



SOCIETY OF CHARTERED SURVEYORS IRELAND

Members Professional Conduct Rules Monitoring and Investigation Procedures Disciplinary Rules and Procedures

Part Two: Rules of Conduct

Members are subject at all times to the Bye-Laws and without prejudice to the generality of the Bye-Laws including Bye-Law 15 this Part 2 sets out the Rules and procedures which apply to Members in relation to their practice as a Member. Failure by a Member to comply with the Bye-Laws and/or the Rules may lead to action by the Director of Regulation and Professional Conduct Committee under these Rules.

Personal and Professional Standards

2.1 Ethical and professional behaviour

Members shall at all times act with integrity and avoid conflicts of interest and avoid any actions or situations that are inconsistent with its or their professional obligations.

2.2 Conduct

Members are expected to conduct themselves in accordance with the Rules.

A non-exhaustive list of conduct which is regarded as a breach of the Rules entitling the Society to impose disciplinary sanctions on a Member is set out in Clause 20 of the Sanctions Policy.

2.3 Competence

Members shall carry out their professional work with due skill, care and diligence and with proper regard for all technical standards, Applicable Standards and Mandatory Standards.

The failure by a Member to comply with a Mandatory Standard may lead to action by the Director of Regulation and the Professional Conduct Committee under these Rules.

2.4 Service

Members shall carry out their professional work in a timely manner and with proper regard for standards of service and customer care which may reasonably be expected of them.

2.5 Continuing Professional Development ("CPD")

Members shall plan, undertake, record and evaluate appropriate continuing professional development of at least the minimum number of hours as the Society may decide from time to time and as set out in the Society's guidance documentation relating to CPD and, on request,

provide the Society with evidence that they have done so in accordance with the Society's requirements in respect of CPD.

2.6 Solvency

Members shall ensure that their personal and professional finances are managed appropriately. An undischarged bankrupt cannot continue as a member of the Society after the date he becomes an undischarged bankrupt but he may reapply for membership of the Society upon becoming discharged from bankruptcy.

Where a Member has entered into a personal insolvency arrangement pursuant to the Personal Insolvency Act 2012 he shall notify the Society of entering into such arrangement and this may be referred by the Director of Regulation to the Professional Conduct Committee for investigation under these Rules.

2.7 Duty of Confidentiality

A Member shall keep confidential all matters coming within his relationship with his clients. These matters may only be disclosed with the consent of the client, where required by law or by direction of a Court.

2.8 Information to be provided to the Society

Members shall submit any required information in a timely manner and in such form as SCoR may reasonably require.

2.9 Co-Operation

Members shall co-operate fully with the staff of the Society and any person appointed by the Director of Regulation. Any failure to co-operate with the provisions of these Rules is a matter which may render a Member liable to disciplinary action. Members shall also co-operate fully with any person appointed by SCoR.

Conduct of Business

2.10 Training

Members who operate as a Firm shall have in place the necessary procedures to ensure that all its staff are properly trained and competent to do their work in accordance with these Rules and all applicable legislation.

2.11 Complaints handling

Members who operate as a Firm shall have in place an internal complaints procedure, which shall be committed to writing and be furnished to any client making a complaint to the relevant Member or the Member's Firm. Such Members shall ensure that an individual is appointed to handle complaints within their Firm and that the written internal complaints procedure identifies that individual and that a log is maintained of all complaints. The internal complaints procedure shall advise clients of their right to complain to the Society or any other named relevant authority or body.

2.12 Client Moneys

Members shall preserve the security of client moneys entrusted to the care of the Member or a Member's Firm in the course of its practice or business and shall comply with all legislation in relation to the holding of and safekeeping of client moneys. This obligation shall not apply to a Member who is not required by virtue of his role in an organisation to comply with legislation in relation to the holding of and safekeeping of client moneys.

2.13 Professional Indemnity Insurance

Members shall ensure that all previous and current professional work is covered by adequate and appropriate professional indemnity insurance cover which meets standards approved by SCoR. This obligation shall not apply to a Member who is not required by virtue of his role in an organisation to take out and maintain professional indemnity insurance cover.

2.14 Advertising

Members shall advertise or promote their services only in a truthful, tasteful and appropriate manner having reference and regard to all relevant advertising standards, codes and practices.

2.15 Incapacity etc.

Members who operate as a Firm which has a sole principal (i.e. a sole practitioner or a sole director in a corporate practice) shall have in place appropriate arrangements in the event of that sole principal's death or incapacity or other extended absences.