management or through recognised confidential reporting systems.
3. Perform my duties and conduct my private life in a manner that avoids possible conflicts of interest with the work of Green Community Travel. I will declare any financial, personal, family (or close intimate relationship) interest in matters of official business which may impact on the work of Green Community Travel (e.g. contract for goods/services, employment or promotion within Green Community Travel, partner organisations, beneficiary groups
4. Be responsible for the use of information, equipment, money and resources to which I have access by reason of my employment with Green Community Travel. I will use my discretion when handling sensitive or confidential information. I will seek authorisation before communicating externally in Green Community Travel's name and will avoid any unintended detrimental repercussions for me or Green Community Travel. I will appropriately account for all Green Community Travel money and property, (e.g. vehicles, office equipment, computers including the use of internet, email and intranet).
5. Protect the health, safety, security and welfare of all Green Community Travel employees, volunteers and contractors. I will undertake and act on appropriate risk assessments. I will behave in such a way as to avoid any unnecessary risk to the safety, health and welfare of myself and others, including partner organisations and beneficiaries.
6. Promote human rights, protect the environment and oppose criminal or unethical activities. I will ensure that my conduct is consistent with the human rights framework to which Green Community Travel subscribes. I will inform Green Community Travel of any relevant criminal convictions or charges I have had prior to my employment in which Green Community

Travel may have a legitimate interest. I will also notify Green Community Travel if I face any criminal charges during my employment that may impede my ability to perform the duties of my position subject to national legislation. I will adhere to following policies and procedures (see list below) that support the above Standards; Animal Policy, Calling in Sick Procedure, Complaints Procedure. Confidentiality Policy, Disciplinary Procedure, Passenger Assistant Policy, Employee Training Policy, Environmental Management System, Equal Opportunities, Data Protection Policy, Gratuities and Tips Policy, Harassment Policy, Health and Safety, Managing Road Risk, Recruitment of Ex-Offenders, Redundancy Policy and Procedure, Reserve Policy, Running Late Procedure, Safeguarding Children and Vulnerable Adults Policy, Sick Policy and Procedure, Snow Policy, Staff Training Policy, Vehicle/Bump Accident Policy Wheelchair Policy, Work Mobile Procedure and your Team Handbook.

In accepting my appointment I undertake to discharge my duties and to regulate my conduct in accordance with the requirements of this Code thereby contributing to Green Community Travel's quality of performance and reputation.

Name.....

Signature.....

Date.....