

Acting with integrity

Being honest and straightforward in all that we do. This is one of our five professional and ethical standards based on the regulations of RICS.

- This standard includes, but is not limited to, the following behaviours or actions:
- Being trustworthy in all that we do.
- Being open and transparent in the way we work. Sharing appropriate and necessary information with our clients and/or others to conduct business and doing so in a way so they can understand that information.
- Respecting confidential information of our clients and potential clients.

We do not divulge information to others unless it is appropriate to do so.

- Not taking advantage of a client, a colleague, a third party or anyone to whom we owe a duty of care.
- Not allowing bias, conflict of interest or the undue influence of others to
- override our professional or business judgements and obligations.
- Making clear to all interested parties where a conflict of interest, or even a potential conflict of interest, arises between us or our employer and our client.
- Not offering or accepting gifts, hospitality or services, which might suggest an improper obligation.
- Acting consistently in the public interest when it comes to making decisions or providing advice.

Some of the key questions that we ask ourselves include:

- What would an independent person think of our actions?
- Would we be happy to read about our actions in the press?
- How would our actions look to RICS?
- How would our actions look to our peers?
- Do people trust us? If not, why not?
- How often do we question what we do, not just in relation to meeting technical requirements but also in terms of acting professionally and ethically?
- Is this in the interest of our client, or our interest, or the interest of someone else?
- Would we like to be treated in this way if we were a client?
- Do we promote professional and ethical standards in all that we do?
- Do we say "show us where it says we can't" or do we say "is this ethical"?

Always providing a high standard of service

Always ensuring our client, or others to whom we have a professional responsibility, receive the best possible advice, support or performance of the terms of engagement we have agreed to. This is one of our five professional and ethical standards.

This standard includes, but is not limited to, the following behaviours or actions:

- Be clear about what service our client wants and the service we are providing.
- Act within our scope of competence. If it appears that services are required outside that scope then be prepared to do something about it, for example, make it known to our client, obtain expert input or consultation, or if it's the case that we are unable to meet the service requirements, explain that we are not best placed to act for the client.
- Be transparent about fees and any other costs or payments such as referral fees or commissions.
- Communicate with our client in a way that will allow them to make informed decisions
- If we use the services of others then ensure that we pay for those services within the timescale agreed.
- Encourage our firm or the organisation we work for to put the fair treatment of clients at the centre of its business culture.

Some of the key questions that we could ask ourselves include:

- Do we explain clearly what we promise to do and do we keep to that promise?
- Do we look at ways to improve the service we provide to my clients?
- How can we help my clients better understand the surveying services that we are offering?
- Are we providing a professional service for a professional fee?
- Would the client still employ us if they knew more about us and the workload we have? If not, why not?
- Do we put undue pressure on ourselves and colleagues (especially junior colleagues) to do more than we actually can?

Acting in a way that promotes trust in the profession

Acting in a manner, both in our professional life and private life, to promote we, our firm or the organisation we work for in a professional and positive way. This is one of our five professional and ethical standards.

This standard includes, but is not limited to, the following behaviours or actions:

- Promoting what we and the profession stand for - the highest standards globally
- Understanding that being a professional is more than just about how we behave at work; it's also about how we behave in our private life
- Understanding how our actions affect others and the environment and, if appropriate, questioning or amending that behaviour
- Fulfilling our obligations. Doing what we say we will
- Always trying to meet the spirit of our professional standards and not just the letter of the standards

Some of the key questions that we ask ourselves include:

- Do our actions promote the profession in the best light possible?
- What is the best way for me to promote trust in ourselves, our firm and the profession?
- Do we explain and promote the benefits, the checks and balances that exist with the professional services that we provide?

Treating others with respect

Treating everyone with courtesy, politeness and respect and consider cultural sensitivities and business practices.

This standard includes, but is not limited to, the following behaviours or actions:

- Always being courteous, polite and considerate to clients, potential clients and everyone else we come into contact with.
- Never discriminating against anyone for whatever reason. Always ensuring that issues of race, gender, sexual orientation, age, size, religion, country of origin or disability have no place in the way we deal with other people or do business.
- As much as we are able, encourage the firm or organisation we work for to put the fair and respectful treatment of clients at the centre of its business culture.

Some of the key questions that we could ask ourselves include:

- Would we allow our behaviour or the way we make our decisions to be publicly scrutinised? If not, why not? If so, what would the public think?
- Are our personal feelings, views, prejudices or preferences influencing our business decisions?
- How would we feel if somebody treated us this way?
- Do we treat each person as an individual?

Taking responsibility

Be accountable for all our actions - don't blame others if things go wrong, and if we suspect something isn't right, be prepared to take action.

This standard includes, but is not limited to the following behaviours or actions:

- Always act with skill, care and diligence.
- If someone makes a complaint about something that we have done, then respond in an appropriate and professional manner and aim to resolve the matter to the satisfaction of the complainant as far as we can.
- If we think something is not right, be prepared to question it and raise the matter as appropriate with our colleagues, within our firm or the organisation that we work for, with RICS or with any other appropriate body or organisation.

Some of the key questions that we could ask ourselves include:

- Are we approachable?
- Does our firm or organisation have a clear complaints handling procedure?
- Do we learn from complaints?
- Do we take complaints seriously?
- Are we clear about what the process is within our firm or the organisation that we work for about raising concerns?
- Have we considered asking for advice from RICS?