

Member Code of Conduct

Total Reward Knowledge Hub NPC

1. Purpose and Scope

This Code of Conduct sets out the ethical standards, professional principles, and expected behaviours for all members of the **Total Reward Knowledge Hub NPC** (“the Organisation”, or “the Hub”). It applies to all individual members, partners, and representatives acting under the Organisation’s name.

Members are expected to uphold the reputation, integrity, and professionalism of the consulting industry at all times. All members are required to acknowledge and adhere to this Code of Conduct as a condition of membership in the Hub.

2. Core Principles

Members shall conduct their professional activities in accordance with the following principles:

- **Integrity** – Act honestly, transparently, and ethically in all professional dealings.
 - **Professional Competence** – Provide services with due care, skill, and diligence, and only within areas of competence.
 - **Independence and Objectivity** – Exercise independent judgment and avoid undue influence or bias.
 - **Confidentiality** – Respect and protect confidential information.
 - **Accountability** – Take responsibility for actions and decisions.
 - **Respect** – Treat clients, colleagues, competitors, and stakeholders with fairness and respect.
-

3. Professional Conduct

Members shall:

- Act in the best interests of clients while maintaining professional independence.
 - Deliver services that are lawful, ethical, and aligned with agreed scopes and objectives.
 - Avoid misleading statements, exaggerated claims, or misrepresentation of qualifications, experience, or outcomes.
 - Comply with all applicable laws, regulations, and professional standards in relevant jurisdictions.
-

4. Conflicts of Interest

Members must:

- Identify, disclose, and appropriately manage actual, potential, or perceived conflicts of interest.
 - Avoid engagements where conflicts cannot be adequately managed or mitigated.
 - Refrain from exploiting conflicts of interest for personal or organizational gain.
-

5. Confidentiality and Data Protection

Members shall:

- Safeguard all confidential and proprietary information obtained through professional activities.
 - Use client information solely for authorized and legitimate purposes.
 - Comply with applicable data protection and privacy laws.
 - Continue to respect confidentiality obligations even after an engagement ends.
-

6. Fair Competition and Market Conduct

Members shall:

- Compete fairly and ethically in the marketplace.
 - Refrain from disparaging competitors or engaging in deceptive or anti-competitive practices.
 - Respect intellectual property rights and contractual obligations.
-

7. Professional Relationships and Workplace Conduct

Members are expected to:

- Foster inclusive, respectful, and professional working environments.
 - Avoid discrimination, harassment, bullying, or any form of abusive behaviour.
 - Promote diversity, equity, and inclusion.
-

8. Fees, Transparency, and Communications

Members shall:

- Be transparent about fee structures, billing practices, and contractual terms.
 - Ensure communications with clients and the public are accurate, clear, and not misleading.
 - Avoid offering or accepting improper gifts, inducements, or hospitality that could compromise professional judgment.
-

9. Social Responsibility and Sustainability

Members are encouraged to:

- Act responsibly with regard to environmental, social, and governance (ESG) considerations.
 - Support sustainable business practices and positive societal impact where feasible.
-

10. Compliance and Reporting

Members must:

- Comply with this Code and any additional policies or standards issued by the Organisation.
 - Promptly report suspected breaches of this Code in good faith.
 - Cooperate fully with any investigation conducted by the Organisation.
-

11. Breaches and Disciplinary Action

Failure to comply with this Code of Conduct may result in disciplinary action, which may include:

- Warnings or reprimands
- Suspension or termination of membership
- Referral to regulatory or legal authorities where appropriate

Disciplinary processes will be conducted fairly, confidentially, and in accordance with the Organisation's governance procedures.

12. Review and Amendment

This Code of Conduct will be reviewed periodically to ensure continued relevance and alignment with best practices, legal requirements, and industry standards.
