



CODE of CONDUCT for EMPLOYEES

Version 1.7
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1. SERVICE DELIVERY

Staff will work collaboratively to achieve service targets. A key objective for all staff will be the continuous improvement of working methods and delivery.

Team members should support each other and their line managers. In exercising judgement, team leaders/line managers will at all times seek to be consistent and fair to all members of staff.

All staff should be encouraged to use their initiative and take responsibility for the way in which they perform in their roles. If any member of staff feels they have a suggestion for improving the way in which the office works, they should inform their Line Manager. The relevant Line Manager should always discuss and consider such suggestions with the person who has raised them and provide feedback on possible adoption of the suggestion or if the suggestion is not to be adopted, why it is felt inappropriate.

1.1 Conflict of Interest

All staff are required to complete a Declaration of Interest form whether they, or any immediate family members, have an interest in any other business and, where applicable, state the nature of that business.

1.2 Anti-Fraud Strategy and 'Whistleblowing'

All staff shall comply with LUPC's Anti Fraud Strategy document and, in particular, LUPC's 'Whistleblowing' Policy and Procedure, in which all staff are encouraged to participate. This is detailed in a separate document for the purpose.

All staff shall sign the Bribery Act Declaration Form.

All staff who are members of the Chartered Institute of Procurement and Supply (CIPS) are bound by the CIPS Code of Professional Ethics.

1.3 Communication – Guiding Principles

The guiding principles for good communication are:

- Information should be shared. Documents may only be considered confidential if there are compelling reasons why this should be the case.
- Line managers will ensure that they maintain adequate and appropriate face-to-face communication with their team members. Open and honest communication is vital and will be encouraged. Staff should say what they believe; provided it is said politely and is constructive it will always be welcomed. The team should respect the opinions of all team members.
- The reasons for decisions should be explained and questions answered without delay.

- Line managers have the key responsibility for conveying information about relevant changes in LUPC to and from their teams/sections. Line managers should compile a schedule of meetings relevant to their areas and include all team members.
- Line managers will meet each direct report for an informal one-to-one discussion individually at least once a month.

Any member of staff who feels the Guiding Principles have not been observed should initially take up the matter with their line manager. If they are unable to resolve the issue satisfactorily, they may refer it to the Director.

1.4 Dealing with our Members

- Staff should always remain polite.
- If the query is not related to their area, they should give the customer clear instructions and supply contact details of correct contact.

Steps to handling an irate stakeholder, the member of staff should:

- 1 Attempt to calm the person down.
Listen carefully to the cause of distress.
Remain calm themselves.
If unsuccessful then:
- 2 They should explain that it is best they deal with their superior and pass the query over.
If unsuccessful then:
- 3 They should explain that they will be contacting the Director and request assistance.

If staff feel they require training in customer service or dealing with irate customers then they should place a request with their line manager.

1.5 Visitors

Please ensure you are available at the reception/waiting area for any scheduled visitors. All visitors should be escorted to and from the place of meeting.

1.6 LUPC Logo

LUPC's logo may be given to suppliers for use in marketing literature only when a supplier has been awarded a contract or framework agreement, and **solely** for use on the buyer's guide and marketing materials associated with promoting **that contract** to institutions. Suppliers must observe the style guide (see below).

LUPC must not:

- Use supplier endorsements in our literature or online, even if they have been contracted by LUPC.

- Allow suppliers to use LUPC's logo on any marketing materials that are not for the specific purpose of promoting an LUPC-awarded contract to institutions. This includes exhibition stands, sales literature, websites or general marketing materials.
- Keep a preferred supplier list.

1.7 Style guides

LUPC has a portfolio of style guides, including templates, fonts and standard letters. This is maintained by the Head of Membership.

2. TRAINING

2.1 Induction

The line manager will prepare a programme of induction for new members of staff.

The programme of induction will include:

- Confirmation of identity (Passport or driving licence with photo ID, to be photocopied or scanned and sent to Knox Cropper);
- Confirmation of relevant qualifications (copies of certificates to be taken for HR records);
- Completion of key documentation: P45 (to be sent to Knox Cropper), Registration of Interests, Bribery Act documentation and arrangements for payment of allowable expenses;
- An introduction to health & safety information, to include fire evacuation procedure (see below);
- Arrangements made to obtain building and office access ID;
- An introduction to all staff members they will be working with (the Director will also meet with all new staff shortly after they join as part of the induction process);
- An introduction to IT (desktop and, where applicable, laptop and/or mobile device);
- An explanation of mandatory training requirements (see below), including (for procurement staff) an overview of sustainable procurement at LUPC, including key roles, tasks and timescales.

The new member of staff should receive a copy of this and all other relevant documentation.

2.2 Training

We are committed to training as a way of improving our service delivery. We will seek to provide reasonable levels of funding to carry forward our training programme. Staff are encouraged to take responsibility for their own personal development.

It is **mandatory** for all procurement staff to undertake training:

- In the EU Public Procurement Directives, with ongoing, regular refresher training as determined by the Director; and
- In the practice and management of sustainable procurement, with ongoing, regular refresher training as determined by the Director.

Where a training need is identified it should be discussed with the Director to identify and a suitable external training course and the costs and benefits of the training. The Director will then decide whether or not to authorise the training.

3. HEALTH AND SAFETY

3.1 Health and Safety Contact

LUPC's Health and Safety Contact is Mrs Joyce Kadri. Issues may also be raised with the Director.

The Director shall conduct a Health & Safety tour each quarter and report any significant risk to the Board, together with action taken or planned to mitigate the risk.

3.2 Security

Employees are requested to ensure that all windows are securely shut before leaving the office at the end of the day. If you are the second to last person to leave the premises, please let the last person working know that they will be working alone and ensure that the doors are closed when you leave the office.

Staff should not attempt any potentially hazardous task (such as climbing up to a high cupboard) if they are working alone in the office.

The last person to leave the office should ensure that all windows are secured and that the front door is locked and the shutter lowered and locked. Laptops should always be locked away overnight.

3.3 Fire Alarm

The fire alarm is tested each Wednesday at 10.00 a.m.

If the fire alarm sounds at any other time you should follow the Fire Evacuation Procedure;

If you discover a fire:

- Operate the nearest alarm call point – the nearest alarm call point to the office is outside the office on the landing
- If possible, call the Fire Service by dialling 9999 from any internal phone
- Leave the building by the nearest exit and proceed to the assembly point in Mortimer Market.
- Attack the fire if possible using the appliance provided at the fire alarm points but **do not take any personal risk and only use appliances if you have been trained.**

On hearing the alarm:

- Leave the building by the nearest fire exit, closing doors behind you
- Do not stop to collect belongings
- Do not use the lift
- Go to the assembly point in Mortimer Market
- Do not re-enter the building until informed by the H&S Officer/ Fire Marshall or Fire Services that it is safe to do so
- Persons with mobility difficulties should ask a staff member for assistance in evacuating the building

Persons evacuating premises must proceed directly to the assembly point and not congregate at entrances, access roads or footpaths to ensure that the activities of emergency services are not disrupted or hindered in any way.

3.4 Screen Breaks

Staff are encouraged to take screen breaks on a regular basis to avoid eye-strain and other health difficulties. Good practice is currently:

- 5 minutes every $\frac{3}{4}$ of an hour
- 15 minutes every 2½ hours

A screen break means effectively transferring attention from computing to other tasks.

You can request a DSE assessment to determine the correct screen positioning for you.

3.5 Workload/Mental Health and Stress in the Workplace

If a member of staff feels that their workload or the way they work is causing problems, they are encouraged to approach their line manager to discuss the matter in complete confidence. If after this, staff still feel they wish to take the matter further, they should raise the matter with the Director. Staff may be assured of complete confidentiality in such matters.

4. WORKING HOURS and OFFICE ACCOMMODATION

LUPC is based on 2nd floor, Shropshire House, 179 Tottenham Court Road, London W1T 7NZ which is the official place of employment for all staff.

4.1 Hours of Work

The basic office hours are 9.00am to 5.00pm Monday to Friday, with a one-hour lunch break each day (a 35 hour week). Alternatively, staff may elect to commence their working day at any time from 8.00am or finish at any time before 6.00pm, but all staff should complete at least seven working hours plus a one-hour lunch break each day. LUPC does not operate a flexi-time system.

Alternative working arrangements must be arranged with the prior consent of the Director.

Staff may be expected to work additional hours beyond these times when business needs demand it.

4.2 Lunch Breaks

It is important that lunch breaks are taken. Lunch breaks are normally for one hour and any extension or reduction is subject to prior agreement by the line manager.

5. LEAVE AND OTHER ABSENCES

A maximum of five days leave can be carried over into the new Holiday year commencing on 1 February each year – any leave in excess of 5 days will be **forfeited, except in special circumstances with the prior agreement of the Director.**

5.1 Holidays

Staff should ensure before making any firm holiday arrangements that they have agreed the leave period with their line manager.

As a rule, line managers will try to always allow staff to take leave when they want to, however this is subject to operational requirements such as project type work where defined holiday use by project period may be required.

5.2 University Days

In addition to Bank Holidays, staff are required to take leave on certain days at Christmas and Easter when the LUPC Office will be closed. The dates, which are additional to staff's annual leave entitlement, will be advised by the Director each year as soon as reasonably practicable after they become known.

5.3 Outlook Scheduler

Staff are required to keep their Outlook scheduler up to date at all times, detailing all meetings and including their location and contact details when these are known. Out of Office messages should always provide the contact details of a colleague to contact in your absence.

5.4 Sickness

The following are the basic guidelines dealing with absence through sickness:

- When staff are off work through sickness, they should ring their line manager before their normal starting time to notify them and state the likely date of their return to work (if possible to determine at that point).
- If it is impossible for staff to ring personally, they should arrange for someone else to do so.
- During the period of illness staff should regularly keep their line manager informed of progress.
- A doctor's certificate is required if the period of absence exceeds 7 calendar days including bank holidays and weekends.
- Where self-certified sick leave exceeds 7 days in any leave cycle LUPC reserves the right to request a medical certificate for every absence.
- If this is not provided or otherwise appears inappropriate sick leave will be unpaid and the disciplinary policy regarding unauthorised absence applied.
- Where the level of absence through sickness is above average, the position will be discussed by the member of staff and their line manager. As a result of this the member of staff may be referred by HR to an independent occupational health specialist.
- Line managers should record the sickness absence and update, if necessary, the information when the employee returns to work. Updates should reflect whether the sickness absence was self certified or certified.
- LUPC will consider all recommendations provided in the Statement of Fitness for Work provided by your GP, i.e. phased return to work, flexible working, amended duties and workplace adaptations. Your manager will make any reasonable adjustments where possible and advise you and HR of any such arrangements.

5.5 Exceptional Absences

If there are situations when staff need to be absent from work (not normal holidays/sickness) they should discuss this immediately with their line manager. In some difficult situations, extended or unpaid leave beyond the normal holiday entitlement will be considered. Exceptional

absences should be recorded on return to work and authorised by the Director.

It should be noted that time off to deal with sickness in relation to a child or dependant may be covered by specific legislation, staff should consult their line manager in this situation who will if required, take advice from HR.

5.6 Home Working

Home working is a privilege and not a contractual right. Where it is possible, practical and the ability of the member of staff to perform their role is not compromised by doing so, home working may be permitted where prior agreement of the Director is obtained.

Working from Home must be authorised by the Director **in advance**. Staff home working should be connected to the LUPC remote server network throughout the day for the collection and sending of e-mails (through the employee's own Internet Service Provider, at the employee's own expense). A contact telephone number must also be provided (by home working staff) to their Line Manager. Home working is not permitted immediately before or after a holiday. The above rules apply unless by exception with a clear justification and authorised by the Director.

Relevant Health and Safety issues should be considered by staff when remote-working.

6. GIFTS AND HOSPITALITY POLICY

6.1 LUPC's Gifts and Hospitality Policy is designed to promote the good reputation of LUPC as an organization that employs people with a high degree of personal integrity.

6.2 LUPC staff members may, from time to time, accept light refreshments or lunches from suppliers or prospective suppliers, strictly on the basis that these would reasonably be reciprocated by LUPC over the normal course of business.

6.3 LUPC staff may accept gifts of no intrinsic value e.g. diaries, calendars or other stationery bearing the name and/or logo of the supplier.

6.4 Offers of alcoholic beverages, luxury goods, more lavish lunches or dinners and invitations to cultural or sporting events, would not be reciprocal under normal circumstances and should therefore be politely declined.

6.5 Offers of gifts or hospitality that are considered 'borderline' should be politely declined rather than expose the good reputation of LUPC to unnecessary risk.

7. ENVIRONMENT

7.1 Presentation of Offices

Attention should be paid to the cleanliness and presentation of all areas, particularly those areas which receive visitors. Ideas for improving presentation or visitor's impressions are welcomed. LUPC operates a clear desk policy and of course all valuable and confidential items/documents should be locked away when not in use.

7.2 Sustainability

All staff should adhere to the LUPC Sustainability Policy and Strategy at all times, by seeking to reduce, re-use and recycle LUPC's resources. Facilities are provided in the office for the recycling of waste. Members of staff should ensure that they switch off all electrical appliances when not in use.

7.3 Eating in the Office

Eating at desks is permitted although staff should show consideration however for their colleagues in the type of food consumed. When external visitors are present, meals should be consumed out of their view.

7.4 Kitchen

LUPC provides use of a coffee machine, microwave, fridge, dishwasher and kettle. It is each employee's responsibility to clean up the kitchen after use. Please make sure you remove any unwanted food from the fridges before weekends or holidays.

7.5 Noise

It is important that all staff remember that others are working and that disruptive noise should be kept to a minimum.

7.6 Smoking

In accordance with the law, LUPC is a non-smoking environment and, for the avoidance of doubt, use of e-cigarettes is also not permitted. Occasional smoking breaks may be taken, but staff should try to keep these to a minimum. It is important that these do not impact on the services of the office, line managers need to agree what is appropriate. Time taken on smoking breaks should be made up outside normal working hours.

8. TELEPHONES, POST AND MEETINGS

8.1 Incoming Calls

All incoming telephone calls should be answered promptly. Staff should advise their contacts of direct numbers and use call forwarding when away from their desks for prolonged periods of time.

8.2 Telephone Etiquette

Office telephones and company mobile phones can be used occasionally for urgent personal calls of short duration/distance. Otherwise they should only be used for office purposes.

8.3 Mobile Phones

Personal mobile phones should be on ***silent mode*** during normal office hours. If use for work is required, the ringer should not interrupt other staff working in an area. Mobile phones should not ever be left switched on in an office when the owner is not present.

8.4 Post

Incoming mail is delivered each day and distributed. Outgoing mail should be placed in the Out tray for collection, normally at 3.00pm.

8.5 Booking the meeting room

You can book the meeting room using the Outlook schedule. To do this open the shared calendar for the meeting room ("Meeting Room") and block the appropriate time as busy. Please do not overwrite prior bookings.

9. COMPUTERS

All IT problems should be reported to ULCC on 020 7862 8111 who will arrange to rectify the problem.

Staff should ensure that they:

- Keep to the policies agreed to when obtaining system access – they should not share their passwords (to any application) with anyone.
- Do not **ever** install or use games or other unlicensed or unauthorised software
- Do not install software unless authorised to do so by the Director
- Staff are encouraged to spend time away from their screen during their lunch break
- Lock out of sight, laptops, projectors, etc when not in use

9.1 Internet Use

Personal use of the Internet is not permitted during core working hours except during lunch breaks.

10. OTHER POLICIES

10.1 Dress

Staff should dress appropriately for the occasion. Smart casual dress (this can include jeans providing they are smart) is normally acceptable except where direct formal contact with external customers or organisations is taking place or where staff are required to attend a meeting as a representative of LUPC, in which case, traditional formal business dress must be worn.

Line managers will provide specific guidance (which must be followed) for their areas if necessary.

10.2 Temporary Staff

Temporary members of staff need to be inducted properly. They should receive a copy of this document on arrival on their first day. Temp staff should not be given inappropriate duties.

10.3 References

All employment references are issued by the Director only.

10.4 Change of personal details

It is your responsibility to ensure that your personal details are kept up to date.

Information regarding procedures for purchase orders, recruitment, pay, expenses and other HR matters are set out in the LUPC Control Procedures document.

10.5 HR Policies

LUPC's HR Policies are maintained by the London School of Hygiene and Tropical Medicine (LSHTM). They should be read as applicable to LUPC employees, except where LUPC contracts of employment say otherwise. In the event of a conflict between LSHTM policies and a Contract of Employment, the Contract of Employment shall prevail.

LUPC HR Policies are as follows:

<http://www.lshtm.ac.uk/humanresources/policies/index.html>

<http://www.lshtm.ac.uk/humanresources/familyfriendly/index.html>

<http://www.lshtm.ac.uk/humanresources/redundancy/index.html>

<http://www.lshtm.ac.uk/humanresources/equalityanddiversity/index.html>