

**FRIENDS OF THE SANTA MARIA  
VALLEY RAILROAD  
VOLUNTEER HANDBOOK**

Revised 03/12/08

# Chapter 1

## INTRODUCTION

Thank you for volunteering for the Friends of the Santa Maria Valley Railroad! We want to make this a fun and enjoyable yet safe experience. Safety is the number one priority with the Santa Maria Valley Railroad as well as the Friends of the Santa Maria Valley Railroad.

Friends of the Santa Maria Valley Railroad members have a unique opportunity to participate in rail activities sponsored by the Santa Maria Valley Railroad such as, Open House at the Depot, Speeder Events, Dinner Train Excursions and Rail Fest at the SMVRR. Volunteering at these events can be interesting, educational, and very enjoyable! To that end, we have established a volunteer program that will allow a potential volunteer to acquire the necessary training and knowledge to be an effective, knowledgeable and SAFE volunteer. This will not only enhance the experience of the guests of the particular rail event, but will also help insure a safe and pleasurable experience for the volunteer!

Volunteering for the Friends of the Santa Maria Valley Railroad carries a tremendous level of responsibility. Choosing to be a volunteer for the Friends mean accepting responsibility for one's actions and how those actions affect the general public, the railroad industry, fellow members, the equipment, Santa Maria Valley Railroad, and the Friends of the Santa Maria Valley Railroad.

Following are certain acknowledgements and receipts that Volunteers, by signing, acknowledge to the Friends of the Santa Maria Valley Railroad that they received the information, have read the information and agree by the terms and conditions contained.

## **Chapter 2**

### **FRIENDS VOLUNTEER ACTIVITIES**

The Friends of the Santa Maria Valley Railroad initiated the Friends Volunteer Program to involve Friends volunteers with a railroading experience. Friends' volunteers will have the opportunity to learn the history of the Santa Maria Valley Railroad and a chance to experience a working railroad. Volunteers will have an opportunity to educate the public about the history of the Santa Maria Valley Railroad and current railroad industry.

Activities include preserving and archiving historical documents, preserving and restoring historic railroad equipment and structures, docenting at railroad special events, volunteering during special excursions, and volunteering for train crew and maintenance of way duties.

## Chapter 3

# FRIENDS ROLES AND RESPONSIBILITIES

### “FRIENDS” VOLUNTEER PROGRAM OVERVIEW

All volunteers for the Friends of the Santa Maria Valley Railroad will be required to fulfill certain training requirements. General volunteer training is required by all volunteers and will be conducted on a quarterly basis, with dates to be determined. Specific event training will be required prior to a particular event as needed, with dates to be determined. General Safety training is also required and will be conducted as part of general volunteer training. Specific Safety training will be required for volunteers fulfilling certain volunteer positions such as “Conductor” or other operations positions.

All volunteers should possess a general knowledge and interest in, the Santa Maria Valley Railroad. Included in this handbook, you will find a fact sheet about the SMVRR history and current operations. As a volunteer at events you should be able to answer general questions about the SMVRR from the attendees of such events. We should NOT address business related questions as this is the purview of the Santa Maria Valley Railroad Company.

Volunteers should be service oriented, with a positive attitude and a commitment to teamwork. As a volunteer you will represent the SMVRR to guest and the general public. As such, we must always conduct ourselves in a professional, courteous manner. In this handbook you will find our Standard of Conduct, Commitment to a Discrimination-Free and Harassment-Free Environment, and Commitment to a Safe Workplace.

Volunteers are required to follow all of the rules and regulations and proper procedures for a safe and enjoyable experience.

We hope you will take advantage of this opportunity to participate in some of the activities of the Santa Maria Valley Railroad. We at the Friends of the SMVRR thoroughly enjoy a chance to share our knowledge, enthusiasm, and love of the Santa Maria Valley Railroad. Join In!

# Chapter 4

## STANDARD OF CONDUCT

### PERSONAL STANDARDS OF CONDUCT FOR “FRIENDS” VOLUNTEERS

- I will strive for excellence.
- I will abide by “Friends” and SMVRR Policies/rules.
- I will be courteous and polite and will not engage in rude or discourteous behavior towards guests, other volunteers, SMVRR personnel, or the public.
- I will handle the “Friends” and SMVRR funds and/or property appropriately and will not conduct unauthorized removal or possession of same.
- I will not possess, sell, use, distribute, or be under the influence of alcohol or illegal drugs when volunteering.
- I will obey safety and security procedures.
- I will not take or give away food, beverage, merchandise or any other products or services, unless specifically authorized to do so.
- I will exhibit exemplary conduct and will not engage in rude, discourteous or dishonest behavior.
- I will not commit a crime when volunteering.
- I will not fight, gamble or conduct other illicit business while volunteering.
- I will use only appropriate speech and will not use profanity, vulgar or abusive language.
- I will refrain from smoking or using tobacco while volunteering, especially in public areas visible to guest.
- I understand that I must maintain these standards while acting as a volunteer for the “Friends” and the SMVRR.
- I will strive to have an enjoyable, positive volunteer experience and encourage others to do so.

### COMMITMENT TO A SAFE WORKPLACE

The “Friends” and the Santa Maria Valley Railroad are committed to a safe environment. Because accidents can often be prevented or reduced by greater awareness of potential hazards, you must be safety conscious at all times. You can be safety conscious by –

- Reporting any safety hazards to the Management of the SMVRR and your “Friends” volunteer coordinator present at the event.
- Using all of the safety features on equipment used.

- Maintaining a clean, neat and organized environment to prevent accidents and fires.
- Wearing proper shoes, hard hats, eye protection and other appropriate safety apparel.
- Knowing the location of and instructions for operating fire extinguishers.
- Obtaining all safety training required for specific volunteer activities.

If you are injured while volunteering, observe a potentially unsafe condition, or if a guest is injured, notify the Management of the SMVRR immediately, even if the injury is minor.

### **COMMITMENT TO A DISCRIMINATION-FREE AND HARASSMENT-FREE ENVIRONMENT**

The “Friends of the Santa Maria Valley Railroad” and the Santa Maria Valley Railroad are committed to providing a pleasant volunteer environment where all people are treated with dignity and respect and free from discrimination and harassment. In keeping with this commitment, the “Friends of the Santa Maria Valley Railroad” and the Santa Maria Valley Railroad maintain a strict policy prohibiting unlawful harassment, including sexual harassment. This policy prohibits discrimination or sexual harassment in any form, including verbal, physical and visual harassment. Violation of this policy could result in your termination as a volunteer.

Please understand that discrimination or harassment will not be tolerated. If you are subjected to, or witness any harassment or discrimination, you must-

1. Report it to a “Friends of the SMVRR” officer or board member.
2. Report it to the Management of the SMVRR assuming it occurs while acting as a volunteer for the SMVRR or on SMVRR property.

### **COMMITMENT TO EXCELLENCE**

We are committed to excellence. As a volunteer for the Friends of the Santa Maria Valley Railroad your actions reflect upon both the Santa Maria Valley Railroad and the Friends of the Santa Maria Valley Railroad. All potential volunteers are required to go through a basic training course and applicants have to be accepted by the Santa Maria Valley Railroad. The Santa Maria Valley Railroad reserves the right to refuse potential volunteers deemed not in the best interest of the SMVRR.

# Chapter 5

## SERVICE EXCELLENCE STANDARDS

Providing guests of the Santa Maria Valley Railroad and Friends of the Santa Maria Valley Railroad a railroad experience is a critical part of the fulfillment of the Friends Volunteer mission to promote an enjoyable and safe experience during our public activities. In order to promote railroading and the history of the Santa Maria Valley Railroad Company, we have developed specific standards, and you are expected to adhere to them at all times. Please read and practice these standards daily. The standards are –

### Preparing to Meet Guests

- Ensure your personal appearance and uniform are presentable.
- Wear your Friends name tag or identification card on the breast of your shirt
- Maintain a clean area.
- Stay alert and committed to the guest and your Friends mission.

### Service Guests Face-to Face

- Greet each guest with a genuine smile. (Use the guest's last name whenever possible.)
- Ask the guests how you may help them.
- Thank each guest after every encounter. (Use the guest's last name whenever possible.)

### Solving Guest Concerns

- Listen to the guest's question or concern.
- Acknowledge the guest's concern.
- Take ownership and solve the problem.

By following these Service Excellence Standards, you will be ensuring that we are providing our guests truly enjoyable railroading experience further promoting the railroad industry, a critical part of this nation's economic infrastructure.

# Chapter 6

## GENERAL INFORMATION

### FRIENDS VOLUNTEER HANDBOOK AND RELATED TRAINING

This handbook helps to provide you with clear expectations and the skills necessary to deliver top-notch volunteer services.

### UNIFORMS

Each event will have particular uniform requirements. It is a requirement that you adhere to the uniform requirements because it is important that your personal appearance meet the Friends of the Santa Maria Valley Railroad standards and you meet the safety requirements of the Santa Maria Valley Railroad.

### TRAINING MODULES

- **General Orientation**

All Friends volunteers are required to attend the Orientation Training. Friends Volunteers will understand the history of the Santa Maria Valley Railroad and the nature of the Santa Maria Valley Railroad's business so that he/she can best promote the interest of the Friends of the Santa Maria Valley Railroad and the railroad industry.

- **Operational Procedures**

This will be required for all volunteers who will be volunteering on or near any railroad equipment or railroad facility. Volunteers will understand the operations procedures of the Santa Maria Valley Railroad and with additional safety training.

- **Depot Docent**

This will be required for all volunteers volunteering for any public event. Volunteers will understand the history of the depot and roundhouse and know the location of safety appliances such as fire extinguishers, telephones, exits, etc.

- **Excursion Operations**

Required for all volunteers who will be volunteering for excursions. Specific safety regulations pertaining to the excursion car and safety procedures.

- **MOW Operations**

Required for all volunteers who will be volunteering for MOW projects. Volunteers will have a complete understanding of the maintenance of way safety rules and complete a certification testing for maintenance of way safety rules.

- **Train Operations Training (Under Development)**

This will be an extensive training program for all volunteers who would like to eventually train for train crews. Volunteers will have a complete understanding of the Santa Maria Valley Railroad rulebook and complete the Santa Maria Valley Railroad's safety training program.

### **WORK AND SAFETY RULES**

Pursuant to the agreement between the Friends of the Santa Maria Valley Railroad, Inc. a California non-profit corporation and the Coast Belle Rail Corp., dba Santa Maria Valley Railroad Company, the Friends have adopted the following mandatory Rules and Regulations for registered volunteers permitted to be on railroad property to participate in volunteer work activities.

Working volunteer members of the Friends of the Santa Maria Valley Railroad (hereinafter called "volunteers") are the guests of the Santa Maria Valley Railroad Company (hereinafter called "SMVRR"). Volunteers are, therefore, subject to SMVRR rules for operating safety, and when working on railroad property are subject to the direction of SMVRR and/or employees of SMVRR.

These rules are promulgated to promote work and operating habits that will provide maximum safety to railroad personnel, volunteers, railroad passengers and the public. Safety is of first importance in the discharge of duty.

Every volunteer working on the SMVRR property shall be provided a copy of these work and safety rules. Being a volunteer and participating in the work sessions is an acknowledgement that you have received a copy of the Work and Safety Rules for Volunteers, have read them, and agree to abide by them.

### **CONFIDENTIALITY STATEMENT**

The Santa Maria Valley Railroad is a working business and as a volunteer confidential information may be revealed to you for safe performance of your duties. Any information that is considered confidential shall be kept confidential.

# Chapter 7

## GENERAL NOTICE

**Treat all railroad tracks as if they are live tracks, always expect a train!**

**Do not stand close to the tracks, stay at least 15 feet away from the tracks.**

A train is at least three feet wider than the tracks on each side.

Metal straps or fasteners can come loose and pose a danger

All vehicles should also be at least 15 feet away from the tracks.

**Be safe while crossing railroad tracks.**

Always look both ways before crossing.

Always step over and not on to the rail.

Rails can be slippery, it is easy to slip and fall.

**In case of an emergency, dial 911.**

There is a telephone located in the reception area of the freight depot on the east end on the desk.

There is a fire extinguisher located on the east end of the reception area next to the door to the office.

Another fire extinguisher is located on the west end around the corner from the break room door.

**If you see anything out of the ordinary, please contact Dave Jennings, VP Chief Operating Officer, or Rob Himoto, President, immediately.**

### COURTESY

Participation in the Friends work projects demands intelligent and courteous performance of the tasks and responsibilities we have agreed to undertake. The public judges the SMVRR by the appearance and conduct of those who work on it, and we, as Friends volunteers, are part of the railroad family. Courteous, considerate treatment of the public is of the first importance.

### COMPLIANCE

Volunteers must comply with these Work and Safety Rules at all times when on railroad properties. When a volunteer is in doubt as to the meaning of the rule, he/she should confer with a Team Leader or the Safety Officer for an explanation.

### HAZARD REPORTING

Conditions which, in the judgment of the volunteer, present a hazard to volunteers, railroad personnel, or the general public should be promptly reported to a Team Leader, the Site Leader or to the Operator.

### **PUBLIC ASSISTANCE**

Volunteers should expect to see visitors from the general public in the yards, stations, or along the right-of-way and must assume that these visitors may be unfamiliar with railroad operation procedures and signals. Volunteers must treat these visitors with extra care, and assume that they may be preoccupied and unaware of ongoing train movements or volunteer work. Volunteers should make a concerted effort to courteously warn visitors of any danger present.

### **DRUGS AND INTOXICANTS**

The use of intoxicants or substances that may impair a volunteer's performance while on SMVRR property is strictly prohibited. A volunteer deemed to be so impaired may be dismissed from the property.

### **INJURY REPORTING**

Volunteers should report all injuries as well as any unsafe conditions immediately to the project Team Leader, Site Leader or the Operator.

### **PUBLIC INFORMATION**

Information concerning accidents or personal injury should be given only to a Team Leader, Site Leader, or an authorized representative of the SMVRR, and then only when known to be authentic, excepting such information given, as necessary, to medical and emergency personnel, when required for aid to the injured and for safety.

All media requests are to be directed to an authorized representative of the SMVRR. Do not reveal any information to the media unless directed by an authorized representative of the SMVRR.

## **Chapter 8**

# **WORK RULES AND REGULATIONS**

### **TRAINING**

All potential volunteers are required to go through the first phase of the training program before becoming a volunteer. There will be volunteer positions that require additional training, which the potential volunteer will be required to fulfill.

### **MEMBERSHIP IN FRIENDS**

Many of us are also part of other railroad organizations. Only members of the Friends of the Santa Maria Valley Railroad are allowed to participate in Friends of the Santa Maria Valley Railroad events. Also you must be a member of the Friends to become a volunteer.

### **RELEASE AND WAIVER**

All volunteers must sign a Release Waiver and Certificate of Compliance before performing any volunteer activity. This document releases SMVRR and the Friends from liability and makes the volunteer responsible for his/her own safety at all times. Volunteers cannot look to the SMVRR or the Friends for assistance with medical expenses resulting from accidents or injuries.

### **MEDICAL INSURANCE**

It is mandatory that each volunteer have health insurance to cover the costs of medical services in the event of injury.

### **CHILDREN**

No person under the age of thirteen (13) years shall be permitted to perform regular volunteer work as a Friends member. (Special approval may be granted for Junior Volunteers age 10-12). Teenage volunteers must be accompanied and supervised by an adult volunteer after a Release Waiver and Certificate of Compliance has been signed by the teenager and his/her parent or guardian.

### **CONSENT TO SUPERVISION**

All volunteers must consent to total supervision, direction, and control by agents of the SMVRR, and all volunteers must vacate the premises under any condition if requested to do so by an agent of SMVRR, provided, however, it is understood and agreed by the volunteer that SMVRR is not required to provide such supervision, direction, and control.

## **WORK ATTITUDE**

Volunteers who are careless regarding the safety of themselves or others; indifferent to the task(s) being undertaken, discourteous, dishonest, or otherwise behaving in a manner which would subject the Friends or the SMVRR to criticism, may be subject to disciplinary action.

## **DUE CARE**

All volunteers must use due care around the railroad properties at all times.

## **ATTIRE**

Volunteers must dress in an attire appropriate for the event. Dining excursions are elegant and upscale affairs and volunteers must dress accordingly. Footwear has to be appropriate with the event and position. For example high heels and sandals should not be worn for parking or boarding attendants.

## Chapter 9

# VOLUNTEER POSITION DESCRIPTIONS

### Position Title – Depot Docent

**Work Location** – Freight Depot.

**Purpose of Position** – To enhance visitors experience at the depot and foster interest in the SMVRR and its history. Provides an opportunity for volunteers to share their knowledge and interest in the SMVRR.

**Responsibilities and Duties** – Greet visitors at the depot and encourage them to view displays and exhibits. Interact with visitors, answering questions and directing them to printed material to further their interest in the SMVRR and excursion events. Make visitors aware of how they can participate in rail events.

**Qualifications** – Ability to interact with the public in a friendly, courteous manner. General knowledge of and interest in the SMVRR, both contemporary and historic. Must be neat in appearance and project a positive image of the SMVRR to the public.

**Commitment** – Approximately 4 hours during Open House and Excursion Events. Mandatory safety meeting 90 minutes before each excursion events and 30 minutes before special events.

**Training** – General – General Orientation and Operational Procedures.  
Specific – Depot Docent Training.

**Attire Requirements** – Preferably an attire which resembles a station agent or white shirt, black or navy blue slacks and matching vest and preferably a matching tie, and dress shoes. Conductor or station hat optional.

**Other** – Guests will assume the depot docent is an employee of the railroad. Any specific railroad operations questions are to be directed to railroad personnel. Do not make comments based on assumptions.

### Position Title – Yard Docent

**Work Location** – Outside, in and around rail yard.

**Purpose of Position** – To enhance the safety of the public, and security of railroad property. Provides a volunteer opportunity to participate in rail events.

**Responsibilities and Duties** – Direct public to appropriate parking area. Direct visitors and excursion passengers to and from the depot and excursion train. Prevent the public from wandering around railroad property. Report all safety and security concerns to the SMVRR representative.

**Qualifications** – Ability to interact with the public in a friendly, courteous manner, while providing direction to enhance their safety and security of railroad property. Must be familiar with equipment and operations in and around the yard, and their related safety concerns.

**Commitment** – Approx. 1 hour before and after excursions or other special events. Mandatory safety meeting 90 minutes before each excursion and 30 minutes before special events.

**Training** – General – General Orientation and Operational Procedures.  
Specific – Depot Docent Training.

**Attire Requirements** – Preferably attire which resembles a station agent or white shirt, black or navy blue slacks, and black dress shoes with sturdy soles, steel toed boots are recommended. Also additional safety attire such as safety vest, safety glasses and hard hat as required by the SMVRR.

**Other** – Guests will assume the yard docent is an employee of the railroad. Any specific railroad operations questions are to be directed to railroad personnel. Do not make comments based on assumptions.

### **Position Title – Excursion Train Host**

**Work Location** – Freight Depot

**Purpose of Position** – Check-in of excursion train passengers. Provides a volunteer opportunity to participate in rail events.

**Responsibilities and Duties** – Greet and check-in passengers as they arrive at the depot. Issue tickets to passengers, maintain passenger status list, and encourage passengers to view displays in the depot prior to departure. Direct passengers to train at boarding time.

**Qualifications** – Ability to interact with the public in a friendly, courteous manner. Should enjoy social interaction with people and interested in promoting a pleasurable experience for excursion participants. Must be neat in appearance and appropriately dressed, i.e. dinner attire during dinner excursions.

**Commitment** – Approximately 4 hours. Mandatory safety meeting 90 minutes before each excursion.

**Training** – General – General Orientation and Operational Procedures.

Specific – Depot Docent Training and Excursion Training.

**Attire Requirements** – Preferably an attire which resembles a station agent or white shirt, black or navy blue slacks and matching vest and preferably a matching tie, and black dress shoes with sturdy sole. Conductor hat optional.

**Other** – Guests will assume the excursion train host is an employee of the railroad. Any specific railroad operations questions are to be directed to railroad personnel. Do not make comments based on assumptions.

**Position Title – Excursion Car Attendant.**

**Work Location** – Reports to the Freight Depot.

**Purpose of Position** – To enhance the safety and pleasure of the on board experience of excursion passengers. Provides a volunteer opportunity to enjoy an onboard railroad experience.

**Responsibilities and Duties** – Assist in the boarding and de-boarding of excursion passengers, act as an onboard observer, reporting any safety or operational concerns to the SMVRR representative, and interact with passengers, providing both historic and contemporary information about the SMVRR.

**Qualifications** – Ability to interact with the public in a friendly, courteous manner. Must be comfortable answering questions about the SMVRR and its operations. The ability to “play” the role of a passenger train conductor. Must be neat in appearance with appropriate “conductor” attire. Previous experience in same or similar role desired.

**Commitment** – Approximately 4 hours per excursion. Mandatory safety meeting 90 minutes before each excursion.

**Training** – General – General Orientation and Operational Procedures.  
Specific – Depot Docent Training and Excursion Operations Training.

**Attire Requirements** – Preferably an attire which resembles a passenger train conductor or white shirt, black or navy blue slacks and matching vest and tie, and black dress shoes with sturdy sole. Conductor hat required.

**Other** - Knowledge of the main line tracks and locations of crossings, streets and major landmarks is required.

**Position Title – Engine House Tour Assistant**

**Work Location** – Reports to freight depot.

**Purpose of Position** – To assist railroad personnel tour guide for the safety and pleasure of guests on shop and yard tours. Provides volunteers a base of safety knowledge experience in a railroad industrial setting.

**Responsibilities and Duties** – Assists Engine House Tour Guide by preventing guests from entering unsafe areas of the shop and yard and being alert of any unsafe actions by guests. Watch for safety hazards in the yard and shop. Report all incidences, safety and security concerns to the SMVRR representative.

**Qualifications** – Completion of required safety training by SMVRR. Must be alert to possible unsafe actions by guests and keep guests within the safe areas of the yard and shop. Must have knowledge of shop and yard equipment and history. Previous experience with industrial machinery is desired.

**Commitment** – Approximately 2 hours per tour. Mandatory safety meeting 30 minutes before tour.

**Training** – General – General Orientation and Operational Procedures..  
Specific – Depot Docent Training.

**Attire Requirements** – Preferably attire which resembles a station agent or white shirt, black or navy blue slacks, and black dress shoes with sturdy soles, steel toed boots are recommended. Also additional safety attire such as safety vest, safety glasses and hard hat as required by the SMVRR.

**Other** – Guests will assume the Engine House Tour Assistant is an employee of the railroad. Any specific railroad operations questions are to be directed to railroad personnel. Do not make comments based on assumptions.

# SANTA MARIA VALLEY RAILROAD FACT SHEET



**Main Line Mileage** – 13.72 miles

**Main Route** – Downtown Santa Maria to Guadalupe.

**Branches** – 2, Airbase branch from the wye at the mainline in Santa Maria south to the airport and Betteravia Branch, runs from Guadalupe to the end of Betteravia.

**Track Capacity** – Rated for 286,000 lb railcars.

**Locomotives** – Three locomotives:

No. 70 GE 70 tonner, built Jan. 1950, purchased 1972

No. 80 GE 70 tonner, built Dec. 1953, purchased 1972

No. 1801 EMD GP9, built June 1959, purchased 1992

**Freight hauled** - Fresh and frozen vegetables, lumber, steel, machinery, asphalt, aluminum, fertilizer, propane and other industrial products.

**Office** – Historic freight depot, built in 1914, at 628 South McClelland Street at the corner of Jones and McClelland Street.

**Engine House** – Built in 1925, shortly after Captain G. Allan Hancock purchased the railroad. Four stalls with a complete machine shop.

**Interchange Point** – Guadalupe, CA with Union Pacific Railroad

**Depot Store and Freight House** – Open Monday – Friday from 9:00 am to 4:00 pm.

**Date Incorporated and Purchased** – Incorporated on July 11, 1911 and purchased on September 2006 by Coast Belle Rail Corp. from the descendents of G. Allan Hancock.

**628 S. McClelland St. • Santa Maria, California 93454**

**Telephone (805) 922-7941**

**FAX (805) 922-9554**

**Email [newsinfo@smvrr.com](mailto:newsinfo@smvrr.com)**

**Website [www.smvrr.com](http://www.smvrr.com)**

## **SANTA MARIA VALLEY RAILROAD**

The Santa Maria Valley Railroad, serving the Santa Maria Valley's transportation needs since 1911, provides the most efficient, cost effective, and environmentally friendly way to transport products to any location in the continental United States served by our national railroad network. Santa Maria Valley Railroad's excellent service is achieved by well maintained track and equipment, modern communications, and loyal and dedicated employees.

Santa Maria Valley Railroad's 14 miles of well maintained mainline track serves freight customers in the Santa Maria Valley. Our tracks are rated to transport 286,000 lb rail cars, we can transport the most modern freight cars. In addition to the 14 miles of mainline track, the Santa Maria Valley Railroad maintains many sidings and spurs with capacity to store rail cars.

Santa Maria Valley Railroad runs from Santa Maria to Guadalupe, interchanging with the Union Pacific Railroad, transporting products to and from any location in the continental United States served by our national railroad network. Freight service provided by the Santa Maria Valley Railroad enables businesses and industries in the Santa Maria Valley to be efficient and cost competitive in this global marketplace. The Santa Maria Valley Railroad is essential to the economic and financial vitality of the Santa Maria Valley.

General Manager Dave Jennings with 31 years of experience leads a group of dedicated and loyal railroaders. SMVRR employees have a reputation among the industry as a very skilled group of railroaders providing great customer service while running a well maintained railroad.

The Coast Belle Rail Corp. purchased the assets of the Santa Maria Valley Railroad from the family of Captain G. Allan Hancock. We are committed to providing a first class freight transportation system for the Santa Maria Valley and Central Coast of California. By providing an efficient and cost effective mode of freight transportation, the businesses in the Santa Maria Valley and the Central Coast can remain competitive in this global economy.

### **SANTA MARIA VALLEY RAILROAD COMPANY "THE TRANSPORTATION GATEWAY FOR THE CENTRAL COAST"**



# HARASSMENT POLICY

In accordance with applicable law, Friends of the Santa Maria Valley Railroad prohibit sexual harassment and harassment because of race, color, national origin, ancestry, religion, creed, physical or mental disability, marital status, medical condition, sexual orientation, age, or any other basis protected by federal, state, or local law. All such harassment is unlawful and will not be tolerated.

## **1. Sexual Harassment Defined**

Applicable state and federal law defines sexual harassment as unwanted sexual advances, requests for sexual favors, or visual, verbal, or physical conduct of a sexual nature when: (1) submission to the conduct is made a term or condition of employment; or (2) submission to or rejection of the conduct is used as basis for employment decisions affecting the individual; or (3) the conduct has the purpose or effect of unreasonably interfering with the Employee's work performance or creating an intimidating, hostile, or offensive working environment. This definition includes many forms of offensive behavior.

The following is a partial list:

- a. Unwanted sexual advances;
- b. Offering employment benefits in exchange for sexual favors;
- c. Making or threatening reprisals after a negative response to sexual advances;
- d. Visual conduct such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters;
- e. Verbal conduct such as making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about any Employee's body or dress;
- f. Verbal sexual advances or propositions;
- g. Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes, or invitations;
- h. Physical conduct such as touching, assault, or impeding or blocking movements; and
- i. Retaliation for reporting harassment or threatening to report harassment.

It is unlawful for males to sexually harass females or other males, and for females to sexually harass males or other females. Sexual harassment on the job is unlawful whether it involves coworker harassment, harassment by an On-site Supervisor, or harassment by persons doing business with or for the Organization.

## **2. Other Types Of Harassment**

Prohibited harassment on the basis of race, color, national origin, ancestry, religion, physical or mental disability, marital status, medical condition, sexual orientation, age, or any other protected basis, includes behavior similar to sexual harassment, such as:

- a. Verbal conduct such as threats, epithets, derogatory comments, or slurs;
- b. Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures;

- c. Physical conduct such as assault, unwanted touching, or blocking normal movement; and
- d. Retaliation for reporting harassment or threatening to report harassment.

# HARASSMENT POLICY RECEIPT

I acknowledge that I have received and read a copy of the Harassment Policy and understand the policy.

I also acknowledge that I can be immediately dismissed for any violations with the Friends Harassment Policy.

Volunteer  
Signature \_\_\_\_\_ Date: \_\_\_\_\_

Volunteer Name (printed) \_\_\_\_\_

# CONFIDENTIALITY DISCLOSURE AGREEMENT

## TERMS OF AGREEMENT

1. The Recipient (Volunteer) acknowledges that Confidential Information and/or Trade Secrets may be provided or conveyed either made available by the Disclosing Parties (Santa Maria Valley Railroad and or Friends of the Santa Maria Valley Railroad) for the purpose of performing their duties in a safe and professional manner; or in the course of business Confidential Information is disclosed.
2. The Recipient undertakes that it will not use the Confidential Information and/or Trade Secrets so provided for any other purpose than as stated in Clause 1 above without the consent of the Disclosing Party.
3. The Recipient undertakes that it will not disclose the Confidential Information and/or Trade Secrets so provided to any other party, nor publish, use, reproduce or copy the Confidential Information and/or Trade Secrets, or allow it to be published, used, or reproduced or copied by any other party without the prior consent of the Disclosing Party except:
  - (i) as necessary for the purpose outlined in Clause 1.
  - (ii) as required by law.
  - (iii) as permitted by the Disclosing Party.
4. The Recipient undertakes to maintain effective security measures to protect the Confidential Information and/or Trade Secrets from unauthorized access, use or disclosure.
5. On the request of the Disclosing Party the Recipient undertakes to deliver up all Confidential Information and/or Trade Secrets, including manuals, documents, pictures, and rule books, provided by the Disclosing Party within 5 days (five days).
6. The Recipient acknowledges that any breach of the terms and conditions of this agreement may result in legal action.

# CONFIDENTIALITY DISCLOSURE AGREEMENT

## TERMS OF AGREEMENT CONTINUED:

### Disclosing parties

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Friends of the Santa Maria Valley  
Railroad

Santa Maria Valley Railroad Company

### Recipient (Volunteer)

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **VOLUNTEER HANDBOOK RECIEPT**

I acknowledge that I have received a copy of the Friends of the Santa Maria Valley Railroad Handbook and understand that it sets forth the terms and conditions of my volunteer position as well as my duties, responsibilities, and obligations of employment with the Friends of the Santa Maria Valley Railroad. I understand and agree that it is my responsibility to read the Volunteer Handbook and to abide by the rules, policies, and standards set forth in the Volunteer Handbook.

I also acknowledge that the Friends of the Santa Maria Valley Railroad reserves the right to revise, delete, and add to the provisions of this Volunteer Handbook. I also acknowledge that the conditions set forth may be modified at the sole discretion of the Friends of the Santa Maria Valley Railroad with or without cause or notice at any time.

Volunteer  
Signature \_\_\_\_\_ Date: \_\_\_\_\_

Volunteer Name (printed) \_\_\_\_\_