

Institute of Business Consulting

# CODE OF PROFESSIONAL CONDUCT AND PRACTICE



[www.ibconsulting.org.uk](http://www.ibconsulting.org.uk)

**Clear thinking** straight talking

# Introduction

## **The Institute of Business Consulting**

is the professional body for business consulting. It is an organisation within the Chartered Management Institute. Both Institutes have a responsibility to their professions in relation to the professional conduct, levels of competence and standards of behaviour of their members.

In becoming an individual member of the Institute, you are signing up to adhere to the standards of professional conduct and competence as set out in this *Code of Professional Conduct and Practice*.

At the heart of good practice – whether in business advice, management consultancy or management in general – is the maintenance of high standards of professional conduct and competence, underpinned by the principles of honesty and integrity. These standards apply equally to personal behaviour as a professional, working relationships with team members and colleagues, interaction with clients, customers, suppliers, business partners and other stakeholders, responsibilities to the wider community, and responsibility to your professional Institute.

The same core standards of conduct, as set out in this Code, apply to members of both the Institute of Business Consulting and the Chartered Management Institute. Members of the Institute of Business Consulting have further specific obligations in relation to the clients for whom they provide a service as consultants and advisers which are also expressed in this Code.

Practice members of the Institute have a professional obligation in terms of the support they give to members, the Institute itself and the business consulting profession as a whole.

This Code works on four levels and outlines the respective responsibilities of:

- the individual
- Institute members in their practice or organisation
- the Institute practice member, via its designated representative
- the Institute of Business Consulting itself.

As an individual member, or the designated representative of a practice member, you will be required to reaffirm your commitment to this Code on an annual basis.

Information which comes to the Institute's attention, suggesting that the conduct of an individual member may not be in accordance with the provisions of this Code, will be reviewed under combined investigation and disciplinary procedures of the Institute of Business Consulting and the Chartered Management Institute, which are overseen by a Professional Standards Committee whose membership comprises members of both Institutes.

If you believe you exemplify the standards set out in this Code, but are not currently a member, either in an individual or practice capacity, your application for membership will be welcomed by the Institute.

# Code of Professional Conduct and Practice

As a member of the Institute, I will behave with honesty and integrity in my own actions and in my interactions with colleagues, the organisations with which I come into contact, clients, the wider community and the Institute.

## **In my personal management practice I will:**

- Strive for excellence at all times
- Exemplify the highest standards of professional behaviour and performance
- Remain accountable for my actions
- Disclose any personal interest which may affect my managerial decisions
- Act only within my level of competence and advise otherwise when asked to act beyond it
- Continue to develop my management competences and keep up to date with best practice
- Safeguard confidential information and not seek personal advantage from it
- Act reasonably and justifiably in identifying and resolving conflicts of values, including those of an ethical nature

## **As a business consultant I will:**

- Put client interests first, doing whatever it takes to serve them to the highest possible standards at all times
- Consider for each potential new engagement the possibility of it creating a conflict of interest, or the perception of such a conflict, and, if such a conflict is identified, take all reasonable steps to protect the interests and confidentiality of each client
- Act independently and objectively, and exercise professional care to establish the facts of a situation and bring to bear an informed and experienced judgement
- Allow any action or recommendation made, if necessary, to be reviewed by my professional peers to confirm that I have acted in a proper way
- Continue to develop my business consulting competences and keep up-to-date with best practice

## **In my management of others I will:**

- Treat colleagues on an equitable basis, without inappropriate discrimination, recognising their specific needs, pressures and problems
- Support colleagues to understand fully their responsibilities, areas of authority and accountability
- Seek to develop the skills and qualities evident within my team and recognise their achievements
- Foster a culture of openness and transparency, where issues may be addressed in a frank and timely manner
- Act consistently and fairly when addressing any shortfall in performance or standards of behaviour
- Encourage and assist colleagues to develop their skills and progress their careers, valuing the contribution which each may make
- Have regard for their physical and mental health, safety and well being
- Respect matters of faith, conscience and diversity in their widest sense
- Communicate clearly, effectively and openly

**For the organisation which employs me and/or with which I work in partnership, where it is within my power, authority or influence to do so, I will:**

- Uphold its lawful policies and practices and seek to enhance them in the interests of good management practice
- Seek to reconcile personal and corporate values
- Identify, support and communicate relevant policies, practices and information
- Seek to identify and promote enhancements to organisation structure, procedures and controls
- Act in a manner which supports the organisation's overall objectives and contributes to the achievement of targets set
- Be accountable for achieving the objectives, projects and tasks that I undertake to deliver
- Safeguard the reputation and assets of the organisation
- Exhaust all available internal remedies for dealing with matters I perceive to be improper before resorting to public disclosure

**In the interests of customers, suppliers, business partners and other stakeholders I will:**

- Ensure that I properly understand their interests and respond to them in a balanced manner
- Establish, maintain and develop business relationships based on mutual confidence and trust
- Refrain from entering into any agreement or undertake any activity which is unlawful or anti-competitive
- Ensure that agreements entered into or activities undertaken are consistent with the interests of my organisation and demonstrate good management practice
- Neither offer nor accept gifts, hospitality or services which could create, or imply, an improper obligation
- Safeguard all confidential information which comes into my possession

**For the wider community I will:**

- Ensure that I am aware of, and comply with, all relevant legislation and regulations
- Act to avert or mitigate any harmful outcomes, whether short or long term, of present and proposed managerial actions
- Be honest, open and truthful in all external communications
- Respect the natural environment and seek to conserve resources wherever possible
- Respect the customs, practices and reasonable ambitions of others, where these may differ from my own

**As a member of the Institute of Business Consulting I will:**

- Promote its mission, aims and objectives
- Uphold its integrity and good standing, and refrain from conduct which detracts from its reputation
- Promote its image and standing as a professional body
- Observe the standards of conduct and practice as set out in this Code, as they may be reviewed and reissued from time to time

**As an Institute member and/or designated representative of an Institute practice member I will:**

- Provide a working environment which enables members of the Institute to comply with this Code
- Support members of the Institute in undertaking continuing professional development
- Support the achievement of the mission, aims and objectives of the Institute of Business Consulting and promote its reputation and standing as a professional body



## The commitment of the Institute of Business Consulting

The Institute is charged with supporting individuals whose collective impact is to enhance performance in small and large organisations across the private, public and voluntary sectors.

### The Institute undertakes to:

- Encourage and support the lifelong development of business consultants
- Raise the level of competence and qualification of business consultants
- Initiate, develop, evaluate and disseminate business consulting thinking, tools, techniques and practices
- Influence the client community, employers, policy makers and opinion formers on business consultancy issues
- Promote professional standards of objectivity, independence, integrity and competence, to the benefit of the client and the public as a whole, and to act as an independent arbiter in the event of complaint

For further information on the Institute and its activities, visit [www.ibconsulting.org.uk](http://www.ibconsulting.org.uk)

For information on the professional conduct procedures underpinning this Code, contact the **Institute Secretary, Chartered Management Institute**

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