



# Code of Ethics

## CORELAIN

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## 1. Introduction and Purpose

### About Corelain Ltd

Corelain Ltd is a **RICS-regulated firm** of surveyors and ESG consultants based in Manchester. We deliver professional, ethical, and responsible surveying, environmental, and social-value services across the built environment. As a regulated firm, we recognise our responsibility to uphold the **RICS Rules of Conduct for Firms (2021)** and the principles of integrity, competence, service, respect, and accountability.

### Purpose of this Code

This **Code of Ethics** sets out the standards of behaviour expected from all employees, officers, directors, and representatives of Corelain Ltd. It serves as a practical guide for ethical decision-making, ensuring that our professional conduct reflects both Corelain's internal values and our external obligations under RICS regulation, UK law, and wider societal expectations.

The Code:

- Establishes a clear framework for professional and ethical behaviour.
- Reinforces Corelain's alignment with the five RICS Rules of Conduct for Firms (2021).
- Provides guidance for resolving ethical dilemmas consistently and transparently.
- Promotes accountability, fairness, and respect across all areas of our work.
- Demonstrates our commitment to acting in the public interest.

### Scope and Application

This Code applies to **all persons representing Corelain Ltd**, including full-time, part-time, and temporary staff, directors, consultants, contractors, and business partners acting on the company's behalf. Compliance with this Code is a **condition of employment and engagement**.

Where external partners or subcontractors operate on behalf of Corelain, they are expected to meet equivalent ethical and professional standards.

### Commitment to RICS Ethical Principles

Corelain's professional conduct is guided by the following enduring values:

- **Integrity and Honesty** – We act truthfully and transparently in all business dealings.
- **Competence** – We maintain and develop the skills required to deliver high-quality professional services.



- **Service** – We provide diligent, reliable, and client-focused work.
- **Respect** – We value diversity, treat others fairly, and encourage inclusion.
- **Responsibility** – We act in the public interest and accept accountability for our decisions and their outcomes.

These values form the foundation for the sections that follow, each of which aligns with a specific RICS Rule of Conduct.

## **2. Rule 1 – Act with Integrity**

### **Principle**

Integrity is the foundation of professional behaviour. RICS Rule 1 requires that firms *"act with integrity and avoid any actions or situations that are inconsistent with their professional obligations."*

Corelain Ltd commits to honesty, transparency, and fairness in all professional and business activities. Integrity means doing the right thing — even when no one is watching.

### **Expected Standards of Conduct**

#### **1. Honesty and Fair Dealing**

All employees, directors, and representatives must act truthfully in their professional and personal dealings on behalf of Corelain. Misleading, deceptive, or fraudulent behaviour is strictly prohibited.

Communications with clients, suppliers, regulators, and colleagues must be accurate, fair, and transparent.

#### **2. Accountability and Transparency**

Every individual is accountable for their professional decisions. Records, reports, and advice must be prepared honestly, based on verified evidence and sound professional judgment.

We disclose relevant facts and manage information transparently to maintain the trust of clients and the public.

#### **3. Conflicts of Interest**

Personnel must identify and declare any situation where personal, financial, or family interests could influence professional judgment.

- All employees and directors must complete annual conflict-of-interest declarations.
- Any potential conflict must be disclosed immediately to a line manager or the Compliance Officer.
- Where a conflict cannot be mitigated, the individual must recuse themselves from the decision-making process.



This ensures decisions are objective, fair, and in the best interests of clients and Corelain.

#### **4. Anti-Bribery and Corruption**

Corelain maintains **zero tolerance** toward bribery or corruption in accordance with the **Bribery Act 2010**.

- No employee may offer, give, solicit, or accept any payment, gift, or favour intended to improperly influence a business outcome.
- Modest hospitality may be permitted only when it is lawful, proportionate, and fully declared.
- All concerns or attempted inducements must be reported to the Compliance Officer immediately.

Breaches of this policy may lead to disciplinary action and potential criminal liability.

#### **5. Fair Business Practices**

Corelain competes lawfully and fairly, in compliance with the **Competition Act 1998**. We avoid any anti-competitive conduct such as price-fixing, market-sharing, or bid-rigging. Procurement and supplier selection are based solely on merit, quality, and ethical compatibility.

#### **6. Confidentiality and Data Integrity**

Corelain safeguards client, employee, and company information in accordance with the **UK GDPR** and our Information Security Policy.

Confidential information is used only for legitimate business purposes and is never disclosed without proper authorisation.

#### **Decision-Making and Support**

Employees should seek guidance whenever an ethical dilemma arises.

If uncertain, ask:

- *Is this action honest, fair, and transparent?*
- *Would I be comfortable explaining it to a client or regulator?*
- *Could this decision damage Corelain's reputation or the public's trust?*

If doubt remains, consult a senior manager, the Compliance Officer, or the CEO before proceeding.

### **3. Rule 2 – Maintain Professional Competence**



## **Principle**

RICS Rule 2 requires that firms *“maintain their professional competence and ensure that services are provided by competent individuals who have the necessary knowledge, skills and resources.”*

Corelain Ltd ensures that every member of its team from directors to trainees acts within their area of expertise, continually develops their knowledge, and contributes to a culture of lifelong learning and technical excellence.

## **Commitment to Continuous Professional Development**

### **1. RICS CPD Compliance**

All RICS-qualified staff must meet or exceed the Institution's annual CPD requirements. Corelain maintains a CPD register, reviewed quarterly by management, to verify compliance and identify training needs.

### **2. Corelain Learning Framework**

Corelain operates an internal training programme combining:

- Induction and ethics onboarding for all new staff.
- Annual ethics and compliance refreshers.
- Technical workshops in surveying, ESG reporting, and sustainability.
- Mentoring and peer review for professional development.
- External CPD opportunities through RICS, CIOB, and accredited training bodies.

### **3. Competence Assurance**

Managers must ensure that work is only allocated to individuals with appropriate competence, supervision, and resources. Where specialised expertise is required, Corelain engages suitably qualified professionals or external consultants.

### **4. Knowledge Management and Collaboration**

Corelain promotes knowledge sharing through internal seminars, case-study reviews, and technical libraries. Lessons learned from projects, audits, and client feedback are documented and used to enhance future performance.

### **5. Performance and Appraisal**

Professional competence is evaluated through the annual performance review process. Each employee's development plan includes measurable objectives related to technical skills, ethics, and ESG understanding.

### **6. Quality Assurance and Review**



Corelain's Quality Management System ensures consistent professional standards across all services. Regular audits, peer reviews, and director-level oversight help maintain accuracy, reliability, and compliance with RICS standards and applicable legislation.

### **Professional Judgment and Responsibility**

Every employee is expected to recognise the limits of their competence and seek advice or supervision when necessary. Acting outside one's expertise can endanger the company's professional standing and client trust.

If uncertain, employees should ask:

- *Do I have the necessary knowledge and experience for this task?*
- *Have I sought adequate supervision or review?*
- *Is additional training required before proceeding?*

Through continuous learning and professional discipline, Corelain sustains the competence required of a trusted RICS-regulated firm.

## **4. Rule 3 – Provide a High Standard of Service**

### **Principle**

RICS Rule 3 requires that firms "provide good-quality and diligent service." Corelain Ltd is committed to delivering work that is accurate, timely, and reliable, reflecting the highest professional standards. We serve our clients, colleagues, and partners with competence, courtesy, and respect—ensuring every engagement contributes to long-term trust and reputation.

### **Commitment to Professional Excellence**

#### **1. Duty of Care and Diligence**

Every service, report, and professional opinion issued by Corelain must be based on sound evidence and professional judgment.

- Work must be performed with reasonable skill, care, and diligence.
- All outputs should be reviewed for factual accuracy, completeness, and compliance with relevant legislation and RICS standards.
- Where uncertainty arises, seek verification or peer review before submission.

#### **2. Client Care and Communication**

Corelain values openness and proactive communication.

- Clients must be informed clearly about the scope, cost, limitations, and timeframe of our services.
- We avoid technical jargon where plain English will aid understanding.



- Feedback and complaints are managed constructively under our *Client Care and Complaints Procedure*, ensuring continuous improvement.

### **3. Professional Independence and Objectivity**

Advice provided to clients must be independent and free from improper influence.

- Recommendations are made solely on objective assessment of evidence and professional judgment.
- Employees must not allow external pressure, personal interest, or commercial considerations to compromise the quality or integrity of their advice.

### **4. Quality Management and Verification**

Corelain's *Quality Assurance System* governs document control, peer review, and audit processes.

- Each project undergoes internal review to ensure compliance with contractual obligations and RICS guidance.
- Directors are responsible for final sign-off of deliverables before issue.
- Lessons learned are recorded and integrated into subsequent projects to promote continuous improvement.

### **5. Managing Risks and Resources**

- Projects must be adequately planned, resourced, and supervised.
- Risks (including health, safety, financial, environmental, and reputational) must be identified and mitigated at each project stage.
- Employees should escalate concerns to management where risks cannot be controlled.

### **6. Confidentiality and Data Integrity**

Protecting client information is fundamental to service quality.

- All data handling must comply with the UK GDPR and Corelain's Information Security Policy.
- Personal or commercially sensitive data must never be disclosed or altered without authorisation.

### **7. Continuous Improvement and Feedback Loop**

- Client feedback and post-project evaluations are used to measure performance and identify areas for improvement.
- Recurrent issues are discussed in team meetings to drive learning and consistency.
- Service standards are reviewed annually against RICS benchmarks and evolving best practice.

#### **Professional Judgement in Practice**



Employees should continually ask:

- *Have I exercised due skill and care?*
- *Does my advice fully reflect the client's needs and the public interest?*
- *Would my work meet peer-review scrutiny by another RICS professional?*

Providing a high standard of service is not optional—it is the hallmark of Corelain's professionalism and our commitment to the RICS standard of care.

## **5. Rule 4 – Treat Others with Respect and Encourage Diversity and Inclusion**

### **Principle**

RICS Rule 4 requires that firms "*treat others with respect and encourage diversity and inclusion.*"

Corelain Ltd is committed to creating a workplace culture that values every individual, embraces difference, and ensures that all people — colleagues, clients, suppliers, and community partners — are treated with dignity and fairness. Respect is central to how we work and fundamental to our professional integrity.

### **Commitment to Equality, Diversity, and Inclusion**

#### **1. Equal Opportunity and Non-Discrimination**

Corelain provides equal opportunities in employment and advancement to all individuals regardless of age, disability, gender identity, marital status, pregnancy, race, religion or belief, sex, or sexual orientation.

- Decisions on recruitment, promotion, and training are based solely on merit, qualifications, and business need.
- Discrimination, victimisation, or harassment of any kind will not be tolerated.
- All employees must comply with the **Equality Act 2010** and uphold the company's EDI Policy.

#### **2. Respectful Workplace Culture**

We maintain a professional environment free from bullying, harassment, intimidation, or inappropriate behaviour.

- Everyone has the right to feel safe, respected, and supported at work.
- Employees are encouraged to speak up or report concerns confidentially through the Whistleblowing or Grievance Procedures.
- Managers must lead by example, promoting inclusivity and setting a tone of mutual respect.

#### **3. Diversity as Strength**



Corelain recognises that diversity drives creativity, innovation, and better decision-making.

- We actively seek to build diverse teams that reflect the communities we serve.
- We measure and report on representation in leadership and project teams.
- Inclusion is embedded into company strategy, from recruitment to client engagement.

#### **4. Accessibility and Reasonable Adjustments**

Corelain ensures that all employees and visitors have equal access to opportunities and facilities.

- Reasonable adjustments are made to support staff and clients with disabilities or health conditions.
- Project communications and digital content are designed to be accessible to all users.

#### **5. Training and Awareness**

- All employees complete **Equality, Diversity, and Inclusion training** as part of induction and annual refresher programmes.
- EDI topics are incorporated into team meetings, workshops, and ethics sessions.
- Managers receive targeted training to recognise unconscious bias and promote inclusive leadership.

#### **6. External Relationships and Social Responsibility**

- Corelain expects its suppliers, contractors, and partners to uphold equivalent equality and inclusion standards.
- Procurement decisions consider ethical and social-value outcomes, including fair working practices and community benefit.
- We collaborate with educational and charitable organisations to widen participation in the built-environment professions.

#### **Promoting Respect in Everyday Conduct**

Employees should ask themselves:

- *Am I treating everyone with fairness, courtesy, and respect?*
- *Does my language or behaviour reflect Corelain's professional values?*
- *Am I actively supporting an inclusive culture where everyone feels valued?*

By embedding respect and inclusion into every aspect of our work, Corelain upholds both RICS Rule 4 and our belief of **“Putting people first.”**



## 6. Rule 5 – Act in the Public Interest and Take Responsibility

### Principle

RICS Rule 5 requires that firms *"act in the public interest, take responsibility for their actions and act to prevent harm and maintain public confidence in the profession."*

Corelain Ltd recognises that professional responsibility extends beyond commercial success. Our work influences communities, the environment, and the integrity of the surveying profession. We therefore commit to conduct that protects people, places, and the planet, and to being transparent and accountable in all that we do.

### Corporate Responsibility and Governance

#### 1. Acting in the Public Interest

- All business decisions must consider their wider social, environmental, and economic impact.
- Corelain acts as a steward of public trust — ensuring that our professional judgments promote safe, sustainable, and ethical outcomes for society.
- We will not knowingly undertake or support any practice that risks public harm or breaches the standards expected of an RICS-regulated firm.

#### 2. Accountability and Decision-Making

- Directors, managers, and staff share collective responsibility for ethical decision-making.
- Decisions must be documented, evidence-based, and subject to appropriate review or escalation.
- Corelain's *Delegation of Authority Framework* ensures that operational decisions remain transparent and traceable.

#### 3. Environmental and Social Stewardship

- We are committed to continuous reduction of our environmental footprint in accordance with the **Environmental Protection Act 1990** and the **UK Net Zero 2050** goal.
- Environmental considerations are integrated into procurement, travel, energy use, and project delivery.
- We measure and report our carbon performance annually through the *Carbon Reduction Plan (PPN 06/21)* framework.
- We promote social value by supporting community initiatives, skills development, and fair-work practices.

#### 4. Health, Safety, and Welfare

- Corelain provides a safe and healthy workplace in compliance with the **Health and Safety at Work etc. Act 1974**.



- All employees are required to follow health-and-safety procedures and report hazards immediately.
- Welfare of staff and the public takes precedence over commercial pressures.

## 5. Whistleblowing and Speaking Up

- Corelain encourages staff to report unethical or unlawful behaviour in confidence and without fear of retaliation.
- Reports are handled under our *Whistleblowing Policy* and in line with the **Public Interest Disclosure Act 1998**.
- Whistleblowers are protected from victimisation and recognised as contributors to improvement.
- All allegations are investigated fairly and, where substantiated, corrective actions are implemented promptly.

## 6. Transparency and Disclosure

- Corelain discloses relevant information to regulators, clients, and stakeholders honestly and promptly.
- We maintain clear records of political donations, sponsorships, or charitable contributions in compliance with the **Political Parties, Elections and Referendums Act 2000**.
- Annual Responsible-Business and Sustainability Reports are published to communicate our performance against ESG and ethical objectives.

## 7. Continuous Improvement and Public Confidence

- Ethical performance and compliance are monitored through annual audits, employee surveys, and stakeholder feedback.
- Findings inform training, policy updates, and corrective measures.
- Maintaining public confidence requires openness to scrutiny and a willingness to learn from mistakes.

### Applying Rule 5 in Practice

Before acting, employees should ask:

- *Does this decision protect the public interest and uphold Corelain's reputation?*
- *Could it harm people, the environment, or the profession if done improperly?*
- *Am I prepared to take responsibility for the outcome?*

By acting transparently, responsibly, and with purpose, Corelain fulfils its duty to the public, to RICS, and the profession it represents



## 7. Ethical Decision-Making Framework (RICS Decision Tree)

### Purpose

Ethical judgment lies at the heart of professional conduct.

Corelain Ltd adopts the **RICS Ethical Decision-Making Framework** to help staff approach complex or uncertain situations with clarity and confidence.

This framework supports compliance with all **five RICS Rules of Conduct** and provides a structured method for assessing the right course of action when professional or moral dilemmas arise.

### Guiding Questions

When faced with a difficult decision, every Corelain employee should pause and ask:

1. **Is it legal?**

Does this action comply with the law, RICS regulation, and Corelain policy?

2. **Is it consistent with RICS and Corelain values?**

Does it uphold integrity, respect, and professional competence?

3. **Is it in the public interest?**

Could this decision stand public scrutiny and protect people, places, or the environment?

4. **Would I be comfortable if this were made public?**

Could I explain this decision confidently to a client, colleague, or regulator?

5. **Have I sought appropriate advice?**

If unsure, have I consulted a senior manager, director, or the Compliance Officer?

If the answer to any question is "No" or "I'm not sure," stop and seek guidance before acting.

### The RICS Ethical Decision Tree

To aid consistent reasoning, Corelain incorporates the RICS "Ethical Decision Tree" (2021), reproduced below with permission of the Royal Institution of Chartered Surveyors.

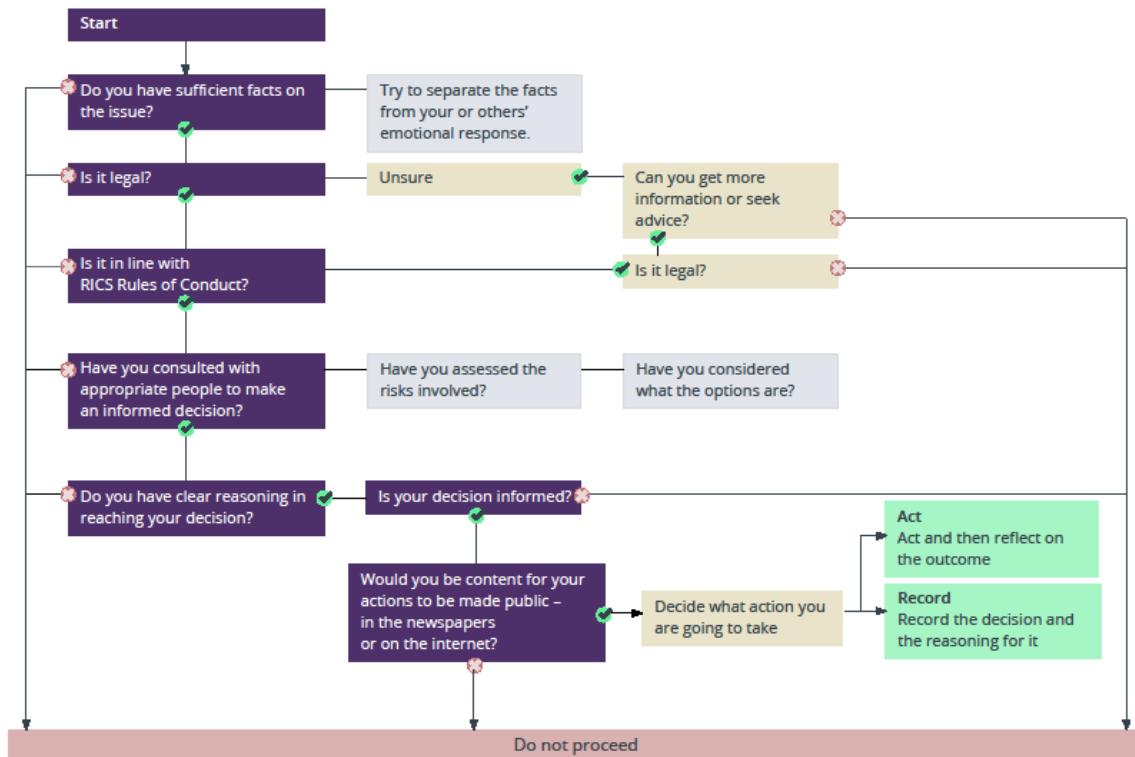


Figure 1 – RICS Ethical Decision Tree (2021). Reproduced with permission from the Royal Institution of Chartered Surveyors. This diagram illustrates a structured, question-based process to help professionals make ethical and defensible decisions.

## Application in Practice

- The decision tree must be referenced in ethics training, project inductions, and professional development sessions.
- Managers should use it when reviewing project decisions, potential conflicts of interest, or whistleblowing concerns.
- Ethical reflection forms part of every annual appraisal and team review.

By embedding this model into daily practice, Corelain ensures that ethical reasoning is consistent, transparent, and aligned with the standards of the RICS profession.

## 8. Governance, Training, and Review

### Governance and Oversight

Corelain Ltd maintains a clear governance framework to ensure that ethical standards are embedded across the organisation and consistently applied.



- **Board Oversight** – The Board of Directors retains ultimate responsibility for compliance with the *RICS Rules of Conduct for Firms (2021)* and for approving updates to this Code.
- **Compliance Officer** – The Compliance Officer monitors adherence to all regulatory, legal, and ethical requirements, provides guidance to employees, and reports any material issues to the Board.
- **Managers and Supervisors** – Line managers are responsible for ensuring that their teams understand and follow this Code and for addressing any breaches or concerns promptly.
- **All Employees** – Every individual shares responsibility for upholding Corelain's ethical standards and for reporting suspected misconduct or risk to the Compliance Officer or through the Whistleblowing Procedure.

## Training and Awareness

Ethics and professional conduct are reinforced through structured and ongoing education.

- **Induction Training** – All new employees receive orientation covering this Code, RICS Rules of Conduct, and Corelain's policies on confidentiality, data protection, health and safety, and anti-bribery.
- **Annual Ethics Refresher** – Mandatory e-learning or in-person sessions refresh understanding of RICS obligations, the ethical decision-making framework, and case-study learning.
- **CPD Integration** – Ethics and sustainability form part of each professional's Continuing Professional Development (CPD) plan and are logged in the company's CPD register.
- **Leadership Engagement** – Senior managers and directors champion ethics by example, sharing experiences and reinforcing Corelain's culture of integrity in internal communications and meetings.

## Monitoring and Review

- **Annual Code Review** – This Code of Ethics is reviewed each year to ensure continued compliance with RICS regulations, changes in law, and emerging best practice.
- **Audit and Reporting** – Internal audits assess adherence to ethical procedures, training completion rates, and the effectiveness of reporting mechanisms.
- **Feedback and Consultation** – Employees are encouraged to suggest improvements or raise concerns anonymously or directly with management.
- **Continuous Improvement** – Findings from audits, client feedback, and whistleblowing cases inform updates to policy, training, and quality assurance systems.



## Non-Compliance and Disciplinary Action

- Any breach of this Code may result in disciplinary action, up to and including termination of employment, and, where appropriate, notification to RICS or other regulators.
- Corelain treats all reports of misconduct seriously and investigates them fairly, ensuring due process and confidentiality.

## Culture of Integrity

Ethical conduct is not confined to policy documents. It is reflected daily in our choices, our interactions, and our professional judgment.

By aligning governance, training, and review with RICS principles, Corelain sustains a culture where ethical behaviour is both expected and celebrated.

## 9. Sign-Off and Version Control

### Board Approval and Endorsement

This **Code of Ethics** has been formally reviewed and approved by the Board of Directors of **Corelain Ltd.**

It reflects our commitment to the **RICS Rules of Conduct for Firms (2021)** and our duty to act with integrity, competence, diligence, respect, and accountability in everything we do.

By endorsing this Code, the Board confirms that ethical practice forms a core part of Corelain's corporate governance and operational decision-making.

Formalised and approved by the board of directors on **10 November 2025**

Signed:	Signed:	Signed:
		
Ian Chadwick (CEO)	Adrian Patel Director (Commercial)	James Pemberton Director (Technical)

### Version Control

Date Issued	Version No.	Date Reviewed	Approved By	Notes / Revisions
10.11.25	V2.0	10.11.25	Adrian Patel	Re-issued to align with RICS Rules of Conduct (2021) and incorporate RICS Ethical Decision-Making Framework



## **Employee and Contractor Acknowledgement**

All employees, officers, and contractors are required to read, understand, and comply with this Code.

By signing below, you acknowledge that you have received, read, and agreed to abide by the Corelain Ltd Code of Ethics and all related policies and procedures.

<b>Name</b>	<b>Position / Department</b>	<b>Signature</b>	<b>Date</b>