

CIHTM Code of Conduct

The purpose of this code of conduct is to define behaviours and actions which CIHTM members must commit to maintain as long as they are members of CIHTM.

Use of the code

Members of CIHTM worldwide are required to uphold this code and to seek commitment to it by all the parties they engage with in their professional practice.

Members should encourage their organisation to adopt an ethical procurement and supply policy based on the principles of this code and raise any matter of concern relating to business ethics at an appropriate level within their organisation.

Members' conduct will be judged against the code and any breach may lead to action under the disciplinary rules set out in the Institute's Code of Conduct. Members are expected to assist any investigation by CIHTM in the event of a complaint being made against them. Find out more about the [complaints and disciplinary procedure](#)

Code of Conduct

As a member of The Certified Institute of Hospitality Tourism and Management, I will:

Enhance and protect the standing of the profession, by:

- never engaging in conduct, either professional or personal, which would bring the profession or the Certified Institute of Hospitality Tourism and Management into disrepute
- not accepting inducements or gifts (other than any declared gifts of nominal value which have been sanctioned by my employer)
- not allowing offers of hospitality or those with vested interests to influence, or be perceived to influence, my business decisions
- being aware that my behaviour outside my professional life may have an effect on how I am perceived as a professional

Maintain the highest standard of integrity in all business relationships, by:

- Rejecting any business practice which might reasonably be deemed improper
 - Never using my authority or position for my own financial gain
 - Declaring to my line manager any personal interest that might affect, or be seen by others to affect, my impartiality in decision making
 - Ensuring that the information I give in the course of my work is accurate and not misleading
 - Never breaching the confidentiality of information I receive in a professional capacity
 - Striving for genuine, fair and transparent competition
 - Being truthful about my skills, experience and qualifications
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Promote the eradication of unethical business practices, by:

- Fostering awareness of human rights, fraud and corruption issues in all my business relationships
 - Responsibly managing any business relationships where unethical practices may come to light, and taking appropriate action to report and remedy them
 - Undertaking due diligence on appropriate supplier relationships in relation to forced labour (modern slavery) and other human rights abuses, fraud and corruption
 - Continually developing my knowledge of forced labour (modern slavery), human rights, fraud and corruption issues, and applying this in my professional life
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Enhance the proficiency and stature of the profession, by:

- Continually developing and applying knowledge to increase my personal skills and those of the organisation I work for
- Fostering the highest standards of professional competence amongst those for whom I am responsible
- Optimising the responsible use of resources which I have influence over for the benefit of my organisation

Ensure full compliance with laws and regulations, by:

- Adhering to the laws of the countries in which I practise, and in countries where there is no relevant law in place I will apply the standards inherent in this Code
- Fulfilling agreed contractual obligations
- Following CIHTM guidance on professional practice

The new code was approved by the CIHTM Global Board of Trustees on 15 September 2017