



# **BIID Code of Conduct**

## **1 April 2021**

[www.biid.org.uk](http://www.biid.org.uk)

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# Introduction

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1. The Code of Conduct articulates the values of the British Institute of Interior Design (BIID) and sets out the standards of professional conduct that members are expected to adhere to. The purpose of the Code is to promote high standards of professional practice and to provide a framework for ethical conduct. Members should be guided by the spirit of the Code as well as its specific clauses.
2. The Code applies to BIID Associate and Registered Members (also known as Registered Interior Designers). It applies to these members whether they practice in the UK or abroad. The Code does not apply to Provisional Associates or International Dual Members.
3. If the BIID receives a complaint alleging a member has breached the Code, or a notification from a member themselves that they have breached the Code, the complaint/notification will be dealt with in accordance with the BIID Complaints Procedure. The BIID is only able to consider complaints related to a breach or potential breach of the Code. It cannot settle legal disputes or contractual issues which should be dealt with by a competent authority. The BIID does not have the power to impose fines, compel work or restrict a designer from practising. A sanction will take the form of a private caution, public reprimand, suspension from membership or expulsion from membership.
4. 'Must' indicates a mandatory requirement of the Code, non-compliance with which exposes a member to risk of sanction as part of the BIID Complaints Procedure. 'Should' indicates a best practice strongly encouraged by the Code, non-compliance with which may not result in sanction from the BIID.
5. A decision or judgement from a Court or a Competent Authority against a member may be considered as definite evidence of the facts alleged by a complainant.

The background features a series of white, thin lines that create a complex, abstract geometric pattern. These lines intersect to form various shapes, including triangles, quadrilaterals, and larger irregular polygons. The overall effect is a sense of depth and structure, reminiscent of a wireframe or a stylized architectural drawing. The word "Client" is positioned in the lower-left quadrant of the image, set against the solid black background.

**Client**

# 1. Procure work honestly and responsibly

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- a) When promoting or advertising your business or services, you **must**:
  - i. Use truthful, factual and responsible statements
  - ii. Be honest about your qualifications, expertise and resources offered
  - iii. Be fair to others and avoid denigrating other members in the profession
  - iv. Avoid breaching copyright agreements
  
- b) You **must** perform professional service only when:
  - i. You are sufficiently qualified, experienced and/or competent to do so
  - ii. You have the financial, technical and staffing resources to do so
  
- c) You **must** regularly and realistically review your capacity to undertake and complete new projects
  
- d) You **must** use the BIID appellation in accordance with the current BIID policy.

## 2. Act with integrity and avoid conflicts of interest

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- a) You **must** conduct yourself with integrity and transparency
- b) You **must** act with fairness in keeping with generally accepted principles of ethical behaviour in the UK
- c) You **must** avoid conflicts of interest:
  - i. You **must** not knowingly accept any position in which your personal interests' conflict (or could be reasonably perceived to conflict) with your professional duty
  - ii. You **must** conduct appropriate due diligence to identify and avoid potential conflicts of interest
  - iii. You **must** not accept payments or benefits which may (or could reasonably be perceived to) impair your ability to remain impartial and transparent on behalf of clients
- d) If a conflict of interest arises, you **must** do one or more of the following:
  - i. Disclose the conflict of interest in detail and in writing to all affected parties and obtain written consent from all that they agree to your continued involvement with the project
  - ii. Eliminate the cause of the conflict and notify affected project parties that you have done so, how you have done so and why
  - iii. Terminate your involvement in the project and notify the client why you have done so.

### 3. Have an agreed written scope of services and remuneration method

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- a) Before accepting or undertaking any professional work, you **must** enter into a written agreement with the client
- b) You **must** ensure the written agreement for your appointment covers, and contains where relevant:
- i. Details of the contracting parties, any other project parties and their responsibilities
  - ii. A detailed scope of services
  - iii. Description of the services you will provide, with limitations and a suitable timescale in which to produce it
  - iv. Your confirmed fee and/ or a detailed description of how your fee is calculated and retrieved
  - v. Details of any expenses or costs as relevant to the scope
  - vi. Details of any design rights and intellectual property ownership
  - vii. Confirmation of adequate and appropriate insurances to cover your liability for the project
  - viii. Provision for suspension or termination of your employment
  - ix. Confirmation that you have a complaints procedure
  - x. A statement that you are a BIID member and thereby subject to this code
  - xi. A provision to cover any later variations to the scope of work, contract or fees, providing these are recorded clearly and agreed to in writing by all relevant project parties, in advance of commencement of the (new/ varied) work
- c) You **must** take reasonable steps to ensure that the agreement used is legally accurate and cannot be considered to contain unfair provisions, if your clients are treated as consumers for the purposes of the contract.
- d) You **should** not sub-contract any part of your role commissioned by a client, without the client's full knowledge and consent in writing.

## 4. Perform your role diligently

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- a) You **must** exercise reasonable skill and care in conformity with the normal standards of the interior design profession, when undertaking your work
- b) You **must** provide impartial professional advice and judgement
- c) You **must** be competent to undertake the work you agree to do and **should** take reasonable steps to ensure colleagues and subcontractors engaged to complete tasks- have the necessary skills, resources, and supervision to complete your/ their work
- d) You **must** ensure that information provided to consultants and suppliers for the execution of a project is professionally prepared and accurate in all material respects
- e) You **must** carry out your work without undue delay and in line with timescales as outlined in your contract or proposal. You **must** keep the client and/ or other project parties, informed of the progress of your work as necessary
- f) You **should** engage with your client throughout the project, (keeping written records where appropriate) about:
  - i. Decisions they **must** make, together with the truthful, fair and adequate information they need to do so, including any cost, time or quality impacts their decisions may have
  - ii. Any decisions made by or on the client's behalf with details as necessary about why these decisions were made
  - iii. Regular progress updates on the project
  - iv. Communications between yourselves and any subcontractors or other parties involved in the project - these **should** be disclosed as necessary and available upon request
  - v. Any circumstances which have arisen that could adversely affect the budget, timeline or quality of the project (this information **should** be provided without undue delay)
- g) You **should** design schemes which are safe, cost effective and practical to use, maintain and service.

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## 5. Be responsible with client's confidential data and finances

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- a) You **must** handle and securely store your clients, employees and any other professional associate's data, in accordance with current data protection legislation in the locality where the work is being undertaken and where you are holding/ processing the data
- b) You **must** take reasonable steps to safeguard client's confidential data in accordance with your contract of employment
- c) You **must** take reasonable steps to ensure all project parties (including but not limited to employees, specialists and suppliers) who have access to confidential data; do not use or disclose that information other than as permitted in your client agreement or with the client's explicit written consent
  - i. Notwithstanding the above, members may reveal such information to the extent they reasonably believe is necessary (1) to stop any act which creates a significant risk to public health and safety and which the member is unable to prevent in any other manner, or (2) to prevent any violation of applicable law
- d) You **must** return upon request and within a reasonable time, any original papers, plans or property, to which the client is legally entitled
- e) You **must** review your processes regularly and ensure a security breach has not occurred
  - i. If a security breach occurs you **must** notify all effected parties immediately and where a serious breach has occurred, you **must** comply with your obligations under the applicable data protection legislation
- f) You **must** accurately record and account for all money held by you, on behalf of the client or other third parties, at all times
- g) You **must** arrange for interest or other benefits accruing from the client's money to be paid back to the client, unless otherwise agreed in your contract of employment
- h) You **must** ensure any client or third-party money is spent or transferred in accordance with their written instructions. You **should** have suitable procedures in place to avoid financial scams
- i) Upon request, you **must** provide clear records of purchases, expenses or fees in accordance with your contract with the client. You **should** provide relevant, up to date financial information throughout the project.



**Profession**

## 6. Manage your work/business professionally

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- a) You **must** manage your business competently and ensure your professional finances are managed responsibly. You **should** regularly review your business processes and improve where required
- b) You **must** provide employees with written contracts of employment
- c) You **must** adhere to current Employment Laws
- d) You **must** enable adherence to current laws for maximum weekly working hours, or where necessary ensure you have written confirmation of eligible employees whom chose to opt out
- e) You **must** remunerate your employees for their work, fairly, without discrimination and in accordance with their employment contract
- f) You **must** have complaint or dispute procedures in place. These procedures **should** be undertaken as necessary as soon as practicable and in accordance with your employment contract
- g) You **should** act in the best interest of the client
- h) You **should** provide adequate training on your business processes, ethos and workplace; so employees can perform their role diligently
- i) You **should** maintain sound business relations with suppliers, industry and trades to ensure the best possible service
- j) You **should** not take designs or data which you or colleagues have produced, for the purposes of procuring alternative work- without written permission of the business owner whom has employed you to produce the work in question. Business owners **should** in turn, not unreasonably withhold permission for employees to take copies of work they have produced- provided it could not reasonably be classed as confidential or commercially sensitive
- k) You **should** have appropriate arrangements in place, **should** you not be able to carry out your professional work due to illness, incapacity or death.

## 7. Have appropriate insurances in place

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- a) You **must** have appropriate insurances in place for the nature and size of your business
- b) You **must** ensure your insurance adequately covers yourself, your practice and your employees
- c) You **must** ensure your insurance is adequate to cover any claims relating to your professional activities
- d) You **should** take reasonable steps to ensure any subcontractors engaged by you, have the appropriate insurance cover in place for their role in the project
- e) You **should** advise your client to ensure any contractors or other professionals engaged by them on the project are also adequately insured.

## 8. Know of and adhere to regulations, relevant to your projects, profession and business

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- a) You **must** have reasonable knowledge of all applicable laws and regulations relating to the design, construction and use of building projects - including but not limited to Building Regulations, CDM Regulations, Planning Permission, Party Wall Consents and Health and Safety regulations
- b) You **must** confirm in writing to the client, either your intention to act or not act as the Principal Designer or their requirement to do so, in accordance with the 2015 CDM regulations. If you are involved in the project at construction phase, you **should** ensure a Principal Contractor is appointed
- c) You **must** abide by all relevant laws and regulations and not assist clients or other professionals in conduct you know or suspect to be, illegal and/ or unsafe
- d) You **should** take reasonable steps to ensure your client is properly advised of their responsibilities and when to seek the services of other specialists or professionals (such as Architects, Structural Engineers, Party Wall Surveyors etc) in order to complete their project
- e) You **should** ensure you or your client seeks and obtains all necessary approvals in writing before work is undertaken on site.

## 9. Improve and maintain the reputation of the Interior Design Profession

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- a) You **must** avoid bringing yourself or the profession into disrepute
- b) You **must** notify the BIID if:
  - i. You are convicted of a criminal offence
  - ii. You are disqualified as a Company Director or Charity Trustee
  - iii. You or your business is declared bankrupt, wound up or placed in either administration or a CVA
- c) You **must** cooperate with the BIID and provide information or evidence reasonably required by the BIID to prove your compliance with this code if asked to do so
- d) You **must** not offer or accept bribes or inducements in accordance with the Bribery Act 2010
- e) You **must** not knowingly copy the work of another designer or accept instructions from clients to plagiarize others work
- f) You **must** not attempt directly or indirectly, to supplant another designer, nor compete with another designer by means of any unfair inducement
- g) You **must** not knowingly accept any professional engagement upon which another designer is currently engaged, without notifying the other designer
- h) You **should** act in keeping with the professionalism and creativity expected of interior designers.



## 10. Undertake and record Continued Professional Development

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- a) You **must** continually seek to improve and expand your professional knowledge, skill and competence with regard to the interior design profession
  
- b) You **must** comply with CPD requirements as set out by the Institute.

# 11. Encourage the sharing of knowledge and information between other members, the construction industry and the general public

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- a) You **should** wherever possible, encourage and contribute to the sharing of applicable knowledge and information, to raise competence within the interior design industry as well as awareness and understanding of the profession among other professionals and the general public.

The background features a complex, abstract geometric pattern of thin white lines on a solid black background. The lines form a series of overlapping, irregular polygons and shapes that create a sense of depth and movement. The overall effect is reminiscent of a stylized architectural structure or a modern graphic design element.

**World**

## 12. Treat all others fairly and with respect

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- a) You **must** not discriminate based on gender, gender reassignment, race, nationality, culture, sexual orientation, disability, religion, belief, age, pregnancy and maternity, civil partnership, socio-economic background or any other protected characteristic as defined by the current Equality Act
- b) You **must** treat all others fairly and with respect
- c) You **must** ensure you have knowledge of and adhere to current laws relating to equality and diversity
- d) You **must** familiarise yourself with and adhere to the Modern Slavery Act 2015 (the MSA) which sets out steps to prevent modern slavery and human trafficking in our businesses and in our supply chains
- e) You **should** promote and encourage equality, opportunity and diversity in all your professional endeavours
- f) You **should** support living wage initiatives where possible.

## 13. Consider the wellbeing, Health and Safety of all those affected by your work

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- a) You **must** accept a professional obligation to enhance the quality of life and protect the health, safety, welfare and environment of the public, through design excellence
- b) You **must** take reasonable steps to consider the welfare of all those involved with the project as part of the design process
- c) You **must** comply with current CDM regulations
- d) You **must** adhere to the Health and Safety at Work Act.

## 14. Lessen the environmental impact of your work and promote sustainability

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- a) You **should** strive to design schemes which conserve resources and reduce negative environmental impacts by:
- i. Considering the whole life cycle of the building or project when specifying and designing schemes
  - ii. Considering waste management at every stage of your projects- reducing, reusing and recycling where possible
  - iii. Reviewing and considering the impact of supply chain on sustainability, when selecting materials and products
  - iv. Endeavouring to continually seek out sustainable technologies, practices, materials and products
  - v. Discussing and providing clear and appropriate information which will enable and encourage clients to select options with greater positive environmental impacts
- b) You **should** consider and reduce where possible, the environmental impact of your business and professional actions.



# Definitions

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<b>Term</b>	<b>Definition</b>
Articles of Association	The governing document of the BIID.
Associate Member	A person who has been elected as a member of the Associate level of membership of the BIID.
Client	The person or organisation to whom the interior designer has agreed to supply goods and/or services.
Code	This Code of Conduct
International Dual Member	A person who has been elected as a member of the International Dual Member level of membership of the BIID.
Provisional Associate	A person who has been elected as a member of the Provisional Associate level of membership of the BIID.
Registered Interior Designer	The title that Registered Members may use in accordance with the Code and the Articles of Association.
Registered Member	A person who has been elected as a member of the Registered level of membership of the BIID.



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# General Guidance

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This guidance is intended to help you to understand and fulfil your responsibilities under the BIID Code of Professional Conduct. It is updated regularly. If you require additional assistance, find a link that no longer works, or identify a useful supportive resource that you think could be included, please contact the BIID office by emailing [info@biid.org.uk](mailto:info@biid.org.uk)

## 1. Procure work honestly and responsibly

- The BIID regularly provides courses and events focused on how members can market themselves/ their business effectively. Visit the [events page](#) to see what is coming up.
  - You can also find additional information by the [Government on Marketing Advertising and the law](#).
- For further information on intellectual property, copyright, trademarks and design rights:
  - [Does your contract protect your copyright?](#)
  - [Intellectual property and your work](#)
  - [Government advice on Design Right](#)
- BIID appellation policy guidance can be found [here](#)

## 2. Act with integrity and avoid conflicts of interest

- An article on conflicts of interest can be found [here](#).

## 3. Have an agreed written scope of services and remuneration method

- You can purchase copies or download a sample copy of the RIBA/BIID Professional Services Contract 2020: Interior Design Services (available in Concise and Domestic versions) [here](#). You may also wish to read these articles:
  - [New RIBA/ BIID client contracts launched](#)
  - [5 reasons to switch to the new RIBA/ BIID Contracts](#)
- The BIID also conducted [research on fees in 2019](#) in partnership with Houzz.
- Members can also access a free 30 minute legal consultation (details can be found in the Member Area of the BIID website).

## 4. Perform your role diligently

- [The RIBA Plan of Work 2020](#) is a useful resource
- [An Architect or Interior Designer- BIID Infographic](#)
- Additionally the [BIID Format for Registration Assessment](#) can be used as a useful checklist on skills expected of Registered Interior Designers.

## 5. Be responsible with client's confidential data and finances

- See this [BIID article on GDPR](#) in the UK as relevant to interior designers. This provides a summary of your obligations and links to where you can find additional information and support.

## 6. Manage your work/ business professionally

- The government has provided lots of information on [employment law](#) including (but not limited to),
  - [Contract types and employer responsibilities](#)
  - [Employment contracts](#)
  - [Preventing discrimination](#)
  - [Maximum weekly working hours](#)
  - [Rest breaks at work](#)
  - [Holiday entitlement including Statutory Leave](#)
  - [Maternity and Paternity pay and leave](#)
  - [Sick leave](#)
  - [The national minimum and living wage](#)
  - [What you must do as a Construction Industry Scheme contractor](#)
  - [Solve a workplace dispute and workplace bullying and harassment](#)
  - [Help and support for your business](#)
  - [Employers can also find support from the HSE on Health and Safety at work including working from home](#)
- You can find additional information and support from the following:
  - [Citizens Advice rights at work](#)
  - [The EU working time directive](#)
- Members are entitled to free HR advice (details can be found in the Member Area of the BIID website).
- There are also regular events on the BIID website which cover aspects such as financial management. See the [events page](#) for upcoming events or contact the BIID to request suitable CPD's.

## 7. Have appropriate insurances in place

- See this [BIID article on what insurances you will need and why](#)
- The BIID requires all Registered Interior Designers to hold Professional Indemnity and Public Liability insurances as noted in the [eligibility criteria](#).
- BIID Registered Interior Designers can also obtain discounted rates with the BIID Professional Indemnity Insurance Scheme and Income Protection Insurance scheme. Visit the BIID website Member Area for additional information.

#### **8. Know of and adhere to regulations, relevant to your projects, profession and business**

- [Building Regulation Approved Documents](#) can be found on the government website. Where necessary you should engage the relevant local council or a private approved inspector for certification.
- You can find information on the [responsibilities of interior designers under CDM regulations 2015](#) in this online BIID publication.
- The [Health and Safety Executive](#) website
- For more information on Planning Permission visit the [Government Website](#), [Planning Portal](#) or your Local Planning Authority for current rules and guidelines in your area.
- You can find more on Party Wall Consents in this [government publication](#)
- You can also see [this BIID infographic](#) on architects/ interior designers and their roles

#### **9. Improve and maintain the reputation of the Interior Design Profession**

- A list of non-notifiable criminal offences can be found on the BIID website.
- Details of the [Bribery Act 2010](#) can be found on the government website
- You can also find information and details of the BIID [Kick Out the Kick Backs](#) Campaign on the BIID website.

#### **10. Undertake and record Continued Professional Development**

- Information on the [BIID's CPD requirements](#) can be found on the BIID website

#### **11. Encourage the sharing of knowledge and information between other members, the construction industry and the general public**

- Find out more about [BIID press and media opportunities](#)
- And [how to get involved](#) with the BIID through volunteering at events, on committees and marketing.

#### **12. Treat all others fairly and with respect**

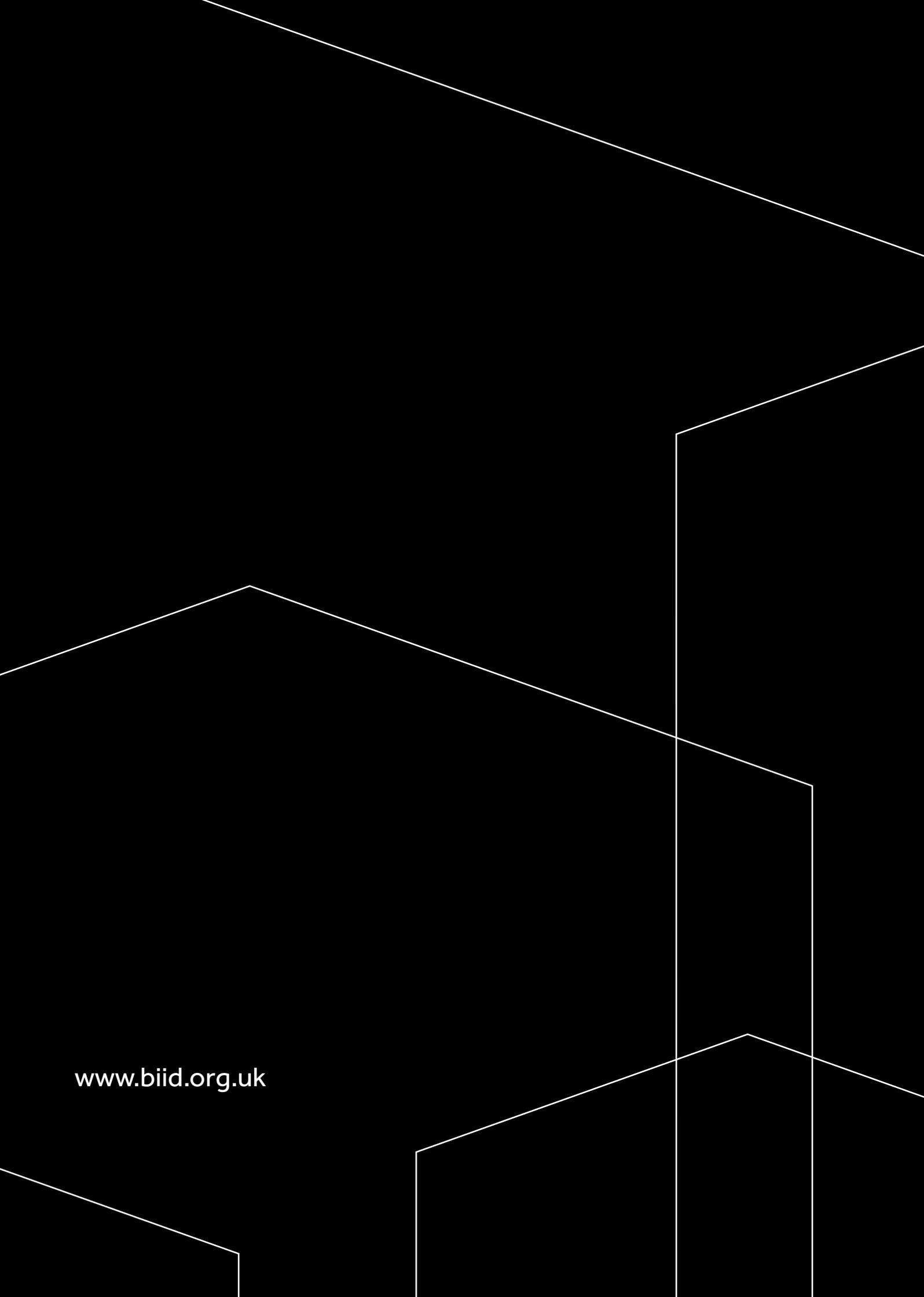
- [Discrimination Laws/your rights](#) can be found on the government website
- See this BIID article on [Modern Slavery](#) and how it can intersect with the world of interior design, also you can find the [Modern Slavery Act 2015](#) on the government website.
- The [Living Wage Foundation](#) provides information and support on living wage initiatives and the information on Minimum, Living and Real Living Wages by nation/ area.

#### **13. Consider the wellbeing, Health and Safety of all those impacted by your work**

- You can find information on the [responsibilities of interior designers under CDM regulations 2015](#) in this online BIID publication.
- More information on the [Health and Safety Law](#) can be found on the HSE website

#### **14. Lessen the environmental impact of your work and promote sustainability**

- See the [BIID website](#) for news/ knowledge and sustainable initiatives being introduced to members.

The image features a black background with several white, thin, geometric lines. These lines form various shapes, including a large triangle at the top, a smaller triangle in the middle, and a vertical line on the right side that intersects with other lines to create a complex, abstract pattern. The lines are clean and sharp, creating a minimalist, architectural feel.

[www.biid.org.uk](http://www.biid.org.uk)