

VALUES & BEHAVIOURS





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About this booklet

At **Llangollen Heritage Railway**, we pride ourselves on our story, our knowledge, our reputation and our beautiful scenery.

However, what really makes us exceptional are the hundreds of dedicated volunteers and staff that keep our railway alive.

This booklet is a clear guide to the values and behaviours we expect from all those who work at the railway, allowing everyone to understand what we believe in and how we operate.





Our Mission

To support the restoration,
preservation and operation of
the **Llangollen Railway** for the
benefit of the public.

We aim to achieve this by being:

COMPLIANT
COHESIVE
COLLABORATIVE
and
COMMUNICATIVE



Our Values & Behaviours

- Safe & Well
- Respect & Integrity
- Inclusive & Fair
- Collaboration & Community
- Communication & Cohesion
- Change & Learning





Safe & Well

We work safely, looking after ourselves and those around us. We pay attention to guidelines and safety regulations and speak up if something isn't right.

What this looks like

- Following appropriate procedures
- Speaking up if you feel safety or wellbeing are being compromised
- Being aware of your surroundings
- Listening to understand people's problems, ideas and opinions
- Caring about your colleagues' wellbeing, physical and mental
- Using the correct reporting channels
- Creating a safe environment for open and transparent conversations
- Welcoming and nurturing newcomers
- Being constructive in your feedback

What this doesn't look like

- Taking shortcuts
- Tolerating unsafe procedures
- Peer pressure and demonstrating coercive behaviours
- Criticising and devaluing the opinions and actions of others
- Turning up to work if you are unwell
- Ignoring someone asking for help



Respect & Integrity

We take responsibility for our actions, showing respect for other team members, and maintaining a positive attitude. This approach encourages diversity, fosters open communication, and ultimately creates a positive culture.

What this looks like

- Treat others as you wish to be treated
- Have respect for each other
- Listen to what others have to say
- Respect that you will not agree with all decisions and trust in the organisation
- Challenge respectfully
- Trust
- Value what others bring to the organisation
- Accept responsibility and accountability

What this doesn't look like

- Create gossip or spread rumours
- Aggressive or volatile interactions, verbal or physical
- Being dismissive to those trying to help
- Bullying or intimidating others
- Negative demeanours and attitudes



Inclusive & Fair

We embrace all social characteristics, such as gender, sexual orientation, ethnicity, and age and use strategies and procedures to integrate everyone, ensuring their differences coexist beneficially.

What this looks like

- Be welcoming to all staff, volunteers, partner organisations and the public
- Creating equal opportunities
- Ensuring those around you feel valued, supported and inspired
- Advocating a culture of inclusion
- Addressing unconscious biases you or others may have
- Accepting and providing for different cultures and beliefs

What this doesn't look like

- Using discriminatory and/or sexist language
- Allowing others to be discriminatory
- Presuming increased diversity means inclusion
- Excluding others based on their beliefs or culture
- Withholding opportunity due to personal opinion
- Creating cliques and non-inclusive groups



Collaboration & Community

We understand that we achieve by working in partnership. Being our best involves collaboration, teamwork, alliances and skills sharing. Great, transparent communications are key to our future prosperity. We respect our neighbours and actively work as part of our community.

What this looks like

- Respecting our neighbours and our wider community
- Advocating our railway
- Encouraging volunteer recruitment
- Understanding our environment and sustainability projects
- Working closely with likeminded organisations
- Positively sharing the values and principles of the Railway
- Fostering open and engaging relationships with our local and wider communities
- Actively seeking collaboration opportunities

What this doesn't look like

- Make or encourage unnecessary noise or pollution
- Expressing negativity towards the railway in a public forum
- Being disrespectful towards the Railway on social media
- Not willing to engage with external partnerships and opportunities
- Being rude or ignorant to local residents



Communication & Cohesion

We understand that our Railway needs open, positive and transparent communications to work effectively. We endeavour to work in unison, as one railway, to provide a seamless and safe environment for all.

What this looks like

- Increasing team and organisational communication
- Using HOPS to keep up to date with communications and events
- Respecting the organisational structure
- Openly discussing projects and processes
- Cross-departmental working
- Participating in workplace surveys and reviews
- Responding with answers either way

What this doesn't look like

- Not following communication and project processes
- Assuming others know and understand what you are working on
- Accusations and miscommunications before full details are known
- Creating barriers between departments
- Ignoring communications and requests for engagement
- Instigating or adopting a blame-culture when in disagreement



Change & Learning

We embrace a culture of learning, by being accountable for our own development and responsible for mentoring those who are learning. We understand that change is often difficult to process, but necessary to survive and grow in our industry.

What this looks like

- Embody a culture of learning and development
- Share knowledge and skills
- Embrace new skills and challenges
- Look for continuous improvement opportunities
- Understanding and promoting the need for change
- Actively participating in change initiatives and consultation processes

What this doesn't look like

- Presume grandfather rights means adequate training
- Be adverse to new ideas and changes in process
- Being unresponsive to coaching and feedback
- Unwillingness to share skillsets with others



Our Policy

LRT Values & Behaviours Policy

- All employees and volunteers (both are referred to here as “staff”) are expected to treat other colleagues, service users and external contacts with dignity and respect.
- All staff should be aware that their behaviour, either in or out of the workplace, could compromise their position within the work setting in relation to the protection of children and adults, loss of trust and confidence, or bringing the employer into disrepute.
- All staff are required to comply with the Values and Behaviours document and policy in respect of colleagues, learners, service users and other contacts.
- Unacceptable behaviour such as discrimination, bullying, harassment or intimidation will not be tolerated. This includes physical and verbal abuse and use of inappropriate language or unprofessional behaviour with colleagues and service users.
- All staff are required to respond to all internal surveys that are required by the company to meet its regulatory compliance commitments and due diligence for H&S and Equipment and Software audits.
- All staff are expected to attend mandatory training sessions as required during the year.
- All staff are required to acknowledge they have read, understood and will comply with this policy.





Thank You

Your efforts play a pivotal role in the success of our railway.
We truly could not achieve what we do without your dedication and hard work.

Should you wish to provide feedback or if you have any queries
regarding the railway, please feel free to contact us at
volunteering@llangollen-railway.co.uk

Once again, thank you ever so much for your
tremendous support and hard work.



Contact Us



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