

# EFQM Licensed Advisor | Code of Conduct

*This Code of Conduct is a common understanding of all EFQM Licensed Advisors.*

Subjects of behaviour	An <i>EFQM Licensed Advisor</i> will ...
■ <b>Approaches</b>	... maintain a fully professional approach according all policies & standards of EFQM in all dealings with clients, partners and the society.
■ <b>Assignments</b>	... accept only assignments which he or she has the training, experience and knowledge to perform.
■ <b>Expectations</b>	... refrain from encouraging unrealistic expectations or promising clients that benefits are certain from specific advisory services.
■ <b>Understanding</b>	... ensure that before accepting any assignments, a mutual understanding of the client's context, deliverables, results and business impacts has been established.
■ <b>Conflicts of interest</b>	... inform on conflict of interests when entering into contracts with more than one partner. When, with mutual agreement, the advisor gets involved with partners holding conflicting interests, communication on intend and limits to the scope of work will be shared with all affected parties
■ <b>Confidentiality</b>	... treat client information as confidential and will neither take personal advantage of privileged information gathered during an assignment, nor enable others to do so.
■ <b>Deployments</b>	... preferred implementing business improvements for clients using or within the frameworks of EFQM.
■ <b>Transparency</b>	... neither accept benefits from a third party in connection with assignments for a client nor will make benefit by using intellectual properties from others unless the client or the others are fully informed.
■ <b>Good Practices</b>	... study good practices before implementing new approaches to clients and will analyse lessons learned after the assignment.
■ <b>Staffing</b>	... recruit or train employees or temporary project members with the required knowledge of the EFQM frameworks.
■ <b>Knowledge</b>	... regularly acquire and share knowledge by participating in the EFQM community and network.