



# Rules of Conduct for Members

04 June 2007 version 6

With effect from 01 January 2013





## Introduction

The Rules of Conduct for Members apply to all members worldwide. They cover those matters for which individual members are responsible and accountable in their professional lives. The rules focus on our regulatory goals and adopt the five principles of better regulation:

- **Proportionality**
- **Accountability**
- **Consistency**
- **Targeting**
- **Transparency**

For members requiring further guidance, we have prepared a series of help sheets on different aspects of the rules. These can be found at **[www.rics.org/regulation](http://www.rics.org/regulation)**.

These Rules provide a strong foundation for RICS and its members, helping to protect the public and uphold the reputation of the profession.

These Rules of Conduct for Members of RICS are made by the Regulatory Board of the Royal Institution of Chartered Surveyors (RICS) under Article 18 of the Supplemental Charter 1973 and Bye-Law 5 of RICS Bye-Laws. Version 6 of these Rules shall apply from 01 January 2013.

### Scope

These Rules set out the standards of professional conduct and practice expected of Members of RICS. These Rules do not repeat obligations placed on Members by the general law, for example in the areas of discrimination and employment.

Not every shortcoming on the part of a Member, nor failure to comply with these Rules, will necessarily give rise to disciplinary proceedings. However, a failure to follow any guidance associated with the Rules is a factor that will be considered should it be necessary to examine the behaviour of a Member. In such circumstances a Member may be asked to justify the steps they took and this may be taken into account. A Member should be guided as much by the spirit of the Rules as by the express terms.

## Part I General Interpretation

1. In these Rules, unless the context otherwise requires, 'Member' means a Chartered Member, non-Chartered Member, Honorary Member or a member of the attached classes.

### Communication

2. RICS will communicate with Members by any of the following:
  - a. post
  - b. fax
  - c. e-mail
  - d. telephone
  - e. in person

## Part II Personal and Professional Standards

### Ethical behaviour

3. Members shall at all times act with integrity and avoid conflicts of interest and avoid any actions or situations that are inconsistent with their professional obligations.

### Competence

4. Members shall carry out their professional work with due skill, care and diligence and with proper regard for the technical standards expected of them.

### Service

5. Members shall carry out their professional work in a timely manner and with proper regard for standards of service and customer care expected of them.

### Continuing Professional Development [CPD]

6. Members shall comply with RICS' requirements in respect of continuing professional development.

### Solvency

7. Members shall ensure that their personal and professional finances are managed appropriately.

### Information to RICS

8. Members shall submit in a timely manner such information, and in such form, as the Regulatory Board may reasonably require.

### Co-operation

9. Members shall co-operate fully with RICS staff and any person appointed by the Regulatory Board.



## Confidence through professional standards

RICS promotes and enforces the highest professional qualifications and standards in the development and management of land, real estate, construction and infrastructure. Our name promises the consistent delivery of standards – bringing confidence to the markets we serve.

We accredit 118,000 professionals and any individual or firm registered with RICS is subject to our quality assurance. Their expertise covers property valuation and management; the costing and leadership of construction projects; the development of infrastructure; and the management of natural resources, such as mining, farms and woodland. From environmental assessments and building controls to negotiating land rights in an emerging economy; if our members are involved the same professional standards and ethics apply.

We believe that standards underpin effective markets. With up to seventy per cent of the world's wealth bound up in land and real estate, our sector is vital to economic development, helping to underpin stable, sustainable investment and growth around the globe.

With offices covering the major political and financial centres of the world, our market presence means we are ideally placed to influence policy and embed standards at a national level. We also work at a cross-governmental level, delivering a single, international standard that will support a safe and vibrant marketplace in land, real estate, construction and infrastructure, for the benefit of all.

We are proud of our reputation and we guard it fiercely, so clients who work with an RICS professional can have confidence in the quality and ethics of the services they receive.

### United Kingdom RICS HQ

Parliament Square, London  
SW1P 3AD United Kingdom

t +44 (0)24 7686 8555

f +44 (0)20 7334 3811

contactrics@rics.org

#### Media enquiries

pressoffice@rics.org

### Ireland

38 Merrion Square, Dublin 2,  
Ireland

t +353 1 644 5500

f +353 1 661 1797

ricsireland@rics.org

### Europe

[excluding UK and Ireland]

Rue Ducale 67,  
1000 Brussels,  
Belgium

t +32 2 733 10 19

f +32 2 742 97 48

ricseurope@rics.org

### Middle East

Office G14, Block 3,  
Knowledge Village,  
Dubai, United Arab Emirates

t +971 4 446 2808

f +971 4 427 2498

ricsmenea@rics.org

### Africa

PO Box 3400,  
Witkoppen 2068,  
South Africa

t +27 11 467 2857

f +27 86 514 0655

ricsafrica@rics.org

### Americas

One Grand Central Place,  
60 East 42nd Street, Suite 2810,  
New York 10165 – 2811, USA

t +1 212 847 7400

f +1 212 847 7401

ricsamericas@rics.org

### South America

Rua Maranhão, 584 – cj 104,  
São Paulo – SP, Brasil

t +55 11 2925 0068

ricsbrasil@rics.org

### Oceania

Suite 1, Level 9,  
1 Castlereagh Street,  
Sydney NSW 2000, Australia

t +61 2 9216 2333

f +61 2 9232 5591

info@rics.org

### North Asia

3707 Hopewell Centre,  
183 Queen's Road East  
Wanchai, Hong Kong

t +852 2537 7117

f +852 2537 2756

ricsasia@rics.org

### ASEAN

Suite 10, 25th Floor,  
Samsung Hub, 3 Church Street,  
Singapore 049483

t +65 6692 9169

f +65 6692 9293

ricssingapore@rics.org

### Japan

Level 14 Hibiya Central Building,  
1-2-9 Nishi Shimbashi Minato-Ku,  
Tokyo 105-0003, Japan

t +81 3 5532 8813

f +81 3 5532 8814

ricsjapan@rics.org

### South Asia

48 & 49 Centrum Plaza,  
Sector Road, Sector 53,  
Gurgaon – 122002, India

t +91 124 459 5400

f +91 124 459 5402

ricsindia@rics.org