

Yacht Owner's Representative Register - Code of Conduct

Owner's Representatives are expected to meet the following standards and responsibilities:

1. Act with integrity, honesty and objectivity

- Honesty, fairness and objectivity in investigating and presenting information.
- Identify the objective facts and avoid speculation and assumptions
- Seek to reach agreements based on a balanced assessment of the objective facts.

2. Perform competently and within the required level of expertise and experience

- Full disclosure of relevant qualifications and experience, and of any relevant limitations on competence.
- Recognise the limits their own expertise and avoid making decisions and drawing conclusions which go beyond it.
- Seek or recommend additional support or expertise when required.
- Ongoing maintenance and enhancement of their professional competence throughout their careers.
- Sharing and promoting relevant know-how to allow others to advance their learning and competence.

3. Act in interest of the owner – and the industry

- Protecting the best interests of the owner while dealing fairly with all parties involved.
- Respect the industry ideal of completing and delivering yachts and avoiding or minimising disputes.
- Inform and educate the owner or client and encourage them to make balanced decisions which are not unduly unfair to other parties.
- Respect and protect the privacy of the owner and their entourage.

4. Avoid conflicts of interest

- Disclose to affected parties known or potential conflicts of interest or other circumstances which might influence the fairness or quality of their performance.
- Do not accept compensation, including commissions, from more than one source, except with the full knowledge and approval of the interested parties.
- Do not offer or accept bribes or facilitation payments, either directly or indirectly.

5. Respectfully collaborate with all parties

- Take initiative to optimise collaborations between all parties involved and resolve disputes in a respectful and professional manner.
- Do not make false, misleading, deceptive or unfair statements concerning other professionals in the industry, their services, qualifications or integrity.
- Treat everyone with respect and courtesy
- Promote the Register and avoid any behaviour that could harm the Register.