



## Members' Code of Conduct

Transport Alliance Australia (TAA) is committed to conducting all of its activities with honesty and integrity, in accordance with high ethical and legal standards and with respect for our members, non-member guests, and those with whom we do business.

TAA has a Code of Conduct (Code) that provides an ethical framework for the conduct of members' businesses and other activities.

This Code outlines the standards of behaviour and professionalism expected of all members and non-members who participate in TAA activities. It also defines how TAA members are to relate to industry, government, employees, suppliers and the community.

Compliance with the Code will build trust between members and other parties. Members will demonstrate to clients, the community and government that they uphold best practice principles, standards and a commitment to continuous improvement.

TAA requires that members operate in a professional manner, and with the highest level of commercial integrity.

**Every Transport Alliance Australia member is an industry ambassador.**

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## Preamble

- The Definitions and Interpretations in the Constitution of TAA apply to this Code
- The unethical or inappropriate or unprofessional behaviour or conduct of only one member can seriously damage the prestige of being a member of TAA.
- The privilege of membership casts upon all members a personal obligation to maintain the high standard of professional conduct, which is demanded by TAA and expected by the public generally and the business community in particular.
- Every member should regard it as his duty to observe this obligation and to avoid any action which might be regarded as unprofessional conduct.
- It is acknowledged that even senior members may err in interpretation of a matter requiring ethical considerations and all members will find guidance in a written code of ethics.
- It is in the interests of TAA and all of its members that breaches of this Code will be investigated and appropriate action taken.
- The adoption of a code of ethics does not of itself ensure that the standard of conduct set down will be maintained.
- If a code is to be effective, provisions must be made to enable disciplinary action to be taken against members who breach its provisions, and to enable sanctions and penalties to be imposed.

## Implementation

This Code provides a common behavioural framework for all TAA members, and together with the objectives of TAA, this Code is a key part of the TAA culture. TAA continues to:

*(a) advocate for the betterment of the Australian commercial passenger transport sector;*

*AND*

*(b) maintain a cohesive network of industry stakeholders in the Australian commercial passenger transport sector;*

The Code is not intended to be all-encompassing. There are areas in which TAA expects members to develop detailed policies in accordance with their local requirements. The Code provides a set of guiding principles to incorporate with whatever additional local policies are required in businesses.

Members may approach the Board for guidance in relation to any matter of ethical behaviour.

**First and foremost, TAA serves its members.**

## **Member statement**

All members of TAA will:

- 1) comply at all times with the Constitution of TAA, and this Code.
- 2) perform and comply with any variation or amendments to the Code made at any time by TAA.
- 3) showcase their integrity, decency and respect for the community and the environment
- 4) show respect for all cultures, races, genders and sexes
- 5) conduct business in accordance with the laws and regulations of the State (in which they operate)
- 6) compete fairly in the industry market in which they operate
- 7) work safely and apply the industry's best practice to the health, safety and wellbeing of employees, clients, suppliers and communities
- 8) aim to bring long-term benefits to the Australian commercial passenger transport industry, rather than a short-term advantage for individuals
- 9) co-operate with and support TAA to achieve its corporate objectives
- 10) not be involved in corrupt practices, bribery, discrimination or similar improper behaviour
- 11) refrain from any conduct that might bring discredit upon themselves or TAA
- 12) not use their position or office for personal gain or advantage either directly or indirectly
- 13) refrain from making representations (media, government, other) on behalf of TAA without the consent of the Board first being given to the member in writing
- 14) not publish any material or act as a speaker on behalf of TAA without the consent of the Board first being given to the member in writing.

## **Breach of Code of Conduct**

If a member of TAA breaches any principle of the Code, the members of TAA's Board, at its discretion, may determine that his/her/its membership be suspended or terminated.

## **Declaration of Interest**

Any personal interest, whether pecuniary or otherwise, which may impinge on a member's impartiality in any matter relevant to his duties either as an employee or as a member or Councillor or Director or as the holder of any other office within TAA or while acting as a servant, fee for service provider or agent or in any other way on behalf of TAA, shall be declared to the relevant body.

## **Business Gifts, Hospitality and Commissions**

Members should not accept gifts or hospitality of any kind that might, or might appear to, compromise their business decisions. As a guide, members should not accept any gift of great intrinsic value.

In accordance with law, members shall not accept either directly or indirectly, any secret commission.

## **Responsibilities of TAA members at Events, Seminars, Meetings and like**

This code covers matters undertaken by TAA members while attending TAA events, on TAA business or interacting during TAA events.

All members of TAA

- 1) must treat others with respect and must not encourage or participate in bullying or intimidation of other people, TAA member, employee or otherwise. This includes appropriate use of language and ethical consideration in all communications, such as TAA newsletters, conference papers, emails, TAA Blog and TAA authorised Social Media.
- 2) will act with honesty in all dealings with other members while of TAA business and with the TAA office.
- 3) must not misrepresent or withhold information from the TAA office related to TAA services, events, projects and initiatives.
- 4) should use their membership benefits appropriately and should safeguard the benefits of their membership, and not transfer these benefits, such as their website password, to others.

The TAA name and logo are copyrighted and belong to TAA. They should not be used by individual members unless the member has received permission from TAA's office and use both in accordance with TAA's Style Guide, available from TAA's office.

## **Non-disclosure**

TAA members, and in particular as board members and advisory board members, have access to the personal and sensitive information of TAA members from TAA's member database. This includes, but is not limited to, private addresses, private email addresses, financial information, member types and membership status.

The disclosure of this information may not only be a breach of trust but may also be a breach of the law. It is a condition of accepting the position of Member, TAA Board member or TAA Advisory Board member that you agree to:

- 1) use any information provided to you from the TAA member database for TAA purposes only;
- 2) ensure that such information (whether in hardcopy or electronic form) is stored securely and accessible only to authorised persons;
- 3) not discuss confidential information with anyone else unless required for the performance of my TAA role;
- 4) not disclose to third parties any personal information that is not publicly available unless the consent of the individual to whom the information relates is first obtained.

In some instances, a member may be asked to sign a document outlining these points prior to accessing any membership information. Breaching these points may result in breach of privacy action being taken.

## TAA Complaints Policy and Procedure

Any complaint that a member has breached this Code of Conduct shall be dealt with in accordance with the TAA complaints procedure outlined below. However, this action does not preclude legal action being taken if deemed appropriate by the TAA Executive.

This section aims to set out a mechanism for resolving any disputes arising from members, Executive members and staff.

- 1) If any member wishes to make a complaint against a TAA staff member or a consultant, employed by TAA, the complaint, in the first instance, should be addressed to a current TAA Director who will ensure that it is dealt with through the appropriate channels.
  - a) If the complaint is about a TAA Director, then the complaint, in the first instance, should be addressed to the current TAA Secretary (unless this is the Director that the complaint is about in which case it should be addressed to another of the current TAA Directors).
- 2) In the first instance, informal means should be used to resolve any dispute. This should include mediation if appropriate.

### Lodging a Complaint

- 1) Comments provided verbally will not be considered a formal complaint unless also delivered in writing. Complaints should be sent in writing via email or hard copy to a TAA Director.
- 2) Complaints should include a detailed description of the circumstances surrounding the complaint, along with any relevant documentation.
- 3) TAA will acknowledge receipt of the complaint and request any necessary information in writing. Complaints will be reviewed in the first instance by a TAA Director or by the current Secretary and an initial response will be issued in writing within one calendar month.
- 4) A complaint can be escalated by the Board after referral from a TAA Director. This would involve establishing an independent investigative panel that will have decision-making authority in the matter. This panel would be convened on a case-by-case by the Board and normally consist of current or former Executive members of TAA with no direct connection to the members involved. The Board will write to the complainant/s and the subject/s of the complaint to set out the composition of the panel and give them a chance to object to any particular member with supporting evidence.
- 5) At the start of the investigative panel's work, they should decide whether anyone should be suspended from holding a role or carrying out a function in TAA while the matter is under investigation.
- 6) The investigative panel will then carry out their investigation in a timely manner with support from the President. At the conclusion of the investigation, the panel may decide that:
  - a) no further action is necessary;
  - b) a written warning is issued;
  - c) an individual is removed from a position of responsibility or suspended for a period of time;
  - d) the Executive Board be asked to revoke someone's membership of TAA.
- 7) Once the investigative panel reach a decision, any decision is final and there are no further internal appeals.
- 8) Should a complaint be upheld against a member, TAA Executive reserves the right to terminate their membership and, if appropriate, refer the matter for further legal consideration.

## **Sanctions and Penalties for Breaches**

If a member of TAA should know of, or become aware of, any breach of this Code of Conduct by another member they should notify TAA's office or contact TAA's Director(s).

The Constitution of TAA contains a guide as to the kinds of sanctions and penalties, which may be imposed, on a member in breach of the Constitution or the 'Code'.

Every member is bound to pay and make good to TAA any loss or damage which TAA may sustain through the wilful act or default of such member, if such act or default is a breach of any provision of the articles, by-laws or the 'Code'.

Any loss or damage sustained through the wilful act or default of a member is recoverable in a court of competent jurisdiction as a debt due to TAA.

*Note: A copy of the Constitution of Transport Alliance Australia is available to view via the Members Portal at [www.taa-national.com.au](http://www.taa-national.com.au)*