

CODE OF PRACTICE FOR RIBA CHARTERED PRACTICES

All practices registered with the RIBA Chartered Practice Scheme, and the staff therein, are expected to conduct themselves in accordance with the Code and in a manner appropriate to their Chartered Practice status, and the practice shall be liable to reprimand, suspension or expulsion if they do not.

Introduction

1. This Code sets out and explains the standards of professional conduct and practice that the RIBA requires of RIBA Chartered Practices.
2. This Code comprises:
 - **three principles** of professional conduct and practice (Honesty/Integrity, Competence, and Relationships)
 - **professional values** that support those principles

Upholding the Principles

1. Principle 1 – Honesty and Integrity

The Royal Institute expects its Chartered Practices to act with impartiality, responsibility and truthfulness at all times in their professional and business activities.

Professional Values

- 1.1 Chartered Practices should not allow themselves to be improperly influenced either by their own, or others', self-interest.
- 1.2 Chartered Practices should not be a party to any statement which they know to be untrue, misleading, unfair to others or contrary to their own professional knowledge.
- 1.3 Chartered Practices should avoid conflicts of interest. If a potential conflict arises, they should declare it to those parties affected and either resolve the conflict, or withdraw from that situation.
- 1.4 Chartered Practices should respect confidentiality and the privacy of others.

- 1.5 Chartered Practices should act lawfully in the discharge of their professional duties.
- 1.6 No person who has been expelled from membership of the RIBA or been erased from the ARB register of architects, as a result of a disciplinary process, will be permitted to act as a board member, shareholder, partner or director in a Chartered Practice.

2. Principle 2 – Competence

Chartered Practices are expected to apply appropriate standards of skill, knowledge and care in all their work. They must also apply their informed and impartial judgment.

Professional Values

- 2.1 Chartered Practices should realistically appraise their ability to properly undertake any proposed work.
- 2.2 Chartered Practices should ensure that their terms of appointment, the scope of their work and the essential project requirements are clear and recorded in writing.
- 2.3 Chartered Practices should explain to their clients the implications of any conditions of engagement and how their fees are to be calculated and charged.
- 2.4 Chartered Practices should maintain appropriate records throughout their engagement. They should keep their clients informed of the progress of a project and of the key decisions made on the client's behalf.
- 2.5 Chartered Practices are required to maintain appropriate insurances at all times¹.
- 2.6 Chartered Practices must ensure that all architectural work undertaken by the practice has an RIBA Chartered member nominated as a client contact, and the client informed of this².
- 2.7 Chartered Practices will meet and maintain all membership criteria as set out on the Chartered Practice declaration.

¹ Chartered Practices should also ensure, where appropriate, that clients are aware of risks and to advise on insurances such as project insurance.

² This client contact need not be directly connected to the project but is available as a contact to assist in disputes or complaints that have not been able to be resolved through the normal mechanisms of the project team, or through the practice procedures (see 3.1). They are not intended to be a day-to-day contact.

3. Principle 3 – Relationships

Chartered Practices are expected to comply with good employment practice and the RIBA Employment Policy.

Professional Values

- 3.1 Chartered Practices are required to have a written complaints procedure, available upon request, and access to alternative dispute resolution mechanisms.