



Code of Conduct

March 2021

TECH PARTNER



1. Honesty and integrity

Be honest and straightforward in all that you do. This is one of our five professional and ethical standards. This standard includes, but is not limited to, the following behaviours or actions:

- Being trustworthy in all that you do.
- Being open and transparent in the way you work. Sharing appropriate and necessary information with your clients and/or others to conduct business and doing so in a way so they can understand that information.
- Respecting confidential information of your clients and potential clients.
- Don't 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 you owe a duty of care.
- Not allowing bias, conflict of interest or the undue influence of others to override your 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 you or your employer and your client.
- Not offering or accepting gifts, hospitality or services, which might suggest an improper obligation.

2. Good service

Always ensure your client, or others to whom you have a professional responsibility, receive the best possible advice, support or performance of the terms of product or service you have agreed to. This standard includes, but is not limited to, the following behaviours or actions:

- Be clear about what service your client wants and the service you are providing.
- Be transparent about fees and any other costs or payments such as product updates or subscriptions.
- Communicate with your client in a way that will allow them to make informed decisions.
- Encourage your firm or the organisation you work for to put the fair treatment of clients at the centre of its business culture.

3. Responsible use of data

Always ensure that all data is used ethically and in line with your local data protection regulations and any other international regulations that may be applicable. If your country or region does not currently have any data protection legislation in force, we recommend that you follow the principles of GDPR, which can be found on the UK Information Commissioners Office website and those equivalent bodied in EU member states.

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/principles/>

4. Respect, diversity and inclusion

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

5. Reputation of RICS

Act in a manner, both in your professional life and private life, to promote you, your firm or the organisation you work for in a professional and positive way. This standard includes, but is not limited to, the following behaviours or actions:

- Promoting what you and RICS stand for – the highest standards globally.
- Understanding that being a professional is more than just about how you behave at work; it's also about how you behave in your private life.
- Understanding how your actions affect others and the environment and, if appropriate, questioning or amending that behaviour.
- Fulfilling your obligations. Doing what you say you will.
- Act in a way that will not bring the reputation of RICS into disrepute.