

## CODES OF CONDUCT AND ETHICAL STANDARDS POLICY

### Overview

This policy is relevant to **all employees** as LSH is an RICS Regulated Firm. As such we expect all employees to conduct themselves in accordance with RICS Rules of Conduct set out below irrespective of whether they are RICS Members.

As an LSH employee, you must act and work in a way that accords with our professional status as a Regulated Firm. Failure to do so may result in disciplinary action being taken against you.

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

In addition to the Rules of Conduct below, you must familiarise yourself with all of our Group Policies. You should be familiar with our Conflicts of Interest Policies (general, company and personal) 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 in the “Compliance” section of LSH intranet, Flash.

By following the RICS Rules of Conduct and the Company’s internal policies and procedures, employees resolve the inevitable conflicts between the interests of the individual, the organisation, the client and the community at large.

### RICS Rules of Conduct

New Rules of Conduct became effective from 02 February 2022. These can be accessed at

<https://www.rics.org/globalassets/rics-website/media/upholding-professional-standards/standards-of-conduct/rules-of-conduct/roc-en-2021.pdf>

The new rules are supported by stated behaviours against which the actions of individuals and Lambert Smith Hampton will be judged. It is important that you read and understand these.

### Lifelong Learning

If you are an 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 required number of learning hours remains with you.

All RICS members must remember that their CPD records may be called in at any time either by RICS or by LSH. Records should be logged with RICS via their website or App. The CPD period

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is the calendar year and records must be completed on line by 31 January for the preceding year.

If you have any questions concerning this Policy, please contact [kmaddern@lsh.co.uk](mailto:kmaddern@lsh.co.uk)

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