

STANDARDS OF BUSINESS CONDUCT & ETHICS

Acting with integrity -

Dunphys requires its staff to be honest and straightforward in all that you/they do. This includes, but is not limited to, the following behaviours or actions from you/our staff:

- Being trustworthy in all that you do.
- Being open and transparent in the way you work. Sharing appropriate and necessary information with our clients and/or others to conduct business and doing so in a way so they can understand that information.
- Respecting confidential information of our clients and potential clients.
- Not divulging 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 we owe a duty of care.
- Not allowing bias, conflict of interest or the undue influence of others to override 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 staff, Dunphys and/or our 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.

Always providing a high standard of service -

Dunphys requires its staff to ensure our client, or others to whom we have a professional responsibility, always receive the best possible advice, support or performance of the terms of engagement we have agreed to. This standard includes, but is not limited to, the following behaviours or actions:

- Being clear about what service our client wants and the service we are providing.
- Acting within your/our scope of competence. If it appears that services are required outside that scope then to be prepared to do something about it by, for example, making it known to our client, obtaining expert input or consultation, or if in the event that we are unable to meet the service requirements, explain that we are not best placed to act for the client.
- Being transparent about fees and any other costs or payments (ie referral fees or commissions)
- Communicating with our client in a way that will allow them to make informed decisions
- If we use the services of others then ensuring that we pay for those services within the timescale agreed.
- Encouraging all fellow staff to put the fair treatment of clients at the centre of its business culture.

Acting in a way that promotes trust in the profession -

Dunphys requires its staff to act in a manner promoting the company and profession in a professional and positive way, both in their professional life and private life. This standard includes, but is not limited to, the following behaviours or actions:

- Promoting what we and the profession stand for - the highest standards globally
- Understanding that being a professional is more than just about how we behave at work; it's also about how we behave in our private life
- Understanding how our actions affect others and the environment and, if appropriate, questioning or amending that behaviour
- Fulfilling our obligations and doing what we say we will
- Always trying to meet the spirit of our professional standards and not just the letter of those standards

Treating others with respect -

Dunphys requires its staff to treat everyone with courtesy, politeness and respect and consider cultural sensitivities and business practices. This standard includes, but is not limited to, the following behaviours or actions:

- Always being courteous, polite and considerate to clients, potential clients and everyone else we come into contact with
- Never discriminating against anyone for whatever reason, always ensuring that issues of race, gender, sexual orientation, age, size, religion, country of origin or disability have no place in the way we deal with other people or do business with
- As much as we are able, encourage all to put the fair and respectful treatment of clients at the centre of its business culture.

Take responsibility -

Dunphys requires its staff to be accountable for all their actions, not blaming others if things go wrong, and if they suspect something isn't right, to be prepared to take action. This standard includes, but is not limited to the following behaviours or actions:

- Always acting with skill, care and diligence.
- If someone makes a complaint about something that you/they have done, then responding in an appropriate and professional manner, aiming to resolve the matter to the satisfaction of the complainant as far as possible
- If you/they think something is not right, be prepared to question it and raise the matter as appropriate with a colleague, the RICS or with any other appropriate body or organisation.