



CIOB
THE CHARTERED INSTITUTE OF BUILDING

Chartered
Building
Consultancy

Professionalism and Integrity in Construction



Code of Professional
Conduct and Rules

Professionalism and Integrity in Construction

Our Chartered Building Consultancy scheme is the natural home for the construction professional consultancy.

It represents what the Chartered Institute of Building stands for in the workplace and in the business community. It is the kite mark of excellence and the corporate membership of choice. Scheme members will endorse the CIOB principles through best practice in management, professionalism and competent behaviour - it is the business or organisation that is the member.

Becoming a Chartered Building Consultancy will demonstrate to your customers and suppliers that your business is committed to the principles and values of best practice, ethical standards and professionalism. The challenge is to ensure that the industry's clients, especially those who require consultancy work within the built environment, are able to easily identify suppliers who provide a quality service, run by professionally qualified staff, who are corporate members of the CIOB.

Chartered Building Consultancies, adhering to the stringent standards set out in this booklet, will be eligible to use the title 'Chartered Building Consultancy' and can use the strapline 'Professionalism and Integrity in Construction', proudly displaying the Chartered Building Consultancy logo.

The key elements of the scheme are the 'Code of Professional Conduct' and 'Scheme Rules', both of which are set out in full in this booklet. These require that member consultancies conduct their duties with honesty, efficiency and integrity, providing their clients with a quality service and value for money. Your business/organisation must agree to operate on the basis of the Consultancy Scheme Rules.

These scheme rules have been written by the industry to give greater relevance and recognition so that Chartered Building Consultancy membership is not just desirable, but essential, for the truly professional business.

We look forward to welcoming you as a Chartered Building Consultancy.

Code of Professional Conduct

A Chartered Building Company or Consultancy shall at all times discharge its duties to its clients, employees and its supply chain with honesty, efficiency and integrity. It will strive to provide its clients with a quality service and value for money, be mindful of its duty to the general public and thereby to enhance the reputation of the construction industry. In particular it shall:

- 01.** Comply with the rules of the Chartered Building Company/Consultancy scheme.
- 02.** Manage its affairs so that all its actions are conducted in accordance with good business practice.
- 03.** Inform its employees and members of the supply chain of the obligations of this Code, and monitor their compliance with it.
- 04.** Employ staff and members of the supply chain who are competent and qualified to carry out the work assigned to them, meeting the demands of the scheme.
- 05.** Strive to ensure that all its work is in accordance with best practice and current standards and complies with all relevant statutory and contractual requirements.
- 06.** Be adequately insured for all relevant risks.
- 07.** Strive to resolve any complaints quickly and equitably.
- 08.** Not divulge any information of a confidential nature relating to the business activities of its clients.
- 09.** When working in a country other than its own, conduct its business in accordance with this Code, so far as it is applicable to the customs and practices of that country.
- 10.** Uphold the dignity of the Chartered Institute of Building and the reputation of the Chartered Building Company/ Consultancy scheme.
- 11.** Ensure that at all times the best interests of the client is uppermost in all its dealings.
- 12.** All staff engaged in the administration of the construction process have achieved, or are working towards, appropriate qualifications and are undertaking an adequate regime of continuous professional development (CPD).
- 13.** Current knowledge of, and standards of practice in, health and safety considerations are given proper absolute priority.
- 14.** The CBC member shall try to be aware of all contemporary industry developments.

Scheme Rules

Under Bye-Law 13 of the Institute's Bye-Laws, Chartered Building Companies and Consultancies are both 'company' members of the Institute.

A review of the Chartered Building Company and Consultancy scheme and its rules was completed by the Employer Engagement Committee, along with some current members of the Chartered Building Companies and Consultancies Scheme. These included representatives from major contractors, employers, sole traders and clients, plus the Employer Engagement Committee who oversee the scheme.

As the Employer Engagement Committee are focused on improving the standards of the industry, feedback from the existing member companies and employers showed that although the scheme was valuable, more could be done to strengthen it. Being a CBC demonstrates a clear commitment to professionalism in our industry and is the manifestation of the CIOB in the workplace.

A working group led by members of the Employer Engagement Committee set about redrafting the criteria for the CBC schemes and the scheme rules and these were launched on the 1st October 2015.

Following a review of the Institute's standards and a consultation with Chartered Building Companies and Consultancies, the CBC Scheme is being re-launched.

The objectives are:

- To improve the quality of management practice in the industry.
- To provide a formal framework for learning and development to mirror CIOB standards of professional competence and conduct.
- To provide assurance to clients that the business has the skills, knowledge and professional practice to meet their needs.
- To support the Construction 2025 Action Plan.
- To improve the social value provided by CBCs through Corporate Social Responsibility (CSR), environmental considerations and support for the education and training of young people.
- To introduce a Scheme which is regulated and controlled through mechanisms which monitor and enforce the rules.

Scheme Rules

1. APPLICATION OF THE RULES

- 1.1 These Rules shall apply to all members of the CBC Scheme, hereinafter described as the 'Chartered Building Consultancy' and governed by Bye-Law 13 of the Institute's Bye-Laws.
- 1.2 Reference to 'Company' within these Rules applies to either a Chartered Building Company or Chartered Building Consultancy.
- 1.3 The CIOB Business Development Board shall be responsible for the Scheme as advised by the Employer Engagement Committee.
- 1.4 Any amendments to the Scheme Rules must be considered by the Business Development Board and approved by the Board of Trustees as appropriate.

2. CRITERIA TO JOIN THE SCHEME

- 2.1 To join the Scheme, the Company must be able to satisfy the following criteria:
 - 2.1.1 The Company shall have a Board of Directors or equivalent, with a number/percentage of CIOB Chartered Members (and where applicable other relevant Institutes/Institutions) as shown in the application form. If a sole proprietor, the owner must be a Chartered Member of the Institute.
 - 2.1.2 Have its principle activity within the construction sector.
 - 2.1.3 The Company must have been trading for a minimum of 2 years.

3. APPLICATION TO THE SCHEME

- 3.1 The Company shall submit to the CIOB a completed application form detailing, or including, the following:
 - 3.1.1 An organisation chart accompanied by full list of Directors and Senior Managers and their professional qualifications.
 - 3.1.2 Confirmation of the legitimacy of the Company for example by Company Registration or letter from a Chartered Accountant or Auditor.

- 3.1.3 Provide on application and annually on renewal a statement of financial health e.g. annual accounts/review, letter from Accountant – please note 2 years minimum trading is required to qualify.
 - 3.1.4 A commitment to becoming a Training Partnership, or to the learning and development of their workforce.
 - 3.1.5 Details of their Health and Safety Policy.
 - 3.1.6 Details of their relevant Environmental policy or programme.
 - 3.1.7 Details of their Equal Opportunity practice or policy.
 - 3.1.8 Details of the Quality Assurance process.
 - 3.1.9 A demonstration of how the business is implementing its Corporate Social Responsibility.
 - 3.1.10 Details of other relevant memberships and awards.
 - 3.1.11 A demonstration of collaborative relationships with their supply chain.
 - 3.1.12 Details of the relevant insurances held (if a Consultancy, then a copy of PII must be provided).
 - 3.1.13 References from two clients in the last 12 months, and from one senior person in your supply chain.
 - 3.1.14 The agreement of the company to comply with the Scheme Rules and the Code of Conduct.
- 3.2 If the application is from a division of a Company which is not a legal entity in its own right, then the following is required in addition to clause 3.1:
 - 3.2.1 Written consent of the parent company to apply for the Scheme.
 - 3.2.2 Written commitment from the parent company to the ethos of the Scheme.

- 3.3 On receipt of the application by the CBC team, the application will be assessed in accordance with clause 3.1 and 3.2 above, and a response made to the Company in writing within 21 days of receipt of the application.
- 3.3.1 The Institute reserves the right to carry out an assessment visit prior to determining the application.
- 3.3.2 The Institute reserves the right to ask further questions regarding the application if necessary.
- 3.4 If an application to join the Scheme is successful, the Company is notified in writing, and subscription fees become payable.
- 3.5 If an application to join the Scheme is rejected, reasons will be given and advice on improving future applications. The Company applying has the right to appeal this decision in writing to the Head of Employer Engagement, for determination by the Institute's Grievance and Appeals Board.

4. FEES/SUBSCRIPTIONS/ANNUAL RETURNS/AUDIT

- 4.1 Chartered Building Consultancy fees become payable on the date of approval, and include an admission fee other fees as detailed in the application form.

Subscriptions – Annual Renewal

- 4.2 The subscription fee falls due on the annual anniversary of the Company's membership of the Scheme.
- 4.3 If the Company has not paid its subscription fee within 60 days of the anniversary date, the Company membership will be lapsed.
- 4.4 The Company's membership year starts on the date of membership approval and runs to the day before the next anniversary of membership.
- 4.5 Subscription fees are determined by the Institute's Subscriptions Working Group and are ratified by the Board of Trustees annually.
- 4.6 Annual Return
- 4.6.1 The Company shall provide an Annual Return.
- 4.6.2 This return shall comprise, but will not be limited to:
- 4.6.2.1 Confirmation of the Company structure and compliance with the Scheme.
- 4.6.2.2 Confirmation of the Company's financial health.
- 4.6.3 Following the submission of the Annual Return and after ongoing compliance with the Scheme has been determined, the subscription will be invoiced.

Audit

- 4.7 Each Company of the Scheme shall be subject to audit at least once every three years. The Institute will give two months notice. The selection will be random and primarily based on the qualification criteria for the Scheme and compliance with its Rules and Code of Conduct.
- 4.8 A full description of the audit process will be forwarded to the Company on selection.
- 4.9 On failure to comply with the audit, or non-conformance with the Scheme Rules, the Institute reserves the right to withdraw the Consultancy from the Scheme.

5. TITLE/LOGO/CERTIFICATES

- 5.1 Subscribing members to the Scheme may call themselves a 'Chartered Building Consultancy' in addition to their Company name, in accordance with Bye-Law 19 as appropriate, to the accepted application.
- 5.2 Subscribing members to the Scheme may use the relevant CBC Logo in addition to their company logo, in accordance with the Institute brand guidelines. The CBC Logos are registered trademarks of the Chartered Institute of Building.
- 5.3 A Company may use the relevant CBC Logo on their letterhead and website as appropriate.
- 5.4 On successful application to membership, a certificate and plaque shall be sent to the Company. This remains the property of the Institute at all times.
- 5.5 Should a Company resign or be removed from the Scheme, all references to the title or logo must be removed from all company property and stationery, with immediate effect. Failure to do so may result in further action being taken for a breach of Institute Rules.

- 5.6 Should a Company resign or be removed from the Scheme, the certificate of membership and plaque must be returned to the Institute within 28 days.

6. REGISTER

- 6.1 Subscribing members shall be entered onto a register of companies held on the CBC website. This website shall be managed by the Institute and shall be a searchable by the public.
- 6.2 Members shall be removed from the register if: subscription payment is not made within 60 days of the date of the invoice; the Company resigns from membership, or; is removed from membership as a result of a sanction imposed on the Company by the Professional Conduct Committee under the Disciplinary Regulations.

7. ALTERATIONS TO COMPANY DETAILS

- 7.1 Any members of the Scheme must notify the Institute of any changes to their membership within 28 days of that change. This change could include but is not limited to:
- 7.1.1 Address
 - 7.1.2 Composition of the Board/named contact
 - 7.1.3 Financial stability – administration/liquidation/bankruptcy
- 7.2 Where the alteration involves changes to the composition of the Board, and as a result, the Company fails to comply with the Scheme under clause 2.1.1, then the Company shall be given 6 months to remedy this matter. If the composition is not remedied within this time period, the Scheme membership is terminated.
- 7.3 Should the above CBC then conform within the subscribing year, the CBC will be readmitted without the need for an admission fee.
- 7.4 If a Company changes its name, it will be required to re-submit an application form to the CBC Scheme explaining the reasons for the name change, to ensure that certain qualifying criteria are still met. (Qualifying Board of Directors, financial history, and paperwork submitted with new name).

8. REMOVAL/NON-CONFORMANCE

- 8.1 If a Company fails to conform to the Scheme Rules or the audit, then the Institute reserves the right to remove the Company from the Scheme.
- 8.2 If a Company fails to pay its annual subscriptions within the specified period, then membership to the Scheme will terminate.
- 8.3 A Company may resign from membership giving 28 days written notice to the Institute.

9. COMPLAINTS/DISCIPLINARY

- 9.1 The Company shall be bound to resolve any complaint with its clients or supply chain quickly and amicably.
- 9.2 In accordance with Bye-Law 33, any Company registered with the Scheme shall be subject to the provisions of the Institute's Disciplinary Regulations.
- 9.3 The definition of 'misconduct' for a Scheme member is that laid down in Bye-Law 33(b).
- 9.4 The Institute shall be required to investigate information received about a Company, if it suggests that misconduct may have occurred.
- 9.5 A former Company to the Scheme shall still be liable for investigation under the Disciplinary Regulations, if the matters related to the complaint took place whilst they were subscribing members of the Scheme.

10. TRANSITIONAL RULES

- 10.1 These transitional rules will apply for those in Chartered Building Company/Consultancy Scheme membership at the time of change in rules of the Scheme.
- 10.1.1 Current Scheme members will be given 12 months to comply with the new Chartered Building Company/Consultancy Scheme Membership rules as stated in Section 3 : Application to the Scheme.
 - 10.1.2 Full compliance is required to ensure membership remains current.

Code of Professional Conduct and Rules



The Chartered Institute of Building
1 Arlington Square, Downshire Way,
Bracknell, Berkshire, RG12 1WA
United Kingdom

t: +44 (0)1344 630c 700

e: cbcinfo@ciob.org

w: www.ciob.org

Registered charity in England and Wales - 280795,
Scotland - SC041725. VAT No. 492 0644 43



INVESTORS
IN PEOPLE | Silver

CIOB68/0915