

CODE OF CONDUCT

The Code of Conduct specifies the standards expected of all employees and sub-contractors who are working for NIRAS-LTS International (hereafter NIRAS-LTS). We believe that the standards set out in this Code of Conduct are a reflection of good and professional working practices. Where concerns arise, the Code of Conduct will be used as a benchmark against which an individual's conduct and misconduct can be measured. Failure to abide by these standards may result in disciplinary action.

1 Representing LTS

You are responsible for acting competently and professionally whilst working on behalf of NIRAS-LTS.

You will take all necessary steps required to safeguard NIRAS-LTS's public image and preserve positive relationships with its clients.

You will not make any negative comments about NIRAS-LTS or other members of the project team. If issues emerge, you take them up immediately with the NIRAS-LTS Project Manager or the NIRAS-LTS Contract Director.

If you are on a longer-term contract and are issued with LTS business cards you will use these in your interactions with all project stakeholders.

2 Taking responsibility

Your project terms of reference describe your responsibilities, activities and the outputs required for that project. We expect you to follow these terms of reference closely.

It is possible that your project responsibilities, activities and outputs on a project will evolve to reflect changing circumstances and changing client demands. If these mean that your terms of reference need to be modified, you will discuss the matter with the NIRAS-LTS project manager as soon as possible.

Changes to your terms of reference may require us to request a contract variation from the client. If you decide unilaterally to change your terms of reference without agreeing the changes with us, there is a high probability that your outputs will not be acceptable to us, or to the client. In this instance you will be asked to reproduce satisfactory outputs in your own time.

Your outputs should always be delivered on time. If you think your output could be delayed, contact the NIRAS-LTS Project Manager as soon you become aware of the situation and explain the circumstances.

Your outputs should be fit for purpose. All documents should be well structured and clearly written. Always use the NIRAS-LTS Report Writing Guide and suitable template. Ask your project manager if you do not have copies of these.

You will take responsibility for recording the time you commence and finish work on NIRAS-LTS projects.

If you are an employee, you will arrive at work promptly, start work at your contracted start time and remain at work until your contracted finish time. You will seek authorisation from your Line Manager if for any reason you wish to arrive later or leave earlier than the start and finish times in core hours.

3 Behaving professionally

You keep confidential all information about operations of NIRAS-LTS and those of its clients that is gained in the course of your contract with NIRAS-LTS, except in circumstances in which you are required to disclose information by law or in the course of performing your duties for NIRAS-LTS.

As stated in your contract, you are not allowed to hold discussions or share information that relates to your contract or your payment terms with the client or any other stakeholders.

Please check the payment terms in your contract before you sign it. These are not negotiable after your contract has been signed.

You will make known to your NIRAS-LTS project manager or line manager immediately any conflict of interest that exists or that arises during the course of your work.

You will comply with all aspects of the NIRAS-LTS anti-bribery and corruption policy.

4 Maintaining quality

NIRAS-LTS is an ISO9001 certified company and has high quality standards. We expect you to ensure that your outputs have been properly formatted, reviewed, and checked for errors; in other words, when your outputs are submitted to us, they should be ready for submission to the client.

Our quality processes mean that we need to carry out our own quality assurance of all formal project outputs. All formal project outputs (e.g. inception reports, progress reports, final reports) MUST be submitted to NIRAS-LTS prior to submission to the client.

We may require outputs from you up to 1 week before they are due to be submitted to the client. We will be flexible where deadlines are very tight.

Outputs that are considered sub-standard will be returned to you for improvement. We expect a quick response if the deadline is looming.

You will keep up-to-date records of documents and files reviewed and share these with the NIRAS-LTS project manager at the end of the project.

Maintaining quality at NIRAS-LTS is not just about report writing. You will maintain high quality communications during all aspects of your work. This is particularly important in any dealings with NIRAS-LTS's clients and government stakeholders.

5 Respecting your colleagues

You will co-operate fully with your colleagues and comply with all reasonable instructions from the NIRAS-LTS Project Manager and/or Contract Director.

You will work with consideration for other members of the project team. This does not mean carrying out tasks for other team members, but it does mean sharing information and contacts gained on the project, and working with other team members to help them carry out their respective roles on the project effectively and efficiently.

You should talk to the NIRAS-LTS Project Manager if you are not receiving the support that you need from other team members. If the situation does not improve you should raise the issue with the NIRAS-LTS Contract Director.

You will be polite and considerate in your dealings with NIRAS-LTS's clients and project stakeholders.

6 Keeping in touch

Projects can go wrong for many reasons outside your control. When a problem arises that affects your work and/or your outputs, please notify the NIRAS-LTS project manager promptly. We will work with you to find a solution and, if you are a sub-contractor, we will consider an amendment to your contract if that becomes necessary.

We are looking to improve our internal processes and develop close relationships both employees and sub-contractors. At the end of the project, we would be grateful if you can provide feedback on your experience of working with NIRAS-LTS. A feedback form will be provided.

We will provide similar feedback on your performance at the end of the project if requested.

Patrick Abbot
Managing Director, NIRAS-LTS International

5th November 2020