

## **CODE OF PROFESSIONAL PRACTICE**

### **I. Standards of Service**

The Diversity Trust will:

1. Clearly agree with a client, prior to commencement of an assignment, the objectives, scope, approach, deliverables and fees.
2. Develop recommendations specifically to meet the needs of the client.
3. Accept responsibility for their own work and the effective use of resources trusted to them.
4. Conduct their work-based activities with a high standard of courtesy and integrity.
5. Work to the highest standards, complying with the law, this code of professional practice and generally accepted best practice in management and human resources consultancy.

### **II. Independence and objectivity of thought and action**

The Diversity Trust will:

1. Ensure that advice and recommendations are based upon thorough impartial consideration of all pertinent facts and circumstances and on opinions developed from reliable relevant experience.
2. Inform the client immediately of any personal interest which may conflict with the client's interest.
3. Reserve the right to withdraw from an assignment if conditions beyond the consultant's control develop to prevent them from acting with independence and objectivity.
4. Not take discounts, commissions or gifts as an inducement to show favour to any person or body.
5. Act honestly in carrying out the lawful policy and directions of the client organisation and refrain from damaging its image or reputation.

### **III. Confidentiality of information**

The Diversity Trust will:

1. Respect the confidentiality of information gained in the course of work, unless the client has released such information for public use or given specific written permission for its disclosure.
2. Refrain from using confidential information for personal benefit or in a way that may be damaging to the client organisation.

See Confidentiality Policy for further details.

### **IV. Equalities**

The Diversity Trust will:

1. Promote good practice and the elimination of unlawful or unfair discrimination on the grounds of the protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

See Equalities Policy for further details.