



e.surv delivering quality surveys
across the UK

Code of practice

Part of the LSL Property Services plc Group

What is the e.surv Code of practice?

The code of practice is a policy that every employee and representative of e.surv signs up to. It clearly outlines the standards of behaviour we expect from our colleagues and the policies, rules and values we operate by. Every board director, manager and surveyor that works for e.surv is required to sign a copy of our code and commit to the principles contained within it.

The code provides a guideline for all our colleagues to use as a benchmark of standards and aims to give you confidence that as a professional practice of chartered surveyors and the UK's largest distributor of valuation instructions we're a safe pair of hands to deal with.

You can trust us

The code of practice encourages our employees to work in an ethical, considerate and honest manner. This supports the building of trust throughout our business which encompasses all of our key stakeholders:

- You, our customers
- Our colleagues
- Our shareholders

Core values

e.surv has four core values that we promote to all employees and use as part of our induction training. These values are the foundations upon which our business is built so we think they are pretty important for our customers to understand.

People focussed – to demonstrate that we truly care about people and their needs whilst always looking to be inspiring and motivating in our actions

Passionate – to encourage our colleagues to be enthusiastic and committed to our business to deliver the best possible results

Professional – to take responsibility for knowing what the right thing to do is, so that we're building a positive image of our business at all times

Progressive – to create a better way of working through encouraging individuals to show initiative and creativity

Making checks

At e.surv we have a dedicated risk and audit team to continually monitor and improve quality standards of our reporting and to highlight any cases where we believe our surveyor may be conflicted or compromised. This means that we can actively promote our code of practice throughout every area of our business. This also means we can spot any potential concerns quickly so that the code is protected.

Acting responsibly

A fundamental principle of our code of practice is ensuring that every member of our team understands the responsibility they have to perform their duties with integrity and fairness. There's no excuse for compromising quality and service and we'll always provide accurate, honest assessments to ultimately act in your best interest. The code is much more than just a piece of paper – it's constantly reviewed in line with changes in regulation and we ask all our employees to review and sign the code every year to ensure they always act responsibly.

Money Laundering

Money laundering and mortgage fraud are serious topics. We are committed to preventing, detecting and reporting fraud with other organisations and we actively work to minimise the opportunity to commit fraudulent acts. Our audit team monitors our business operation to ensure compliance with the code of ethics and fraud policy.

Being green

We recognise that the environment has an intrinsic value, is central to our quality of life and is fundamental in creating a sustainable future for our planet. We are committed to working in a way which both respects and protects our environment and reduces carbon emissions.

Diversity and fairness matters

We understand that it takes all kinds of people to make a successful business, and our team is as diverse as our customer base.

We recruit professionals from all walks of life and we promise never to discriminate on the basis of race, disability, age or gender. We also actively support colleagues managing the work/family life balance. It's important to us that our colleagues feel safe and secure at work so that they continue to provide our customers with outstanding service.

It's good to talk

Communication is a very important part of what we do. As an industry expert we always try to provide the best information, the most comprehensive answers and the clearest possible solutions. It is our aim to be unambiguous in conversations and documentation. We like to be professional but also use appropriate, simple and easy to understand language so we're clear and never misleading. We encourage feedback and welcome comments from customers to help us improve our services.

Total peace of mind

We only employ surveyors and valuers who are qualified members of the Royal Institution of Chartered Surveyors. Furthermore, we are a firm regulated by The RICS and as such we are subject to an exacting regulatory regime. We are a member of the Ombudsman Service: Property.

We care

Above all else, we care about you. We're passionate people who believe in providing the best service possible. Whilst we will be unable to directly discuss a mortgage valuation instructed by a lender for their purposes with you, we can guarantee that we are committed to meeting the needs of our customers and to providing exceptional products and services.

We always promise to call you back when we say we will. We understand that your home is important to you and promise to take care to respect your property when we visit. But, if you do find you have cause to complain we will follow our complaints procedure to address your concern as quickly as possible.

**For more information on
the e.surv code of practice**
please visit the Information Centre on
our website www.esurv.co.uk/information



RICS

the mark of
property
professionalism
worldwide

e.surv Ltd. Lahnstein House, Gold Street, Kettering, Northants, NN16 8AP. Registered in England, Company No: 2264161. Regulated by RICS