dewpoint©
professional

Code of Conduct and Standards

www.dewpointprofessional.co.uk
info@dewpointpressional.co.uk
01427 782 994

Ethics, relate to an individual's moral judgements about 'right' and 'wrong'.

The decision to behave ethically (both professionally and personally) is a moral one. Individuals (within any organisation) must decide what they think is the right course of action, often balancing various or competing interests, during the course of their undertakings to make the right decision…

It is recognised, that whilst decisions within an organisation are made by individuals or groups, those decisions (including resulting consequences and impacts), are generally influenced by the culture of the business (and industry).

Damage management and housing professionals, at all levels, regardless of experience, are personally accountable for their own actions and omissions within their profession and practice and must always be able to justify their decisions, whilst acting lawfully, whether those laws relate to professional practice or personal life.

The Code of Conduct

The Code of Professional Conduct and Practice is intended as a guideline as to the principles and standards to which all Dewpoint Professional Accredited Members (Practitioners), regardless of status or experience, should conduct themselves.

Each of the four principles provide examples of behaviours expected by Practitioners. It is not intended, however, to represent a complete scope relating to professional conduct and ethical behaviour and as such, individual Practitioners are expected to exercise their own judgment to meet such principles and standards.

By adopting this Code of Professional Conduct and standards, practitioners are expected to:

1. Demonstrate and promote a firm commitment to ethical practice and continuing professional development and promote the highest possible standards of professional conduct and practice

2. Exercise their own judgement (which should be made in such a way as to be reasonably justified) to meet the requirements of the code and seek advice if in doubt

3. Uphold and maintain the principles and professional standards within the 'Code'

Use of Document

This document has been produced by Dewpoint Professional for guidance for Dewpoint Professional (Individual) Accredited Members; However, other damage management professionals who are not Dewpoint Professional Accredited Members may adopt these principles upon which to base their professional practice.

This document is distributed with the understanding that:

- Dewpoint Professional do not give professional medical or legal advice
- No express or implied representation or warranty is made by Dewpoint Professional or its agents concerning the interpretation, use, or application of this document
- The professional standards presented in this document have been produced as 'guidance' for professional conduct, behaviour and practice and are adopted on a voluntary basis, and therefore are not legally or contractually binding

Users of this document are expected to:

- Keep abreast of and implement changes in technology, procedures, industry standards and industry 'best practice'
- Seek professional advice, from a relevant competent source, in situations outside the scope of their individual and their organisations capabilities

This document may also be used by others as a source of guidance, including customers and clients, members of the public and competent authorities in the event of a complaint, dispute or legal claim against an organisation or individual.

Principles

The 'Code' has four (4) Principles:

1. **Professional Competence**
2. **Professional Ethics & Behaviour**
3. **Professional Representation**
4. **Professional Stewardship**

These principles apply to all Dewpoint Member Accredited Members (Practitioners), irrespective of status or experience, and outline the respective responsibilities expected in the course of their professional practice, reinforcing professionalism, and communicating a clear, defined, consistent and positive message to clients and customers.

Professional competence

Behaviours expected by Practitioners (examples):

a. Maintain professional knowledge and competence within any professional organisation to which they hold professional qualification, certification or accreditation.

b. Exercise the level of care, skill and diligence expected of another reasonably competent 'member of the profession'.

c. Demonstrate compliance with all relevant and applicable statutory and obligations, relevant legislation, professional standards and industry 'best practice' as a minimum.

d. Act to protect the environment and the health, safety of themselves, and others, by taking all reasonable care to avoid negative environmental impacts or creating any risk of injury or ill-health.

e. Act to protect personal and commercial property by taking all reasonable care to avoid negative impacts or creating any risk of unnecessary 'loss', 'damage' or 'financial detriment'.

f. Not claim any level of competence or professional capacity that they (or their organisations) do not possess.

g. Act only within their level of competence and not accept or perform work which they are not competent to undertake unless they obtain some advice and assistance that will enable them to carry out the work competently.

h. Provide professional high standards of relevance, accuracy in the information and advice they provide to clients and customers.

Professional ethics and behaviour

Behaviours expected by Practitioners (examples):

a. Behave ethically and with integrity, always showing courtesy and consideration, in all professional and business relationships and practice.

b. Accept responsibility and to be personally accountable for their own professional actions and decisions.

c. Conduct their professional activities without discrimination, demonstrating professional and personal integrity, promoting inclusion, equality and diversity, in their practice.

d. Respect difference and demonstrate sensitivity for the customs, practices, cultures and personal beliefs of others.

e. Have due regard for public health, privacy, security, personal property, and the wellbeing of others and the environment.

f. Safeguard confidential information by not disclosing, authorising to be disclosed, or using for personal gain or to benefit a third party, except in special situations where required by Legislation.

g. Not engage in any work-related activity which is deemed to be bad practice, negligent, unlawful or unethical or take any unfair advantage of a client, customer or other party.

h. Act to mitigate damage incidents (of all types), while focusing on preventing unnecessary further 'loss', 'damage', and 'financial detriment', providing ethical, sustainable, effective and efficient solutions which produce maximum benefit.

Professional Representation

Behaviours expected by Practitioners (examples):

a) Represent themselves, their organisations, their clients, customers, their industry and any professional body to which they belong, with the utmost professional consideration.

b) Accept their personal duty to uphold the reputation of any professional bodies to which they belong and not take any action which could bring those professional bodies, their profession, or their own organisation into disrepute.

c) Lead by example in maintaining the highest standards of ethical conduct and professional practice.

d) Act with integrity and respect in professional relationships with all colleagues, other damage management professionals and with members of other professions with whom they work in a professional capacity.

e) Contribute to the knowledge base within their organisation, their respective industries and apply professional knowledge and best practice, whilst encouraging and supporting others in their professional development.

f) Maintain effective communication, cooperation and coordination between

g) clients, customers and other contractors, whilst providing impartial, sound technical solutions and advice based on their knowledge, skill and competency.

h) Notify any professional bodies to which they belong, if convicted of a criminal offence or upon becoming bankrupt or disqualified as a Company Director and in each case provide details of the relevant jurisdiction.

Professional stewardship

Behaviours expected by Practitioners (examples):

a) Demonstrate and promote fair and reasonable standards towards people within their influence, treat colleagues and others on an equitable basis, without inappropriate discrimination.

b) Challenge those suspected of unlawful or unethical conduct or behaviour.

c) Ensure that their professional judgments are not compromised because of bias, duress or the undue influence of others, fostering a culture of accountability, openness and honesty.

d) Promote appropriate people management and development practices to influence and enable the achievement of business objectives.

e) Ensure those working for them have the appropriate level of information, knowledge, competence, supervision and professional support.

f) Assist and encourage others to carefully plan their professional careers and personal attributes, developing their skills and characteristics, valuing their contribution and recognising their achievements.

Standards

Use of Logo Guidelines:

- No usage of the original Dewpoint Professional Logo is permitted, appropriate logos must be used.
- The Dewpoint Professional logo may only be used in context of the approval, it must clearly identify itself as an independent entity and avoid creating confusion regarding any affiliation, endorsement, or partnership with your Company.
- The Dewpoint Professional logo must be used in its original form and should not be modified, distorted, or altered it in any way without explicit permission.
- Use must comply with any additional branding guidelines provided by Dewpoint Professional. Your Company, including but not limited to colour schemes, typography, and associated visual elements.
- The Dewpoint Professional logo should be displayed clearly and legibly, with proper colours and proportions.
- Withdrawal of logo usage will occur if Dewpoint Professional feel that any company/individual has breached the Code of Conduct and Standards or fails to comply with the criteria set above.
- Dewpoint Professional reserves the right to revoke or terminate the logo usage authorisation granted to the any individual or company at any time, with or without cause, by providing written notice.
- **USE OF THE CITY & GUILDS LOGO ON ANY DOCUMENTATION/SOCIAL MEDIA/WEBSITES IS STRICTLY PROHITITED.**

Contact | Dawn Brumpton
Dewpoint Professional
Tillbridge Lane
Sturton-by-Stow
Lincoln
LN1 2DS

01427 782 994
www.dewpointprofessional.co.uk
info@dewpointprofessional.co.uk