



EQUITY ADVISER CODE OF PRACTICE

1. Treat all clients with respect and dignity.

- a. Behave courteously to clients and respect their needs and circumstances, including beliefs, ethnicity, cultural and religious practices.
- b. Ensure client safety, privacy and comfort in the conduct of any discussions.
- c. Provide all clients with an explanation of what Equity Advisers can and cannot do, and give them a copy of the "Client Handout and Equity Advice Survey".

2. Behave in a manner that is ethical and fair in all professional matters.

- a. Advise all clients energetically and fairly, without undue interference, favour or prejudice.
- b. Provide up-to-date and accurate information and define a client's issues in the context of Defence Instructions.

3. Behave at all times with professionalism and integrity.

- a. Conduct all business in a manner that is ethical, lawful and in keeping with the standards promulgated under Defence Instructions.
- b. Contribute to a safe and productive working environment.
- c. Behave in a manner that encourages the respect of clients, and meets the high standards expected of Equity Advisers.
- d. Acknowledge any limits to your capacity, for example by seeking assistance where and when specialist knowledge is required.
- e. Implement this Code and ensure colleagues and clients are aware of it.
- f. Do not accept gifts from clients.
- g. Do not seek or accept fees, benefits or advantages directly or indirectly from clients or service-providers in exchange for confidential information of any nature.

4. At all times maintain the strictest confidentiality of discussions with all clients.

- a. Maintain appropriate confidentiality for all clients unless disclosure of information about them to another person or organisation is required under law.
- b. Report situations where an inappropriate request is made for the disclosure of confidential information to the regional Defence Equity Coordinator or the Defence Equity Organisation.