



Our Industry Code of Ethics



Bus Association Victoria Inc.
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An Introduction

This Code of Ethics ("the code") has been prepared and adopted by the Bus Association Victoria Inc. ("BusVic")

- The Code governs the conduct of all BusVic members.
- Many of the provisions of the Code are a restatement of principles and practices which have been observed by BusVic members for many years.
- All BusVic members recognise that fair and genuine competition is fundamental to the service which our customers are entitled, subject to legislative requirements.
- The Code demonstrates the high standards adopted by BusVic members and the advantages and peace of mind customers enjoy while using the facilities and services offered by BusVic members.
- The principles set out in the Code are not intended to qualify, supplement or interpret the law of the land but are to be read subject thereto.

Our Aims and Objectives

To state the ethics and practices BusVic members will observe when conducting their business and to maintain and enhance the reputation, standing and good name of BusVic and its members generally.

General Obligations of Members

A BusVic member will:

- Adopt the Code in its entirety and display a current year membership sticker on each vehicle owned by the member to signify adoption.
- Conduct business from a registered address at premises which comply with municipal and State regulations.
- Maintain the business premises in a condition which poses no danger or compromises the safety of customers or staff.
- Employ appropriately trained and licensed staff of a calibre necessary to satisfy customers' needs.
- Ensure that all services operate within the legislative and regulatory environment and are pursuant to the prescribed accreditation regime.
- Regularly monitor all on and off road equipment to ensure that its specifications, maintenance and safety standards are compliant.
- Utilise the endorsed BusVic industrial relations instrument where applicable.
- Ensure so far as may be practicable that a manufacturer, supplier or sub-contractor will not jeopardise their ability to fulfil their obligation under the Code.
- Promote their membership of the Association in their business endeavours and use such BusVic member identification material as is authorised for use by BusVic.

Relationships with our Customers

A BusVic member will:

- Carry on business in a professional, integral and courteous manner and ensure that the safety, comfort and convenience of customers is paramount.
- Ascertain pertinent facts concerning all tour, transportation, accommodation and attraction facilities to fulfil the obligation of accurately informing customers about the products and services being delivered and the costs involved.
- At the time of initial payment for any booking, a BusVic member will advise the customer whether a cancellation fee or charge will be made in the event the booking is changed or cancelled.
- Not in any way misrepresent any product or service in any form of advertisement published or displayed by the member and will at all times ensure that all claims and descriptions are genuine and in no way deceptive or misleading.

Relationships with our Members

A BusVic member will:

- Carry on business in a manner which avoids controversy with fellow members.
- Endeavour to assist, support and encourage fellow members wherever possible in times of need.
- Settle accounts from fellow members and the Association promptly.
- Act in a professional, honest, confidential and courteous manner when dealing with any issues that involve another member's business.
- Not violate any provisions of the Code because of a belief that a fellow member may be doing so.

Healthy, Safe and Respectful Workplaces

BusVic and their members are intent on providing emotionally, mentally and physically safe, healthy and respectful workplaces for association members to interact with other members and staff (whether they be physical or virtual workplaces).

All BusVic members are to interact with other members and staff in a manner that is free of discrimination, harassment, victimisation, and bullying at all times. Interactions should be consistent with our values of respect, integrity, and fairness, and always be professional and ethical. All BusVic members and staff are required to uphold privacy and confidentiality at all times.

When members consider they have experienced discrimination, harassment, bullying or victimisation by a BusVic member, they can either:

- Inform the offender that the behaviour is offensive and unacceptable, and seek to resolve the matter directly with the offender; or
- Submit a written complaint to the Executive Director.

Complaints of discrimination, harassment, bullying or victimisation will be treated promptly, seriously and sympathetically. They will be investigated thoroughly, impartially and confidentially. All necessary and appropriate action will be taken where complaints of discrimination, harassment, bullying or victimisation are substantiated, including to the extent that serious breaches of this policy may lead to termination of membership.

About BusVic

Bus Association Victoria Inc. (BusVic) is the industry representative body for Victoria's bus and coach operators.

Our Vision

Perpetual resilience and relevance of Victoria's bus and coach operators.

Our Mission

- To represent members' best interests to Government in forging the world's best public transport culture.
- Work in partnership with Government and stakeholders for the increased use of buses and Public Transport as part of the development of more sustainable transport systems.
- Advocate the cost effectiveness and demand responsive capability of buses and how this capability benefits social inclusion, public health, energy conservation and urban congestion.

Supporting BusVic

If you operate in the Victorian bus and coach environment, you can apply to be a BusVic member. The industry's growth prospects depend on a strong, unified, committed industry representative body that can speak with authority and act in a concerted way to achieve the best outcomes for the industry.

Joining the Association

For more information about the benefits of joining the Association, or to obtain a membership application, please visit our website:

www.busvic.asn.au/bus-operator-membership

