

CODE OF PROFESSIONAL CONDUCT

All ACCA members agree to uphold the Association's Code of Professional Conduct. The Code ensures that our members uphold the highest possible standards of professional practice and integrity for themselves as independent arts consultants and for ACCA as their professional association.

In so doing, ACCA members will foster client confidence in engaging consultants and will advance public confidence in arts and cultural organizations in Canada.

1. **Professionalism**

A member will maintain a fully professional approach, consistent with the terms of this code, in all dealings with clients, fellow members and the general public.

2. **Confidentiality**

Members will treat all client information that is not public knowledge as confidential and will not take advantage of proprietary or privileged information, either for use by themselves, their firm or another client, without the client's permission.

3. **Conflict of Interest**

Members will avoid acting for two or more clients in ways that could potentially pose, or appear to pose, a conflict of interest. A member shall disclose to a client any circumstances or interests that might influence their judgment and objectivity, securing the clients' agreement to an arrangement should that prove necessary.

4. **Competence**

Members will only accept assignments for which they profess the knowledge and skill to perform, and will only assign staff with the requisite expertise. Members will not provide an assurance to a client of a benefit from a consulting service that the member is not confident of achieving.

5. **Diligence**

Members shall act in the best interest of the client, providing professional services with integrity, objectivity and independence. A member shall not encourage unrealistic client expectations.

6. **Contractual agreements**

A member will, before accepting an assignment, reach a mutual understanding with the client as to its objectives, scope, work schedule and fees.

7. **Fees**

Members will agree in advance with a client the basis for fees and expenses, and will charge fees and expenses that are reasonable, legitimate and commensurate with the services delivered, the skills and experience of the consultants, and the responsibility assumed in the contract.

8. Business development

A member shall not adopt any method of obtaining business that detracts from the professional image of ACCA or its members.

9. Employment and Recruitment

Members will refrain from inviting an employee of an active or inactive client to consider alternative employment without prior discussion with the client.

10. Commissions

Members will neither accept commissions, remuneration or other benefits from a third party in connection with recommendations to a client without the client's knowledge and consent, nor fail to disclose any financial interest in goods or services which form part of such recommendations.