

SYNTEC Conseil en Management code of conduct

The management consulting profession has developed in France thanks to a few founders who have from the outset laid the foundations for rules of professional conduct in this business. On these foundations, the industry introduced a code of conduct in 1995 (Code de Déontologie de Syntec Conseil).

Syntec Conseil en Management then decided to review this code of conduct in 2003, in light of the latest developments linked to changes in this business.

According to the definition given by the European Federation of Management Consulting Associations (FEACO), "Management consulting involves providing fully independent advice and assistance on management issues. More specifically, this includes identifying and researching issues and/or opportunities, recommending appropriate actions and helping with their implementation".

Preamble

The management consulting industry, whose code of values is not governed by law, has adopted these rules of professional conduct.

All members of Syntec Conseil en Management undertake, at the risk of exclusion, to uphold and ensure that all of their teams and representatives comply with these rules in connection with their assignments.

All members of Syntec Conseil en Management undertake, further to a simple request by their clients, to report on these rules and their application.

Aware of the fact that the management consulting business is based on the men and women who perform it, and aware of the impact that their assignments can have on their clients and their clients' employees, management consulting actions are based on:

- Strict compliance with the legislation in force in the countries where they operate,
- Respect for others and more specifically fundamental human rights as defined in the Declaration of Human Rights and the European Convention on Human Rights.

The Syntec Conseil en Management code of professional conduct is based on seven fundamental values:

- Expertise
- Duty of advice
- Transparency
- Confidentiality
- Independence
- Loyalty
- Ethics

1. Expertise

In connection with their services, management consultants undertake to make available all the skills required for their successful performance and guarantee them.

They undertake to maintain and continuously develop their knowledge capital.
More specifically, they undertake to implement the Syntec skills development program with their staff.

Further to any request from any prospects or clients, they undertake to describe their quality management system.

They undertake to demonstrate their ability to progress and innovate, within a constantly changing environment, and keep their methods at the highest standards.

2. Transparency

Management consultants undertake to respond to any request concerning their organization, their capital structure, their links with other activities, and more specifically their membership of a given group.

Management consultants inform their clients about their ties, whether on a capital, financial or commercial level, with partners, providers and other clients that might generate conflicts of interest in connection with the performance of their assignments.

When they present themselves together with other consulting firms, service providers, suppliers of equipment or marketable products, the exact nature of relations with these partners must be presented in total transparency.

3. Independence

Management consultants undertake to carry out their assignments fully independently:

- Intellectual honesty represents their guiding principle in all dealings with their clients,
- They undertake to put the client's interests before its own commercial or other interests.

4. Duty of advice

Management consultants' contractual commitments are expressed in terms of an obligation of means and/or results. Independently from their contractual obligation, the services provided by management consultants are systematically included within the framework of a duty of advice for their client.

5. Confidentiality

Consultants guarantee total confidentiality for any non-public information that they may have knowledge of through its clients in connection with the assignment carried out for the latter.

To this end, they undertake to implement all the means required to protect such information.

5. Loyalty

In relation to their clients, management consultants undertake to maintain a relationship based on absolute loyalty.

The work that they carried out, unless specifically agreed otherwise, is the client's property. For similar assignments carried out for clients that are competing against one another, management consultants must inform their clients about the measures put in place to protect their respective interests.

In relation to their rivals, management consultants undertake to apply healthy and loyal practices founded on the respect due to professionals from the same industry.

In relation to their partners, management consultants undertake to uphold the practices founded on mutual respect.

5. Ethics

Faced with unexpected or exceptional situations, management consultants take the measures required, while referring to all of the principles in this code of conduct.

Syntec Conseil en Management may be called upon by a client, management consultancy, partner of a management consultancy or employee to arbitrate on an ethics matter.