

### Members of BCN will:

1. only accept assignments for which they are suitably qualified
2. discharge their responsibilities with professional integrity and diligence
3. treat client data as confidential
4. keep their own knowledge and skills up to date
5. always act in the best interest of clients
6. provide a written proposal for client approval before work commences
7. set out clear objectives for the assignment
8. evaluate with the client at the conclusion of the assignment how effectively the objectives have been met
9. identify areas which need further work or improvement
10. clearly state terms and conditions for each assignment
11. agree regular progress reviews where appropriate, and respect deadlines
12. exercise responsible management and efficient procedures throughout each assignment
13. observe all legal requirements
14. work in partnership with clients without imposing solutions on them
15. manage the relationship so that disagreements are openly discussed and resolved
16. continually improve the service to clients based on evaluation and reflection
17. maintain and nurture a culture of integrity, honesty and openness