

Amey



Consulting  
Excellence  
at Amey

## About Amey

Amey is a leading provider of full lifecycle engineering, operations, and decarbonisation solutions for transport infrastructure and complex facilities.

Our purpose is to deliver sustainable infrastructure that enhances life and protects our shared future. We combine exceptional expertise in Consulting & Design, Advisory & Analytics, Transport Infrastructure and Complex Facilities to design, manage, and maintain clients' assets throughout their lifetime. Our leading data and analytics solutions enable us to create transformative solutions that strengthen resilience and drive sustainable improvements.

## Client service and value

Amey's consulting business provides a unique perspective. We are part of organisation that operates and manages infrastructure, giving us access to insights that come from day-to-day practise.

We use this insight to help our colleagues improve what they do and to advise our clients, for who we undertake most of our work. Whilst some of our commissions relate to assets, we help our clients understand the relationships between assets, operators and customers, whether that is the running of trains, the management of highways or in the management of buildings. We help our clients to improve the lives of their customers.

Data, analytics and increasingly AI lie at the heart of what we do, but we need to be able to understand the domains in which we work, manage the commissions we undertake effectively and help our customers implement the solutions we create with them. Our team therefore needs to be, and is, diverse in all dimensions; our team includes highly skill analysts, software specialists, change makers and programme managers. Our individuals come from very diverse backgrounds which enriches all our lives and the solutions we deliver to clients.

Our consulting business is clear about what we want to achieve. We are a learning organisation, we take informed risks and experiment, continually seeking to innovate in all aspects of what we do. We are open, transparent and collaborative with our stakeholders and our people.

We adopt a "can do", solution focussed approach to our work, always seeking to exceed our client's expectations and build long-term, sustainable relationships. We expect high professional standards from ourselves and our clients and will challenge those who do not meet our expectations. We will be bold. We will not be afraid to make mistakes and we will learn from them.

## Ethical behaviour

The Amey Code, shared by all of us, encompasses all of the elements of Consulting Excellence, and more.

The code is clear about how we work together in an ethical way and that we are good citizens, which is explained in more detail in our Commitment to Sustainability. We strive to provide excellence for our clients across our business, sometimes in trying circumstances with colleagues facing difficult challenges on site every day.

We develop a very wide range of skills, from the specialist skills of the consultant to the very practical skills required to remain safe on site. The professional development of our consultants is described in more detail below. We are, however, unique in the consulting world with respect to the commitment and resources we apply to health and safety, which is at the core of our code. As a result of the range work we do, our organisation is highly diverse, and we are committed to embracing difference.



## A word from our CEO

Each day, the decisions we make have the potential to impact others, our contracts, and the overall integrity of the Amey group. Therefore, it is crucial we consistently uphold the highest standards of conduct and ethics in our work and the way Amey operates.

At Amey, our people are driven by a strong set of shared values, based on safety, insight and collaboration. The Amey Code builds on our values and sets out our commitment to act with integrity in everything that we do. It provides a common framework around how we are expected to behave. By following the principles set out in the guide, we exceed clients' expectations, create a workplace where people can bring their best and contribute to protecting our shared future.

The Amey Code applies to every single permanent, temporary and agency employee, as well as individuals engaged by our subsidiaries and suppliers.

**Everyone who works for and with Amey is expected to ensure that:**

- **We treat everyone with respect**
- **We conduct our business responsibly and with integrity**
- **We do not misuse property or information**

I ask that every single employee not only reads the Amey Code but commits to following the spirit of the Amey Code and applies it to their everyday working life.

**Andy Milner**  
Chief Executive Officer

## Our Values

Our shared values are the foundation of our culture, guiding our interactions and relationships with customers, partners, suppliers and the communities in which we operate.

### We put safety first, always

Putting safety first, every day, for everyone, with zero exceptions.

### We win as one

Our culture of cross company teamwork and shared expertise creates more value for our clients, our people and end users of our services.

### We bring the best

Every day we strive to bring the best version of ourselves to our work.

### We are inspired by insight

We innovate, inspire and deliver better solutions through robust data and new insights combined with our deep personal expertise.

### We look after each other

We treat each other with care, respect, and honesty in every interaction.



## The Amey Code

### We treat everyone with respect

1. We promote fair and inclusive workplaces and do not tolerate harassment, bullying or discrimination.
2. Our goal is to ensure we have safe service delivery for our employees, customers and members of the public; providing a safe place to work.
3. We respect and protect human rights.
4. We respect our stakeholders and the communities we live in and serve.

### We conduct our business responsibly and with integrity

5. We do not permit or condone any act of fraud, bribery, corruption or deception.
6. We avoid or manage situations where personal interests or actions could conflict or appear to conflict with the Amey's best interest.
7. We avoid undue influence through giving or accepting gifts and hospitality or making donations to political parties.
8. We only engage in fair and lawful competition.
9. We protect our natural world, minimising our impact on the environment.
10. We only work with suppliers that apply the same standards of ethical behaviour as ourselves.

### We do not misuse property or information

11. We protect information and everyone's privacy.
12. We only use Amey assets, intellectual property and systems for work purposes.
13. We communicate honestly and report accurately.

### Who does the Amey Code apply to and what does it mean in practice?

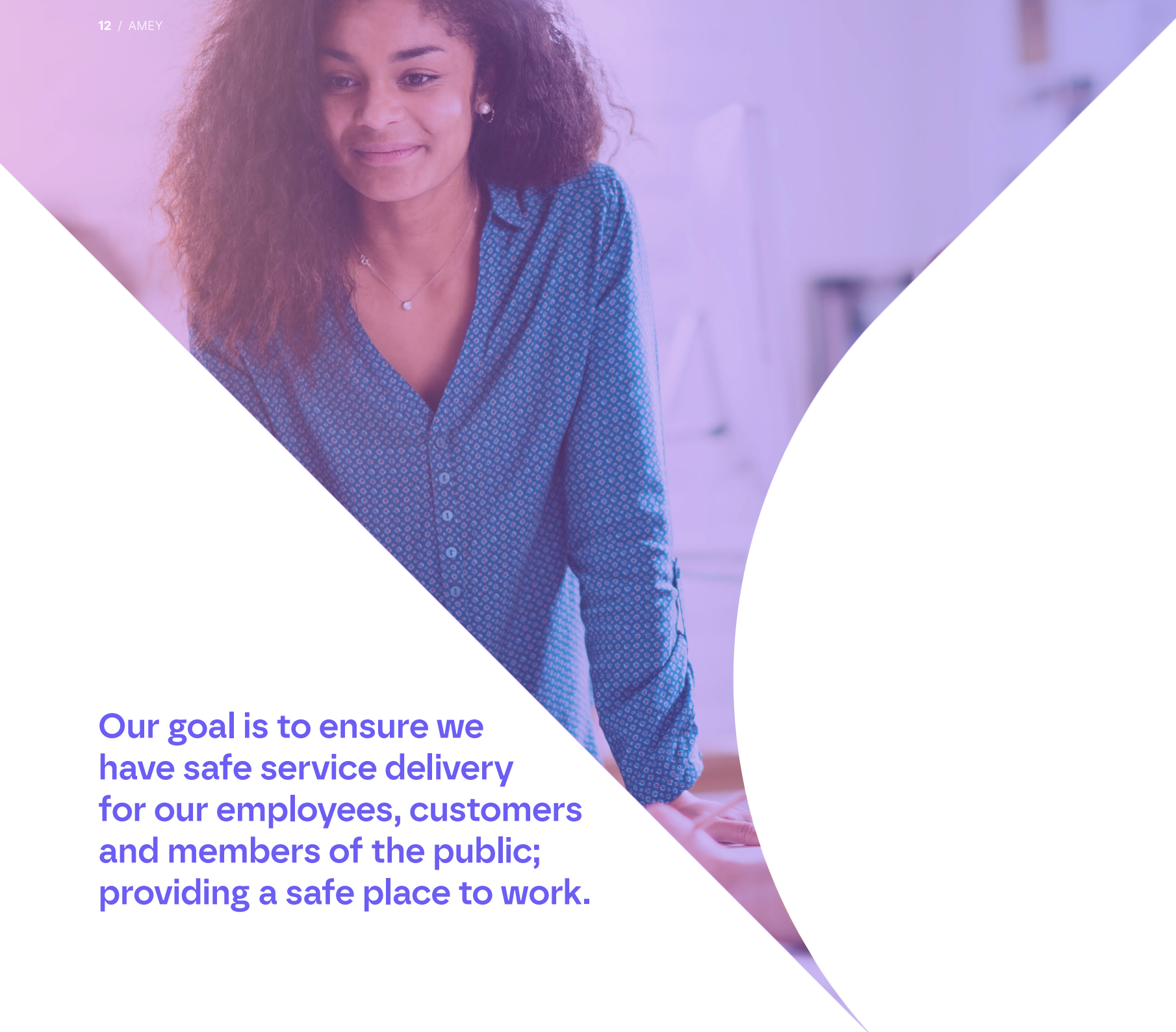
The Amey Code applies to all permanent, temporary and fixed term employees, agency workers, contractors and people engaged by our suppliers. It relates to the way Amey and all its people conduct themselves with customers, colleagues, suppliers and the communities we work in.

We only work with third parties who uphold the same standards as we do. This includes joint venture partners, sub-contractors and suppliers.

If you work for or with Amey, you are responsible for understanding the Amey Code and the related policies, and for asking questions when you are unclear about anything.

Failure to adhere to the Amey Code will result in the appropriate action being taken against those individuals.

**We treat everyone  
with respect**



**Our goal is to ensure we have safe service delivery for our employees, customers and members of the public; providing a safe place to work.**

## **Commitment to diversity and inclusion**

Amey is committed to achieving an inclusive working environment that values equality, diversity and inclusion. Everyone has an equal opportunity to fulfil their potential and 'be their best'.

This means that we promote a mix of people, treat everyone fairly and respect differences in a culture where everyone can participate equally no matter their background, identity or circumstances. The result is that people feel valued, comfortable and confident to be themselves in a way that suits them and delivers business needs.

In practice, respecting and accepting people for who they are by making adjustment or alternative interventions to remove barriers for people regardless of age, disability, gender reassignment, marriage & civil partnership, race, religion or belief, sex, sexual orientation and pregnancy or maternity.

At the heart of our approach to health and safety is the belief that all harm is avoidable and that there is no such thing as an inevitable injury. Amey expects its employees to attend for work in a fit and appropriate state with no impairment from the misuse of alcohol, drugs or similar substances.

We also respect the importance of people feeling able to bring their whole self to work; for them to be aware of their own wellbeing and to raise a concern if that may affect their ability to work safely.

## Commitment to professional development

We have a range of formal and informal processes that support the professional and career development of our people.


Our consulting business has a formal professional development process that is focussed on the development of consultancy skills in their widest sense. The process has been in place since 2012 when the business was founded and complied fully with the Chartered Management Consultant requirements when it was assessed recently. We are encouraging our team to seek formal accreditation.

We support our team in the development of their technical skills largely by funding external training and supporting professional CPD. We have a strong ethos of sharing experiences and ideas but putting time aside for informal discussions/presentations and we support hackathons, both of which are generated by the teams rather than the leadership.

More formally, the following processes are available to all:

- Continuous Performance Management Process (CPM) and Development Plans (PDP) – annual development planning and ongoing review of performance and development throughout the year.
- Annual Development Month - promoting what is available to all, hosting events focused on our development priorities, including opportunities to attend personal coaching clinics
- Employee Led Progression Frameworks and Talent Framework – clear job descriptions and a clear career path structure, clear processes for progression with regular review panels to demonstrate competence.
- Succession Planning and Associated Development Planning – including corporate wide programmes such as Women at Amey and the Multicultural Leadership Programme, corporate mentoring programme, local mentoring, professional mentoring aligned to professional qualification, access to regular coaching clinics
- People Management Development Programme for all new and aspiring managers
- Early Careers Programmes across all disciplines.
- Affinity Groups and Embracing Difference Inclusion Strategy





Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

Brundtland Report October 1987

## Commitment to sustainability

35 years since the Brundtland Report was published, never more are these needs in such demand, with all parts of society required to step up and take action on sustainability.

Our increased access to data and knowledge all points towards the hard truth that we are living within a Climate Emergency – a Code Red for humanity – with our consumption and use of natural resources far exceeding planetary boundaries.

The built environment, (the infrastructure we all use to live, travel and work), plays a huge role in our ability to deliver on sustainability. From the consideration of the initial need, through to engineering design and planning, onward construction, maintenance and demobilisation, decisions are made at every point in the life cycle of asset which either positively or negatively contribute toward sustainable development.

In the UK there is huge growth expectation within our sector, with investment in infrastructure looking to help level up the country and enable a prosperous economy for all. It's anticipated that an extra quarter of a million construction workers will be needed by 2026, with demand in infrastructure and maintenance sectors soaring. And yet, we have a considerable skills shortage, as well as an aging workforce.

It is our opportunity, even our obligation as a strategic supplier to government, to close both the skills and the opportunity gap, through pro-actively recruiting and upskilling those that face barriers or are long-term unemployed.

This will be the workforce that will help transition our economy to Net Zero. We seek to move from historical design and operational activities that perpetuate natural resource extraction, depletion and waste to one that re-uses materials and restores and regenerates our planet. It's a move that will transition us away from short-term thinking at the expense of our natural environment, to one that challenges the status quo and considers total environment, social and economic impact on our communities both today and for the future. In a similar vein, our intent is to create community value, wealth and wellbeing through championing an inclusive economy – one that gives opportunity to all and targets positive action towards people and places that face most disadvantage.

This ambition is not a quick fix, nor will it happen overnight; as we build on our action to date and set the trajectory for change, our collective approach – and challenge to others – is the need to be bolder, to speed up the momentum and pace for change.

**Emily Davies**

Director of Social Impact

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Our leading data and analytics solutions enable us to create transformative solutions that strengthen resilience and drive sustainable improvements.

[amey.co.uk](https://amey.co.uk)



The Prince's  
Responsible  
Business Network

**INVESTORS IN PEOPLE®**

**We invest in people** Gold  
**We invest in wellbeing** Gold