

## My Commitment to My Clients

1. Integrity, competence, independence, objectivity, and professionalism: *“I shall act in my clients’ interest with integrity, competence, independence, objectivity, and professionalism.”*
2. Realistic expectations on services: *“I shall establish, together with my clients, realistic expectations on the benefits and results of my services.”*
3. Necessary experience and competence: *“I shall only accept assignments for which I possess the necessary experience and competence to perform. I shall only assign staff or confer with colleagues possessing the required knowledge and necessary expertise to serve my clients effectively.”*
4. Common understanding of the goals and scope of the work plan: *“Before accepting any engagement, I shall ensure that I have established a common understanding of the objectives, scope, work plan, and fee arrangements with my clients.”*
5. Necessary handling of confidential client information: *“I shall treat appropriately all confidential client information that is not public knowledge and take reasonable steps to prevent it from access by unauthorized parties. I shall not take advantage of proprietary or privileged information, either for myself or another client, without explicit permission from the client.”*
6. Conflicts of interest: *“I shall avoid conflicts of interest or the appearance of such and shall immediately disclose to the client any circumstances or interests that I believe may influence my judgment or objectivity.”*
7. Offer to withdraw if objectivity or integrity could be impaired: *“I shall offer to withdraw from a consulting assignment when I believe my objectivity or integrity may be impaired.”*
8. No enticement of client employees without consultation: *“I shall refrain from enticing an employee of an active or inactive client to consider alternative employment without prior discussion with the client.”*

## My Commitment to Financial Integrity

1. Prior agreement on the basis for payment: *“I shall agree in advance with the client the basis for fees and expenses and shall charge fees that are well-founded and commensurate with the services delivered and the responsibility accepted.”*
2. No personal advantage; disclosure of financial interests: *“I shall not accept commissions, remuneration, or other benefits from a third party in connection with my recommendations to a client without that client’s prior knowledge and consent. I shall disclose in advance any financial interests in goods or services that form part of such recommendations.”*

## My Commitment to the Public and the Profession

1. Reporting of damaging behaviour or illegal activities: *"If within the scope of my engagement, I shall report to appropriate authorities within or external to the client organization any occurrences of malfeasance, dangerous behaviour, or illegal activities."*
2. Respect for the rights of consulting colleagues and firms: *"I shall respect the rights of consulting colleagues and consulting firms and will not use their proprietary information or methodologies without their permission."*
3. Integrity and professionalism: *"I shall represent the profession with integrity and professionalism in my relations with my clients, colleagues, and the general public."*
4. Respect for others: *"I will always treat the people I come into contact with in the course of my profession with respect and not discriminate against them in any way."*
5. No misleading advertising, no maligning of the competition: *"I shall not advertise my services in a deceptive manner; neither will I misrepresent or denigrate individual consulting practitioners, consulting firms, or the consulting profession."*
6. Promote adherence to the code: *"Should I become aware of a violation of the code, I shall promote adherence to the code by other employees who have committed themselves to it."*

(Examples and discussion are to be found in the TNG Wiki)