

## Introduction

The purpose of this Code of Professional Ethics is to establish and maintain public confidence in the honesty, integrity, professionalism, and ability of the professional real estate manager. The Institute of Real Estate Management and its members intend that this Code and performance pursuant to its provisions will be beneficial to the general public and will contribute to the continued development of a mutually beneficial relationship among Certified Property Manager<sup>®</sup> members, CPM<sup>®</sup> Candidates, Accredited Residential Manager<sup>®</sup> members, Accredited Commercial Manager<sup>®</sup> members, Associate members, and other members, national and international professional real estate associations and organizations, and clients, employers, and the public.

The Institute of Real Estate Management, as the professional society of real estate management, seeks to work closely with all other segments of the real estate industry to protect and enhance the interests of the public. To this end, members of the Institute have adopted and, as a condition of membership, subscribe to this Code of Professional Ethics.

## IREM<sup>®</sup> Member Pledge

I pledge myself to the advancement of professional real estate management through the mutual efforts of members of the Institute of Real Estate Management and by any other proper means available to me.

I pledge myself to maintain the highest moral and ethical standards consistent with the objectives and higher purpose of the Institute.

I pledge myself to seek and maintain an equitable, honorable, and cooperative association with fellow members of the Institute and with all others who may become a part of my business and professional life. I recognize and support the need to preserve and encourage fair and equitable practices and competition among all who are engaged in the profession of real estate management.

I pledge myself to place honesty, integrity, and diligence above all else and to pursue my gainful efforts with ongoing education so that my services shall be beneficial to the general public and my obligations to my clients shall always be maintained at the highest possible level.

I pledge myself to comply with the principles and declarations of the Institute of Real Estate Management as set forth in its Bylaws, policies, and this Code of Professional Ethics.

I pledge myself to acknowledge the ethical principles as set forth in the International Ethics Standards established by the International Ethics Standards Coalition of which the Institute is a member.

## Article 1. Loyalty to Client, Firm, and/or Employer

A Certified Property Manager<sup>®</sup>, CPM<sup>®</sup> Candidate, Accredited Residential Manager<sup>®</sup>, Accredited Commercial Manager<sup>®</sup>, or Associate member, shall at all times exercise loyalty to the interests of the client and the employer or firm with whom the member is affiliated. A member shall be diligent in the maintenance and protection of the interests and property of the employer and of the client. A member shall not engage in any activity that could be reasonably construed as contrary to the interests of the client or employer. If an activity would result in a conflict between the interests of the firm or employer and the interests of the client, then the interests of the client shall take precedence.

## Article 2. Confidentiality

A member shall not disclose to a third party any confidential or proprietary information concerning the client's business or personal affairs without the client's prior written consent unless such disclosure is required or compelled by applicable laws and regulations.

## Article 3. Accounting and Reporting

Pursuant to the terms of the management agreement, a member shall use reasonable efforts to provide accurate, auditable financial and business records and documentation concerning each asset managed for the client, which records shall be available for inspection at all reasonable times by the client. A member shall furnish to the client, at mutually agreed upon intervals, regular reports concerning the client's assets under management. A member shall not exaggerate, misrepresent, or conceal material facts concerning the client's assets or any related transaction.

## Article 4. Protection of Funds

A member shall at all times serve as a fiduciary for the client and shall not commingle personal or company funds with the funds of a client or use one client's funds for the benefit of another client but shall keep the client's funds in a fiduciary account in an insured financial institution or as otherwise directed in writing by the client. A member shall at all times exert due diligence for the maintenance and protection of the client's funds against all reasonably foreseeable contingencies and losses.

## Article 5. Relations with Other Members of the Profession

A member shall not make, authorize or otherwise encourage any false or misleading comments concerning the practices of members of the Institute of Real Estate Management. A member shall truthfully represent material facts in their professional activities. A member shall not exaggerate or misrepresent the services offered as compared with the services offered by other real estate managers. Nothing in this Code, however, shall restrict legal and reasonable business competition by and among real estate managers.

## Article 6. Contracts

Any written contract between a member and a client shall be in clear and understandable terms and shall set forth the specific terms agreed upon between the parties, including a general description of the services to be provided by and the responsibilities of the member.

## Article 7. Conflict of Interest

A member shall not represent personal or business interests divergent from or conflicting with those of the client, employer, and/or firm, and shall not accept, directly or indirectly, any rebate, fee, commission, discount, or other benefit, monetary or otherwise, which could reasonably be seen as a conflict with the interests of the client, employer, and/or firm, unless the client, employer, and/or firm is first notified in writing of the activity or potential conflict of interest, and consents in writing to such representation.

## Article 8. Managing the Assets of the Client

A member shall exercise due diligence in the maintenance and management of the client's assets and shall make all reasonable efforts to protect it against all reasonably foreseeable contingencies and losses. A member shall execute their duties and responsibilities in a manner that upholds the trust and confidence held by their client.

## Article 9. Duty to Former Clients and Former Firms or Employers

All obligations and duties of a member to clients, firms, and employers as specified in this Code shall also apply to relationships with former clients and former firms and employers. A member shall act in a professional manner when, for whatever reason, relationships are terminated between a member and a client and firm or employer. Nothing in this section, however, shall be construed to cause a member to breach obligations and duties to current clients and firm or employer, except when required or compelled by applicable laws and regulations.

## Article 10. Compliance with Laws and Regulations

A member shall at all times conduct business and personal activities with knowledge of and in compliance with all applicable laws and regulations.

## Article 11. Equal Opportunity

A member shall not deny equal employment opportunity or equal professional services to any person for reasons of race, color, religion, sex, familial status, national origin, age, sexual orientation, gender identity, or ability status and shall comply with all applicable laws and regulations regarding equal opportunity.

## Article 12. Duty to Tenants and Others

A member shall competently manage the property of the client with due regard for the rights, responsibilities, and benefits of the tenants or residents and others lawfully on the property. A member shall not engage in any conduct that is in conscious disregard for the safety and health of those persons lawfully on the premises of the client's property.

## Article 13. Duty to Report Violations

Each member has a responsibility to provide the Institute of Real Estate Management with any significant factual information that reasonably suggests that another member may have violated this Code of Professional Ethics. Such information must be presented as outlined in the Bylaws and policies of the Institute of Real Estate Management.

## Article 14. Enforcement

The interpretation of compliance with this Code is the responsibility of the ethics panels of the Institute of Real Estate Management. Any violation by a member of the obligations of this Code and any disciplinary action for violation of any portion of this Code shall be determined and carried out in accordance with and pursuant to the terms of the Bylaws and policies of the Institute of Real Estate Management. The result of such disciplinary action shall be final and binding upon the affected member and without recourse to the Institute, its officers, Governing Councillors, members, employees, or agents.

Effective January 1, 2025

Subscribed to by: \_\_\_\_\_

Date: \_\_\_\_\_