



## IAPCO Code of Conduct for Members

IAPCO represents the highest levels of professional and ethical behaviour in the meetings industry. The association has adopted this Code of Conduct and its members have made the commitment to honour and uphold these standards.

By doing business with an IAPCO member, clients are assured they are dealing with a Professional Congress Organiser (“PCO”).

IAPCO is a membership-driven organisation that strives to raise the quality standards within the industry, and their members embrace the following Core Values:

- We are proud of their profession; they live up to the 'P' in PCO
- We **get involved**; they are a small and active group taking responsibility for their association and the industry at large
- We **are extra-ordinary**; they care about delivering the highest quality of professional services and make decisions accordingly
- We **uphold the trust**; they have a responsibility to their clients, and to the whole meetings industry, to conduct business in a trustworthy way
- We **set the benchmark**; they are at the forefront of innovation within their profession and always strive to improve
- **Learning is essential therefore**; education is at the core of their association and everything revolves around it

These values represent an integral part of being an IAPCO member.

I. **Conduct of Members** – *in relation to the Client and other concerned parties*

A member shall:

1. Conduct activities and business dealings with integrity, respect, honesty and credibility.
2. Act competently, in a timely way, and in accordance with instructions received from or agreed to by a client.
3. Act in the best interests of a client, free from any compromising influences or loyalties.
4. Negotiate all agreements in good faith, respecting the rights of a client, and of all other parties involved.
5. Avoid any conflict of interest on any issue involving a client and, not continue to work for a client where the interests of a client will be adversely affected by that conflict of interest.
6. Represent their capabilities and services to potential clients and existing clients in an honest and professional manner; and not knowingly or recklessly make false or misleading statements about clients, colleagues, suppliers or their business.
7. Act professionally and in accordance with the highest ethical standards in all circumstances and in particular in relation to clients, suppliers, congress participants, fellow IAPCO members, other PCOs and the public.
8. Give their professional opinion when requested without favour, malice or prejudice.
9. Maintain the confidentiality of information entrusted to the Member and not disclose it to any party without the specific consent of a client.
10. Disclose the basis and level of charging to a client at the time a quote is given.
11. Take measures to protect clients' funds, such as
  - a. Keep a client's funds safe and protected at all times.
  - b. Use client deposits/payments as contracted for each client's programme.
  - c. Provide transparency when handling the client funds.
  - d. Provide timely financial reporting to the clients.
  - e. Support appropriate insurance in order to protect all concerned parties: clients, PCO, etc.
  - f. Recommend guidelines for independent / external audits.
  - g. Be fiscally responsible, having appropriate public liability and negligence insurance cover appropriate to a client with whom the PCO works.

*Further information is provided in the IAPCO document:*

*Guidelines for Financial Management to be upheld by IAPCO Members*

12. Practice financial integrity by maintaining proper and accurate records in accordance with applicable laws and regulations.
13. Enter into a written contract with clients which shall at least include the following:
  - a. A detailed list of the services to be provided.
  - b. Fees and disbursements/out of pocket expenses to be charged.
  - c. Charges, if applicable, for a fair interest rate on seed funding loans to finance the congress.
  - d. A dispute resolution procedure
  - e. Clear outline of the PCO's and the client's responsibilities
  - f. Profit sharing scheme at the end of closing the account, if applicable.

14. Commit to the protection of the environment by responsible use of resources in the production of meetings and offer environmentally responsible alternatives to clients.
15. Try to participate in corporate social responsibility to support the community.
16. Value diversity and reflect it by providing and fostering meetings that create an inclusive atmosphere for people regardless of their national origin, race, religion, sex, marital status, age, sexual orientation, physical or mental impairment.

**II. Members undertake:**

1. To work with the Council and Secretariat to develop the work and activities of the Association.
2. To respect the policies and regulations of the Association.
3. To avoid all activities that will cause damage to, or discredit, the Association, the meetings industry, or the PCO's own organisation.
4. To provide the Secretariat with all membership criteria documentation promptly and in accordance with the Statutes, Standing Order, this Code of Conduct and conditions of membership.
5. To regularly attend the Annual Meeting & General Assembly of the Association and participate in the activities of the Association.
6. To strive continually to improve professional standards within the meetings industry.

By entering into membership of IAPCO, an IAPCO member accepts the Code of Conduct as outlined above and, within the confines of their business practice, agrees to so work within.

Please note that any breach of this Code is subject to investigation by the Committee of Ethics, the result of which may lead to termination of membership in IAPCO.

I [signature] ..... [print name] .....

Of [company name] .....

Of [country] ..... On [date] .....

as the company representative of IAPCO, hereby pledge to adhere to the IAPCO Code of Conduct.

**HEADQUARTERS:** IAPCO, c/o Prager Dreifuss, Muhlebackstrasse 6, CH-8008 Zurich, Switzerland - info@iapco.org - registration no. CH-020.6.900.220-3/.

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This Code of Conduct was adopted at the General Assembly in Lisbon, Portugal on 15 February 2015.