

# DRAFT Code of Conduct for Members of the Heritage Railway Association

## 1. INTRODUCTION

- 1.1. The Heritage Railway Association (HRA) has adopted the following Code of Conduct as good practice to be observed by all members of the HRA. It is designed to promote safe practice, to give reassurance to the public and enhance the reputation of its members.
- 1.2. In this document the term 'railway' shall be taken to include member 'tramways', 'rail-mounted cableways' and 'museums' as appropriate and the term "artefact" shall be taken to mean a locomotive, item of rolling stock or any other major item of railway equipment.

## 2. GENERAL

- 2.1. All HRA members shall observe all applicable legislation, applicable statutory requirements and appropriate Codes of Practice.
- 2.2. Members should have policies in place to provide for adequate safeguarding of children, young persons and vulnerable adults, and to guard against harassment, bullying and unfair discrimination or treatment.
- 2.3. Members should observe those HRA Guidance Notes that are applicable to their railway.
- 2.4. In the event of a dispute between two or more HRA members they should, in the absence of a specific alternative, consider mediation by the Association as an alternative to commencing legal proceedings.
- 2.5. Members must not act in a manner which is likely to bring discredit to the heritage railway sector and should seek to ensure that their members and their staff (whether paid or unpaid) act accordingly.
- 2.6. Members who wish to resign from HRA are asked to indicate their intention to the Membership Secretary of the Association in writing together with their reasons for doing so.
- 2.7. All members will, at the written request of HRA, provide all reasonably available statistical and other information. All such requests will be made on the clear understanding that all information provided will be treated as confidential and will be used only to compile overall national statistics, unless agreed otherwise.
- 2.8. If a member wishes to dispose of an artefact, other than to an associated organisation or to another organisation with similar objects, then, subject to any contrary terms governing the original acquisition of such artefact, the availability of the artefact should be advertised in Sidelines and/or on the HRA website. Sufficient time should then be allowed for any expression of interest in acquiring the artefact to be received in response to such notification before any such artefact is broken up or otherwise disposed of. In this connection, members should bear in mind the following before the disposal takes place -
  - 2.8.1. in the case of an artefact that has been designated by the Railway Heritage Committee or the Trustees of the Science Museum under the terms of the Railway Heritage Act 1996, the need to consult the Railway Heritage Designation Advisory Board;
  - 2.8.2. in the case of an artefact that belongs to an accredited collection or is held by a member who is a registered museum, the need to consult the regulatory body concerned; and
  - 2.8.3. in the case of an artefact the acquisition of which has been wholly or partly financed by the Heritage Lottery Fund or another funding body, the need to consult that body.
- 2.9. Member organisations should seek to avoid offence being caused at re-enactment events, paying particular attention to the wearing and display of offensive and/or unsuitable military uniforms and insignia by, and the conduct and deportment of, individuals from their organisation and/or within visiting re-enactment groups.

## 3. CONSTITUTIONS OF MEMBER ORGANISATIONS

- 3.1. All members must provide HRA with a copy of their Constitution or Memorandum and Articles of Association, as appropriate, on application for membership and whenever any subsequent significant changes are made.
- 3.2. In the case of a member organisation whose own members are required, as a condition of membership, to make a subscription, there must be a written Constitution. All such Constitutions should incorporate the following principles:

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- 53        3.2.1.The objects for which the organisation is formed.  
54        3.2.2.The arrangements for the appointment of the governing body. Information relating to its  
55              members' tenure of office should also be included.  
56        3.2.3.All monies received shall be expended in the furtherance of its Objects.  
57        3.2.4.Proper books and accounts shall be kept and at regular intervals there will be laid before  
58              members a Statement of Income and Expenditure and a current Balance Sheet.  
59        3.2.5.A General Meeting of members must be held at least once every calendar year for the election  
60              of Officers and members of the Governing Body, for the appointment or re-appointment of such  
61              members and for the acceptance of accounts which have been approved by the governing  
62              body and which have been audited if this is necessary in order to meet with statutory  
63              requirements.  
64        3.2.6.In the event of a dissolution or winding up of the member organisation provision has been  
65              made for the proper disposal of the assets, including in accordance with paragraph 2.8 if  
66              appropriate.  
67        3.3. Members of the governing bodies of member organisations shall be eighteen years of age or over in  
68              order to accept the legal responsibilities of office.

## **4. FINANCIAL AND LEGAL**

- 70        4.1. Member organisations must legally limit the financial liability of their members, if they are  
71              incorporated.  
72        4.2. In the case of an HRA member seeking donations from members of the public, it shall:  
73              4.2.1.state the objects for which the donations are required; and  
74              4.2.2.make arrangements for any person who has made a substantial donation to any appeal to  
75              receive a copy of a Statement of Account relating to monies donated to the appeal upon  
76              payment of a reasonable charge if so requested.

## **5. INSURANCE REQUIREMENTS**

- 78        5.1. Members should have adequate liability insurance policies in place that are suitable for their  
79              undertakings. They should also consider providing an accident policy for their staff and volunteers.

## **6. OPERATION and SAFETY**

- 81        6.1. All members operating a railway must maintain proper standards of operation and take adequate  
82              steps to ensure the safety of the public, other visitors, staff (paid or unpaid), agents and contractors  
83              at all times.

## **7. VISITOR STANDARDS**

- 85        7.1. HRA recommends that all members who have any facility which is open to the public should agree  
86              to adopt the National Code of Practice for Visitor Attractions published by Visit Britain or equivalent  
87              body as appropriate (see page 3).

## **8. COMPLIANCE WITH THIS CODE**

- 89        8.1. The Board of HRA may take any or all of the following actions where a member fails to comply with  
90              any part of this Code of Conduct:  
91              8.1.1.Give a verbal notice of concern requesting the member to comply or explain why they are not  
92              complying.  
93              8.1.2.Issue a written notice of concern requesting the member to comply or explain why they are not  
94              complying.  
95              8.1.3.Seek to resolve the issue with the General Manager, or equivalent officer of the railway.  
96              8.1.4.Seek a meeting with the governing body of the member to resolve the issue.  
97              8.1.5.Report the matter to the appropriate Enforcing Authority.  
98              8.1.6.Suspend or expel the member from the HRA, while taking such further action as may be  
99              appropriate.

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## OUR PROMISE TO YOU

### (National Code of Practice for Visitor Attractions)

**The owner and management have undertaken:**

1. To provide in promotional materials, an accurate description of the amenities, facilities and services of the Attraction.
2. To indicate on all such promotional materials any requirements for pre-booking, and any significant restrictions on entry.
3. To make available an Access Statement, describing the accessibility aspects of a visit to the Attraction, and to respect the requirements of the Disability Discrimination Act by making suitable provision, where reasonable and practicable, for people with disabilities and/or those with special needs.
4. To describe accurately and display clearly :
  - a) Any charges for entry (including service charges and taxes where applicable), and any additional charges for individual attractions or special exhibitions.
  - b) Dates and hours of operation, both opening and closing.
5. To provide in promotional materials for visitor enquiries, a postal address, a telephone number (and where it exists, a website address) from which the detailed information specified in 1, 2, 3 and 4 can be obtained.
6. To provide signage and orientation information as appropriate to the Attraction, to assist visitors in understanding and enjoying the Attraction.
7. To consider the needs of visitors for whom English is not their first language and, as appropriate to the Attraction, to make arrangements that enable them to be adequately informed to enjoy their visit.
8. To manage the Attraction in such a way as to ensure visitor safety, comfort and service, by sustaining a high standard of maintenance, customer care, courtesy and cleanliness.
9. To ensure that all staff who meet visitors can provide information and guidance about the Attraction, and are readily distinguishable as staff, whether employees or volunteers.
10. To have regard to the need to manage and operate the Attraction in a sustainable way.
11. To provide, as appropriate to the nature, scale and location of the Attraction, coach, car, motor-cycle and bicycle parking, adequate toilets, and catering facilities. If any of these requirements cannot be made available on site: to provide information at appropriate points on where they can be found locally.
12. To hold a current public liability insurance policy or comparable Government indemnity, and to comply with all applicable planning, health, safety, fire and other statutory requirements and regulations.
13. To deal promptly and courteously with all enquiries, requests, reservations, correspondence and comments from visitors, and try to resolve any complaints on site at the time of the visit.
14. To provide a facility on site for comments to be recorded and to advise clearly the name and contact details (address, telephone and e-mail) of the person to whom comments by visitors should be addressed.
15. To display prominently this National Code of Practice.
16. In the event of any disruption to advertised train or tram services, each member will: a) keep both passengers and prospective passengers as fully advised of the situation as circumstances permit, b) help to arrange alternative transport and facilities whenever necessary and practicable.



Visitors' comments concerning this attraction's compliance with this National Code of Practice should be made during your visit to a member of staff or in writing to the Manager, with a copy to Quality Department, VisitBritain, Sanctuary Buildings, 20 Great Smith Street, Westminster, SW1P 3BT

