

Category 5 Standard

S5254

LU Code of Conduct

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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;