

# Our Ethical Statement



Our reputation at Norman Disney & Young (NDY), A Tetra Tech Company, relies upon all of the decisions we make and all the actions we take.

The high standards we have encouraged for over 60 years have rewarded us with an enviable reputation in today's industry: a reputation of honesty, integrity and dependability. This robust ethical reputation has taken many years to earn and is a vital asset which everyone at NDY has a personal responsibility in preserving, protecting and enhancing.

Our reputation is the silent abiding partner in all our business relationships.

## OUR OPERATING PRINCIPLES

NDY is committed to the highest ethical principles and standards of behaviour in the achievement of its objectives. As a global firm operating in diverse business and social environments, we are proud of our reputation for high ethical standards and we are mindful that they apply both in the way we deliver our services and the way in which we run our business.

This is reflected throughout our internal policies and procedures, which encompass our values of:

- Excellence
- Leadership
- Integrity
- Collaboration
- Accountability & Ownership
- Innovation

The ethical principles embodied in our values, policies and procedures are the signposts by which our employees make business decisions each day. To help ensure that we conduct business according to these principles, we have specific policies and procedures that define what we expect of our people.

We strive to be ethically, environmentally and socially responsible in all we do.

## OUR CLIENTS

Our Purpose – the thing that we are most collectively and deeply passionate about and why we exist as a business – is quite simply, Making Spaces Work.

This very succinct, powerful, purpose statement clearly articulates our reason for being as professional services consulting engineers and designers. It defines what we seek to do for each and every project.

It is this determined focus on our clients' projects that underpins our business success. Our clients are our trusted partners and we always act with the highest integrity and exercise the basic virtues of respect, dignity, kindness, courtesy and manners in all work relationships.

We listen to our clients and seek to meet or exceed their expectations. This commitment to our clients is underpinned by our high standards of personal performance and professional growth.

## SUSTAINABILITY

We acknowledge that as consulting engineers we have both great responsibilities and opportunities in facilitating sustainable outcomes. We work with clients to improve design efficiencies and deliver improved long-term environmentally friendly outcomes.

We are dedicated to the development of sustainable solutions and consider energy efficiency to be consistent with cost effectiveness. We embrace sustainability for the benefit of our clients, the built environment and the global community.

NDY is committed to leading by example in sustainability and corporate social responsibility. We publicly demonstrate this through our annual global sustainability report in accordance with Global Reporting Initiatives (GRI) G4 guidelines.

## OUR PEOPLE

We are responsible to our employees – the colleagues who work with us throughout the world. Everyone is considered an individual with respect for their dignity and recognition for their merit. We actively seek ways to help our employees achieve fulfilment in their careers whilst meeting their family obligations.

There is equal opportunity for employment, development and advancement for those qualified. Our people are employed on individual employment contracts that incorporate above award conditions where awards are applicable, and all employment arrangements are compliant with the relevant legislation.

We support equal employment and opportunity in all our policies and procedures and we do not tolerate or condone discrimination of any kind.

We actively encourage our employees to participate in continuous professional development and conduct regular employee reviews. Together with the employee, we create a plan to assist in the development and self-improvement of each individual. We conduct regular employee opinion surveys to gather feedback on implementing initiatives that will further enhance employee satisfaction and efficiency.

We are also committed to the process of continual learning and seek to update our own skills and technical expertise. NDY funds research and development activities in all key NDY disciplines and we are dedicated to attracting and retaining the best engineering talent. Continual professional development is a core characteristic of our business.

Our annual awards program recognises and celebrates the inspired and creative thinking of our people.

The awards emphasise our pursuit of excellence through tangible acts and inspired innovation which challenge the norm – a key differentiator that distinguishes our firm from our competitors.

We pride ourselves on being a preferred employer with benefits such as extended annual leave, paid parental leave, salary sacrificing arrangements, social club, and health & fitness membership rebates.

We encourage a happy and healthy work life balance and are committed to supporting the health and wellbeing of all our employees.

## OUR WORKPLACE

The work health and safety of all persons employed within the organisation and those visiting the organisation are considered to be of the utmost importance.

We strive to ensure clean, safe and orderly working conditions in all of our locations and abide by all local health and safety laws.

As part of our commitment to a sustainable built environment, we strive to ensure our workplaces reflect best practice energy efficiency and occupancy comfort. Our Melbourne headquarters is an award winning triple 5 Star Green Star building and many of our other offices have achieved, or are in the process of achieving, accredited ratings.

Our workplace culture places a strong emphasis on teamwork and with collaboration as one of our core values, all staff are encouraged to listen, share and contribute. We strive to celebrate the successes, achievements and milestones of our people and encourage promotion from within to ensure a fulfilling career path.

Our support for a work life balance is reflected in a very active office social program along with support for employees to embark on volunteering efforts in the broader community.

## SOCIETY

As part of our mission, we aim to deliver our work through better understanding the expectations of communities in which we operate. We aim to conduct our business in a socially responsible manner with due regard for the laws, customs and needs of the communities in which we operate.

We focus on being good corporate citizens and support volunteering and good works through our own charity – the NDY Charitable Trust – as well as external organisations that align with our efforts to support communities in need.

## ECONOMIC STANDARDS

Our commitment to the success of each of our projects results in providing solutions that are competitive in terms of capital cost, economical to operate and maintain, conscious of environmental needs, energy efficient, and have the flexibility to adapt to changing requirements throughout the life of the installation.

Profitability of the business allows us to live and work by our principles and discharge our responsibilities. It is also a measure of both our efficiency and the value that clients put on our services. We will continue to invest in the development of our skills and technology to meet our clients' needs.

## LEADERSHIP

With the involvement of company directors and senior management in all aspects of project development, their established skills and experience ensures that engineering quality is maintained and that budgets are achieved whilst overseeing the application of the highest ethical standards in all of our actions.

Our senior employees are expected to be ethical role models and act as ambassadors of the standards engrained at NDY. They are expected to ensure all employees in their teams demonstrate ethical behaviour and legal compliance while representing NDY.

We observe the laws of each country in which we do business including compliance with all applicable anti-bribery laws and regulations.

## INTO ACTION

We are committed to quality assurance and best practice management. A Quality Management System, based on the requirements of ISO 9001, formalises this commitment. This quality system encompasses all aspects of the project from design through construction and to the end of the defects liability period.

For further information about Norman NDY go to [www.ndy.com](http://www.ndy.com) or follow us on social media.