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### **8.3.6.1 Grievance Policy.**

STR volunteers will have the opportunity to be given a hearing concerning any grievance they may have in connection with their volunteering on the railway and to have the matter settled fairly and as quickly as possible.

### **8.3.6.2 Grievance Procedure.**


Anyone with a grievance should in the first instance approach the Chair of Trustees where every effort should be made to resolve the issue informally at this stage without needing to invoke the STR's formal procedure.

If you are not satisfied with the outcome of this first approach, the following formal procedure should be used.

#### **8.3.6.2.1 Grievance Procedure Steps.**

- Step 1:** You must detail your grievance in writing and submit it to Chair of Trustees.
- Step 2:** You will be invited to attend at least one meeting with the Chair of Trustees to discuss your grievance, following which you will be informed in writing of any decision taken and the right of appeal.
- Step 3:** If you are not satisfied that your grievance has been satisfactorily resolved and you wish to appeal, you must inform the Chair of Trustees in writing within 5 working days of the outcome of your grievance meeting.

A meeting will then be arranged with other members of the STR Board of Trustees who were not previously involved, and any necessary investigation carried out, following which the STR's final decision will be conveyed in writing to you. There will be no right to a further appeal.

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### **8.3.6.3. Discipline Policy.**

The STR believes it to be important that its rules are clear and made available to and understood by all its volunteers.

Disciplinary rules, therefore, define the standards which the STR expects of its volunteers in terms of conduct and performance. This section of the SMS is designed to provide a fair method of dealing with alleged shortcomings in either conduct or performance.

Not all failures to comply with rules are of equal importance and neither do they require the same degree of severity of action. It is in the best interests of all involved if, wherever possible, appropriate informal guidance as to the required behaviour can be given by management supervision at the time.

However, all STR volunteers need to know that there is a formal disciplinary procedure which will be used for serious transgressions or for repeated minor incidents where an informal approach has already been made but which has not resulted in the required improvement.

#### **8.3.6.3.1 Standards of discipline:**

Standards of discipline have been established under 3 headings:

##### **Minor offences:**


These are misdemeanours which include:

- Work errors and poor workmanship.
- Minor breach of STR rules.

##### **Serious offences.**

These can be a repetition of minor offences or may be a one-off misdemeanour, such as:

- Refusal/failure to comply with reasonable working instructions.
- Unauthorised absence from work or rostered duties without contact.
- Infringement of STR Health and Safety rules.

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### **Gross Misconduct.**

Any deliberate act that is severely detrimental to the good conduct of the STR or harmful to other STR volunteers will be regarded as “gross misconduct” and will render the offender liable to suspension pending investigation and possible disciplinary action.

Such offences might be:

- Theft from the STR and / or its volunteers.
- Wilful damage to the company’s property, plant, or equipment.
- Physical assault on another person at work.
- Harassment, discrimination, threatening behaviour or manner (whether of a sexual, racial, or religious nature, or against someone with a disability) at work.
- Serious negligence or deliberate act which causes or might cause unacceptable loss, damage, or injury to the STR or its volunteers or endangers the safety of others.
- Any act of dishonesty with regard to the STR’s financial procedures.
- Falsification of work records.
- Being under the influence of, or in possession of, alcohol or non-prescribed drugs when at work.

The above are examples only and do not constitute an exhaustive list. Each case will be considered on its own merits.


### **8.3.6.3 Formal Disciplinary Procedure.**

An essential aspect of the disciplinary and appeal procedure is the requirement for everything to be in writing. The intention is to make the situation clear and to minimise the risk of misunderstanding between the parties. However, if an STR or volunteer expresses difficulty either in putting his / her appeal in writing or in understanding any written statement or sanction, assistance will be offered without prejudicing the outcome.

Volunteers will have the right of accompaniment by a fellow volunteer at any disciplinary meeting or hearing.

In the case of minor or serious offences:

If an informal or verbal approach does not produce the required effect or if the matter is too serious to be dealt with informally or verbally, the following procedure will apply.

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### **Disciplinary Procedure Steps:**

**Step 1:** You will be given a written statement of the complaint against you and the nature of your conduct, capability or other circumstances that may result in disciplinary action or dismissal.

**Step 2:** A disciplinary meeting will be arranged with the Chair of Trustees to discuss the issue(s). The Chair of Trustees will carry out any necessary investigations or enquiries before deciding if any disciplinary action is to be taken.

Within a maximum 5 working days after the disciplinary meeting, you will be informed in writing of any decision taken or sanction to be imposed, the improvement or change in behaviour which is required and the timescale allowed for it.

You will also be advised of your right of appeal, to whom and how any such appeal should be made.

**Step 3:** If you are not satisfied that the disciplinary procedure has been fairly undertaken or you believe that the sanction taken against you is unreasonable you must inform the Chair of Trustees in writing within 5 working days of your disciplinary meeting that you wish to appeal the findings.

A meeting will then be arranged with other members of the STR Board of Trustees not previously involved in the matter to consider your appeal, and any necessary an investigation carried out, following which the STR's final decision will be conveyed in writing to you.

There will be no right to a further appeal the decision made at the appeal hearing.