



Confidence through professional standards

RICS promotes and enforces the highest professional qualifications and standards in the development and management of land, real estate, construction and infrastructure. Our name promises the consistent delivery of standards – bringing confidence to the markets we serve.

We accredit 118,000 professionals and any individual or firm registered with RICS is subject to our quality assurance. Their expertise covers property valuation and management; the costing and leadership of construction projects; the development of infrastructure; and the management of natural resources, such as mining, farms and woodland. From environmental assessments and building controls to negotiating land rights in an emerging economy; if our members are involved the same professional standards and ethics apply.

信任源自专业标准

在土地、房地产、建筑和基础设施的发展和管理领域中，RICS致力促进并且强制执行最高的专业资格和标准。RICS承诺达到一致的标准，让我们所服务的市场对我们充满了专业信任。

RICS所拥有的十一万八千名专业会员，以及RICS的注册估价师及执业公司，都拥有我们的质量保证。他们的专业知识涵盖了地产估价及管理、建筑项目的造价和管理、基础设施的发展、以及自然资源的管理，如：矿山、农场和林地。在新兴经济体里，从环境评估到建筑监管，以及土地所有权，都有我们的会员秉承相同的专业标准和职业道德服务于其中。

Placing this into an RICS perspective, members and regulated firms are expected to behave in the following way:

- Bye-Law 5.2.1: requires all members to conduct themselves in a manner befitting membership of RICS; and
- Rule 3 of the Rules of Conduct for Members and the Rules of Conduct for Firms require members and regulated firms, respectively, to act with integrity at all times and avoid conflicts of interest and any actions or situations that are inconsistent with their professional obligations.

Any serious deviation from the standards may lead to disciplinary action being taken by RICS.

RICS要求会员和注册公司需要依照：

- RICS条例第5.2.1条- 所有会员须以RICS的会员身份向自己的行为负责；并且，
- 会员规则及公司规则第3条- 会员和注册公司在任何时候都要做事有诚信，避免利益冲突以及任何与其专业责任不符的行为和情况发生。

任何严重偏离标准的行为，RICS都有可能采取纪律处分。

Act in a way that promotes trust in the profession

This means acting in a manner, both in your professional life and private life, to promote you, your firm or organisation you work for and the profession in a professional and positive way.

Trust

There is a special relationship between professionals and their clients. It's a relationship based on trust. The ethical standards provide confidence to the public and others about the reliability and high standards they can expect when using the services of a professional. Trust is essential and is hard to gain and maintain but can be lost very easily.

所作所为促进公众对专业的信任

无论是专业或者私人生活中，都要以专业和积极的方式来代表你、你的公司或你所工作的机构以及整个行业。

信任

专业人士和客户之间有一种特殊的关系，而这种关系是建立在信任的基础上。道德标准能为使用专业服务的人士提供信心，让他们感到在使用服务时能得到预期的可靠性和高水平。信任非常重要，需要努力去争取和维护，但也很容易失去。

How can you decide if you should be worried about something?

Here are some issues that could raise your concern. The list is not exhaustive or exclusive:

- conduct which may be an offence or unlawful
- poor professional service or incompetence by another RICS member
- a failure to comply with legislation or applicable regulations (e.g. health and safety guidance, anti-discrimination legislation, anti-bribery legislation)
- failure to comply with your firm's policy
- reckless conduct in the workplace
- deliberate or unintentional discrimination
- disclosures suggesting a miscarriage of justice
- health and safety risks, including risks to the public as well as other staff or colleagues.

你是否应该为某些事情担忧？

以下列举部分值得你顾虑的议题：

- 可能属违法或非法的行为
- 由另一位RICS会员提供的不良或不称职的专业服务
- 未能符合法例及适用的规则，如健康和安​​全指导、反歧视法例、防止贿赂法例
- 未能符合贵公司的政策
- 在工作场所的鲁莽行为
- 有意或无意的歧视
- 披露导致误判的资料
- 健康及安全危险，包括对公众、其他工作人员和同事造成危险。

What should you do?

If you are in a position where you have concerns then you will want to:

- gather the facts that you have; do you have enough facts to come to a decision?
- speak to someone about your concerns. In the first instance you may want to raise your concerns with someone whom you feel comfortable with

Treat others with respect

This means treating people with courtesy, politeness, and consideration, no matter their race, religion, size, age, country of origin, gender, sexual orientation or disability. It also means being aware of cultural sensitivities and business practices.

你应该怎么办？

如果你身处顾虑之中，那么你会想：

- 收集你所拥有的凭据 - 你是否有足够的凭据做出决定？
- 将你的顾虑告诉其他人 - 你可能先告诉你信任的人。

对别人要尊敬

不论他人的种族、宗教、体型、年龄、国籍、性别、性取向或身体残障，都要待人谦虚、有礼貌，及关怀别人的感受。要意识到不同文化的敏感性和商业常规。

Take responsibility

This means being accountable for all your actions – don't blame others if things go wrong, and if you suspect something isn't right be prepared to do something.

- if you still have concerns then you will want to raise these more formally with, and take advice from, an appropriate person. This could be one of the people involved in the situation, your manager, a colleague, another RICS member, another professional, a community leader, RICS, or any other appropriate organisation, including the police
- once you have taken advice you will want to make a decision and ensure that something is done. This may mean that you actually take the issue forward or it may mean that someone more appropriate takes it forward.

承担责任

出现问题的时候，不要责怪别人，要对自己的行为负责。如果你怀疑有些事可能做错了，就要准备作出补救。

- 如果你仍然有疑虑，你需要正式向适当的人士提出，并寻求建议。他们可能是与事件有关的人、你的经理、同事、另一位RICS会员、其他专业人士、社区领导、RICS或任何其他适当的组织、或者是警察。
- 当你接受了建议，需要作出决定，并确保有所行动去解决问题，或者由另一位更适合的人去解决。

RICS members are required to review their knowledge of the Global Professional and Ethical Standards once every three years. This requirement can be met by undertaking the free online ethics module via **www.rics.org/ethics**.

- Regulation confidential helpline call: **+44 (0)20 7334 3867**
- Regulation helpline (non-confidential queries) call: **+852 2116 9713**
- Or e-mail: **regulationasia@rics.org**

Visit **www.rics.org/ethics** to read information and guidance on the standards, supporting tools and case studies.

RICS会员必须每三年一次检讨及参与有关全球专业和道德标准的正规培训。RICS提供的免费网上道德标准课程 **www.rics.org/ethics** 可以帮助你达到要求。

- 規管保密熱線： **+44 (0)20 7334 3867**
- 規管熱線（非機密性的查詢）：**+852 2116 9713**
- 電郵：**regulationasia@rics.org**

请登陆 **www.rics.org/ethics** 阅读有关标准的信息、指南、辅助工具和案例研究。



Global Professional and Ethical Standards

全球性的专业和道德标准



全球性的专业和道德标准

Act with integrity Always provide a high standard of service Act in a way that promotes trust in the profession Treat others with respect Act with integrity Always provide a high standard of service Act in

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RICS global professional and ethical standards

Behaving ethically goes to the heart of what it means to be a professional. It is what distinguishes professionals from others in the market place. Having a clear set of professional and ethical standards to guide behaviour gives all those we deal with confidence in the way we do things.

It is also a changing landscape. What is acceptable behaviour now may not be in the future. So it is sensible for all professions to review, from time to time, the kinds of behaviour expected of members. This is particularly true for RICS members given the global nature of RICS membership – approximately 118,000 professionals and 80,000 students and trainees.

Act with integrity
This means being honest and straight forward in all that you do.

There are five standards. All members must demonstrate that they:

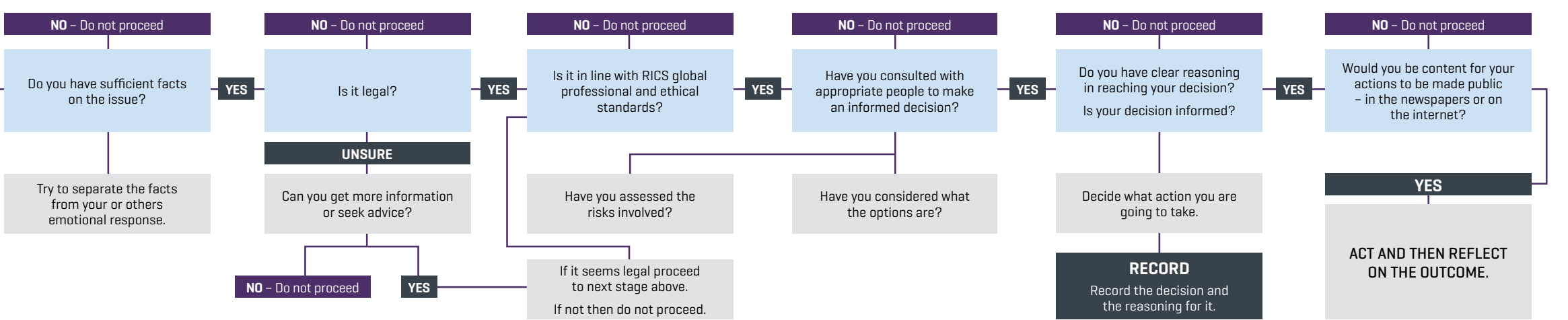
- act with integrity
- always provide a high standard of service
- act in a way that promotes trust in the profession
- treat others with respect
- take responsibility.

Accompanying the standards is supporting information on some of the more frequent ethical issues that members and regulated firms may come across. These include conflicts of interest, gifts and hospitality, and raising concerns when it appears standards are not being met or when there is inappropriate behaviour. There are also a number of case studies that are linked to the standards, and a decision tree to help when confronted with what appears to be an ethical issue.

The aim of this supporting information is to provide members and regulated firms with a conceptual framework to help with the decision making process around ethics and come to an appropriate form of action.

Go to www.rics.org/ethics to see the standards and supporting tools.

Decision tree



Always provide a high standard of service
This means always ensuring that your client, or others to whom you have a professional responsibility, receive the best possible advice, support or performance of the terms of engagement you have agreed.

The importance of professional ethics

Professional ethics are important because they act as an anchor to appropriate behaviours. They ensure consistency and clarity irrespective of changing factors such as the state of the economy or business practices in different market places.

RICS members want to show that they are acting and behaving ethically for their own benefit but they will also want to show that they are doing so to promote the profession as a whole. The behaviour of a single member can bring the whole profession into disrepute.

About professional ethics

On a day-to-day basis ethics or professional behaviour is often described as behaving appropriately, doing the right thing, acting with integrity or acting in a way that maintains or improves the trust that others have in you. A very simple but effective question to ask when you are unsure about a course of action to take is 'if you act in a certain way would you be happy for others to know of your actions?' This then leads to questions like:

- what if the information became publicly available through the press or the internet? Could you defend yourself and justify your actions?
- do you have a credible audit trail that can show you made an informed decision?
- did you fully assess what the risks might be and who might be affected by your actions?

RICS 全球性的专业和道德标准

专业最重要的一点，是做事要合乎道德，这是专业人士与其他从业员的区别。拥有一套明确的专业和道德标准来引导我们的行为，能使所有相关人士对我们的做事方法有信心。世界在不断地变化，现在可以接受的行为。将来不一定会被接受。所以，所有专业协会应该定期检讨对会员行为上的要求及期望。RICS作为全球拥有约11万8千名会员及8万名学生和培训生的国际会员组织，这种检讨更是必需的。

做事有诚信
所作所为要诚实和直截了当。

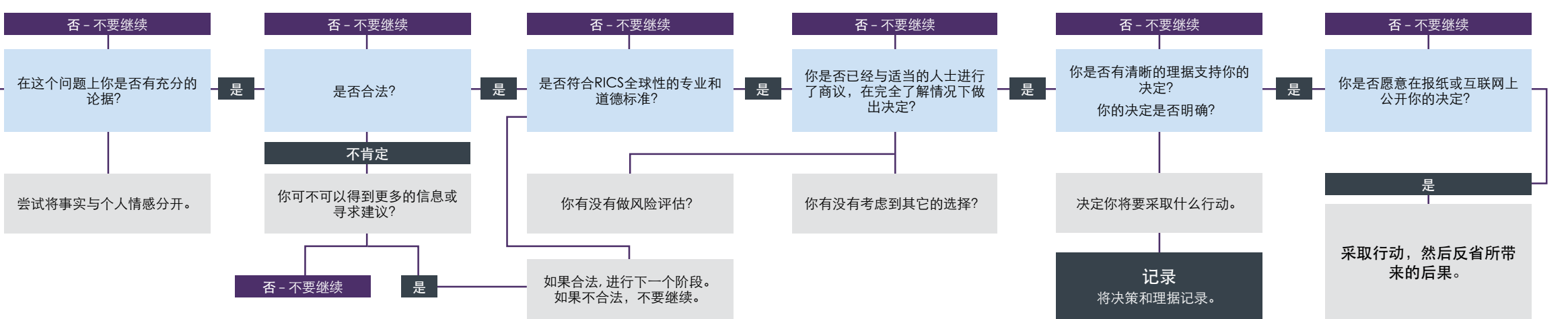
- 每个会员都需要达到的五个标准：
- 做事有诚信
 - 永远提供高水平的服务
 - 所作所为促进公众对此专业的信任
 - 对别人要尊敬
 - 承担责任

这些标准还附随一些辅助资料，包含了会员和注册公司经常会遇到的道德议题，包括利益冲突、礼品和款待、对于行为不当或不符合标准的日益关注。另外，还有一些道德相关的案例研究，以及在遇到道德议题时可提供协助的决策流程。

这些辅助资料的目的是为会员和注册公司提供一个概念框架，以便他们在处理道德议题时制订决策及采取适当的行动。

请登陆 www.rics.org/ethics 阅读有关标准和辅助工具

决策流程



永远提供高水平的服务
要经常确保你的客户、或你需要负专业责任的人，能得到最好的建议、支援，和你答应履行的服务承诺。

专业道德的重要性

专业道德非常重要，因为它们为适当行为的基石。无论在不同市场的经济体系和商业常规中产生什么变化，专业道德都能确保行业的一致性和清晰度。

RICS会员要展示出，他们符合道德的表现和行为不只是为了自己的利益，而是为了推广整个行业。单一成员的不当行为可能令整个行业蒙羞。

关于专业道德

在日常生活中，道德和专业行为通常是指适当的行为、做事正当、所作所为要有诚信，或保持、提高别人对你的信任。当你对所采取的行动有怀疑的时候，你可以问一个非常简单而有效的问题“你会乐意让别人知道你所做过的事吗？”这问题可引申出其他问题，例如：

- 如果这些事通过新闻媒体或互联网公开了怎么办？你是否能够为自己抗辩和为自己的行为辩护？
- 你有没有可靠的凭据，显示你在完全了解情况下做出决定？
- 你有没有充分评估存在的风险和什么人可能会被你的行为所影响？

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