



# Code of Conduct and Professional Ethics

for Real Estate Activities Practitioners in  
the Emirate of Abu Dhabi





دائرة البلديات والنقل  
DEPARTMENT OF MUNICIPALITIES  
AND TRANSPORT



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AND TRANSPORT

بلدية منطقة الظفرة  
AL DHAFRAH REGION MUNICIPALITY



دائرة البلديات والنقل  
DEPARTMENT OF MUNICIPALITIES  
AND TRANSPORT

بلدية مدينة العين  
AL AIN CITY MUNICIPALITY



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DEPARTMENT OF MUNICIPALITIES  
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بلدية مدينة أبوظبي  
ABU DHABI CITY MUNICIPALITY



مركز النقل المتكامل  
INTEGRATED TRANSPORT CENTRE

## The Objective

These guidelines are aimed to develop and promote professional values for all licensees who conduct real estate activities in the emirate of Abu Dhabi in a way that the sense of responsibility, trust, and credibility are fully maintained and upheld in terms of the services and businesses provided to service receivers in the emirate's real estate sector.

## Definitions

<b>State</b>	United Arab Emirates
<b>Emirate</b>	Abu Dhabi
<b>Government</b>	Abu Dhabi government
<b>Department</b>	Department of Municipalities and Transport
<b>Municipality</b>	Abu Dhabi City Municipality or Al Ain Municipality or Al Dhafrah Municipality, or any other municipality that may be established within the emirate of Abu Dhabi.
<b>Law of regulating the real estate sector</b>	Law No. 3 of 2015, which regulates the real estate sector in the emirate of Abu Dhabi, and its executive orders and regulations
<b>Real Estate Activities</b>	Such businesses as defined in the law governing the real estate sector's regulation (i.e., these activities include the real estate development, real estate brokerage, auction sale, owners association management, real estate assessment, surveying)
<b>Licensees</b>	The persons or entities engaged in the real estate sector under a license granted to it by DMT. Those licensees shall include the developer, broker's employee, auctioneer, owners' union manager, assessor and surveyor
<b>Code of Ethics</b>	The rules governing the ethics and standard practices of the licensees to perform their tasks while maintaining the core values of integrity and honesty as well as the highest level of industry-related ethical standards. Such rules also include the full compliance with the provisions of Law No.3 of 2015 to be abided by the licensee towards their profession and towards the community as a whole.
<b>Profession Ethics</b>	Licensees shall uphold professional conduct and maintain total respect for the profession's dignity and avoid inappropriate acts while performing the job tasks while sustaining values of integrity and honesty. Moreover, the licensees shall act in good faith and be free from malicious intent or negligence or any violation of the law. They shall also avoid causing any damage to public interests.
<b>Conflict of Interests</b>	Any action, act or activity exercised by the licensees leading to misuse of power. Typically, this relates to the situations whereby the personal interest of an individual or organisation might adversely affect a duty owed to make decisions for the benefit of a third party. It further includes any clash that may result in a conflict of interests between the personal benefit and the government's public interest

## 2. Scope of the Guidelines Application

The provisions set out herein shall be applied to each individual or organisation licensed by the DMT to exercise the real estate activities within the emirate.



## Core Values for the Code of Conduct & the Professional Ethics

The licensees engaged in the real estate business shall adhere to the values that promote the real estate sector's performance and allow them to gain the respect and appreciation of the community. The most significant values are stated as follows:



### Integrity

A set of behavioural rules that ensures the sound, proper performance of the responsibilities and tasks assumed by job holders towards the service receiver, regardless of ethnicity, religion, gender, or social status whatsoever. Adherence to professional conduct shall supersede any personal considerations. Thus, it will reflect the goodwill of the organisation in particular and the renowned reputation of the UAE government in broad terms.



### Honesty

The licensee shall maintain trust and credibility while performing their job and avoid any practices or acts that may impair the UAE's good reputation.



### Leadership

Contribute towards being at the forefront of the business industry through promoting the professional core values by pursuing and improving the quality of the services delivered to the customers.



### Transparency

The licensee shall act publicly and openly regarding the procedures, goals, and purposes.



### Professional Efficiency

The licensee shall acquire the theoretical and practical capabilities relative to the business and the personal features that enable them to perform professionally.



### Privacy and Customers Information Confidentiality:

The licensee shall maintain the privacy and confidentiality of the service receiver and ensure all its personal and financial details shall be kept confidential.



### Legal Competition

Legal Competition: The licensee shall respect the competitors and avoid abusing them or circulating rumours against them. Moreover, the licensee shall avoid malpractices or illegal acts to attract customers or cause damage or losses to the competitors.

## Principles of the Code of Conduct & the Professional Ethics

### 1. Commitment towards Community and Responsibility Assuming

Real estate activities licensees shall act in due diligence and professionally while performing the tasks entrusted to it and delivering the services promptly in line with the applicable regulatory requirements as well as the technical and professional criteria related to the industry. In addition, the licensees shall avoid any acts offending both profession and industry by assuming full liability for any actions or decisions taken or made, thereby being ready to remedy or rectify any negligence or indeliberate omission.

➔ **This principle shall involve, including without limitation, the following practices and behaviours:**

- ➔ Licensees shall avoid malpractices or acts that violate public morality and the UAE's communal values and traditions.
- ➔ Licensees are prohibited from using randomized phone communications for marketing real estate services. Marketing shall be only restricted to the recognized communication channels approved for real estate promotion.
- ➔ Responsibility shall be assumed towards the business duties to be at the optimal level in terms of the technical and professional standards.
- ➔ Provide the appropriate advice and consultations, besides sharing knowledge with colleagues when required.





## 2. Fair and Respectful Treatment towards all Customers

Treat everyone with respect and equality while taking into account the industry's business practices and cultural diversity, as well as respecting differences in outlooks and perspectives.

- ➔ This principle shall involve, including without limitation, the following practices and behaviours:
- ➔ Abide by the highest ethical standards and mutual respect to the rights and obligations of the customers.
  - ➔ Be respectful of anti-discrimination and hate-crime laws, which prohibit favouritism or prejudice against individuals or groups based on their religion, race, doctrine, sex, gender, or skin colour, and cause anger against any person or organisation.

### 3. Trustworthy and Credible Professional Practices

Act in a way that enhances the capabilities and resources of yourself and of the organisation professionally and positively.



**This principle shall involve, including without limitation, the following practices and behaviours:**

- ➔ Promote what you aim to achieve in your career goals according to global best practices and criteria.
- ➔ Understand how your actions impact others and the environment and thus reconsider or rectify such behaviour if necessary.
- ➔ Comply with your obligations and the promises you undertake.
- ➔ Try to address the essence of the professional criteria you adopted irrespective of the general framework of these standards.
- ➔ Adhere to the duties related to your profession in good faith and due diligence.
- ➔ Upon commencing your profession, you shall disclose to the customer if there is any direct or indirect interest that contradicts the requirements of the duty assigned to you.





#### 4. Delivery of High-quality Services Consistently

Ensure that the customer and third parties whom you have a professional responsibility towards are provided with the best advice, support, or business performance according to the conditions of the contract.

➔ This principle shall involve, including without limitation, the following practices and behaviours:

- ➔ Convenient, timely and transparent services delivered to the customers.
- ➔ Work within the scope of your job functions. Nevertheless, if the duties are beyond your own functions, try to generate proactive solutions (e.g., seek the advice and guidelines given by the concerned experts; or to inform the customers that you are incapable of addressing the service requirements and that you are not the right person to do so).
- ➔ Service fees and costs such as the commissions, taxes or whatsoever, shall be pre-defined and approved by the competent authorities, as required by the law.
- ➔ Ensure that you communicate thoroughly and clearly with your customers to enable them to make informed decisions.
- ➔ Provide the appropriate and timely advice to the customers when required.
- ➔ If you are using the services of external vendors, ensure to pay the costs against such services within the pre-agreed schedule.
- ➔ Encourage your company or organisation to set fair and transparent criteria for customer service excellence to the extent that such criteria will constitute an integral part of the company's culture.
- ➔ The licensee shall constantly perform their ongoing business duties to ensure that the service is smoothly streamlined and avoid any misuse, negligence, or wrongful acts that might lead to interruption of service to the customers.

## 5. Integrity and Transparency in the workplace

**Real estate service providers shall uphold honesty, integrity and transparency at the workplace and avoid fraud or malpractices in all professional transactions. In other words, be honest and truthful in whatever they do.**



**This principle shall involve, including without limitation, the following practices, and behaviours:**

- You have to be trustworthy in all that you are doing.
- Be open-minded and transparent in your workplace.
- Share your unclassified information with your customers and third parties to carry out the business duties in a way that enables them to understand the information provided fully.
- Do not disclose any confidential information about the data accessed by you under your designation. Such information will remain confidential throughout your service and even after the employee resigns from your organisation or if the licensee ceased to exercise his job for any causes whatsoever.
- Access to personal information or data is strictly prohibited, with the exception of persons who are entitled to use it due to business purposes.
- Avoid exploiting your profession by misusing the information provided to you by virtue of your position for personal benefit or the interests of third parties.
- Avoid any malpractices such as favouritism, conflict of interests or unjustified persuasive power over other people.
- Abide by the professional rules and obligations.
- Report to all concerned parties in case of any probable conflict of interest(s) between you and the employer or between you and the service receiver.
- Abstain from accepting or requesting any gifts, bribes, gratuity, whatsoever from any person unless it is a token gift bearing the employer's name. Overall, any gift to be provided shall be reasonable and compatible with morally recognized practices, not as a result of discriminatory, illegal actions you take in the interests of third parties.
- When making decisions or providing consultations, the public interest must always be kept in mind.
- Report any misconduct or malpractices made by any other party, which is in breach of the business integrity and values, or any persuasive attempt from any party to offer personal financial benefits.
- Licensee shall behave and act in a way beyond any suspicions to gain the trust and confidence of the customers.
- Avoid any wrongful acts or otherwise prevent any action with the purpose of illegal competition with other competitors in the same profession.

## 6. Ensure that all transaction-related documents are fully accurate and properly audited

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- ➔ All details related to the real estate business shall be adequately audited and reviewed to become reliable.
- ➔ Licensee shall ensure that the information acquired from the customers is completely accurate and correct and ensure that such information is reliable and that it is fully audited. Licensee may not rely on the information provided by the customers or any third party without verifying its reliability and authenticity.
- ➔ Licensee shall prepare a business file for each completed task. The file shall include duplicate hardcopy or electronic copies of all written reports and business correspondences, notes, and documents. In addition, such files shall also include all sufficient data, information and a checklist of procedures supported by references, enquiries, surveys, used methodologies, statistics, calculations, provided that the following specifications are followed:
  - The file shall contain all supporting business information even when submitting a brief report to the customer.
  - The business file is well-prepared to allow any other party to analyse it and identify the process steps leading up to the results generation, which is the primary goal of the business file preparation.





## 7. Compliance with the Regulations and Whistle-blowing

In pursuit of the public interest, the licensee must report any violations or offences as soon as they are aware of them. Upon reporting such breach, they shall not go beyond the position requirements and criteria. Their actual intention of reporting is restricted only to reveal the business violations, thus investigating the same and taking the proper preventive measures.



**This principle shall involve, including without limitation, the following practices and behaviours:**

- ➔ Adhere to the applicable rules and regulations within the emirate.
- ➔ You may not conduct any immoral, unprofessional, or illegal act even if it appears that such action might be construed to the benefit of your employer or if a higher managerial level instructs it.
- ➔ Communicate with your employer's legal representative or compliance officer if you have any enquiries about the laws or regulations applicable in the real estate sector within the emirate.
- ➔ Cooperate with the DMT's employees and inspectors, and the other competent governmental entities and avoid obstructing them while performing their tasks.
- ➔ Comply with applying the criteria related to anti-money laundering and combating the financing of terrorism along with the guidelines set by the UAE Central Bank.
- ➔ Reporting to the DMT or competent investigation bodies of any suspected anti-money laundering transactions or operations pending to the following conditions:
  1. The whistleblower shall have evidence of the reported violation, whether it was of criminal nature or one of the prohibited activities.
  2. The licensee believes that such a violation denotes abuse, immoral acts, or expresses violation of the UAE enforceable laws and regulations.
  3. Such violation is raised in good faith; thus, it is not intended to be a malicious report or to defame the person reported or impugn the person's integrity.



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