

Rob Hearne Consulting

Quality Policy Statement

These rules define the professional, ethical and business standards our members and firms are expected to meet.

RICS Regulation is responsible for ensuring that RICS members and firms meet the requirements of our [Rules of Conduct](#).

Independent regulation

RICS Regulation is administered by the [Regulatory Board](#), which is chaired by a non-member of RICS. This is to demonstrate that the regulation of our members is independent and at arm's length from the interests of our members.

Regulating standards

RICS Regulation monitors and assists members and firms to comply with rules, regulations and [ethical standards](#). It reviews and investigates [complaints](#) received about members and takes [disciplinary](#) action in cases where members or firms fall seriously short of the standards expected of them.

Regulated by RICS

Firms that come under our regulatory regime are easy to spot as they use the words 'Regulated by RICS' on their letterhead and other communication materials. Regulated firms must follow our [Rules of Conduct for Firms](#), which cover matters such as:

- Staff training
- Professional indemnity insurance cover
- Complaints handling, including independent redress where the firm cannot resolve the matter
- Security of clients' money (where applicable)

Our five Professional and Ethical Standards

We have five professional and ethical standards. These provide clarity for our members, who must demonstrate that they adhere to them. The supporting

information in this area provides additional information and guidance and is available on the RICS website.

- **Act with integrity**

Regulation 30;

Be honest and straightforward in all that you do.

- **Always provide a high standard of service**

Regulation 30;

Always ensure your client, or others to whom you have a professional responsibility, receive the best possible advice, support or performance of the terms of engagement you have agreed to.

- **Act in a way that promotes trust in the profession**

Regulation 30;

Act in a manner, both in your professional life and private life, to promote you, your firm or the organization you work for in a professional and positive way.

- **Treat others with respect**

Regulation 30;

Treat everyone with courtesy, politeness and respect and consider cultural sensitivities and business practices.

- **Take responsibility**

Regulation 30;

Be accountable for all your actions - don't blame others if things go wrong, and if you suspect something isn't right, be prepared to take action.

Rob Hearne Consulting Ltd recognises that the maintenance of defined quality standards in all aspects of performance is critical to success. We are dedicated to this Quality Policy that will ensure all services fully meet the requirements of our customers at all times. The goal of the

company is to achieve a high level of customer satisfaction at all times. We are committed to comply with regulatory bodies, and to maximise the effectiveness of the business.

Our definition of quality is “meeting our customers’ requirements and enhancing customer satisfaction” by regular review of our quality system by senior management. We will carefully specify the requirements for both our suppliers and our processes, which continually satisfy all applicable legal and regulatory requirements in all respects for quality, cost, performance, safety and reliability.

We work continually with all stakeholders to respond to the changing nature of the industry that we operate in and will continually challenge the way in which we operate to ensure we remain at the forefront of our industry. We will invest as appropriate in both equipment and people to provide our customers with a cost effective solution to all their requirements.

Our Quality Policy places significant emphasis on the following:

- Customer focus-all systems and procedures will be designed to ensure that customer requirements will be fully understood and satisfied.
- Continuous improvement-achievement of the required quality standard.
- Processes and systems-all quality management activities will be planned and based upon minimising risk and eliminating errors
- Training and development-we will develop skills.

Rob Hearne will ensure that all those involved in a project understand and fully implement our company’s policies and objectives and are able to perform their duties effectively on a continuous basis.



Signed

Dated 21st June 2022