

CODES OF CONDUCT & ETHICAL STANDARDS

Section B – Non Contractual Policy

Codes of Conduct & Ethical Standards

This section is relevant to RICS members however we expect all employees to conduct themselves in accordance with the core principles set out below.

As a technically skilled practitioner, you must operate in a way that accords with your professional status. You must act in accordance with RICS Codes of Conduct for both Members and Firms. Failure to comply with these rules could result in disciplinary action against you.

As a member of RICS you are also responsible for the delivery of 'surveying services' within an ethical context and you are subject to certain core values that underpin all conduct regulations and requirements.

In addition to the core principles below you must familiarise yourself with our Personal Conflicts of Interest Policy and your reporting duties and responsibilities in cases of a conflict of interest or potential conflict of interest. You must also be familiar with our complaints handling procedures. Please refer to these documents on the Company intranet.

By following the Rules of Conduct, Ethical Code, and the Company's internal procedures members resolve the inevitable conflicts between the interests of the professional, the client and the community at large.

Ethical Code

The RICS ethical code is designed to provide help and guidance to surveyors in every situation, particularly when in doubt about how to handle difficult circumstances or where there is a danger that members' professionalism may be compromised.

The principles are:

1. Act honourably – Never put your own gain above the welfare of your clients or others to whom you have a professional responsibility. Always consider the wider interests of society in your judgments.
2. Act with integrity – Be trustworthy in all that you do – never deliberately mislead, whether by withholding or distorting information.
3. Be open and transparent in your dealings – Share the full facts with your clients, making things as plain and intelligible as possible.
4. Be accountable for all your actions – Take full responsibility for your actions and don't blame others if things go wrong.
5. Know and act within your limitations – Be aware of the limits of your competence and don't be tempted to work beyond these. Never commit to more than you can deliver.
6. Be objective at all times – Give clear and appropriate advice. Never let sentiments or your own interests cloud your judgement.
7. Always treat others with respect – Never discriminate against others.
8. Set a good example – Remember that both your public and private behaviour could affect your own, RICS' and other members' reputations.
9. Have the courage to make a stand – Be prepared to act if you suspect a risk to safety or malpractice of any sort.
10. Comply with the relevant laws and regulations – Avoid any action, illegal or litigious, that may bring the profession into disrepute.

11. Avoid conflicts of interest – Declare any potential conflicts of interest, personal or professional, to all relevant parties.
12. Respect confidentiality – Maintain the confidentiality of your clients' affairs. Never divulge information to others unless it is necessary.

RICS expects you to not only demonstrate a knowledge and understanding of these principles but to demonstrate a commitment to meet these ethical standards and maintain the integrity of the profession.

Lifelong Learning

As a RICS member you are expected to undertake 'Lifelong learning' formally known as CPD (Continuous professional development). This places an obligation on you to undertake relevant training and to record that you have done so. Whilst the Company will provide training opportunities and support you in this area the responsibility to gain the necessary number of hours remains with you. All members must remember that their CPD records may be called in at anytime either by RICS or by LSH. Records should be logged with RICS via their website or App.