



Code of Conduct and Practice

Your Guide to the Institute Code of Conduct, applicable to members of the CMI, the Institute of Consulting and Women in Management

As a member of the Institute (encompassing CMI, IC and WiM), we expect you to demonstrate the highest standards of ethics and professionalism.

The Institute expects all its members to demonstrate the highest standards of ethics and professionalism, by:

- ☑ behaving in an open, honest and trustworthy manner
- ☑ acting in the best interests of your organisation, customers, clients and/or partners
- ☑ continually developing and maintaining professional knowledge and competence
- ☑ respecting the people with whom you work
- ☑ creating a positive impact on society
- ☑ upholding the reputation of the profession and the Institute

Illustrative examples of good practice are shown below:

Behaving in an open, honest and trustworthy manner

Examples include:

- Being responsible and accountable for your actions and decisions
- Exhibiting and defending professional and personal integrity at all times
- Disclosing any personal interest which may affect your decisions
- Acting reasonably and justifiably in identifying and resolving conflicts of values, including those of an ethical nature
- Being truthful and transparent in all communications
- Neither offering or accepting gifts, hospitality or services which could create, or imply, an improper obligation
- Ensuring compliance with all relevant legislation and regulations in the countries where you are operating

Acting in the best interests of your organisation, customers, clients and/or partners

Examples include:

- Safeguarding and not seeking personal advantage from all confidential, proprietary, commercially sensitive and personal information that comes into your possession, only disclosing it to those entitled to receive it
- Acting in a manner which supports the organisation's overall objectives and reputation
- Serving customers and clients to the highest possible standards at all times
- Establishing, maintaining and developing business relationships based on mutual confidence, trust and respect

Continually developing and maintaining professional knowledge and competence

Examples include:

- Striving for excellence at all times
- Continuing to develop professionally, maintaining relevant knowledge and competence
- Acting only in accordance with your level of capability and in accordance with the highest standards of professional behaviour and performance
- Seeking support if asked to act beyond your current level of capability

Respecting the people with whom you work

Examples include:

- Supporting colleagues to understand fully their responsibilities, areas of authority and accountability
- Encouraging and assisting colleagues to develop their skills and progress their careers, valuing the contribution which they make, and recognising their achievements
- Promoting, enhancing, encouraging and sharing best management practice
- Acting consistently and fairly when addressing personal performance or standards of behaviour
- Having regard for the physical and mental health, safety and well-being of colleagues, recognising their specific needs and the pressures and problems they face
- Demonstrating respect in all interactions, whether face-to-face or virtually

Creating a positive impact on society

Examples include:

- Treating others fairly and with respect, promoting equality of opportunity, diversity and inclusion, and supporting human rights and dignity
- Addressing the interests and needs of all stakeholders in a balanced manner
- Ensuring that the environmental impact of your work is as positive as possible
- Challenging and reporting conduct or behaviour which you suspect to be unlawful or unethical, and encouraging others to do so
- Recognising and valuing the responsibilities you have to the communities in which you operate
- Exhibiting personal leadership as a role model for maintaining the highest standards

Upholding the reputation of the profession and the Institute

Examples include:

- Promoting the Institute's mission, vision, values and standing as the UK's leading professional body for management, leadership and consultancy
- Upholding the profession's integrity and good standing, and refraining from conduct which detracts from its reputation
- Observing the standards of professional conduct and behaviour as set out in this Code, and other relevant professional standards
- Complying with all reasonable requests made by the Institute for information to support its activities