



# Code of Conduct

The members of VGM NL offer services in the area of real estate and owners' association management to professional business and/or organised clients. VGM NL places great value on the reputation of its members as professional and honourable organisations.

By signing this Code of Conduct, the members of VGM NL undertake to apply the following principles and regulations in the performance of their profession/trade.



# Integrity

## MEMBERS

- ensure an honourable organisation;
- have their business operations set up in such a manner that integrity risks are limited as much as possible;
- regularly devote attention to the internal discussion and improvement of integrity policy;
- expect all employees to act in a trustworthy manner in all that they do;
- see integrity as a core competency;
- take consistent action against violations of integrity;
- screen parties with whom they do business by requesting a Certificate of Good Conduct (Verklaring Omtrent het Gedrag, VOG) or by carrying out a similar integrity check;
- include a section on integrity in contracts with clients, suppliers and service providers;
- incorporate the subject of integrity in performance interviews and education programmes.

## EMPLOYEES OF MEMBERS

- are screened during the hiring process by requesting a Certificate of Good Conduct (VOG) or by conducting a comparable integrity check;
- are screened during the hiring process by consulting their previous employers;
- undertake to observe the VGM NL or organisation Code of Conduct.

# Transparency

## MEMBERS

- append a contract file to important contracts, in which such matters as screening and offer/tender procedures are recorded;
- maintain clear mandate regulations and separation of duties, appropriate to the size of the business;
- clearly and fully indicate on invoices the activity performed and what has been supplied to whom.

## EMPLOYEES OF MEMBERS

- are transparent in communication.

# Trust

## MEMBERS

- never reveal information about a client, unless this is appropriate in normal business operations or if legally obliged to do so;
- monitor the authorisation of employees for access to (automated) information systems;
- do not cooperate towards the intentional provision of incorrect or misleading information, withholding of information or disruption of information provision.

## EMPLOYEES OF MEMBERS

- respect and look after the interests of their clients;
- do not betray the confidence placed in them;
- do not cooperate towards the intentional provision of incorrect or misleading information, withholding of information or disruption of information provision.

# Respect

## EMPLOYEES OF MEMBERS

- always treat others with respect and do not discriminate.

# Objectivity

## MEMBERS

- maintain clear rules for the giving and accepting of gifts and favours;
- set the maximum permitted value of gifts and favours at a socially acceptable and modest level.

## EMPLOYEES OF MEMBERS

- give clear advice in the interest of the client;
- do not allow their opinion to be influenced by sentiment, personal interests or gifts/favours.

# Limits

## EMPLOYEES OF MEMBERS

- know their limits and keep to them;
- do not promise more than they can realise or than they are authorised to do.

# Conflict of interests

## EMPLOYEES OF MEMBERS

- report any potential conflicts of interest, professional or personal, to supervisors and involved parties;
- report ancillary positions to their supervisors; this includes ancillary positions held by close relatives that may lead to conflicts of interest;
- avoid all forms of personal gain as a result of the performance of their duties and also avoid the appearance of personal gain;
- do not make private use of business partners, unless this is with the knowledge of their supervisors.

# Courage

## MEMBERS

- enforce regulations for the reporting of malpractice, tailored to their organisation;
- report (serious suspicions of) severe malpractice in the real estate market to the reporting centre established for that purpose by VGM NL.

## EMPLOYEES OF MEMBERS

- have the courage to take a stand when faced with malpractice or when security is at risk.

# Responsibility

## MEMBERS

- take responsibility for their actions and consider themselves to share responsibility for ensuring and maintaining the integrity of the real estate sector;
- observe this code of conduct to the best of their ability;
- sign this Code of Conduct annually;
- are willing to provide insight into their organisation for an objective assessment of the implementation of the code of conduct, should the board of VGM NL see reason to do so.

## EMPLOYEES OF MEMBERS

- take responsibility for their actions and consider themselves to share responsibility for ensuring and maintaining the integrity of the real estate sector;
- observe this code of conduct to the best of their ability.

# Laws & regulations

## EMPLOYEES OF MEMBERS

- avoid all illegal and/or controversial actions that may damage the reputation of the real estate sector in general and of real estate management in particular.

I hereby declare to have taken note of the VGM NL Code of Conduct.

.....  
Town/city

.....  
Date

.....  
Name of VGM NL member organisation

.....  
Signature of VGM NL member employee



VGM NL

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