



Code of ethics

Amended 1st of July 1998

1. An NVM-member is aware of the importance of his role in the social context. He conscientiously, reliably and expertly executes his task, is independent and strives for quality in the services he renders. In his communication with clients and other parties he refrains from creating an unjust image of persons, affairs and rights and of his methods, interests and position. Failing to comply with this Code of Honour may be subject to NVM disciplinary jurisdiction.
2. An NVM-member meets to the best of his ability the expectations his principals may realistically hold from an NVM-broker. He protects and promotes their interests. Confidential information he will keep to himself until a judge, arbitrator or binding advisor urges him to give up the information.
3. In case the rendering of a service to one principal conflicts with the interests of another principal, an NVM-member will only act on behalf of one of the principals.
4. If an NVM-member enters into negotiations with more than one candidate for a certain property, then he informs the parties involved accordingly. If he enters into negotiations with a colleague, he will not approach his colleague's principal directly, but only through this colleague.
5. An NVM-member has sufficient knowledge at his disposal for the matters in which he is involved. Should his knowledge be insufficient on certain aspects of the matter, then he will advise his client to consult an expert or he will consult such a person himself.
6. An NVM-member has no direct or indirect interests in real estate, save for housing or investment for himself or his enterprise. Therefore, he will neither directly nor indirectly be involved in the dealing in property and he will refrain from risk bearing project development. He will take care not to become involved in a conflict of interest, which may jeopardize his independence.
7. An NVM-member maintains good relations with his colleagues. He refrains from unfair competition and does not give a negative view of colleagues and their conduct vis-à-vis a third party without that being necessary. Should a dispute rise with a colleague, and then the principal's interests may never be harmed by it.
8. An NVM-member will try to avoid any escalation of a difference of opinion regarding his conduct. He will co-operate willingly with means of mediation, which have been instituted by NVM in order to settle disputes.
9. Outside The Netherlands an NVM-member will act according to NVM-rules, unless he informs his client timely of the fact that he intends to deviate from these rules, for instance as a result from a local law or custom.
10. An NVM-member will see to it that his employees act in compliance with the NVM-rules.