

## Partner Code of Organisational Conduct

### Organisational Standards

#### Introduction

The Institute of Place Management (IPM) is the professional body for people that serve places. Part of Manchester Metropolitan University, the IPM is constituted to support professionals and organisations make places the best they can be, for the benefit of the most people, both now and in the future.

Many different types of organisation support the IPM's goal and wish to be Partners. There are place management structures, like government (at all tiers), place partnerships, and Business Improvement Districts. There are place management supporters, the providers of products and services to place management professionals and organisations. Place management supporters include consultancy practices, providers of data and technology, providers of physical products for the public realm, providers of education and training, etc.

The goal of making places the best they can be for the benefit of the most people, both now and in the future, will be achieved by place management professionals (Members) and organisations (Partners) working to the highest standard of integrity and ethics, accountability, professional knowledge and performance.

#### Purpose of the Code of Conduct

This document sets out the standards of conduct that all Partners are expected to meet. By setting high standards in organisational practice, the IPM and its Partners will make better places and build trust and confidence in the profession.

#### Code of Organisational Conduct

The Code of Organisational Conduct covers eight areas: Organisational practice, coercive and anti-competitive practices, equal opportunities, zero tolerance to personal harassment and victimisation, conflicts of interest, IPM property and resources, financial solvency, procedures for raising integrity concerns.

## **Organisational practices**

IPM Partners must comply with this Code of Conduct, with relevant national industry/sector codes of practice, and with the laws of the country in which they are based. It is the responsibility of all Partners to ensure, by taking advice where appropriate, that they are fully aware of all relevant laws, regulations, practices and codes of practice, particularly those that relate to their partnership roles and duties whilst representing the place management sector. Partners should ensure that, during all place management activity, they carry out their contractual obligations in a proper and timely manner and are not in breach of contract. Partners are expected to ensure that employees that undertake place management activity are appropriately qualified and have current individual membership of the Institute at the appropriate level. Partners who employ place managers should ensure that their job titles, descriptions and remuneration packages adequately reflect the role they are expected to do, and their level of skills and experience. Partners should be familiar with the professional standards required from individual members and never expect them to contravene these.

## **Coercive and anti-competitive practices**

Within the sphere of representing or undertaking place management activity, gifts, entertainment and personal favours may only be offered to a third party if modest in value and consistent with customary business practice. No gifts, entertainment or personal favour may be offered in contravention of any applicable law or code of practice. No Partner should seek or accept a gift, entertainment or personal favour that might reasonably be believed to have any influence on business transactions. An offer of entertainment should not be accepted unless the offer is within the bounds of accepted business hospitality. Partners should not permit their funds to make payments, direct or indirect, to government officials, people participating in government bodies, and employees of private organisations or representatives of political parties, for unlawful or improper purposes. Partners should not engage in coercive or anti-competitive practices that would be detrimental to the values and integrity of IPM.

## **Equal opportunities**

All Partners and members shall be treated with equal respect and dignity and shall be provided with equality of opportunity and access to the place management community. We believe discrimination, either direct or indirect, is unacceptable and intolerable. Although guided by the laws of the country in which they operate, Partner practice should not be limited to the minimum standards imposed by law. We are committed to achieve (and expect our partners likewise to achieve) the best practice in the area of equal opportunities, diversity and inclusivity, irrespective of a person's: age, colour, disablement, marital status, race / ethnicity, religion, sex, gender, employment status, sexual orientation, nationality, caring responsibility, socio-economic status, or other unjustifiable factors.

This list is not exhaustive, as IPM will be proactive in all matters relating to equality of opportunity and diversity and inclusivity. Additionally, we recognise that despite our best intentions, circumstances may arise where Partners fail to provide an appropriate and professional service to individuals or organisations, consistent with our aims. We are committed to taking action in such circumstances, through IPM and/or with appropriate parties that can provide IPM Partners and members with additional support in this area. IPM strives to achieve diversity at all levels of the Institute and values the individuality, diversity and creative potential that every Partner brings to the partnership. We recognise and will seek to reflect the positive contributions of our Partners. Judgements about Partners for the purpose of development, delivery or promotion of business activity shall be made solely on the basis of a Partner's ability and potential in relation to the needs of the activity, and shall only take account of matters relevant to the performance of that activity. We will seek to encourage the participation of Partners, personnel and members from a variety of backgrounds, at various stages of their lives and careers, and with a wide range of qualifications and experience.

## **Zero tolerance to personal harassment and victimisation**

Personal harassment, such as verbal abuse or sexual harassment, of any Partner of IPM, its suppliers, customers or members is unacceptable in any form whatsoever. In the same way, victimisation, as defined in international law, is unacceptable and will not be tolerated by IPM and should not be by any of its Partners or Members. Any Partner, supplier, customer/end user or member who believes they have been personally harassed as a result of their engagement in any place management activity should report the incident and circumstances to the IPM management team, who will arrange for it to be investigated impartially and confidentially. Any Partner that has a complaint about personal harassment or victimisation upheld will be automatically expelled from the IPM.

## **Conflicts of interest**

Partners dealing with IPM business must act in the best interests of the place management sector and must disregard any personal preference or advantage. We wish at all times to work openly and honestly with our Partners to achieve the mission and further the values of the Institute of Place Management. Partners and their employees should avoid entering into situations in which their personal, organisational or financial interests may conflict with those of IPM. Where any potential conflict of interest may arise, the Partner shall declare that interest and seek advice from IPM management. Where repeated incidents of actual or perceived conflicts of interest occur between the Institute and any Partner, the matter will be considered by the Executive Board of the IPM who may then take such steps as are necessary to protect the interests of IPM.

## **IPM Property and Resources**

Partners are expected to take appropriate care of IPM property and resources. IPM resources, its physical property and brand identity, should be kept securely and should only be used for the proper advancement of the place management sector and not for personal gain. Partners expending IPM resources should recognise that they owe a duty of care to the Institute, who are its ultimate owners. IPM resources include not only tangible assets such as materials, equipment and cash, but also intangible assets such as IPM branding, computer software, Intellectual Property and confidential information. Partners should adhere to the IPM classification of documents regarding circulation. Documents marked 'confidential' are for internal use within the Partner's organisation only and not for wider circulation.

## **Financial solvency**

Partners are required to keep proper accounting and other records which give a true and fair view of their financial position, results of operations, transactions, assets and liabilities so as to make full, fair, accurate, timely and understandable disclosures in all reports it is required to publish, file or submit to funding bodies and regulators.

Enhance the standing and reputation of the place management profession and the Institute of Place Management.

Partners are expected to enhance the standing and reputation of place management as a valued profession.

You should not be party to any action or statement that is likely to bring the profession into disrepute. In addition to complying with legislation, you should not be party to any communication that is likely to be construed as defamatory by the profession, the public or others, or which may be considered discriminatory in any form.

## Complaints

It is the responsibility of every Partner, subject to any restrictions imposed by law or the courts, to report to the Institute any alleged breach of this Code of Professional Conduct upon becoming aware of it, and to then assist the Institute in its investigations.

Any complaint regarding Partner conduct must be made in writing, and addressed to the Secretary of the IPM at [secretary@placemanagement.org](mailto:secretary@placemanagement.org). It should be marked "confidential". Such communications should clearly set out the name and contact details of the person bringing the complaint, the basis for the complaint and detail the relationship, if any, between the complainant and the Partner concerned. The Secretary will investigate all complaints in a timely manner and establish whether a prima facie case has been made. Where the Secretary concludes that a prima facie case has not been made, he/she will so advise the complainant in writing. A complainant may then challenge such a decision by requesting, in writing to the Secretary, a re-examination of the evidence by the Chair of the IPM. The Chair will consider only evidence already submitted in writing, the review undertaken by the Secretary and written representations from the complainant and the Partner concerned. The Chair's decision on whether a case has been made will be final and binding.

If the Secretary concludes on initial examination, or following an appeal to the Chair, that such a case has been made, then he/she shall formally notify the Partner concerned and request a written response within 28 days of the date of sending the notification. It is the duty of any Partner who is in receipt of such notification to assist the IPM in its investigations. Upon receipt of the response from the Partner concerned, or at the conclusion of 28 days, whichever is sooner, the Secretary will refer the complaint to the Chair and he/she will request the formation of a Disciplinary Panel.

### Disciplinary panel

A Disciplinary Panel will comprise of three Senior Fellows, selected by the Chair. Each of them will hold one vote. The Secretary of the IPM, or another person nominated by them, will Chair the Panel but will not have a vote.

A date and time for the holding of the Disciplinary Panel will be agreed within 14 days of the Secretary receiving a response from the Partner concerned or from the conclusion of the 28 day period requesting a response from the Partner concerned. At least 28 days' notice of the date and time of the Panel meeting will be provided to the complainant and the Partner concerned.

At least 14 days before the meeting of the Panel, the Panel must provide a written statement of the case being made to the Partner concerned and all other concerned parties. The Partner concerned is entitled to be present at the Panel in person and to bring witnesses and introduce any relevant evidence they may consider appropriate. The complainant will normally be required to appear before the Panel. If the parties agree, the hearing can take place in the absence of one or both of the parties if the Panel concludes there is no alternative way to proceed. The Panel may make such further enquiries as it thinks fit, including calling additional witnesses. In such circumstances the Panel may be adjourned until a suitable time.

The Disciplinary Panel will determine the decision having considered all available submissions. The Panel will determine its decision through a simple majority. The Chair of the Panel will not hold a casting vote. If no majority is reached, the complaint shall be regarded as dismissed.

If a case is found not to be substantiated the complaint will be dismissed. If a complaint is upheld, the Disciplinary Panel can:

1. warn the Partner as to their future conduct

2. reprimand a Partner
3. suspend the Partner from membership of the Institute for such period as the Panel determine
4. terminate the Partner's membership

In each case the Panel can make recommendations to the Chair of the Institute regarding the publication of the decision.

The Secretary shall inform the complainant and the Partner concerned of the decision of the Panel in writing. The decision of the Disciplinary Panel shall be final and binding.

### **Readmittance**

Any Partner who has had their membership terminated following a Disciplinary Panel hearing will not normally be eligible for readmittance for a period of 10 years.

### **Amendment**

This Code of Professional Conduct may from time to time be amended. Partners will be notified when such changes occur. A current copy of the Code will at all times be available on the Institute website or by request from the Secretary of the Institute.