



THE CODE

Applicable to all levels of membership

No member shall conduct themselves in a manner that would bring the Institute or its membership into disrepute.

Members shall:

1. Comply with all legal requirements and relevant codes of practice and this clause overrides all others, so that where there is conflict, this clause shall prevail.
2. Conduct yourself and your business in a professional, ethical, honest and fair way. Be open and transparent in the way you work.
3. Maintain high standards of personal behaviour both in your professional life and private life and to do nothing to bring yourself, your business or firm, the Institute, the Institute's membership or the profession into disrepute.
4. Maintain the integrity of yourself, the Institute, the Institute's members and the profession in public and in the media.
5. Provide appropriate and necessary information with your dealings with all parties and conduct yourself and your business in a way they can understand the information they receive and the implications of that information to them.
6. Ensure that clients and customers are provided with clear, complete and fair terms of business; such terms should be in writing.
7. Ensure that all parties are clear for whom you are acting and the scope of your responsibilities.
8. Avoid conflicts of interest or perceived conflicts of interest but if they do arise, deal with them promptly, openly and fairly.
9. Ensure that all communications are fair, clear and timely.
10. Ensure that all financial dealings are fair, transparent and understood by all parties.
11. Carry out work with due skill and diligence and ensure that you are appropriately trained and knowledgeable for the work you do. Do not do work beyond your competence.
12. Ensure your advice is given ethically, impartially, fairly and on merit, using the best evidence and without discrimination or bias.
13. Do not discriminate unfairly in any way.
14. Act consistently in the public interest when it comes to making decisions or providing advice.
15. Do not offer or accept gifts, hospitality or services, which might suggest a conflict of interest or other improper obligation.
16. If you receive a complaint about something that you have done, then respond in an appropriate and professional manner and endeavour to resolve the matter to the satisfaction of the complainant where possible.
17. You should challenge or report poor behaviour, for example but not limited to fraud, theft, conflict of interest or discrimination and raise the matter as appropriate with your colleagues, within your firm or the organisation that you work for or with the appropriate regulator, body or organisation.