



CODE OF CONDUCT AND BUSINESS PRACTICE FOR CMA REGISTERED CONSULTANTS

CMA Members who are also members of the Registered Consultants scheme agree

IMPARTIALITY AND OBJECTIVITY

- Put the interests of their clients first at all times
- Act solely in the best interests of their clients
- Disclose any potential conflicts of interests
- Not accept assignments which impair objectivity and integrity
- Not accept any form of influential inducement

QUALITY

- Exercise good management through careful planning, regular progress reviews and effective controls
- Ensure their involvement in assignments is coherent and structured
- Advise their client of any reservations they may have of client's expectations
- Carry out work with due care and diligence and will if their judgement is overruled, indicate likely consequences
- Ensure that clearly identified quality procedures are followed
- Only sub-contract work with the prior approval of clients and always assume responsibility for the quality of sub-contractors' work

PROFESSIONAL CONDUCT

- Only accept assignments which they are qualified to undertake
- Always ensure they possess the appropriate level of competence
- Always attempt to agree in writing the objectives, scope of work, responsibilities and charges for any assignment
- Recognise the confidentiality of client information, before, during and after assignments
- Recognise and accept the intellectual property rights of others
- Not misrepresent, or withhold information, on the capabilities of products, systems, or services
- Not take advantage of the lack of knowledge or inexperience of others

The above summarises a Code of Conduct which CMA Registered Consultants have undertaken to abide by, as a condition of their continued registration. The code has been established with the objective of ensuring that the standard of work undertaken by all CMA Registered Consultants is consistently high, and where the quality of work is believed to be inadequate, to provide a channel of complaint for clients seeking redress. Further details can be obtained by contacting CMA.