

Category 5 Standard

S5254

LU Code of Conduct (reissued unchanged from 2002)

Issue No.: A3

Issue date: May 2022
Review date: September 2017

Contents

1	Purpose	3
2	Scope	3
3	Requirements	3
3.1	General Conduct	3
3.2	Working Relationships	3
3.3	Health and Safety	4
3.4	Fitness and Competence for Work	4
3.5	Attendance	5
3.6	Uniform and Name Badges	5
3.7	Personal Conduct	6
3.8	Consequences of Failure to meet Standards	7
4	Responsibilities	7
4.1	All Employees	7
4.2	All Managers	7
4.3	General Manager HR	7
5	Supporting information	7
5.1	Supporting and other Relevant Documents	7
5.2	Definitions	8
5.3	Document history	8

1 Purpose

- 1.0.1 The purpose of this Standard is to outline the standards of conduct and personal performance which London Underground Limited (LUL) expects of its workforce. Breaches of this Standard may lead to disciplinary action. Where such breaches are deemed to be gross misconduct, disciplinary action may result in dismissal.

2 Scope

- 2.0.1 This Standard applies to all employees of LUL, and employees of agencies and consultancies contracted to carry out work for LUL.
- 2.0.2 This Standard shall be enforceable from 27/01/03.

3 Requirements

3.1 General Conduct

- 3.1.1 Employees are required to comply with
- their employment contract;
 - all LUL policies, standards and supporting guidelines, working procedures and safety instructions relevant to their job.
- 3.1.2 Employees must always follow the proper and reasonable instructions of supervisors, managers and operating officials.

3.2 Working Relationships

- 3.2.1 When dealing with customers, employees must conform to the Customer Service Delivery Standards and, in particular, always:
- be helpful and polite;
 - use appropriate language in communications;
 - give their name or number and job title if asked (in accordance with local instructions);
 - be clean and presentable in appearance;
 - wear their name badge if they are in direct contact with customers;
 - try to provide the best possible service and present a positive image of LUL.
- 3.2.2 At all times employees must:
- treat everyone with whom they come into contact at work with courtesy and respect;

- be aware of and comply with LUL's policy, standards and procedures on equality and workplace harassment;
- Avoid initiating or provoking violent situations or otherwise behaving in a manner which is offensive, abusive, intimidating, bullying, malicious or insulting to fellow employees, customers and contractors and others with whom they come into contact in the workplace.

3.3 Health and Safety

3.3.1 Employees are required to comply with all relevant Health and Safety legislation by:

- taking care for their own health and safety;
- taking care for the health and safety of other employees, contractors, customers and members of the public, as far as reasonably practicable;
- helping LUL to comply with its legal duties, in particular by conforming to company and any additional local safety-related rules and procedures;
- not misusing or removing anything provided in the interests of health, safety or welfare.

3.3.2 Employees are required to comply with all smoking restrictions and abide by company standards and any local instructions in relation to smoking.

3.3.3 If employees are involved in, witness, or are aware of:

- an accident;
- an assault;
- a dangerous or potentially dangerous incident or situation;
- a work-related illness;

they must report it immediately to a supervisor or manager (or in accordance with local instructions) and, if appropriate, the BT Police. They must also keep any evidence, produce any necessary written reports and fully co-operate with any investigations.

3.3.4 If personal protective equipment has been issued to them, employees must use and maintain it in accordance with instructions and training.

3.4 Fitness and Competence for Work

3.4.1 Employees must make sure that they are fit for work and meet any job-related health and / or fitness requirements. Some employees are required to hold relevant valid licences, take regular tests of competence and capability and have medical examinations.

3.4.2 Employees are required to consult their supervisor or manager before starting work if they could be unfit to work for any reason, including:

- stress, illness or injury;

- the loss or breakage of spectacles or other medical aids;
- contact with a notifiable infectious disease;
- any change in their medical condition;
- taking any medicine or prescribed drug.

3.4.3 Employees are required to comply with LUL's Alcohol and Drugs Standards.

3.5 Attendance

3.5.1 Lateness and absence

Employees must always:

- report for work on time at the appropriate place and ensure that they are not late or absent from work without good cause;
- tell their manager or supervisor as soon as possible if they cannot attend work; it is a requirement to do this on the first day of absence and in accordance with local instructions;
- confirm the reason for their absence in writing and provide medical certificates as required.

3.5.2 Normal hours of duty

Employees must not:

- leave work within working hours without their manager or supervisor's permission, unless this is permitted during an authorised break or relief period;
- exchange duties or shifts with another employee without getting permission from their supervisor or manager beforehand.

3.6 Uniform and Name Badges

Employees with uniforms must:

- wear it while on duty, subject to any exceptions which may be agreed by their manager in appropriate circumstances, such as extreme temperatures;
- keep it clean and tidy;
- not wear additional non-uniform garments;
- always wear their name badge while they are on duty, in accordance with their local manager's instructions.

Employees must not change the style or appearance of their uniform and/or name badge and they must not wear them when off duty, except when travelling to and from work, during a meal break or where specifically authorised to do so by their manager. In particular, they must not be worn:

- at political meetings;

- in premises such as pubs, bars or clubs which are licensed to sell alcohol;
- when attending court in a private capacity;
- at public meetings in a private capacity.

3.7 Personal Conduct

Employees must:

- 3.7.1 always behave with a high standard of integrity in business and commercial relationships;
- 3.7.2 conform to LUL's Standards on Business Ethics and Electronic Mail and the Internet;
- 3.7.3 comply with the regulations relating to travel passes and privilege facilities on LUL and other relevant transport services;
- 3.7.4 let their manager, supervisor or local Human Resources (HR) Manager know if they receive any criminal convictions whilst in the employment of LUL;
- 3.7.5 carry their staff pass, identity card, entry permit/building pass (if applicable) and any licences and other documentation in accordance with local instructions and show these when required;
- 3.7.6 ensure that information required of them in connection with their employment, such as their home address, is current and accurate.

Employees must not:

- 3.7.7 do anything whilst on or off duty which could damage LUL's reputation and/or lead to criminal charges against them;
- 3.7.8 attempt to obtain confidential material which they do not need for their work;
- 3.7.9 gamble on LUL premises;
- 3.7.10 carry out any leisure activities whilst at work other than during official breaks (e.g. read for leisure, play computer games, use CD/cassette equipment, use personal mobile telephones for personal calls or text messages), without permission to do so from a manager;
- 3.7.11 deface, damage, destroy, remove or use for non-LUL purposes any company property, without proper authority. (NB: The company reserves the right to search private areas, including bags, lockers, desks, vehicles and so on, where there is reason to believe company property may have been removed without authority.);
- 3.7.12 give their work address to anyone for personal correspondence;
- 3.7.13 purchase or consume alcohol while on duty or in company uniform or use or consume illegal drugs at any time. (See also Sub-Section 3.4.3.)

3.8 Consequences of Failure to meet Standards

- 3.8.1 Any employees who consistently fail to meet the requirements placed upon them by virtue of this Standard, despite counselling, training and/or informal disciplinary action shall be liable to action under the formal disciplinary procedure, which may lead to dismissal.
- 3.8.2 Breaches of the requirements referred to in this Standard may in certain circumstances be regarded as gross misconduct, as specified in the LUL Discipline Standard.
- 3.8.3 In cases of gross misconduct, the formal disciplinary hearing procedure shall be used immediately and may lead to dismissal without notice.

4 Responsibilities

4.1 All Employees

- Shall comply with this Standard as part of their terms and conditions of employment and / or terms of engagement.
- Shall recognise the importance of complying with this Standard in terms of the provision of an excellent service to LUL's customers.

4.2 All Managers

Shall ensure that the requirements outlined in this Standard are enforced by ensuring that employees in their areas of responsibility are aware of them and that appropriate fair and consistent action is taken to deal with any failure to conform to them, in accordance with the appropriate procedures.

4.3 General Manager HR

- Shall review the effectiveness of this Standard and audit compliance with the requirements stated therein.

5 Supporting information

5.1 Supporting and other Relevant Documents

- Company Employment Policy
- Customer Service Delivery Standards, Reference Manual and User Guide and
- Knowledge
- Business Ethics Standard
- Alcohol and Work Standard
- Drugs and Work Standard
- Smoke-free Workplace Policy
- Attendance Standard

- Equality Standard
- Workplace Harassment Standard
- Electronic Mail and the Internet Standard
- Workplace Violence and Aggression Policy

5.2 Definitions

Person accountable for the document

Person accountable for the document
Douglas Whitworth senior ER manager

5.3 Document history

Issue no	Date	Changes	Author
A1	October 2006	2-02204-000 renumbered to 5-254 and issued.	L. Arwood
A2	September 2014	DRACCT submission 3061 No change except withdrawal of out of date Written notice, renumbered to S5254 and refresh format and re-issue to show still current	Douglas Whit worth
A3	May 2022	Minor change to section 5.1 to reflect names of new pan-TfL policies as per CR-16062.	Hannah Cleminson