

10 Code of Conduct

It is a condition consultants shall abide by this code of conduct at all times in respect of their work. Where there has been a breach of this code, action may be taken to revoke affiliation.

Aims

The aims of the code of conduct are:

- to ensure the provision of high quality, professional advice, assessment and feedback to meet the needs and support the development of client organisations.
- to uphold and advance the good standing and reputation of Michael Oon Consulting (MOC) & their clients.
- to promote the value to client organisations of working with MOC standard.

Principles

The discharge of consultant duties requires them to use and apply skill and judgement and to exercise professional and ethical behaviour.

In particular they shall:

- act to meet client organisation requirements, the requirements of standards and seek and act on feedback on their own performance
- understand and promote equal opportunities and fair practice in their assignments and in their actions
- keep confidential any information concerning the affairs of a client organisation
- maintain a position of independence and declare any matters arising which compromise or might compromise this independence
- ensure that advice, feedback and recommendations are realistic, practicable, cost-effective and are understood by the client
- meet and advance the standards for the provision of quality advice and assessment of quality work
- maintain high standards of personal conduct, courtesy, integrity, honesty, financial management, loyalty and fairness.
- Declare any issue that may make it inappropriate for them to carry out certain assignments

Standards

In relation to working with client organisations MOC shall:

- ensure that all assignments are formally agreed with employing organisations and client organisations in advance of commencing work including details of the scope and nature of the services to be provided, and arrangements for feedback
- make clear to client organisations the nature of the working relationship they have with others in the delivery network
- declare to the employing organisation any existing or potential conflict of interest prior to undertaking any assignment
- have due regard for, and comply with, all current legislation and relevant law and applicable codes of conduct, including any relating to equal opportunities, health and safety, fraud and contract law
- have due regard for and comply with any guidelines and standards issued from time to time by MOC relating to the delivery of advice and support services
- hold all information concerning the affairs of a client organisation gained during an assignment in the strictest confidence
- before, during or after an activity, a consultant will be prepared to be assessed for quality by the client & divulge appropriate information for assessment
- refer potential issues back to the client where it is clear additional or different services are required
- plan for and carry out an annual programme of professional development in line with CMC standards in order to ensure that knowledge and skills, particularly relating to client needs, are kept up to date
- understand professional indemnity requirements.

In relation to working with others in the delivery consultants shall:

- declare immediately to the client any existing or potential conflict of interest prior to undertaking any assignment
- provide a briefing to the client on the progress of each assignment in an agreed format and manner

Consultants shall not:

- make any misleading or potentially misleading claim about their relationship with any organisation or their ability to support a client organisation
- accept any gifts or inducements which compromise or might compromise their independence.

Clients:

- Client confidentiality is maintained at all time unless agreed. In some cases, clients, in addition, have requested the signing a Non-Disclosure Agreement.
- The clients name and business can be mentioned in case studies.
- MOC reserves the right not to work with businesses that involve gambling, pornography, illicit drugs, crime and legal representatives of criminal activity.

Assessed annually by Michael Oon June 30