

### Introduction

The purpose of the Code of Ethics is to:

- Maintain public trust and credibility of the profession
- Facilitate greater professionalism in facility management
- Define ethical behaviour to protect against improper conduct by its members
- Provide a commitment to the Association and its members

The function of a Code of Ethics lies in:

- **It being an enabling document** — a framework for organising and evaluating alternative courses of action in novel situations.
- **Source of public evaluation** — as a visible pronouncement of a profession's self proclaimed role and values. It can function as a basis for the public's expectation and evaluation of professional accountability.
- **Professional socialisation** — helps to foster pride in the profession and strengthen identity and allegiance
- **Enhance the profession's reputation and public trust** — a profession's status and autonomy are linked to the public's perceptions about its motives and quality of performance. A code helps to reassure the public that professionals are deserving of its confidence and respect.
- **Deterrent to unethical behaviour** — a code may function as a deterrent to unethical behaviour as well as promoting ethical conduct by an affirmative duty for the professional to report errant colleagues.
- **Support system** — may constitute a legitimate source of support for professionals against erosion of their power or improper demands on their skills by outsiders.
- **Adjudication** — codes may serve as a basis for adjudicating disputes among members of the profession or between members and outsiders.

FMA Australia's Constitution and the existing code of ethics formally adopted in July 1992 govern all members of FMA Australia. This current revision and expansion of the code is due to the wider professional and social context in which FMA Australia now finds itself. Acceptance and adherence to this code is a condition of membership.

### Beliefs

FMA Australia holds certain beliefs and values to be important about people, the way they work and the role its members have in providing, maintaining and vacating of work environments. These include that:

- The physical environment should facilitate organisational goals
- The physical environment may have physical and mental effects on people which may be positive or negative
- People, process and place must be integrated
- Management is the art and science that deals with people and requires integrative judgment
- Quality recognition within the profession must be based on the assessment of competency.

## **Overarching Principles**

**FMA Members have a responsibility:**

### **1. To serve and promote the public interest and community values - Obligations**

- To ensure that their professional actions add value and quality through the provision and management of safe and appropriate working environments, which are a benefit to employees and the broader public and are in line with regulatory requirements.
- To contribute to civic affairs and economic development of the community through the application of professional skills.
- To ensure that in undertaking or commissioning work, that matters of special interest to the community are handled in a full and comprehensive way to enable evaluation of solutions that are consistent with evolving community values.
- To give significant consideration to the need to achieve sustainable development.
- To ensure that information provided to the public is not misleading, is relevant and in a form that is clearly understood.
- Not to undertake or be involved in fraudulent, dishonest or criminal activities.
- To create within the community an awareness and appreciation of the value of facilities management to society.

### **2. To serve their client or employer in good faith, with honesty and fairness - Obligations**

- To provide professional services competently and conscientiously.
- Not to disclose or use confidential information gained in the course of their employment, unless permission is first obtained.
- To inform their clients or employers of actual or the potential for conflict between themselves and all stakeholders.
- Not to solicit or obtain valuable consideration from suppliers for nominating their products or services.
- Not to pay or provide valuable consideration as inducements to parties in order to secure work.
- To promote the concept of merit selection of facility professionals in the situation of competitive tendering for work.
- Where advertising publicly, to ensure all information is factual, without potential for misinterpretation or misrepresentation.
- In projects involving team participation - either as a principal, consultant, contractor, subcontractor, sub-consultant or supplier, to respect the roles and interests of all parties and their obligations in the successful completion of the project.

### **3. Undertake continuous professional development - Obligations**

- Shall use their membership classification appropriately and not indicate qualifications that they do not possess.
- Shall continually strive to improve professional knowledge and competence through participation in ongoing education development programs
- Shall inform their employers or clients if a project requires competencies beyond those held by the member.

#### **4. To other members and colleagues - Obligations**

- To conduct themselves in a manner that does not lower public confidence in FMA Australia or any member.
- To provide proper credit to those to whom credit is due, acknowledging contributions from all relevant parties.
- When asked to review the work of another, where probity allows, discuss this activity with that person before completion of the review.
- Shall accept and give honest and balanced professional criticism when work is being appraised.
- Shall not discriminate on the basis of race, sex, creed, age or national origin.

#### **Procedures for handling breaches of the Code of Ethics**

Members of FMA Australia and Accreditation candidates are required to comply with the Code of Ethics.

Accredited facility managers will also be required to undertake a minimum level of continuing professional development.

Where there is a potential breach of the Code of Ethics, a formal written complaint must be submitted to the Board of FMA Australia about the member.

Once a written complaint and supporting evidence is received by FMA Australia, further information may be requested from the complainant. If there is a breach of the Code of Ethics and the matter can be investigated, a copy of the complaint and supporting evidence is sent to the member for written response.

Once the member's response is received, it is sent to the complainant with an option to provide a response. Depending on the complainant's response, further clarification may be required from the member.

Breaches of the Code of Ethics may be heard and deliberated upon by a committee of the Board (Professional Ethics Committee).

Both the complainant and the member will have the right speak to the committee. The member is entitled to representation, legal or otherwise. The committee will then deliberate on the case.

If the Professional Ethics Committee find the member is in breach, a penalty may be imposed against the member. The member may also be required to contribute towards the costs and expenses incurred by FMA Australia during the complaints process.

The Professional Ethics Committee is comprised of both senior members of FMA Australia and non-members.

The member has a right to appeal against the Professional Ethics Committee's finding through the Appeals Committee. If appealing, the member must provide formal notice within 30 days of receiving the Professional Ethics Committee's findings. As part of the Appeal process, the Chair of the Professional Ethics Committee will outline the reasons for the committee's decision.

If the member appeals, the complainant will receive written notification of the Professional Ethics Committee's finding and decision following the outcome of the appeal.

If the member does not appeal, the complainant will receive written notification of the Professional Ethics Committee's finding and decision after the appeal period has expired

The findings and decisions of the Professional Ethics Committee are published on the FMA Australia website without the complainant's name. Penalties that the Professional Ethics Committee can impose include:

- forfeiture of membership
- suspension of membership for five years or less
- a fine
- various ways of reprimanding the member, including publishing their name
- cancellation or suspension of any privilege, right or benefit available to the member



- recording the offence on the member's file showing that no further penalty was awarded
- restricting the member from using the AFM designation and/or ordering them to remove any FMA Australia signage and the designation from their advertising materials and office
- reducing the member's status and/or removing the AFM designation
- requiring the member to undertake additional hours of professional development