

Act honourably

1. Never put your own gain above the welfare of your clients or others to whom you have a professional responsibility. Always consider the wider interests of society in your judgements.

Act with integrity

2. Be trustworthy in all that you do – never deliberately mislead, whether by withholding or distorting information.

Be open and transparent in your dealings

3. Always share the full facts with the clients, making things as plain and intelligible as possible.

Be accountable for all your actions

4. Take full responsibility for your actions and don't blame others if things go wrong.

Know and act within your limitations

5. Be aware of the limits of your competence and don't be tempted to work beyond these. Never commit to more than you can achieve.

Be objective at all times

6. Give clear and appropriate advice. Never let sentiments or your own interests cloud your judgement.

Always treat others with respect

7. Never discriminate against others.

Set a good example

8. Remember that both your public and private behaviours could affect your own, RICS' and other members' reputations.

Have the courage to make a stand

9. Be prepared to act if you suspect a risk to safety or malpractice of any sort.

Comply with relevant laws and regulations

10. Avoid any action, illegal or litigious, that may bring the profession into disrepute.

Avoid conflicts of interest

11. Declare any potential conflicts of interest, personal or professional, to all relevant parties.

Respect confidentiality

12. Maintain the confidentiality of your clients' affairs. Never divulge information to others unless it is necessary.

Lane & Frankham Limited

London
3rd Floor, Baird House
15–17 St Cross Street
London
EC1N 8UW
020 3714 3063

Stevenage
Suite 237, Second Floor
King Court Business Centre
London Road, Stevenage
Hertfordshire SG1 2NG
020 3714 3063

www.laneandfrankham.com
info@laneandfrankham.com

Part of the Frankham Consultancy Group

Headquarters
Irene House
Five Arches Business Park
Maidstone Road, Sidcup
Kent DA14 5AE
020 8309 7777