



PCG ISO 9001 SCHEME CODE OF ETHICS

PCG STATEMENT AND PCG ISO 9001 CODE OF ETHICS - Part 2

Title	Rule	Commitment and values by Scheme Member
General	1	Act professionally and in good faith and to the highest standards properly required for the work objectives. Wherever possible react positively to client needs and respond to client feedback.
Client Education	2	Where it is in the interest of a client to have information relevant to the work or the client's use of the work results, to enable the client to take the full benefit of the work, provide the client with the information. If it is appropriate for training to be provided to the client to enable the client to obtain full advantage of the work, advise the client of the advantage of training and either offer to provide any necessary training under agreed contractual arrangements or advise the client of any service provider that maybe able to provide the training if appropriate.
Competence	3	Prior to accepting any work, make suitable enquiries to ensure familiarity with the requirements and scope of the work and that it is sufficiently competent to perform such work to a proper standard.
Confidentiality	4	Safe guard and respect any provided confidential information or documents of a client save to the extent permitted by the client, allowed under any contractual arrangements, or required by law.
Conflict of Interest	5	Not do anything that may be in conflict with the best interests of a client save to the extent permitted under any contractual arrangements. Where a potential conflict arises, first advise the client of the potential conflict and give the client an opportunity to end any contractor or agree alternate arrangements. At all times before and during the provision of any services advise the client in good faith and not undertake work which it may be in appropriate to perform without first having advised the client of available options.
Contract	6	Wherever work is to be of a substantive nature, before starting such work enter into a written contract with the client reflecting the terms agreed.
Co-operation	7	Co-operate with any reasonable enquiry or investigation by a client into work undertaken as part of the services, but not so that the Scheme Member shall incur cost without reasonable compensation. Co-operate with any investigation accepted and undertaken by the PCG as part of the Scheme.
Discrimination	8	At all times act without discrimination on the grounds of race, colour, ethnic origin, and sexual orientation.
Employment	9	Take responsibility for the employment issues of its consultants and subcontractors performing the work for a client and not make any claim against a client for employment rights of any kind unless such a claim is genuine, the claim is made in good faith, and the relevant

		written contractual arrangements reflect a contract of employment.
Familiarity	10	Ensure familiarity with any applicable requirements of the business sector relevant to the work to be performed for a client.
Hardware	11	Take good care of hardware provided by a client and only use it as authorised and not for any other purpose. Ensure that its own equipment used in connection with any services is not incompatible with client systems and does not and is not capable of interfering with the operations of any client system. Advise the client where there may be incompatibility and propose one or more reasonable solutions to the client to overcome any perceived conflict, including use of alternative equipment.
Health & Safety	12	Act to prevent avoidable danger to health or safety, and report to the client any matter that the Scheme Member believes may affect the health and safety of any person.
Illegality	13	Not undertake any work that is, or which a professional person in the same position may consider to be illegal or perform any work that to the knowledge of the Scheme Member, may be used by a client to violate the law.
Inability to fulfil	14	If, once work has commenced, the Scheme Member has insufficient skill or resources or for any reason may not be able to complete any part of the work required for a client, advise the client of the difficulty and work with the client to resolve the problem in good faith, where necessary assisting the client to locate additional resources.
Independent Opinions	15	Only represent as independent those opinions that are free of self-interest. If an opinion is affected by self-interest, to disclose the self-interest.
Industry Standards	16	Ensure that services are provided in line with relevant industry standards.
Integrity	17	In all of their professional activities, act with honesty, integrity and courtesy applicable to the provider of first class professional services.
IPR	18	Cooperate with a client to ensure that there is no ambiguity as to ownership of IPR, and not claim entitlement to, or make use of IPR, that does not belong to the Scheme Member arising from work undertaken by the Scheme Member for the client except to any extent allowed by any contractual arrangements between the parties.
Misrepresentation	19	Not knowingly make any false statement to a client or any person working for or with a client. In particular,
	19.1	Not make any representation to a client or potential client that is not full and accurate or induce a client to engage the Scheme Member to provide services on the basis of incorrect information,
	19.2	Ensure, so far as is reasonably practical, that any historical information relating to work undertaken by the Scheme Member or any consultant or subcontractor on its behalf is correct in all material respects.
Negotiations	20	Ensure that any negotiations leading to a contract are conducted openly and in good faith. Use appropriate endeavours to ensure there is a good and clear understanding of requirements, objectives and

		obligations.
Obligations	21	Comply with its contractual obligations.
Openness	22	Keep the client informed of any matters relating to the conduct of and progress of work even if the information is detrimental to the Member.
Programs and software	23	At all times use reasonable endeavours to maintain the integrity of client programs or software used in connection with any services. Ensure that its own programs or software used in connection with any services is not incompatible with the clients systems and does not and is not capable of interfering with the operations of any client system. Advise the client where there may be incompatibility and propose one or more reasonable solutions to the client to overcome any perceived conflict, including use of alternative programs or software.
Relevant Legislation	24	Ensure its own compliance with legislation and regulations relevant to the nature of the work to be performed.
Software Piracy	25	Never knowingly install or use software that has not been properly licensed for use, and advise a client where it is apparent that a client system comprises of software that is unauthorised. Never knowingly install or use software that has not been properly licensed for use, and advise a client where it is apparent that a client system comprises of software that is unauthorised.
Use of consultants and subcontractors	26	Ensure that its consultants and subcontractors performing the work for a client are suitable and competent to perform the work, and in particular:
	26.1	are familiar with the Code of Ethics and has agreed to act in accordance with the principles of the Code of Ethics
	26.2	through training or other methods retain necessary skills.
	26.3	through training or other methods maintain sufficient knowledge of contemporary technology and developments relevant to the work requirements.
Work-around	27	Keep the client properly informed of obstacles that the Scheme Member becomes aware, or should reasonably be aware, may interfere with the objectives of the services provided or to be provided, and wherever appropriate, within the scope of any work undertaken, suggest any suitable work-around solutions.

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