

Robin Ball Associates Limited (RBA Ltd) Code of Professional Conduct

RBA Ltd is an independent company with over a decade of experience in IT. Staff are qualified by experience and qualification. The majority are qualified to degree level or higher. A policy of Continuing Personal and Professional Development operates within the company. As a company RBA commits to maintaining Professional Standards in all its business with clients. RBA will:

- Conduct a thorough diagnostic process to establish the precise needs of the client
- Keep the client advised at every step of the way especially within regard to threats to IT system performance, reliability, safety and security.
- Advise clients of projected expenditure in advance, conducting a cost/benefit analysis where appropriate
- Advise clients of associated risk in connection with any change, renewal or amendment to any IT system and agree implementation prior to proceeding
- Negotiate realistic deadlines, taking in to account the often developmental and research nature of some projects
- Assist clients in the event of IT breakdown or failure within a realistic time frame and using our best endeavours
- Maintain **totally confidential** all data accessed by RBA in connection with their support and development work for every client.

Principle 1: Meeting clients' requirements

1.1 RBA will only accept assignments for which they are suitably qualified.

1.2 Before accepting an assignment (with the exception of work carried out which falls in to the category of support, repair or servicing) RBA will define in writing, the terms and conditions of the assignment. This will define the objectives of the assignment, allocation of responsibilities, timescales, key review stages, costs and the arrangements for payment.

1.3 RBA will only subcontract work with the prior agreement of its clients (and will take responsibility for the quality of that work).

1.4 RBA will hold as strictly confidential all information concerning the affairs of clients unless the clients have released such information for public use, or have given specific permission for its disclosure. (Where funding rules require disclosure, the terms and nature of the disclosure will be explained in advance of agreement to proceed and be confirmed in writing.)

1.5 RBA will develop recommendations specifically to address each client's problems. Recommendations, including action plans, shall be clear, measurable and realistic. RBA will satisfy itself that recommendations and action plans are fully understood by the client.

1.6 RBA will encourage and take note of client feedback. RBA will also provide feedback and fulfil reasonable requests by clients for written progress reports.

1.7 RBA will undertake careful planning, frequent progress reviews and effective controls.

1.8 RBA will refrain from inviting any employee of a client to consider alternative employment unless agreed with the client.

1.9 RBA will always seek authorisation of client before disclosing their involvement with the client in any form of communication with another client or organisation or individual.

Principle 2: Independence, objectivity, integrity

RBA will avoid any action or situation inconsistent with its professional obligations or which in any way might be seen to impair their integrity.

2.1 RBA will maintain a fully independent position with the client at all times, making certain that consultancy and advice are based upon thorough impartial consideration of all pertinent facts and circumstances and on opinions developed from reliable relevant experience.

2.2 RBA will declare at the earliest opportunity any special relationships, circumstances or business interests which might influence or impair judgement or objectivity on a particular assignment.

2.3 RBA shall not serve a client under terms or conditions which might impair independence, objectivity or integrity; RBA will reserve the right to withdraw if conditions, beyond its control, develop to interfere with the successful conduct of the assignment.

2.4 RBA will not take discounts, commissions or gifts as an inducement to show favour to any person or body.

2.5 RBA will advise the client of any significant reservations about the client's expectation of benefits from an engagement. RBA will not accept an engagement in which they cannot serve the client effectively.

2.6 RBA will not indicate any short term benefits at the expense of the long-term welfare of the client, without advising the client of the implications.

2.7 RBA will discuss and agree with the client any significant changes in the objectives, scope, approach, anticipated benefits or other aspects of the engagement which might arise during the course of carrying it out.

Principle 3: Responsibility to the profession

RBA shall, at all times, conduct themselves in a manner which will enhance the standing and public regard of the profession.

3.1 RBA recognises the need to ensure that their knowledge and skills are kept up to date and will take appropriate action to this end, (including active participation in continuing professional development programmes).

3.2 RBA will not knowingly, without permission, use copyright material, or a client's proprietary data, or materials or techniques that others have developed but have not released for public use.

3.3 RBA will not accept an assignment from a client knowing that another firm is serving the client in a similar capacity unless assured that any potential conflict between the two assignments is recognised by, and has the consent of, the client.

3.4 When asked by a client to review the work of another professional, RBA will exercise the objectivity, integrity and sensitivity required in all technical and advisory conclusions communicated to the client.

3.5 RBA will negotiate agreements and charges for professional services only in a professional manner.

3.6 RBA, in publicising work or making representations to a client, will ensure that the information given is:

- factual and relevant;
- is neither misleading nor unfair to others; and,
- is not otherwise discreditable to the profession.

3.7 RBA will acknowledge individual rights and choices and ensure they treat all customers and colleagues with respect.