

Standard

Code of Conduct

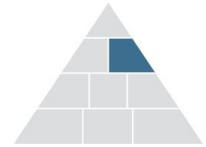
MD-10-62

QUEENSLAND RAIL OFFICIAL

Approved for public release

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Policy: Human Resources



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2.2	26/10/2017	Appendix 1	Updated Transport (Rail Safety) Act 2010 which is now replaced by the Rail Safety National Law (Queensland) Act 2017.
2.1	29/08/2014	Whole document	The following references were changed "Official Misconduct" to be changed to "Corrupt Conduct", "Crime and Misconduct Commission" to "Crime and Corruption Commission" to "CMC" to be changed to CCC". Page 9 Definition of Official Misconduct to change to Corrupt Conduct.
2.0	15/02/2013	Whole document	Queensland Rail review of document. Document previously known as HRS/STD/3500/SPT now MD-10-62.
1.6	10/06/2011		Rebrand to Queensland Rail
1.5	19/08/2010	4.4	Amend table to include all workers
1.4	20/05/2010		QR Code of Conduct

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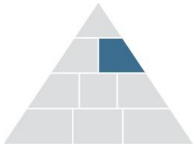
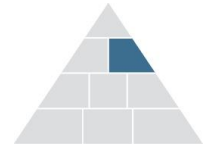


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1 Purpose and Scope

1.1 Purpose

This Standard has been developed to enable our people to understand the behaviours expected in order to pursue Queensland Rail's vision and purpose.

Queensland Rail also has a set of values that defines how we will work together to support the "One Queensland Rail" approach.

Our Board and leaders are committed to this Standard. We expect our people to demonstrate the behaviours outlined in this Standard and the Queensland Rail Values outlined in the Values Principle in all business interactions.

This will enable all our stakeholders to understand the expectations of our people and how their actions will contribute to our brand, commerciality, reputation, integrity and corporate social responsibility.

This Standard and our Values Principle make sure our people are aware of their responsibility to act in an ethical manner, to make commercially responsible decisions and to be accountable for their actions. As a result, we will continue to deliver results, meet the needs of our customers and stay focused on our commitment to safety.

This Standard is important as it provides our people with an understanding of the organisation's behavioural expectations.

Below is a summary of the expectations. Please refer to Section 6 for specific detail.

Safety

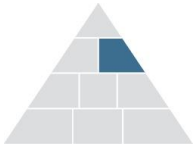
- We have a relentless commitment to Zero Harm
- We are fit for work

Customer

- We provide excellent customer service internally and externally

People

- We respect other people and demonstrate professionalism



Commercial

- We use our resources appropriately
- We maintain and protect information
- We avoid conflicts of interest

Community

We consider our community and the environment

1.2 Scope

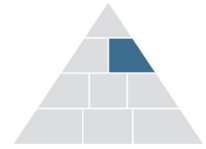
1.2.1 What is in scope

This Standard applies to those referred to in Section 3.1 in the workplace, at places where there is a connection with work, or where their behaviour impacts, or has the potential to impact, Queensland Rail, including (without limitation) when:

- at work/on duty for Queensland Rail
- attending and representing the Company at a work-related event or function. This includes but not limited to a conference, an awards event, a media briefing, a meeting
- wearing Queensland Rail branded clothing including personal protective equipment, lanyards, photo IDs or lanyard cards that show the Queensland Rail brand
- they can be identified as working for Queensland Rail (including when using social media at or away from work), and
- on Queensland Rail's property or premises under the control of Queensland Rail

1.2.2 What is out of scope

- Anyone not mentioned in Section 3.1, such as customers of Queensland Rail's services, and
- Anyone mentioned in Section 3.1 in situations other than as referred to in Section 3.2



2 Requirements of this Standard

Queensland Rail expects our people to act, behave, understand and abide by this Standard and related documents. Our people should conduct themselves in an ethical, professional and honest manner in all that they do.

In addition to these expectations, our leaders will lead by example, manage any breaches, ensure our people have access to this Standard and communicate position requirements and expectations.

These expectations are outlined in the following sections.

2.1 Safety

2.1.1 We have a relentless commitment to Zero Harm

Our people must perform their work in a safe manner at all times. Working safely is a condition of employment.

Our people will:

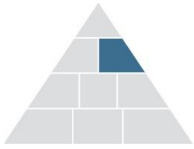
- make sure all our actions and behaviours are safe when performing our duties and follow all rules, procedures, legislative requirements and approved methods of work
- have the necessary qualification, licence, permit or accreditation, if required, to use any resource prior to using any resource
- promptly report and take appropriate action to address unsafe work practices, injuries, conditions or risks and hazards
- observe all local security procedures such as procedures for entry to Queensland Rail premises
- wear Personal Protective Equipment / clothing and use equipment according to Queensland Rail safety requirements.

2.1.2 We are fit for work

Our people must be ready, fit for work and able to perform their role when signing on for work, when on duty, when rostered on call or when representing Queensland Rail.

Our people will be fit for work by:

- complying with Queensland Rail's Fatigue Management and Fitness for Work Alcohol and Other Drugs Management Standards and other relevant legislative requirements



Our people will advise their leader if they:

- are unfit for work
- have a condition, medical condition and/or medication that may affect their ability to undertake their work in a safe and effective manner
- know or suspect that their colleague is unfit for work.

2.2 Customer

2.2.1 We provide excellent customer service internally and externally

Our people will:

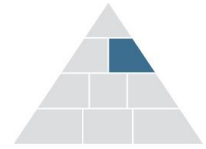
- be helpful, courteous, respectful and provide timely communication in all their dealings with customers
- aim to meet any commitments according to Queensland Rail's Customer Charter
- treat and handle customer's property with respect and responsibility while in the care of Queensland Rail.

2.3 People

2.3.1 We respect other people and demonstrate professionalism

Our people will:

- treat others fairly, courteously and respectfully
- make sure our workplace is inclusive and free from workplace harassment, sexual harassment, unlawful discrimination, workplace violence, vilification (including serious vilification), racial hatred and victimisation
- be appropriate in our relationships and recognise that others have the right to hold views which may differ from our own
- be unbiased and objective when making decisions
- ensure that their personal behaviour does not reflect badly on Queensland Rail
- only smoke in designated areas and in accordance with legislation
- maintain their personal hygiene, a tidy and professional appearance while on duty and wear the applicable full and current issued uniform.



2.4 Commercial

2.4.1 We use our resources appropriately

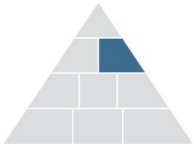
Our people will:

- only use Queensland Rail resources for work purposes in an appropriate, safe and ethical manner. Limited personal use may be allowed where specified in relevant policy documents or with the appropriate approval
- make sure items are secured against loss, vandalism and theft and are properly stored, maintained and repaired.

2.4.2 We maintain and protect information

Our people will:

- make sure all Confidential Information is kept confidential and only used for work purposes
- comply with records management and privacy of personal information and information management standards, related documents and any other legislative requirements
- make sure approval is obtained by the delegated manager before publishing official information
- not trade in shares or other securities while in possession of confidential information related to the shares or securities obtained through the course of their duties.
- not store or transmit Confidential Information outside the Queensland Rail network/system without authority
- make sure Intellectual Property invented or created by an employee in the course of their employment with Queensland Rail remains the property of Queensland Rail
- refer to the Brand, Communications and Media Policy before making any work-related public comment.



2.4.3 We avoid conflict of interest

Our people will:

- advise their leader immediately of any private interests that are, or may be perceived to be in conflict with the performance of their duties
- advise their leader when they become aware that they are in a position to influence the appointment, advancement or reward of a person that they are related to, or are engaged in a close personal relationship with
- advise their leader when involved in paid or unpaid work outside Queensland Rail, that may lead to a conflict of interest with their Queensland Rail duties
- generally not accept or request gifts and benefits other than of a token nature
- ensure gifts and benefits of a non-token nature are declared and assessed as soon as practicable. Refer to the relevant standard prior to accepting any gift or benefit.

2.5 Community

2.5.1 We consider our community and the environment

Our people will:

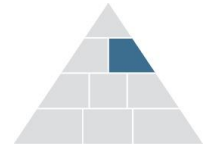
- identify, assess and manage environmental, heritage and community risks when planning and undertaking work
- have the necessary environmental licence, permit and/or approval to conduct work prior to commencing work
- promptly report and take appropriate action to address environmental incidents, risks and hazards
- use resources efficiently in consideration of local and global environmental impacts.

2.6 Breaches of this Code of Conduct

2.6.1 We manage and report any suspected breaches

If any of our people observe, or have good cause to suspect that misconduct is occurring, or if this Standard or any Queensland Rail related documents and/or legislative requirements has been breached, they have a responsibility to report it to their relevant leader in a timely manner.

In addition, our people must comply with legislative and/or policy obligations to report employee criminal charges and convictions that may impact on their ability to perform their role.



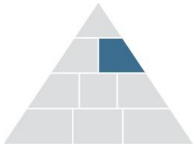
All suspected and actual Corrupt Conduct must be reported to the immediate leader as well as Corporate Ethics on ethics@qr.com.au and/or to the Queensland Rail Ethics Hotline on 1800 951 277. The hotline can be used where anonymity is preferred.

The process for employees to make a Public Interest Disclosure in relation to corrupt conduct and/or a reprisal is outlined in the Public Interest Disclosure Procedure.

Anyone, who in good faith, makes a complaint or disclosure about an alleged breach of this Standard, will not be disadvantaged or prejudiced in the making of such a complaint or disclosure. All reports will be treated as confidential. Anonymity may not apply where disclosure leads to criminal proceedings.

Leaders have an obligation to manage breaches of this Standard as soon as practicable after the incident is observed or reported.

Breaches of this Standard will be treated as a serious matter and may have serious consequences. If any employee has breached this Standard, they may be subject to disciplinary action, up to and including termination of employment. Contractors and consultants who breach this Standard may have their contracts with Queensland Rail terminated.

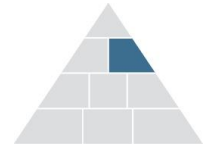


3 Responsibilities

The following establishes the unique accountabilities and responsibilities of the key internal stakeholders specific to this Standard.

3.1 Who does what?

Who	What
Board	Responsible for the approval of related Policy in accordance with legal and regulatory obligations, and to enable Queensland Rail's pursuit of opportunities aligned with its vision and values in an ethical and responsible manner.
Chief Executive Officer (CEO)	Responsible for authorising the commitments in this Standard. Leads Queensland Rail's implementation of and compliance with the related Policy, by: <ul style="list-style-type: none"> communicating Queensland Rail's vision, and the importance of the Standard, to all Queensland Rail personnel responding to recommendations made when the Standard is reviewed, to ensure the Standard remains up to date and relevant to Queensland Rail
Executive Leadership Team (ELT)	Must assist the CEO with the implementation of this Standard and by extension the related Policy, by leading the implementation of this Standard in their respective functions, everywhere, every day. Are also accountable for ensuring this Standard has been implemented and complied with.
General Manager Human Resources	As the Functional Owner approves this Standard and must: <ul style="list-style-type: none"> develop and implement related documents and processes to ensure this Standard is reflected in Queensland Rail's day to day operations establish and maintain processes to provide assurance to the CEO that this Standard is being followed by Queensland Rail review this Standard annually, and provide recommendations to the CEO
Senior Manager Employee Relations	Is the Content Developer, on behalf of the Functional Owner.
Leaders of functions, areas and teams	Must: <ul style="list-style-type: none"> support and communicate the Standard to their employees, contractors and consultants to ensure they understand the Standard demonstrate compliance with the Standard manage breaches of the Standard as soon as practicable after the incident is observed or reported
All employees, contractors and consultants	Everyone who needs to make use of this Standard for work purposes must ensure that they understand and comply with this Standard.

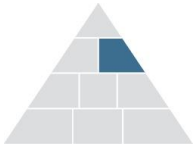


4 Terms and definitions

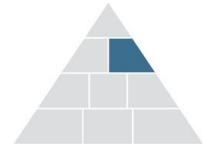
The following key terms and definitions are unique to this Standard. Please refer to the [Business Glossary](#) for other terms not included in this section.

Term	Definition	Source ¹
A close personal relationship	A close personal relationship is any relationship you have with a person that could give rise to a perception of favouritism or bias if you were to be involved in a decision relating to that person. The types of relationships that can fall within the scope of this obligation are wide and varied.	
Confidential Information	Includes, but is not limited to, any information is considered sensitive information of a kind which, if disclosed to third persons, could or might adversely affect, cause loss or damage (including damage to reputation) to the Company, employees or its stakeholders. Such information includes, but is not limited to, information in the operation or business affairs of the Company, its systems or techniques, financial information, marketing material, information about employees, customers, databases and information, documents, procedures and processes relating to the Company's business of any nature in any form (whether printed or in electronic form).	
Conflict of interest	A conflict of interest involves a conflict between an employee's duties and responsibilities and the employee's private interests. A conflict of interest can arise from avoiding personal losses as well as gaining personal advantage – whether financial or otherwise.	
Electronic communication systems	Includes but not limited to, computers, computer networks, internet, intranet, telephones, mobile phones, email, PDAs, blackberries, faxes, radio networks and any other communications device or service provided by Queensland Rail.	
Gifts or benefits	Includes but not limited to: conference/seminar costs, gratuity, remuneration, allowance, discount, fee, subsidy, hospitality, travel, entertainment, alcohol, raffle tickets, scratch card, lotto/casket tickets, books, equipment, goods or other services received.	
Intellectual Property	Includes, but is not limited to, ideas, concepts, copyright, inventions, patents, trademarks or other designs, drawings, plans, products or processes developed or created either in whole or part, arising from or in connection with the performance of an employee's employment with the Company.	Queensland Rail Business Glossary
Medical Condition	A disease, illness or injury diagnosed by a medical practitioner and/or allied health professional, including but not limited to physical, psychological conditions.	

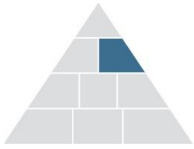
¹ Where left blank, Source is not applicable.



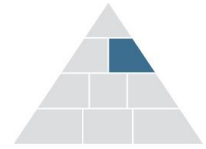
Term	Definition	Source ¹
Corrupt Conduct	<p>Under section 15 of the <i>Crime and Corruption Act 2001</i> corrupt conduct means conduct of a person, regardless of whether the person holds or held an appointment, that –</p> <p>(a) adversely affects, or could adversely affect, directly or indirectly, the performance of functions or the exercise of powers of –</p> <p style="padding-left: 40px;">(i) a unit of public administration; or</p> <p style="padding-left: 40px;">(ii) a person holding an appointment; and</p> <p>(b) results, or could result, directly or indirectly, in the performance of functions or the exercise of powers mentioned in paragraph (a) in a way that –</p> <p style="padding-left: 40px;">(i) is not honest or is not impartial; or</p> <p style="padding-left: 40px;">(ii) involves a breach of the trust placed in a person holding an appointment either knowingly or recklessly; or</p> <p style="padding-left: 40px;">(iii) involves a misuse of information or material acquired in or in connection with the performance of functions or the exercise of powers of a person holding an appointment; and</p> <p>(c) is engaged in for the purpose of providing a benefit to the person or another person or causing a detriment to another person; and</p> <p>(d) would, if proved, be –</p> <p style="padding-left: 40px;">(i) a criminal offence; or</p> <p style="padding-left: 40px;">(ii) a disciplinary breach providing reasonable grounds for terminating the person's services, if the person is or were the holder of an appointment.</p>	Crime and Corruption Act 2001 (QLD)
Our People	Members of the Board, employees (includes team members and leaders), contractors, and consultants, and everyone who does work for Queensland Rail, while they are doing work for Queensland Rail.	
Queensland Rail's resources	Queensland Rail's resources include property, plant and equipment, vehicles, information systems, computing resources, goods, products and valuables.	
Racial hatred	<p>An act, done otherwise than in private, if:</p> <p>(a) the act is reasonably likely, in all the circumstances, to offend, insult, humiliate or intimidate another person or a group of people; and</p> <p>(b) the act is done because of the race, colour or national or ethnic origin of the other person or of some or all of the people in the group.</p>	Racial Discrimination Act 1975



Term	Definition	Source ¹
Serious vilification	<p>A person must not, by a public act, knowingly or recklessly incite hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the ground of the race, religion, sexuality or gender identity of the person or members of the group in a way, includes:</p> <p>(a) threatening physical harm towards, or towards any property of, the person or group of persons; or</p> <p>(b) inciting others to threaten physical harm towards, or towards any property of, the person or group of persons.</p>	Anti-Discrimination Act 1991
Sexual harassment	<p>Sexual harassment happens if a person—</p> <p>(a) subjects another person to an unsolicited act of physical intimacy; or</p> <p>(b) makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or</p> <p>(c) makes a remark with sexual connotations relating to the other person; or</p> <p>(d) engages in any other unwelcome conduct of a sexual nature in relation to the other person;</p> <p>and the person engaging in the conduct described in paragraphs (a), (b), (c) or (d) does so:</p> <p>(e) with the intention of offending, humiliating or intimidating the other person; or</p> <p>(f) in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct</p>	Anti-Discrimination Act 1991
Token nature	<p>Gifts and hospitality being less than an accumulated annual total of \$150 within a financial year.</p>	
Unlawful discrimination	<p>Occurs when a person with an attribute specified under anti-discrimination or human rights legislation is treated or proposed to be treated less favourably than a person without that attribute in the same or similar circumstance, on prohibited grounds.</p>	Adapted from the Human Rights and Equal Opportunity Commission Website
Victimisation	<p>means doing an act or threatening to do an act to the detriment of a person who has made or intends to make a complaint, or a person who is a witness to a complaint.</p>	Adapted from the Anti-Discrimination Act 1991
Vilification	<p>A person must not, by a public act, incite hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the ground of the race, religion, sexuality or gender identity of the person or members of the group.</p>	Anti-Discrimination Act 1991



Term	Definition	Source ¹
Workplace harassment	<p>A person is subjected to 'workplace harassment' if the person is subjected to repeated behaviour, other than behaviour amounting to sexual harassment, by a person, including the person's employer or a co-worker or group of co-workers of the person that:</p> <ul style="list-style-type: none">(a) is unwelcome and unsolicited(b) the person considers to be offensive, intimidating, humiliating or threatening(c) a reasonable person would consider to be offensive, humiliating, intimidating or threatening <p>'Workplace harassment' does not include reasonable management action taken in a reasonable way by the person's employer in connection with the person's employment.</p>	Prevention of Workplace Harassment Code of Practice 2004, Workplace Health and Safety Queensland
Workplace violence	<p>Means any incident where an employee is physically attacked or threatened in the work environment by a co-worker, including a supervisor, manager or employee.</p> <p>Within this definition:</p> <p>Threat means a statement (verbal) or behaviour that causes a reasonable person to believe they are in danger of being physically attacked.</p> <p>Physical attack means the direct or indirect application of force by a person to the body of, or to clothing or equipment worn by, another person where that application creates a risk to health and safety.</p>	Workplace Health and Safety Queensland Website



5 Appendices

Appendix 1 – Related documents

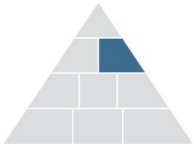
Legislation and regulation

Act	What
Federal Acts	<ul style="list-style-type: none">• Corporations Act (Cth) 2001• Fair Work Act (Cth) 2009• Privacy Act 1988• Australian Human Rights Commission Act 1986• Age Discrimination Act 2004• Disability Discrimination Act 1992• Racial Discrimination Act 1975• Sex Discrimination Act 1984
State Acts	<ul style="list-style-type: none">• Anti-Discrimination Act (Qld) 1991• Environmental Protection Act (Qld) 1994• Right to Information Act (Qld) 2009• Crime and Corruption Act (Qld) 2001• Public Interest Disclosure Act (Qld) 2010• Transport Operations (Road Use Management) Act (Qld) 1995• Work Health and Safety Act (Qld) 2011• Rail Safety National Law (Queensland) Act 2017
Other	Various Australian Standards, Codes of Practice, Memoranda of Understanding / Agreement and Government Policies are also applicable.

Guiding principles

The following guiding principles relate to this Standard:

- Government Owned Corporation Guidelines
- Queensland Rail Customer Charter



Queensland Rail documents

Document type	Document title
Policy	MD-10-67 Human Resources
	MD-12-142 Brand, Communications and Media
Principle	MD-12-555 Values
Standard	MD-10-166 Fitness for Work: Alcohol and other Drugs Management
	MD-10-510 Equity, diversity, harassment and Discrimination
	MD-13-327 Performance and Behaviour Standard
	MD-10-236 Privacy of personal information
	MD-10-178 Fatigue Management
Strategy / Plan	N/A
Specification / Framework	MD-10-447 Appropriate Use of Electronic Communications Systems Specification
	MD-10-508 Health Management Administration Specification
	MD-10-497 Reasonable Adjustment Specification
	MD-10-448 Recruitment and Selection Specification
	MD-11-6837 Public Interest Disclosure Specification
Procedure	MD-13-486 Performance and Development Procedure
	MD-13-485 Managing Performance and Behaviour Procedure
	MD-13-487 Employee complaints Procedure
	MD-12-571 Records Management
	MD-10-227 Recordkeeping Principles
	MD-14-807 Flexible work
Guideline	Performance Management Framework – Leaders Guideline