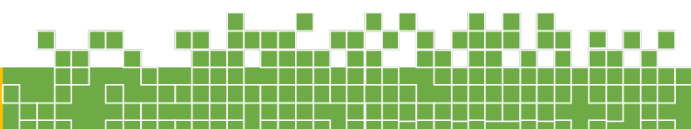




Hydrogen
Society
of Australia

Policy Handbook: Hydrogen Society of Australia (HSA)

June 2025 (Version 3.1)





Purpose

This document has been developed by the Hydrogen Society of Australia (HSA) to implement the HSA's strategy in line with the organisation's vision, mission, values, and operational context. The policies listed in the appendix of this document provide direction to the Board of Directors and Steering Committee to meet the strategy and day-to-day operational activities, ensuring compliance to regulatory requirements.

HSA Strategy

VISION: To be the membership body of choice for professionals, businesses and community members to understand the value of, and upskill in Hydrogen.

MISSION: To improve the sustainability of Australia.

MEMBER BENEFITS:

- Updates about the latest Hydrogen insights and resources available.
- Networking opportunities.
- Training and development.
- Representation by a collective 'voice'.

HSA Strategic Goals:

1: A VIBRANT COMMUNITY: Connecting members with each other, industry and government. Also, connecting all with the latest information on Hydrogen by building an impactful online presence.

2: EDUCATION: Normalising Hydrogen as an alternative fuel, community education, building a talent pipeline and helping professionals achieve micro-credentials.

3: RESEARCH & KNOWLEDGE CENTRE: Authority on Hydrogen, finding gaps, publishing reports, storage bank/databases and publications (online/print).

4: PROJECTS: Incubating start-ups in the Hydrogen sector (e.g. Zero Emissions Highway) and technology cluster facilitation.

HSA Core Values:

ACCESSIBLE: We are community focused, translating and demystifying information to reduce fear and resistance to Hydrogen as a new fuel source.

INCLUSIVE: We value the opinions of all members, welcoming anyone interested in hydrogen, from students and community members, through to professionals and corporations.

CREDIBLE: All our training and information is backed by the latest research and industry experience.

COLLABORATIVE: We work with industry, government and other member organisations for the common purpose of progressing Hydrogen development.





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1. Governance

The Hydrogen Society of Australia (HSA) is governed in accordance to the HSA Constitution, and in the interests of its Members (refer to **HSA Strategic Plan 2021 – 2024**).

The Board of Directors has appointed a Steering Committee with which it works collaboratively to achieve the organisation's objectives, determine the strategic direction, vision, and mission, and ensures it operates in accordance with HSA values.

Key roles and responsibilities:

Board of Directors

- Establishes a governance framework, including a compliance framework to ensure the organisation meets its obligations.
- Sets the strategic direction to help the organisation achieve its purpose.
- Oversees financial performance of the organisation.
- Oversees a risk management strategy and risk management performance.
- Oversees the occupational health and safety of the organisation.

Members of the Board

- Supports the Board of Directors in determining the organisation's mission and purpose.

President

- Supports the Board of Directors by implementing initiatives in line with the strategic direction, vision, mission and values of the organisation.
- Responsible for communication to the Steering Committee and to HSA members.

Vice-President

- Supports the President and the Board of Directors by implementing initiatives in line with the strategic direction, vision, mission and values of the organisation.

Treasurer

- Ensures the Board of Directors understands its financial obligations.
- Advises the Board of Directors on financial strategy including planning and budgeting.
- Controls expenditure and maintains up-to-date records as well as an audit trail for all transactions.

Steering Committee

- Supports the establishment of effective State Chapters and Working Groups including evaluation of performance, training and development and implementation of continuous improvement actions.
- Establishes an effective risk management system.
- Approves and monitors financial budgets.
- Monitors compliance with external legislation and regulation as well as internal policies.
- Manages grievances that may arise between members, volunteers, members of the public or service users.



State Chapter Leader

- A Steering Committee member that leads a State Chapter to achieve HSA objectives.

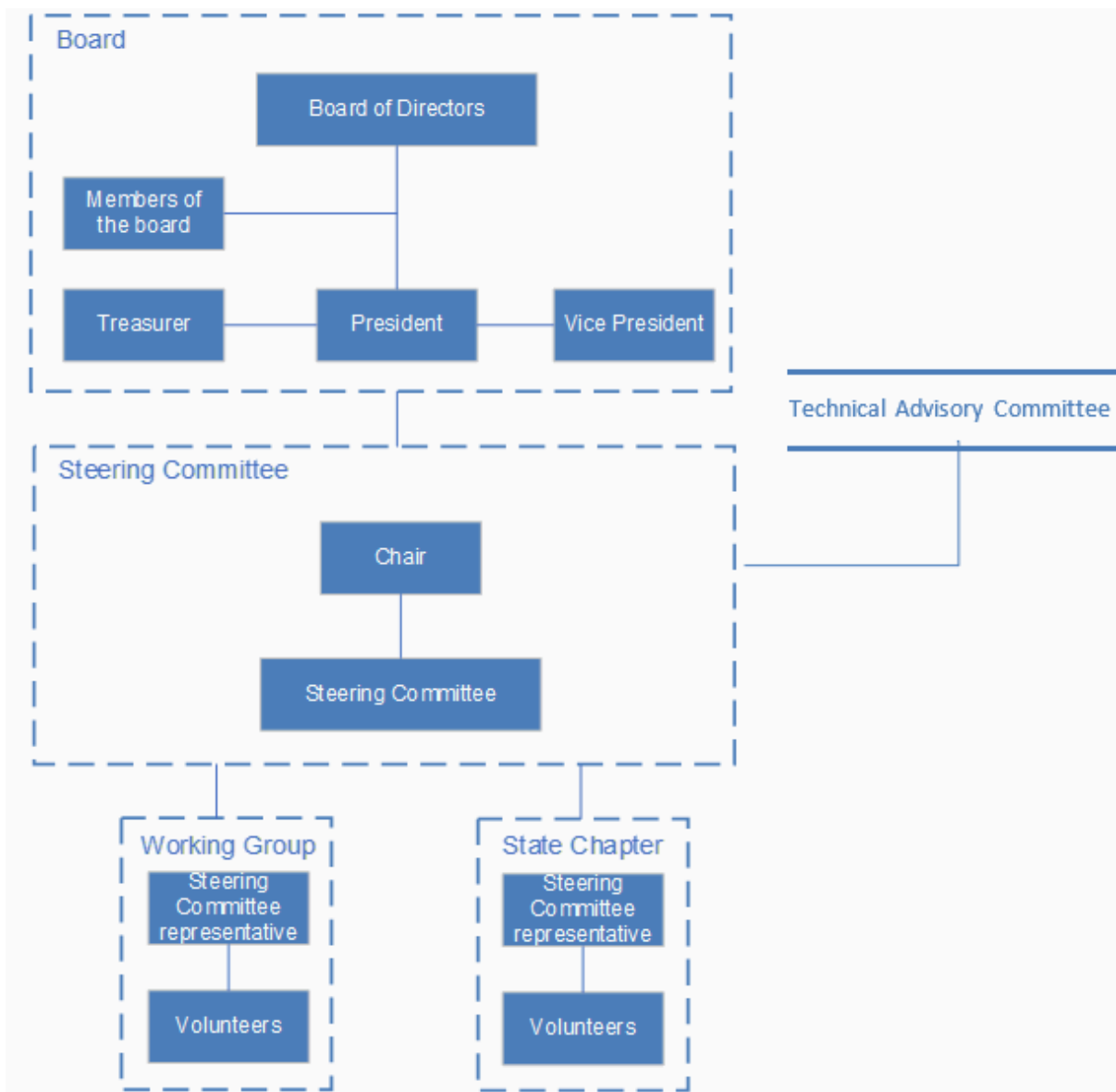
Working Group Representative

- A Steering Committee member that leads a Working Group to achieve HSA objectives.

Technical Advisory Committee member

- A senior leader in industry or academia with hydrogen expertise willing to support HSA initiatives.

The following image provides an overview of the organizational structure.





2. Ethics and Conduct

Volunteers Code of Conduct

The HSA is a professional organisation with high standards and expects that all volunteers adhere to behaviours that exemplify these standards. This section describes the behaviours and standards which all volunteers are expected to apply to uphold the mission and values of the organisation.

Conduct and Behaviour

The HSA expects that volunteers will uphold the standards and values of the organisation.

Volunteers should always treat others with respect and courtesy, reflecting the objectives of both the HSA's policy and government legislation about access, inclusion, and equal opportunity.

Volunteers are expected to behave with integrity in their dealings with others, providing support and assistance to fellow volunteers and to individuals and organisations to whom they provide services or information.

Harassment and bullying are not tolerated in the HSA's workplace or in any venue where its services are delivered. All volunteers share responsibility for ensuring that the HSA's workplace is free from bullying and harassment and that the appropriate processes are used to deal with any incidents that may arise.

Privacy and Confidentiality

All volunteers are required to maintain the confidentiality of all personal and corporate information which they may have access to during their time at the HSA. This information is only for use in the course of your duties at the HSA and may not be used for other purposes.

Volunteers must also respect the privacy of individuals who are registered with the HSA and should not use or disclose personal details except when expressly authorised by the HSA. This includes disclosure to any other volunteer.

Except when expressly authorised by the HSA, a volunteer will not:

- Directly or indirectly reveal, or cause to be revealed, to any third party any confidential dealings, finances, transactions, or affairs of the HSA which may come to their knowledge during their period of their involvement.
- Use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to the HSA.

Volunteers should observe these requirements even after they no longer volunteer for an organisation.

Conflict of Interest

Volunteers must disclose any actual, perceived, or potential conflict of interest to the Board of Directors and/or Steering Committee at the earliest opportunity. The Board of Directors will determine whether the conflict of interest requires the individual to withdraw from participation in an activity or decision.





Email Accounts

The HSA Board of Directors and Steering Committee members are provided with a HSA email address to assist in carrying out their duties of their role. The email address may be used for HSA purposes only. Communication must not violate any laws or compromise any confidentiality requirements of the HSA.

Gifts

Volunteers may on occasion receive gifts in recognition of services provided by the HSA.

The Board of Directors must be advised when this occurs, and a decision will be advised about the future of the presentation or gift.





3. Risk Management and Work Health and Safety

The HSA does not own or operate a workplace. However, our volunteers may be involved in facilitating a face-to-face event at a conference venue, or a site inspection.

The HSA is committed to seeking to promote a healthy and safe workplace for volunteers, members and visitors to our events.

This is undertaken by:

- Eliminating risks to health and safety, so far as is reasonably practical.
- Minimising residual risks, so far as is reasonably practical.

Members of the Board of Directors and Steering Committee of the HSA are required to exercise due care and diligence, including taking reasonable steps to:

- Acquire and keep up to date knowledge on work health and safety matters.
- Understand the nature and operations of the work and associated hazards and risks.
- Ensure that the HSA has, and uses, appropriate resources and processes to eliminate or minimise risks to work health and safety.
- Ensure that the HSA has appropriate processes to receive and consider information about work-related incidents, hazards, and risks, and to respond in a timely manner.
- Ensure that the HSA has, and implements, processes for complying with their duties and obligations including:
 - Consulting with volunteers and contractors.
 - Providing appropriate training and instruction.
- Verify the provision and use of the relevant resources and processes.

Duties of Volunteers

Volunteers must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions. They must also co-operate with any reasonable policy or procedure relating to health or safety at the workplace.

Duties of Other Persons at the Workplace

Any person at a workplace, including members and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also comply, so far as they are reasonably able, with any reasonable instruction that is given by the HSA to ensure a safe and healthy workplace.

Consulting with Volunteers

The Board of Directors and/or Steering Committee should consult with volunteers when:

- Identifying hazards and assessing risks arising from their role.
- Proposing changes that may affect the health and safety of volunteers or members of the public.
- Making decisions about:
 - Ways to eliminate or minimise risks.
 - The adequacy of facilities for volunteers' welfare when involved in the organisation.
 - Procedures for resolving health and safety issues.
 - Procedures for monitoring the health of volunteers or workplace conditions.
 - How to provide health and safety information and training to volunteers.





Consultation should be undertaken collaboratively, although there is no requirement for consensus to be reached.

Incident Notification

All incidents (including near misses) should be reported as soon as possible to the HSA Board of Directors and/or Steering Committee. They should be recorded and investigated promptly with corrective actions taken.

Pandemics and vaccinations

There have been several pandemics in recent years, including the COVID-19 pandemic, which have caused significant community disruption, illness, and severe illness, including death, in Australia.

Keeping volunteers, clients, and the community safe is of utmost priority.

The HSA follows Government directives to reduce the risk of community transmission. These may include reinforcing personal hygiene by providing training, resources and signage, physical distancing, adapting programs or processes to minimise contact, working from home, testing, and quarantining.

Additional measures may also be put in place, based on consideration of our circumstances, risks and potential mitigants.

Volunteers and contractors will be consulted and kept informed of settings for working in pandemics. They are encouraged to talk with their volunteer coordinator about any issues, concerns or ideas that support their safety, and the safety of the community.

More information is available here:

WA State Government: <https://www.wa.gov.au/government/covid-19-coronavirus>

Volunteering WA: <https://www.volunteeringwa.org.au/resources/covid-19>

First Aid

The HSA encourages volunteers to hold a current first aid certificate. On request, the Board of Directors will arrange for volunteers to attend an appropriate first aid course.

Emergency Procedures

Emergency procedures and evacuation instructions for face-to-face events or site inspections must be identified by the event facilitator and conveyed to the audience at the start of each event.





Volunteering Virtually

With the exception of running face-to-face events, most of the volunteering work done on behalf of the HSA is done virtually. Volunteers involved virtually can be granted approval to access email and electronic records using remote access protocols. Volunteers must take proper precautions regarding any HSA data which is stored on the home computer. All volunteers are required to maintain the confidentiality of all personal and corporate information which they may have access to during their time at the HSA and to ensure that this information is always secure.

REFER TO Attached HSE Policy in Appendix A.





4. Volunteer Conditions

Volunteer Recruitment and Induction

Volunteers will be recruited based on suitability for the position, and in line with the HSA's recruitment and appointment procedures. Orientation is provided to all new HSA volunteers and is aimed at introducing them to the organisation and to the policies and procedures governing practices at the HSA.

Termination of service - by Volunteer

Should a volunteer wish to resign from their role they are asked to give the HSA reasonable notice. The volunteer will be paid any outstanding reimbursements due. Property of the HSA must be returned prior to leaving the organisation.

When a volunteer terminates their engagement with the HSA an exit interview will be conducted. A record of the interview will be retained. Our wish is to obtain information that may help to:

- Establish the reasons for leaving.
- Analyse any trends in the reason for leaving.
- Gain constructive feedback on the volunteer's position and their time at the HSA.

Termination of service - by the Organisation

The HSA may terminate volunteer services if the volunteer is no longer required for reasons such as:

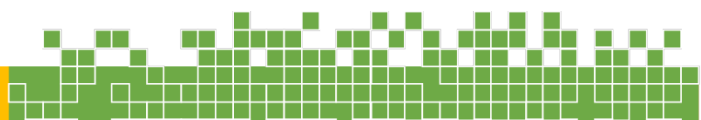
- The volunteer is considered not suitable for the position offered.
- The workload changes such that the volunteer is no longer required.
- The workload changes such that the volunteer does not have suitable skills for the work available.

Termination due to Misconduct

The HSA may terminate a volunteer in the event of misconduct. Misconduct includes breaches of any HSA policies which warrant instant dismissal and includes serious misconduct. Examples of misconduct include:

- Theft of property or funds from the HSA.
- Wilful damage to HSA property.
- Intoxication through alcohol or other prohibited substance whilst volunteering.
- Verbal or physical harassment of any other employee, volunteer, member or any other person particularly in respect of race, sex, or religion.
- Disclosure of confidential information regarding the HSA to any other party without prior permission from the Board of Directors.
- Falsification of any of the HSA records for personal gain or on behalf of any other employee/volunteer.
- Unwillingness or inability to support and further the mission of the organisation and/or the objectives of the programme.

Immediate dismissal would only take place in the most serious of circumstances, and in these instances:





- The Board of Directors will advise the volunteer.
- The volunteer may wish to include the presence of a support person.
- A written report is prepared and approved and stored in a secure location on the premises or IT of the organisation.
- All property of the HSA must be returned.





5. Communications & Marketing

Promotional Material

All promotional material is to be approved by the Board of Directors to ensure that the design and content are consistent with the HSA's publications.

Media Contact

The Board of Directors has sole responsibility of determining what media interviews and other promotional opportunities are undertaken on behalf of the HSA. Should a volunteer be approached with a media or promotional opportunity they should immediately advise the Board of Directors to determine if the request is appropriate and who should speak on behalf of the HSA.

Media Releases

All media releases must be submitted to the Board of Directors for approval prior to release.

Social Media

Social media and external communications will be timely, relevant, and appropriate to the business, image, and reputation of the HSA. All postings on social media will be considered as public comment. Volunteers must ensure that postings are not discriminatory, offensive, inappropriate, or liable to bring the organisation into disrepute.

Volunteers of the HSA have responsibility to ensure that social media content is aligned with the values and policy of the organisation and is consistent with the following:

- Consent will be obtained in writing prior to posting images of individuals, either from the individual or from parent/guardian when the person is under the age of 18.
- Any information or image/s of a person will be removed on request by the person or their parent/guardian.
- Only volunteers authorised by the Board of Directors will post to social media platforms.
- Breaches of policy may trigger disciplinary action.

Social media accounts must be monitored to ensure they are consistent with this policy. Any postings and comments on postings that are, or appear to be, in conflict with this policy or with the values of the HSA should be brought to the attention of the Board of Directors as soon as possible. Inappropriate material or comments must be deleted as promptly as possible.

Intellectual Property

Any changes, innovations and ideas initiated by volunteers belong to the HSA.

All records, documents and other papers or electronic images, together with any copies or extracts thereof, made, or acquired by volunteers during their volunteer role with the HSA must be returned to the HSA on demand or otherwise no later than upon the termination of their role.



6. Internal Grievance Resolution

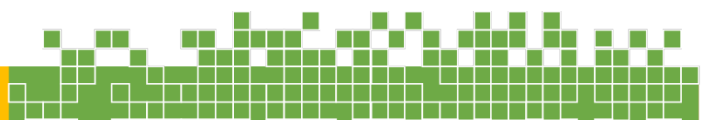
If any volunteers feel they have cause for complaint regarding their treatment within the organisation, they may seek resolution via the formal grievance process. Every effort should be made to solve problems cooperatively and informally before escalating them to the Board of Directors.

All formal avenues for handling of grievances will be fully documented and the volunteer's wishes will be considered in the determination of appropriate steps and actions. All complaints will receive thoughtful consideration in a timely manner and will be discussed with the individual who raised them. Discussions held are confidential.

Volunteers are assured they will not be disadvantaged using these procedures whether decisions are found for or against their grievance.

Table 1 Grievance Process

Trigger	Action	Responsibility
Volunteer is unable to resolve an issue or grievance informally, or would like assistance/support in order to resolve it.	Volunteer to raise with a representative of the Board of Directors. The content of this discussion is confidential however there will be a record that a discussion has occurred in relation to a grievance.	Volunteer to raise the issue
Initial discussion results in agreement that a representative of the Board of Directors will seek to resolve the issue.	Representative of Board of Directors seek to resolve issue, considering both the views of the volunteer and the well-being of the organisation. Record a brief description of the action they have or will take.	Representative of Board of Directors
Issue is resolved satisfactorily	Representative of Board of Directors to note for the record that the grievance has been resolved.	Representative of Board of Directors
Issue is not resolved to the satisfaction of the volunteer	Volunteer to make a formal, written complaint to the Board of Directors.	Volunteer
Formal complaint received	Determination to be made and advised in writing to the individual within 14 days.	Board of Directors





7. Financial Management

The HSA will provide sound and transparent financial management throughout its operation.

All expenditure will be in alignment with the goals and aspirations of the organisation and funds will be used to provide and support the organisation's role in the broader community.

All expenditure and financial commitments must be approved in advance by two directors. Regular expenses may be approved as a block.

Use of corporate resources and facilities will also be managed to ensure alignment with the organisation's goals. Tools, resources, and equipment are provided for use in the course of your duties, and volunteers have a responsibility to ensure that they are used appropriately.

Insurance

Key Insurance Coverage:

- HSA and employees and volunteers- Coverage: liability claims arising from personal injury and property damage (\$10m per claim, \$250k for property held in care).
- HSA and executive/management teams- Coverage: professional, management, association, and employment practices (\$10m).
- Volunteers- Coverage: Accidental injury or death sustained during volunteer activities (\$100k).
- HSA- Coverage: legal defense cost assistance, public relations support (\$500k).

Key Exclusions:

- Claims arising from cyber events or any pandemic-related incidents.
- Professional indemnity losses or liabilities related to contractors and sub-contractors. Service providers must provide their own insurance.

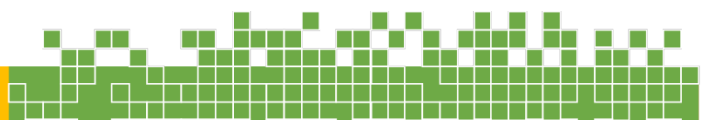
Further information or full insurance documentation available upon request.

Travel and other Expenses

Volunteers will be reimbursed for the following out-of-pocket expenses: subject to approval in advance by two directors:

- Costs of volunteer screening
- Cost of travel:
 - a rate per kilometre in accordance with the ATO guidelines and parking costs or
 - public transport costs
- Cost of required training or memberships.

Volunteers should not be out of pocket for any equipment or office supplies required to undertake their role. These and any other costs that may be subject to reimbursement are required to be approved before spending any personal money. All volunteers are required to comply with the appropriate procedures for approval and reimbursement of expenditure.





Financial Accounts

HSA financial accounts will be prepared monthly and sent to directors within seven (7) days. This will include balance sheet, statement of income and expenditure, account transactions expenses listing, monthly projection of cash flow and budget for the forward 12 months. These will be uploaded into the Board of Directors area of the HSA Google Workspace.

Directors will review the financial accounts, monthly, in a timely manner after presentation. Amounts will be formally reviewed and endorsed in each Board of Directors meeting.

Accounts will be presented to, and discussed with members, annually. Annual accounts will be available to members via the website.

Bank Accounts

The Board of Directors will authorise the set-up of bank accounts and nominate Members with access and operating rights. Separate accounts will be set up for day-to-day operations and a separate reserve account will be set up. A portion of members fees will be transferred to the reserve account in accordance with the HSA constitution.





Appendix A: Health Safety and Environmental Policy

HSA is committed, as far as reasonably practicable, to conduct work activities in a manner which prevents personnel from being exposed to hazards. In meeting this commitment, HSA aims to provide injury and incident free events to achieve 'zero' injuries or harm to both personnel and the environment. To achieve this HSA will:

- Consult, listen, collaborate, and respond openly with all members, clients and stakeholders to uphold a positive safety and environmentally friendly culture.
- Manage, develop, and implement training practices to improve the health, safety and environmental knowledge and skills of all personnel.
- Disseminate health, safety and environmental information to all personnel, contractors, and visitors within the workplace.
- Actively respond to and ensure all accidents/incidents/near misses are investigated to determine the root cause and corrective actions are agreed upon and implemented.

References: Access on request at contact@hydrogensociety.org.au

Attachment 1_HSE management Plan

Attachment 3_Risk Hazard Assessment Form

Attachment 5_Incident Reporting Form

Attachment 6_First Aid Training Register

Appendix B: Risk Management Policy





At HSA we understand that risk is an unavoidable part of our business.

In approaching risk and opportunity management, HSA operates under the following objectives:

- Having a culture that is risk aware and which is supported by high standards of accountability at all levels.
- Achieving a truly integrated risk management approach where risk management forms part of all key organisational processes.
- Supporting more effective decision-making through better understanding and consideration of risk exposures.
- Improving stakeholder confidence and trust through having a comprehensive risk management approach that is flexible enough to incorporate key client requirements.
- Safeguarding the company's assets – human, property, reputation, knowledge.
- Establish Risk Assessment checks for medium size events (less than 50 people attending the event) and largescale events (100 or more).

Reference:

Attachment 2_Risk management Procedure

Attachment 3_Risk Hazard Assessment Form





Appendix C: Quality Policy

HSA is committed to conduct work activities in a manner which provides a large spectrum of activities/services. Management will ensure that this policy is communicated, understood, and provides a framework for setting quality objectives by establishing the following commitments:

- Maintaining a quality system that is capable of being reviewed for suitability, effectiveness, and continual improvement.
- Upholding regulatory compliance including ongoing review of statutory obligations, standards and codes of practice that apply to the HSA.
- Consistently meeting or exceeding customer expectations including quality, timeliness, and value for money; thus, providing a level of customer satisfaction, which ensures repeat business.
- Responding to any complaints, acting immediately and effectively, ensuring that the HSA continually improves its products, service delivery and company resilience.
- Supporting the education and training of members at all levels to continually improve their skills, knowledge and awareness and so drive a practice and culture based on quality excellence.





Appendix D: Training Policy

HSA is committed to training members and external parties that can perform all activities to the highest of standards in the safest manner.

HSA recognizes that formal training plays a significant role in achieving this aim and is committed to working with its member volunteers to the mutual benefit of both parties. Accordingly, HSA undertakes to:

- Develop a Training Plan and Strategy.
- Develop training material for interested members and external parties to impart knowledge on hydrogen related technologies.
- Develop a skills matrix for interested members and develop training, where required, to meet the basic requirements of the matrix.

Reference:

Training Plan and Training matrix (currently in preparation).





Appendix E: Emergency Response

First Aid

HSA shall ensure a sufficient number of personnel are trained and competent in first aid. Training and qualification of first aiders shall be with St. Johns Ambulance Australia or a client approved training provider.

Incident Reporting

HSA shall ensure that all incidents are recorded, reported, and investigated in accordance with the *Incident Reporting and Investigation Procedure (not yet available)*

Emergency Action

The following emergency situations have been identified.

Medical Emergencies

Assess the area for danger – electricity, vehicles, hazardous substances, falling objects.

Call emergency services on 000.

Defibrillation

If a defibrillator is available attach to the patient and follow the prompts.

Vehicle Incident

The following steps should be taken in the event of a vehicle accident:

- Secure the scene.
- Establish traffic control to reduce the risk of subsequent vehicle accidents.
- Contact emergency services on 000.
- Contact site emergency services (if on a client site).
- Assess the risk to self, prior to assisting others.

Reference:

Attachment 4_Emergency Response Plan

Attachment 5_Incident reporting form

