

London Business School Alumni Code of Conduct

London Business School supports its alumni on their lifelong learning journey and believe that alumni will benefit from staying closely connected to the School and to the broad London Business School community. In turn the School hopes alumni will be inspired to play an active role in the School's ongoing success.

The benefits and services provided to alumni by London Business School are provided on a discretionary basis. When making use of these services, taking part in LBS events, programmes or activities (either on campus or elsewhere) and when communicating online on London Business School platforms, alumni agree to abide by this Code of Conduct, as well as any other stated terms and conditions, and any relevant laws and regulations.

London Business School has the right to remove access to alumni services and benefits, in whole, or in part, temporarily or permanently, if it is deemed that an individual has breached this code.

1. General conduct

- a. Alumni of London Business School will treat each other, London Business School students, faculty and staff fairly, with respect and dignity at all times, in line with the School's spirit: rigorous, curious, open, inspiring detailed in the [Belong and Thrive Statement](#).
- b. London Business School alumni value and take pride in the diversity of their community, valuing the rights, experience and perspectives of all
- c. The London Business School alumni community is a safe environment, free from harassment and discrimination (please see unacceptable behaviours listed below)
- d. The alumni community plays a central role in the life and development of London Business School and works with current students, faculty and staff to support positive change and activity at the School
- e. While engaged in any official London Business School activity alumni behave with honesty and integrity and uphold the highest standards of personal conduct. This includes participating as a student in electives, where you are expected to adhere to the [elective's terms and conditions](#).
- f. Alumni engage with the School community in an appropriate manner, using the specified channels for business and non-business communications. All contact should be respectful and follow good communications etiquette
- g. The alumni community has a responsibility to uphold and enforce the Alumni Code of Conduct and is asked to report any violations or concerns to the School via the appropriate channels (please see Violation of Code of Conduct below)

2. Unacceptable behaviours

Unacceptable behaviour includes, but is not limited to, the following:

- a. Verbal abuse
- b. Harassment, stalking or cyberstalking

- c. Bullying, cyberbullying including trolling and doxxing
- d. Discrimination
- e. Sexual harassment
- f. Unwanted physical contact

3. On campus

- a. The terms and conditions of use for the London Business School alumni centres and boardroom can be found on Portal and LBS Hub and are applicable to all alumni
- b. Facilities should be treated with respect and due care and only used for their designated purpose. In no circumstances should alumni use the alumni centre or other areas of campus for overnight accommodation
- c. Alumni may only invite guests onto campus to use the alumni boardroom or alumni centres or to attend select events, at the discretion of the event organiser. Guests must be registered with Security and display their security badges at all times. Alumni are responsible for their guests and their behaviour throughout their visit
- d. Whilst on campus alumni will carry security cards and show identification if requested
- e. London Business School security cards should be not passed on to third parties and may be de-activated at any time, if abuse of the card is suspected.

4. Online

- a. All communications on LBS platforms should adhere to the guidelines, which reference data security, and are found on the relevant platform
- b. Postings on Portal and LBS Hub discussions must not breach any UK law or discuss how to commit illegal activity
- c. All comments on School platforms should be free of discrimination in accordance with the UK Equality Act 2010
- d. Individuals should represent themselves accurately and not falsify information; this includes falsifying job status on the career services job status form, awards or education details.

5. Violation of the Alumni Code of Conduct

The role of the Advancement office is to advise alumni of the Code of Conduct, monitor the effectiveness of the Code and investigate suspected violations. If you believe there has been a breach of the Alumni Code of Conduct, in the first instance you should report it in writing, as soon as possible to alumnirelations@london.edu. You should include the following information:

- Time
- Date
- Place
- A description the incident(s)
- The name(s) of the person(s) involved and any witnesses.

All comments and complaints will be treated with confidentiality, respect and equality. Alternatively, if you wish to remain anonymous, you can use the [Safe Reporting Process \(safereporting@london.edu\)](#). Please be aware that if you choose to remain anonymous the School is limited as to what action can be taken.

All complaints raised with the Advancement office will be addressed following an agreed process, as set out below:

- a. All reports will be logged and presented to the Executive Director of Alumni Engagement or their nominee
- b. The Executive Director of Alumni Engagement or their nominee will be in contact within 3 working days of the receipt of the report. At this stage an informal resolution may be sought

- c. Should a resolution not be found and the report becomes a formal complaint, all parties will be asked to place their position/case in writing within 10 working days for review by the Executive Director of Alumni Engagement and the School Secretary
- d. The Executive Director of Alumni Engagement and the School Secretary will have the ultimate authority to agree the resolution of all complaints
- e. The School reserves the right to refer cases to member(s) of the Alumni Council Executive Committee at any time
- f. All alumni are asked to consider carefully any complaint against a fellow alumnus/a and maintain respect and confidentiality whilst undertaking the complaint process
- g. Ultimately, London Business School has the right to withdraw alumni benefits from any individual who violates the Alumni Code of Conduct as outlined above. For further information on the withdrawal of benefits please see the Alumni Status and Provision of Benefits policy
- h. Alumni have the right to appeal any decision that has been made following an investigation. Any such appeal must be submitted in writing and addressed to the School's Associate Dean of Advancement within four weeks of the written communication outlining the School's decision. The Associate Dean will consider the appeal, together with the Chair of the Alumni Council. The appeal will be heard within a reasonable time period, dependent on the availability of those involved.

6. Related policies

Belong and Thrive Statement [Belong & Thrive Statement F21 \(london.edu\)](#)

Harassment and Bullying Policy <https://www.london.edu/-/media/files/miscellaneous/bullying--harassment-policy-f21.pdf?la=en>

Trans Equality Policy <https://www.london.edu/-/media/files/miscellaneous/trans-equality-policy-f21.pdf?la=en>

Safe reporting Policy <https://www.london.edu/-/media/files/miscellaneous/safe-reporting-policy-f21.pdf?la=en>

The School's Free Speech Code of Practice can be found here: [Policies and legislation | London Business School](#)]

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