

## Act with 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.
- Acting consistently in the public interest when it comes to making decisions or providing advice.

Some of the key questions that you could ask yourself include:

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