

## CODE OF PRACTICE

*(Adopted March 2005)*

1. A member, when accepting an instruction from a client, undertakes to complete it in an effective manner with minimum delay.
2. A member shall fully disclose any circumstances, which might influence the impartiality of any advice or service.
3. A member may accept instructions on behalf of a third party, provided it is made clear to whom the member is responsible and who is responsible for any fees.
4. Any member who takes over an instruction from another consultant, or alternatively is required to pass an instruction to another consultant, will act ethically and liaise with the other party regarding any outstanding matters.
5. A member shall hold as confidential any information imparted to them concerning the business affairs, methods and process of a client.
6. Members are encouraged to provide a client with an estimate of fees or quote prior to undertaking any instruction.
7. In the event of dispute between member and client, the matter will be referred to an independent mediator for a report, subject to the agreement of both parties.
8. A member shall act as the properly appointed agent of the client.
9. Members undertake to maintain a level of competency, commensurate with the work they propose to undertake.