**UCL Estates – Code of Professional Conduct**

As a member of the UCL Estates staff and supplier community you will:

* Acquire and maintain appropriate professional knowledge, skills and competencies to carry out the full range of your roles and responsibilities.
* Apply high standards of relevance, accuracy and timeliness in the information, advice and service you provide to customers, colleagues and stakeholders.
* Establish, maintain and develop collaborative working relationships based on confidence and trust.
* Communicate with openness and honesty at all times.
* Exhibit and promote the highest standards of professional and personal integrity, and ethical conduct – operating within the relevant legal and policy frameworks at all times; doing what is appropriate and right, and never taking any action that could reflect badly on yourself or bring UCL into disrepute.
* Demonstrate exemplary personal leadership in all aspects of your conduct and behaviour.
* Act with respect and fairness, valuing diversity and inclusivity, and promoting equality of opportunity for all.
* Challenge others in respect of any unlawful, unethical or inappropriate conduct or behaviour.
* Take personal responsibility for doing the right things, and for doing things right; be held accountable any shortcomings in your own conduct or behaviour as well as for your team.
* Contribute effectively to maintaining a sustainable – including safety, environmental and financial – estate.
* Learn lessons from experience and strive to deliver continuous improvement across all aspects of your work, conduct and behaviour.

**Key References**

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| * UCL Estates Accountability Matrix | * UCL’s Professional Services Values |
| * UCL Financial Regulations | * UCL Behaviours Framework |
| * UCL Health & Safety Policy | * All Divisional policies and procedures |
| * UCL Computing Regulations (Acceptable Use Policy) | * Relevant Industry Standards and guidance, to achieve best practice. |
| * UCL HR policies and procedures |  |

**This Code of Conduct applies to the whole UCL Estates staff and supplier community and forms part of regular performance reviews.**