

## CODE OF ETHICS

**Preamble** EUConsult exists to promote the growth and quality of the European not-for-profit sector and related professional consulting services. The EUConsult Code represents an essential commitment of the Association and its Members to ethical practices.

EUConsult Members agree they will comply with the EUConsult Code of Ethics in their services for and about not-for-profit organisations. They shall:

1. Maintain good professional standards and financial integrity,
2. Protect and promote the reputation of the not-for-profit sector,
3. Protect and promote client interests,
4. Provide good service for fair compensation and
5. Implement and enforce the EUConsult Code.

### ¶1 Maintain Good Professional Standards and Financial Integrity

- 1.1 Members shall conduct their business with honesty, integrity, fairness, good faith, and accountability. They shall at all times be professional and reliable. All activities shall be conducted with transparency while maintaining client confidentiality and, if applicable, donor confidentiality.
- 1.2 Members shall at all times avoid conflicts of interest. All financial relationships between Members and their clients and other involved parties shall at all times be transparent to those involved. Members who are providing advice to their clients about the purchase of goods and services and recommend particular suppliers, will not accept payment from those suppliers for being so recommended.
- 1.3 Members shall abide by the laws in the jurisdictions in which they operate. In the event that requirements of relevant laws, codes of relevant professional associations, and the EUConsult Code differ in any respect, Members shall meet whichever standards are higher.
- 1.4 Members shall not make exaggerated or unsubstantiated claims of past achievements and shall not promise to perform services or deliver results which are beyond their control or capacity.
- 1.5 Members shall operate with written contracts or letters of agreement, concluded in advance, covering the obligations of both parties and the terms of compensation and reimbursement of expenses. Contracts for periods of service in excess of six months shall also cover the duration and termination of the contract and a method of arbitration in case of disagreement.

## ¶2 Protect and Promote the Reputation of the Not-for-Profit Sector

- 2.1 Members shall endeavour to protect and promote the not-for-profit sector by practising the highest standards in their profession and following and promoting this Code. They shall at all times behave in a manner to enhance the reputation of the profession and of EUConsult. A best practice of consulting includes providing discounted or volunteer services to selected clients.
- 2.2 Members shall counsel clients on the importance and desirability of clear public benefit goals, informed and involved governance, organisational integrity, financial accountability, transparency, and good practices in all their endeavours.

## ¶3 Protect and Promote Client Interests

- 3.1 Members shall consistently act in the best interests of their clients and their clients' stakeholders including, if applicable, their donors. They shall respect the rights, privacy, and confidentiality of their clients and their clients' stakeholders and shall not use undue pressure and intrusive solicitations.

## ¶4 Provide Good Service for Fair Compensation

- 4.1 Members shall provide good service for fair and reasonable compensation. In defining reasonable compensation factors that should be considered are the qualifications, experience, and previous results of the consultants.
- 4.2 The terms, conditions, and amount of fees shall be determined in advance and agreed in writing between the client and the consultant. Fees shall be determined on the basis of the time to be provided (hourly, daily or monthly) or on the completion of specified activities or projects. For contracts with time charges, Members shall maintain and report accurate time charges and shall not charge a client for more time than actually used for that client or charge two clients for the same time.
- 4.3 Charging for services on the basis of a percentage of revenues raised for the client is not acceptable. Whereas, the charging of fees against a transparent and agreed set of key performance indicators (KPIs) or a schedule of charges for an agreed set of deliverables by the Member to the client is acceptable. Sales of merchandise, advertising and the arrangement of corporate sponsorship deals are not covered by the provisions of this clause.
- 4.4 In order to assist new or unstable non-profit organisations which attest they do not have the budget for the consulting fee, Members must negotiate the fee as in other contracts but the agreement may provide for scheduled reductions in payment if specified revenue targets are not achieved.

## ¶5 Implement and Enforce the EUConsult Code

- 5.1 Members shall assure that all their employees, associates and sub-contractors understand and meet the standards of the EUConsult Code. Members agree to provide or offer a copy of the Code to each client. Membership shall be terminated for any member that fails to maintain the standards of the EUConsult Code. Members in good standing may use their Membership in EUConsult as a seal of approval.
- 5.2 EUConsult encourages clients to bring to the attention of its Committee on Ethics any violation of the EUConsult Code by an EUConsult member.