

Our Code

Purpose

Institute of Management Consultants (IMC) has been Australia's professional body for management consultants since 1969. We stand for the highest level of professional conduct.

The IMC Code of Conduct and Ethics (our Code) defines our responsibilities to clients, the management consulting profession and society, and supports our industry as a self-regulatory regime.

Our Code comprises 25 member commitments that foster accountability, transparency and trust in management consultants and their work.

Compliance

Our Code's commitments comply with International Council of Management Consulting Institutes' Code of Conduct for Consultants.

All IMC members pledge to adopt our Code. A breach of a commitment reported to IMC will result in disciplinary action as specified in the IMC Constitution and the IMC Disciplinary Procedure for Members (available at imc.org.au). Anyone may report a breach.

Support

IMC helps members adopt our Code. We are developing training and commentary to guide the practical application of each commitment.

Supporting our Code helps IMC members practice the most professional and ethical management consulting.

Our Commitments

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| Commitments to clients | Acting with integrity, objectivity and independence | 1 | We endeavour to deliver value at all times when performing services. |
| | | 2 | We act ethically and with integrity and help and encourage others to do so. |
| | | 3 | We perform services objectively and independently and do not allow our judgement to be affected by bias, conflict of interest or undue influence. |
| | | 4 | We disclose actual or potential conflicts of interest with prospective or existing clients or employers when we become aware of the conflict. |
| | | 5 | We perform services that generate evidence-based advice or outcomes wherever possible and appropriate, even when this requires courage to deliver. |
| | | 6 | We do not associate ourselves with communications relating to work that is knowingly inaccurate, materially false, misleading or likely to mislead or deceive. |
| | | 7 | Our services identify and have regard for the interests of all relevant stakeholders wherever possible and appropriate. |
| | | 8 | We do not encourage employees of current or former clients to seek other employment without the clients' consent. |
| | Maintaining confidentiality | 9 | We do not disclose confidential information or allow it to be disclosed without the owner's explicit consent. |
| | | 10 | We handle confidential information with the utmost care and take all reasonable steps to protect it. |
| | Transacting professionally | 11 | Before initiating an assignment, we obtain client agreement on, at a minimum, the objective, scope, timeline, planned outcome and any deliverables and fees. |
| | | 12 | We only accept assignments within our competence or where our consulting resources have the required capability. |
| | Using technology responsibly | 13 | We use information technology tools responsibly, including by supporting principles of transparency, privacy, disclosure of material limitations, biases and risks, and guarding against misuse of information that the tools produce. |

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Our Commitments

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| Commitments to our profession | Upholding our reputation | 14 | We avoid conduct likely to bring IMC or the management consulting profession into disrepute. |
| | | 15 | Where required, we comply with all relevant technical and professional standards. |
| | | 16 | We only use proprietary information, tools or methodologies belonging to others when permitted to do so. |
| | | 17 | When marketing or selling services, we do not make exaggerated claims about our work, qualifications or experience, disparaging references or unsubstantiated comparisons to others. |
| | | 18 | If we encounter serious misconduct on an assignment, we report it to the appropriate officer or authority (except when cooperating with a compliance authority to not do so). |
| | Investing in professional development | 19 | We attain and maintain the knowledge and skills to deliver competent consulting services that comply with relevant technical and professional standards and legislation. |
| Commitments to society | Including the public interest | 20 | We consider the public interest when performing services. When public and client interests conflict, we maintain our duty to our client and employer while taking reasonable steps to manage and remedy the conflict. |
| | | 21 | If we encounter an ethical threat to the public interest on an assignment, we report it to our manager or escalate it appropriately within our client organisation. If we have the power to do so, we cease work supporting the threat. |
| | Acting in a socially responsible way | 22 | We comply with all applicable laws and regulations. |
| | | 23 | We consider the social and ethical issues relevant to our scope of work. |
| | | 24 | We deliver services that support diversity and avoid discrimination wherever possible (including discrimination based on gender, race, ethnicity, sexual orientation, religion, physical or mental abilities and protected characteristics). |
| | | 25 | We use our best endeavours to help clients achieve sustainable improvements in their long-term interests wherever possible and appropriate. |

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