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# CODE OF CONDUCT

For Singapore Certified Management Consultant (SCMC) Scheme



PSB Singapore

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## 1.0 Operate Lawfully

I stay away from situations where I might get involved in an unlawful or unethical activity; I even strictly avoid being witness of such action.

Examples of this code of conduct includes, but not limited to:

- I do not work in foreign countries without authorization. E.g. I do not work in Indonesia or China without proper legal visa or approval.
- I respect legally given regulations about maximum working hours.
- I must comply with all applicable data privacy laws when handling personal data.
- My expense reports are accurate and comply with the agreed policies.
- I drive carefully to my customer site with respect of local laws and regulations.

## 2.0 Avoid conflict of interest

I must avoid any conflicts of interest in my work, irrespective of the location of my business activities.

Examples of this code of conduct includes, but not limited to:

- I will avoid conflicts of interest and immediately inform the client of any risk of familiarity that may influence his or her decision during the consulting project.
- When I realize that I have a real or potential conflict of interest, I refrain from engaging in the decision making process or otherwise attempting to influence outcomes, unless or until: I have made full disclosure to the affected stakeholders; I have an approved mitigation plan; and I have obtained the consent of the stakeholders to proceed.
- I will not take opportunities that are discovered through the use of client's information for my personal gains.

## 3.0 Do not tolerate corruption

I do not tolerate any corruption or bribes and/or do not accept anything that may impair or be presumed to impair my professional judgment in my work, irrespective of the location of my business activities.

Examples of this code of conduct includes, but not limited to:

- I stay away from any activity or benefit offered by the client for which I have to be grateful - even if it is a custom in the country/area. I refuse such offerings firmly but politely and as low-key as possible.
- I do not influence or manipulate the decision of others.

#### **4.0 Play fair**

I do play fair with colleagues, customers and other parties in my work, irrespective of the location of my business activities.

Examples of this code of conduct includes, but not limited to:

- I make a balanced assessment of all the relevant circumstances and will not be unduly influenced by my own interests or by others in forming judgments.
- In any conflict situation with colleagues or clients, I always insist to clarify situation with the acceptable agreement for all involved parties.
- I respect the opinions and decisions of others.
- I follow all agreed times and actions.

#### **5.0 Handle information carefully**

I respect the value and ownership of information I receive during consultancy or daily work and do not disclose information without appropriate authority unless there is a legal or professional obligation to do so, irrespective of the location of my business activities.

Examples of this code of conduct includes, but not limited to:

- I make sure that all information received from the customer is secure and cannot be misused in any way by unauthorized persons (e.g. theft, copying, etc.).
- I do not take information from customers to other companies or communicate them to other parties.
- I will be prudent in the use and protection of information acquired in the course of my duties.

#### **6.0 Act with competency**

I continually update my competency to deliver professional service to my customers.

Examples of this code of conduct includes, but not limited to:

- I try to avoid unprofessional work by working only in scopes in which I have enough knowledge, skills, and experience, to provide customers added value.
- I continually improve my proficiency and the effectiveness and quality of my skills.
- I must complete any necessary assignments in a timely manner needed to maintain my competency.

#### **7.0 Observe occupational health and safety standards**

I must ensure that the rules for a safe workplace for me and my colleagues are complied with, irrespective of the location of my business activities.

Examples of this code of conduct includes, but not limited to:

- I keep myself informed before an assignment regarding site-specific health and safety standards and follow them strictly – as I also do in my office environment.
- I request and use all personal protective safety equipment required when performing onsite visit.
- I will take any health and safety training assigned to me including any training required by customers.

## **8.0 Manage assets carefully**

I handle all assets and equipment carefully, irrespective of the location of my business activities.

Examples of this code of conduct includes, but not limited to:

- I use all assets whether personal or provided by others with due care regardless of condition.
- I make sure I have been properly trained before handling any equipment.
- I make sure that equipment is properly stored and protected while travelling.

## **9.0 Do not tolerate discrimination**

I take care to treat all colleagues and business partners equally and respectfully, independent of ethnic origin, religion, world view, race, age, disability, gender or sexual identity and irrespective of the location of my business activities.

Examples of this code of conduct includes, but not limited to:

- When dealing with customers and colleagues, I do so in a respectful, unbiased and professional manner.
- I treat all fairly – colleagues & customers without discrimination or bias.
- I do not base my behavior on the race, religion, world view, age, disability, gender or sexual identity of the customer representative as well as in any interaction with customer and colleagues.