



The way we work at Knight Frank

Our Code of Conduct





Foreword

As the Senior Partner and Group Chair, I want to emphasise our collective responsibility to uphold the values that define Knight Frank. This document not only outlines our commitments and expectations but also serves as a call to action for every colleague to live by these values daily.

Our Code of Conduct provides comprehensive guidance on what is expected of us as a firm and of you as a colleague. It also includes specific policies that detail our commitments. While no policy can cover every possible scenario, we trust you to use our core values as a compass to navigate situations with integrity.

This document is not just about rules and regulations; it fosters a culture of trust, respect and ethical behaviour. Our commitment to these principles is what sets us apart and ensures Knight Frank remains a great place to work.

Our values – ‘Value the individual’, ‘Collaborate to succeed’, ‘Make the difference’, and ‘Commit to partnership’ – are more than just words. They are the foundation of how we operate, whether working with clients, colleagues, or within our communities.

As you read on, there are three things that I want you to consider:

1. Put our clients and our reputation first in all that you do.
2. Commit to our values and this Code, at work.
3. Speak Up to someone you trust if anything concerns you.

Thank you for taking the time to understand our Code of Conduct. Together, we can ensure our values are reflected in every aspect of our work.

William Beardmore-Gray (he/him)
Senior Partner and Group Chair





Our commitment

At the heart of everything we do lies our purpose: to work responsibly, in partnership, to enhance people's lives and environments.

Values into practice

Our Code of Conduct highlights the importance of professionalism, integrity and respect when working with our external partners, clients and stakeholders.

It is your responsibility to:

- Foster collaborative and mutually beneficial relationships.
- Maintain open communication and fulfil commitments with honesty and accountability.
- Respect confidentiality and comply with all relevant legal and ethical standards.
- Uphold trust and maintain the highest level of business ethics in every partnership.

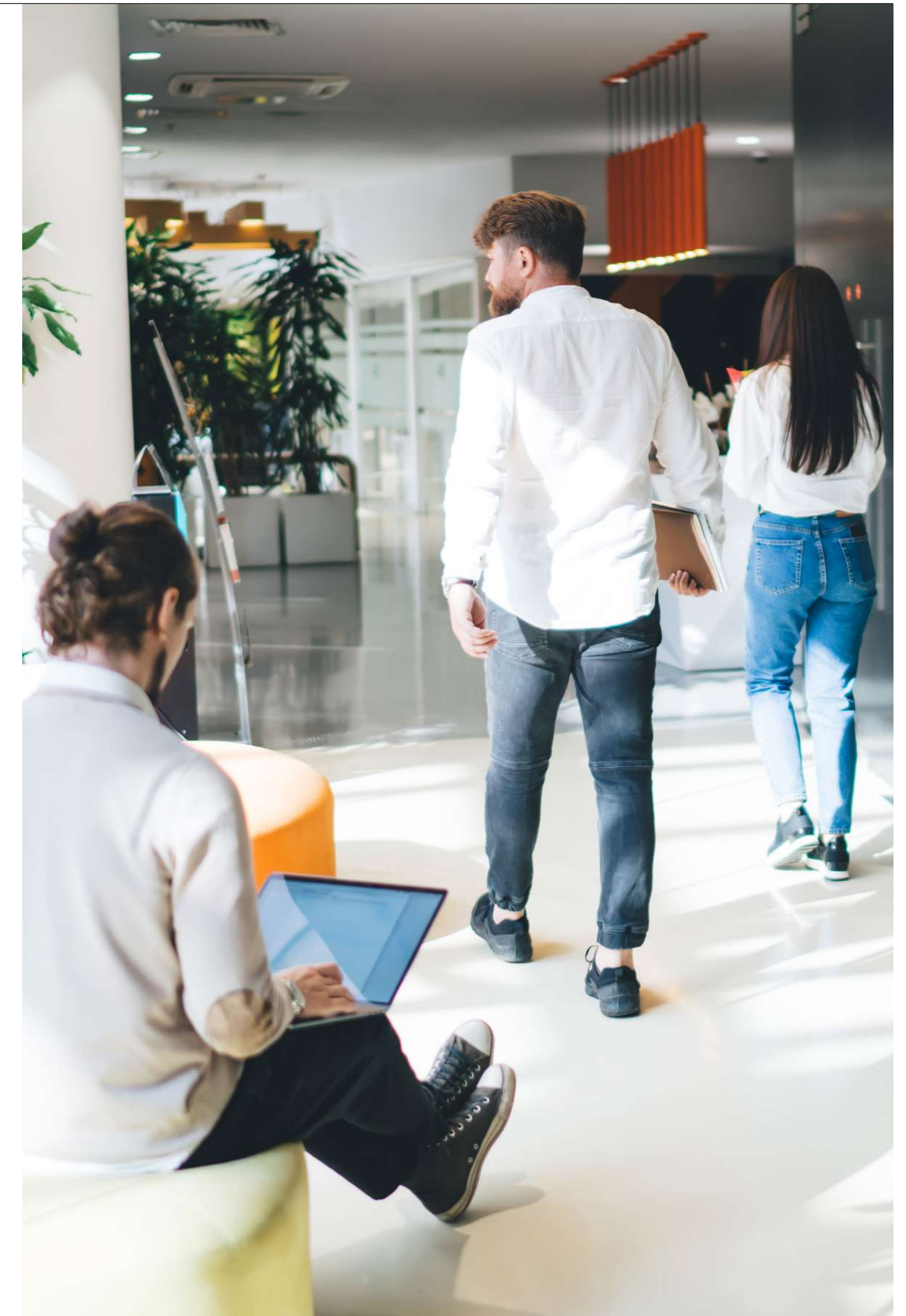
By embodying these values, we each contribute to a workplace that enhances lives, respects diversity and achieves success, responsibly and ethically.

Commitment in action

Our Code of Conduct is not just a set of guidelines – it's a shared commitment we each make to uphold these values in everything we do.

It is your responsibility to:

- Read, understand and live by this Code in your daily work.
- Take ownership of your actions, ensuring they align with your purpose and values.
- Hold yourself and others accountable to the standards outlined in this Code.
- Foster a culture of respect, collaboration and integrity in all interactions.





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Want to read more?

Click on this icon throughout to read our full policies.

Mental health and wellbeing support

Click [here](#) to see our range of support services.

Knight Frank’s UK subsidiaries

Click [here](#) to see where Knight Frank’s policies apply to you.



We value the individual



We value the individual

We actively support diversity, equity and inclusion

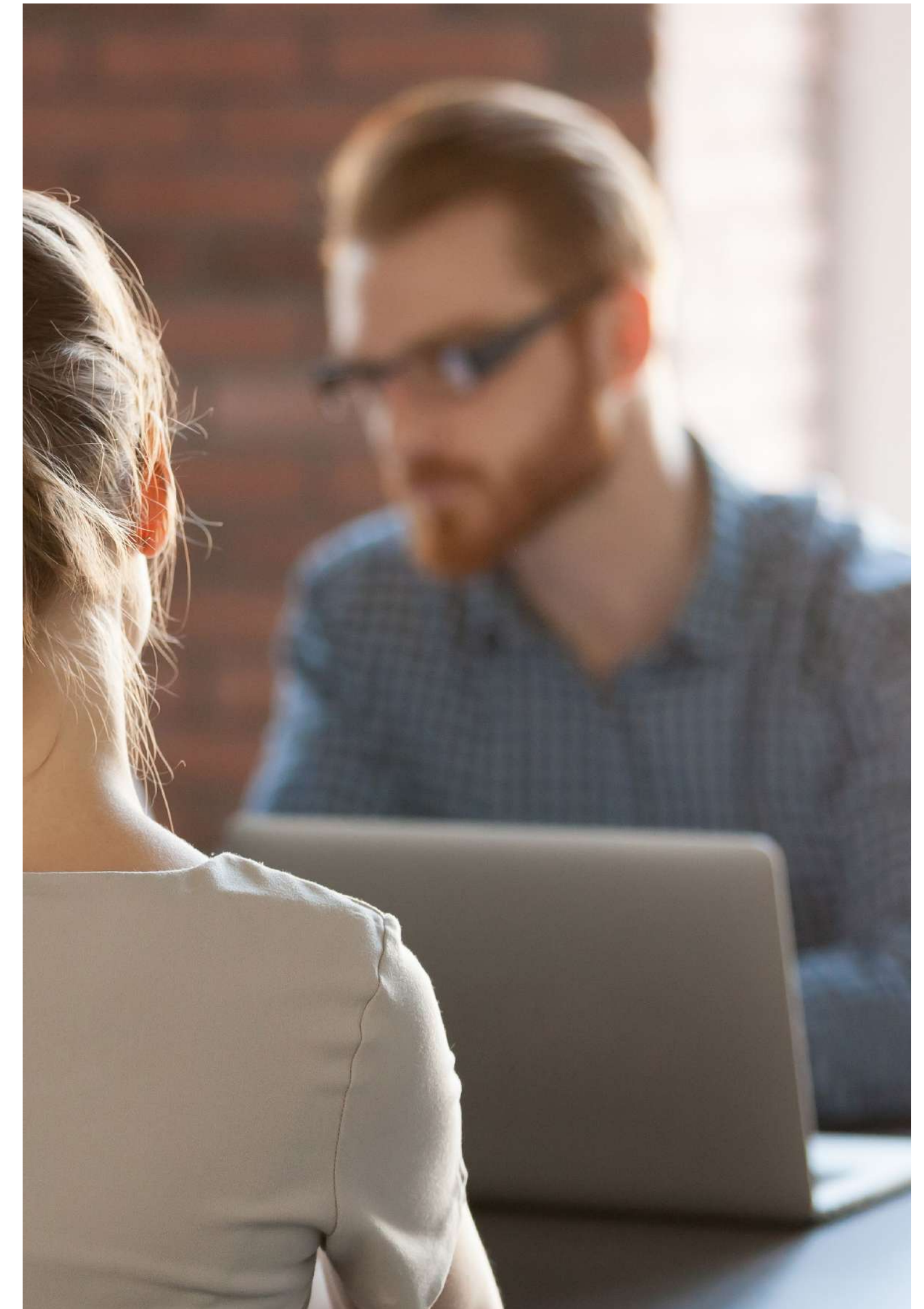
At Knight Frank, we believe that every person's experience is unique, and we are committed to creating an environment where everyone feels recognised, valued and supported. We are proud to foster a culture of inclusion where every voice is heard and every idea matters.

Our commitments include:

- **Celebrating diversity, equity and inclusion**, ensuring everyone feels they belong.
- **Providing equal opportunities for all**, regardless of background or identity.
- **Listening to every voice**, encouraging open dialogue and valuing different perspectives.
- **Championing growth and development**, so every colleague has the support they need to achieve their potential.
- **Creating a respectful environment** where constructive feedback is encouraged and successes are celebrated.

Learn more about our employee resource groups and the communities they support:

- [Ability \(physical disability, mental health, neurodiversity and wellbeing\)](#)
- [EMBRACE \(race and ethnicity\)](#)
- [Knight Out \(LGBTQ+\)](#)
- [RISE \(social mobility\)](#)
- [Unity \(generations\)](#)
- [Womxn@KF \(gender\)](#)
- [Working Families \(parents and carers\)](#)





We value the individual

We believe in speaking up

Your voice matters. At Knight Frank, we believe in open communication and encourage you to Speak Up if something isn't right. By sharing your concerns, you can help us protect the positive, inclusive and ethical environment we've built together.

We are committed to:

- **Making it safe and easy** for colleagues to raise concerns, through managers or an independent hotline.
- **Ensuring confidentiality**, treating all concerns with respect and care.
- **Investigating thoroughly**, taking swift action to address issues and support those involved.

As a firm, we have zero tolerance for retaliation, victimisation, subsequent discrimination or disadvantage where concerns have been raised in good faith.

We encourage everyone to be proactive in speaking up, helping to maintain Knight Frank's high ethical standards.

“We encourage employees to Speak Up when they witness misconduct, ensuring a safe and ethical workplace for all.”

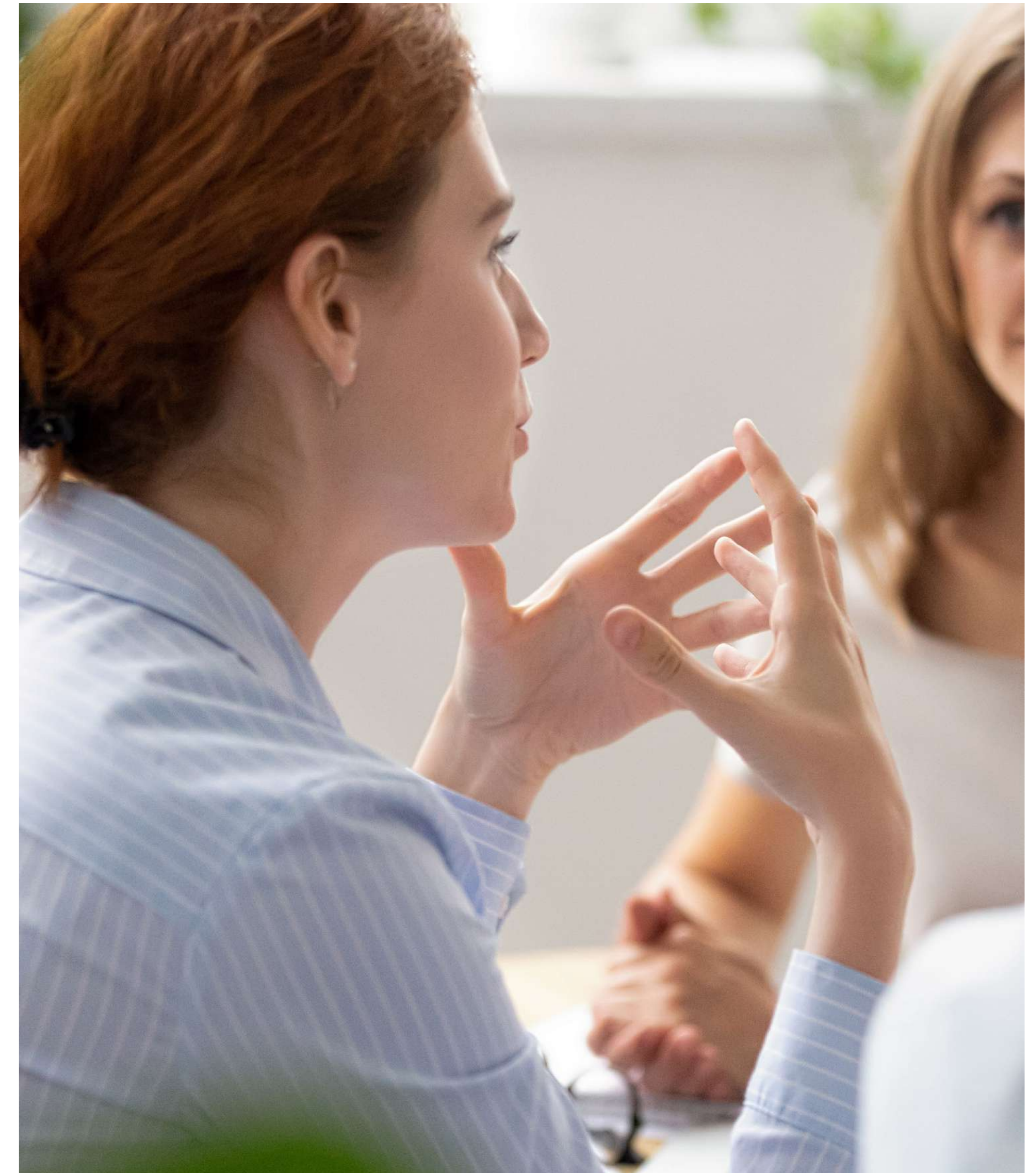
Group Chief People Officer

If you have a concern:

- Speak to your manager, HR team or a person you trust.
- Call our Speak Up Hotline on 0800 069 8024 (UK only).
- Or [submit a report online](#) and note your reference number.



Whistleblowing policy





We value the individual

We do not tolerate harassment, discrimination or bullying

Our workplace thrives when people feel safe, respected and supported. We are committed to maintaining a positive environment where everyone can work free from harassment, discrimination or bullying. At Knight Frank, we stand together to create a culture of kindness, inclusion and mutual respect.

We are committed to:

- **Preventing harmful behaviour**, ensuring all colleagues understand our zero-tolerance approach to harassment and bullying.
- **Responding quickly and confidentially** to any reports of misconduct, ensuring that every concern is taken seriously.
- **Supporting those impacted**, providing a safe space to share experiences and receive the help they need.
- **Promoting respect and empathy**, ensuring we all contribute to a workplace where people feel valued and safe.

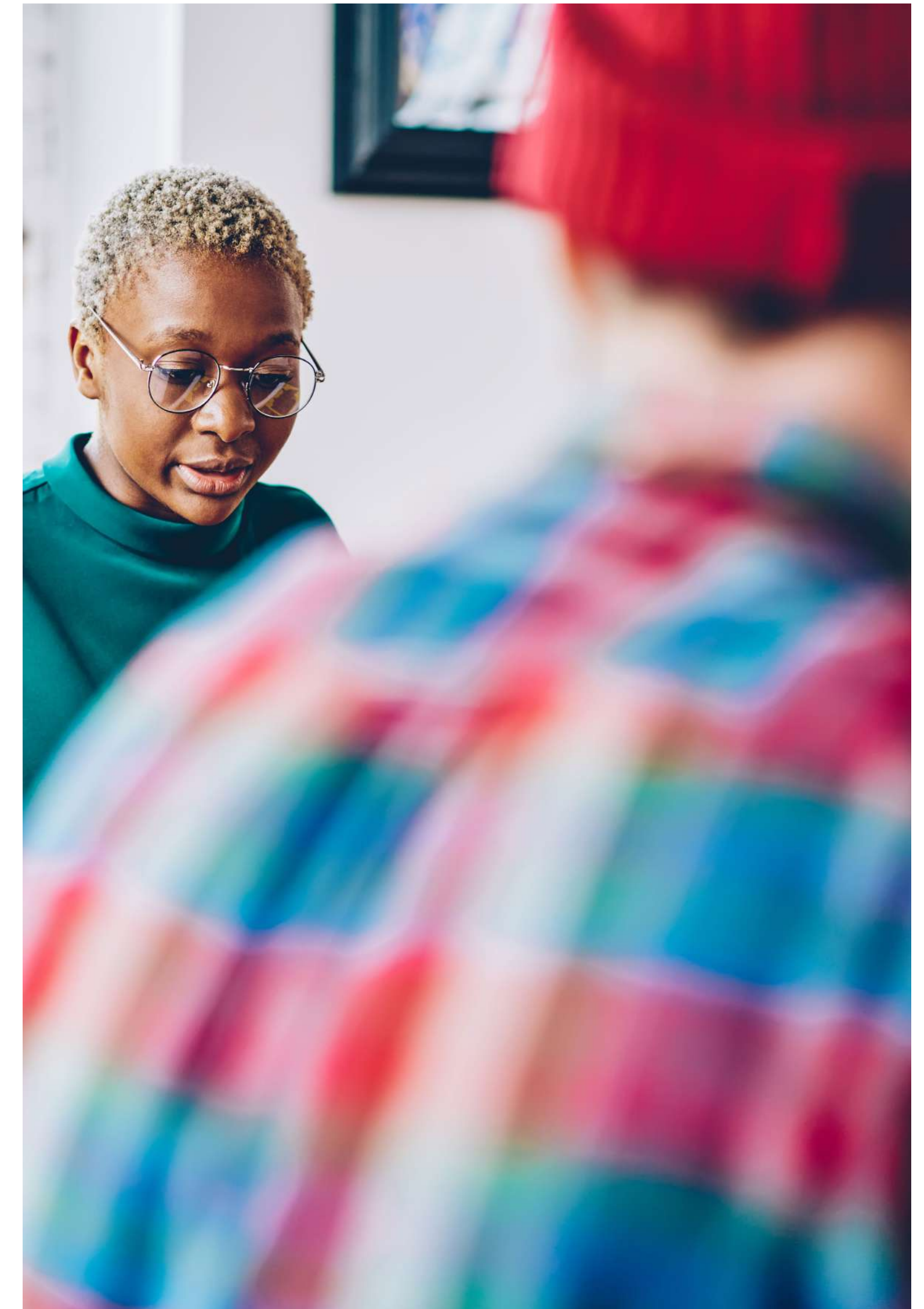
We prioritise the health and safety of all colleagues, clients and communities

Your wellbeing is our top priority. At Knight Frank, we are dedicated to ensuring that every colleague feels safe and supported at work, physically and mentally.

Our focus includes:

- **Maintaining safe working conditions**, protecting everyone from injury or harm.
- **Supporting both physical and mental wellbeing**, ensuring workloads are manageable and environments are positive.
- **Encouraging everyone to look out for each other**, fostering a community where care and safety come first.
- **Providing clear guidance** on how to stay safe and confident in the workplace.

If you have any health and safety concerns, please email SafetyEnquiries@knightfrank.com.





We value the individual

We want to protect our colleagues and our business from abuse of drugs and alcohol

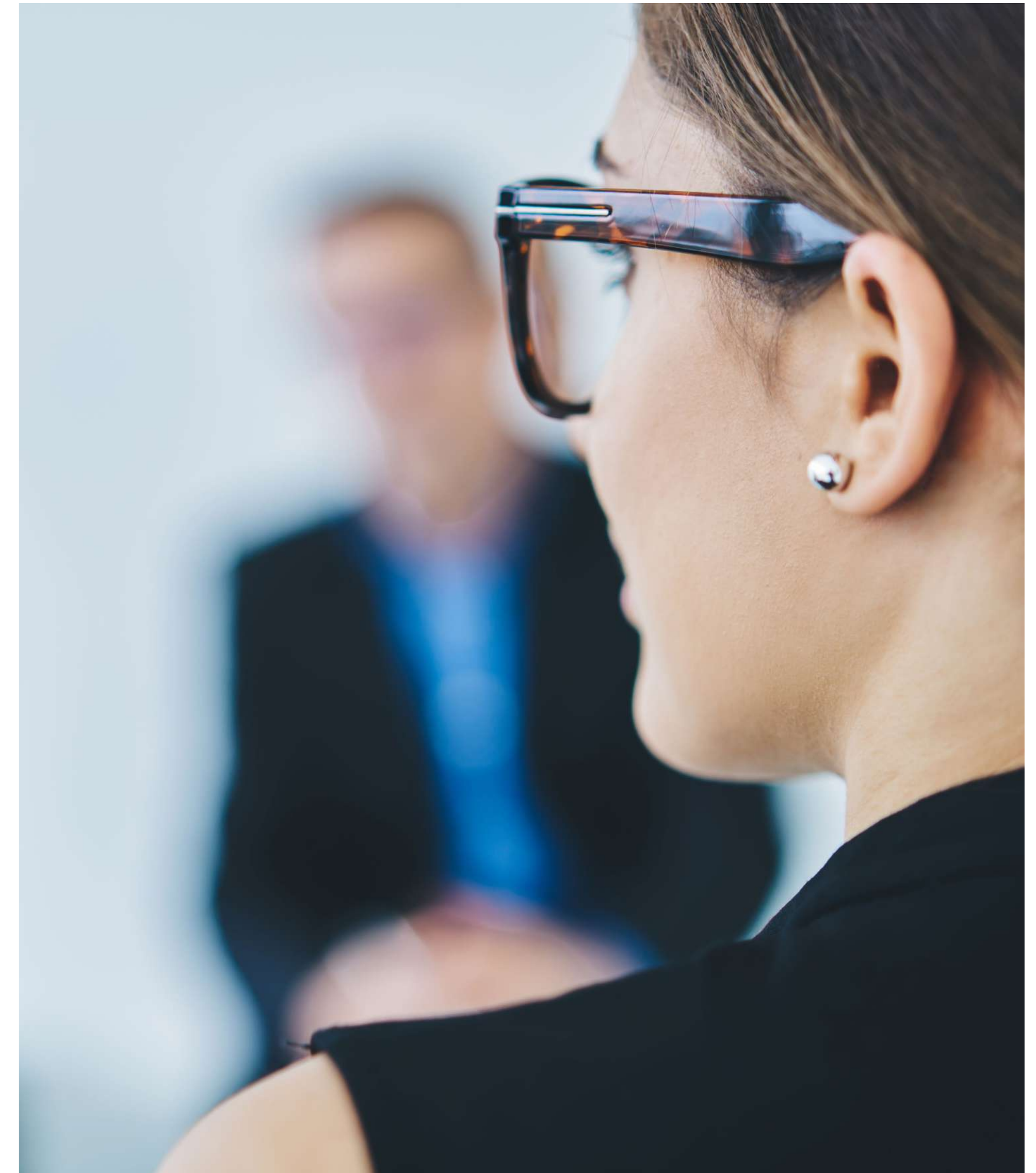
We believe in a respectful and supportive approach for those who seek support regarding their drug and alcohol use. By encouraging responsible behaviour, we must also maintain a safe and productive environment for everyone in the workplace as well as social and client events.

We are committed to:

- **Promoting responsible choices**, ensuring colleagues understand the impact of drugs and alcohol on their wellbeing and performance.
- **Offering care to those who seek and engage with support**, providing access to resources and guidance.
- **Taking disciplinary action** if drugs or alcohol create an inappropriate or hostile environment for anyone.

“Our Code of Conduct provides guidance on the behaviours expected from all those working for and with Knight Frank.”

Associate, Head of Employee Relations





“In the people team, we are committed to creating an environment where individuals feel safe, are supported when reporting any concerns, and trust that these will be actioned professionally and promptly.”

Associate, HR Business Partner, Commercial



We collaborate to succeed



We collaborate to succeed

We actively manage conflicts of interest

At Knight Frank, we act with integrity and always put the interests of our business, clients and colleagues first. Managing conflicts of interest is key to maintaining trust and professionalism.

We should always:

- **Avoid conflicts** and ensure personal interests don't interfere with professional responsibilities.
- **Disclose potential conflicts** and be transparent and proactive in addressing situations that could create bias.
- **Ensure impartial decisions** and focus on what's best for our clients and business.

We promote responsible external communication

Social media is a powerful tool that can help us share our work, people and values.

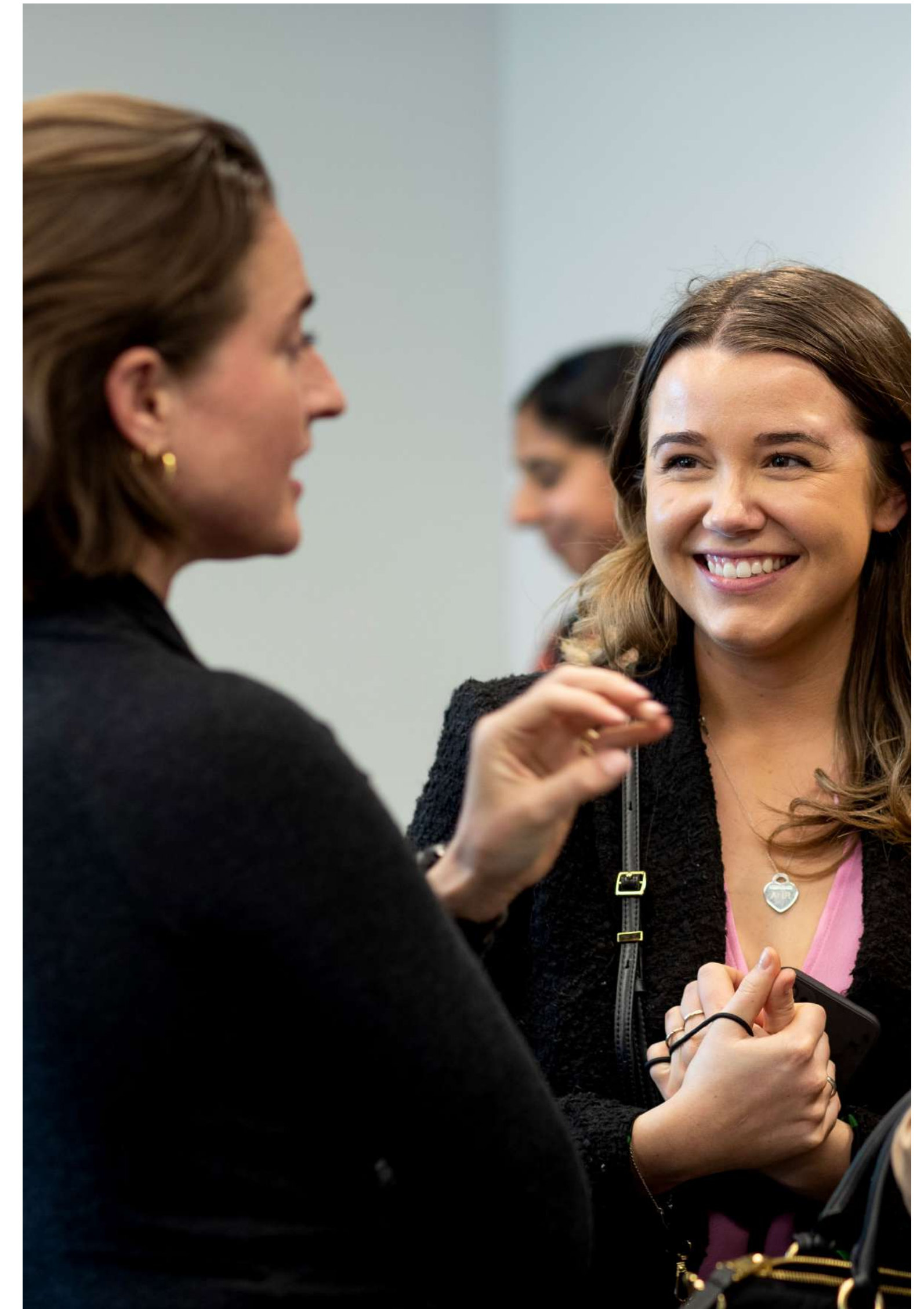
However, it's important that we maintain professionalism and use these platforms responsibly, as each of us should personify our values and brand.

We should always:

- **Engage with integrity** and use social media in a way that reflects Knight Frank's values.
- **Maintain confidentiality**, making sure no sensitive or confidential information is shared publicly.
- **Seek guidance** and check with our marketing or PR teams before engaging in any public-facing communications to ensure they serve the best interests of the business.



Social Media policy





We collaborate to succeed

We believe in dynamic and flexible working

At Knight Frank, we understand the importance of flexibility in today's working environment.

Our Dynamic Working and Flexible Working policies ensure that colleagues can balance their professional responsibilities with personal commitments, while still maintaining high standards of productivity and collaboration.

We are committed to:

- **Supporting flexibility**, allowing colleagues to work in a way that suits both their role and personal needs, while ensuring business requirements are met.
- **Encouraging balance**, helping employees manage their work-life integration in a way that promotes wellbeing and performance.
- **Maintaining collaboration**, ensuring that dynamic and flexible working arrangements do not compromise teamwork and client service.

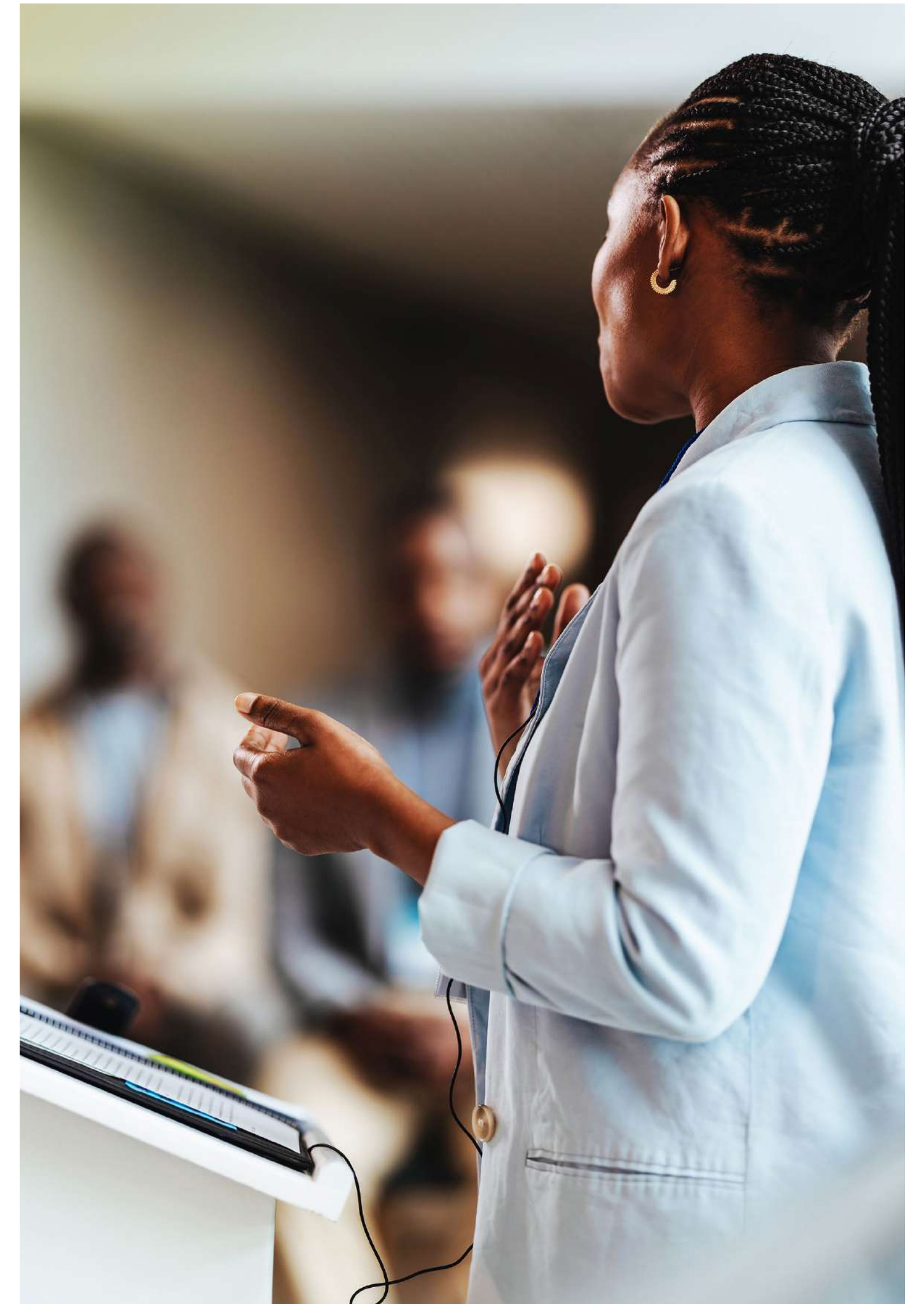
We dress for the day we are having

At Knight Frank, we embrace the philosophy of 'dress for the day you are having'.

We encourage everyone to consider their clients and maintain a professional and respectful appearance that suits the tasks of the day.

Our dress code is designed to:

- **Encourage individuality**, allowing colleagues to dress in a way that reflects their personal style while aligning with the nature of their role.
- **Foster comfort and confidence**, creating an environment where people feel both comfortable and polished.
- **Adapt to the day's needs**, whether it's a formal client meeting or a more casual day in the office, ensuring flexibility while maintaining professionalism.





We collaborate to succeed

We fiercely protect data and manage risks when using technology and Artificial Intelligence

Our clients trust us to safeguard their data and use technology responsibly. We are committed to maintaining the highest standards when it comes to data protection and technology use.

We also recognise and foster the power of technology in enhancing the way we work. We ensure that while we embrace innovation, all decisions and advice remain grounded in the deep knowledge and experience of our people.

“Protecting our information is key to maintaining trust and integrity. Every employee plays a role in keeping data secure and ensuring compliance.”

Partner, Head of Group Information Security

Our commitments include:

- **Protecting data privacy**, ensuring that all client and business information is handled securely and confidentially.
- **Owning all data**, recognising that Knight Frank is responsible for the data we collect in the course of our work and must manage in accordance with our policies and obligations.
- **Using technology securely**, by implementing robust security measures such as passwords, malware detection and other advanced technologies to keep our systems and data safe, and to prevent misuse.
- **Managing risks with technology and Artificial Intelligence (AI)**, enabling us to embrace new tools like AI responsibly, while ensuring human expertise remains central to our work.



[Global Data Protection policy](#)





“Our Code of Conduct fosters a transparent and ethical workplace where everyone is held accountable and can be trusted.”

Partner, Group Financial Officer



We make the difference



We make the difference

We act with financial integrity

Financial integrity is the foundation of trust in our business. At Knight Frank, we take great care to ensure our financial practices are transparent, honest and fair, from large client transactions to how our employees' expenses are managed and reimbursed.

Our commitments include:

- **Maintaining transparency**, ensuring financial records are accurate and clear.
- **Preventing fraud and misconduct**, adhering to policies that prevent money laundering, bribery and corruption.
- **Ensuring fairness**, treating clients, suppliers and colleagues with respect in financial dealings.
- **Providing clear expenses** guidance in our Business Travel and Expenses Policy.



Global Anti-Money Laundering policy

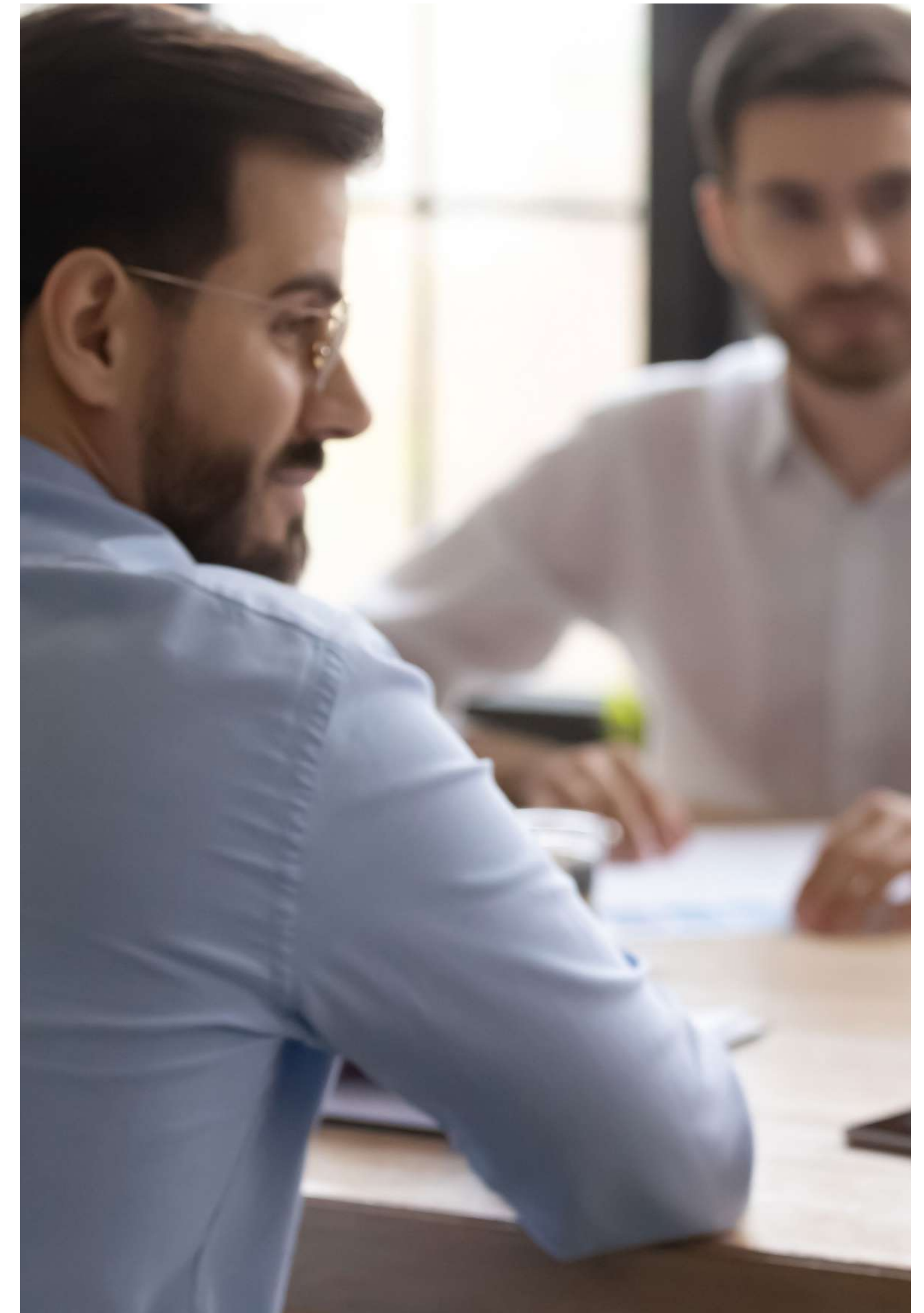


Global Fraud policy

We trust our people to manage business expenses responsibly. Whether it's booking travel, claiming meals, or entertaining clients, we're here to support you in doing it right, while ensuring everything stays efficient and above board.

A few things to keep in mind:

- Submit your expenses promptly, making sure they're backed by valid receipts.
- We work with **Reed & Mackay** to ensure business travel is cost-effective and smooth.
- Entertainment is part of our business, but it comes with a cost, so be mindful of what's reimbursable.
- For all the finer details, including what you can claim and how to go about it, check out the Business Travel and Expenses Policy. It's there to help guide you, so you can focus on the important things while we take care of the rest.





We make the difference

We prioritise environmental, social and governance matters

We are committed to creating a positive impact on society through considering environmental, social and governance factors. At Knight Frank, we strive to make meaningful contributions that benefit our communities and the planet.

Our focus is:

- **Incorporating ESG factors** into our decision-making, supporting sustainability and social responsibility.
- **Promoting ethical behaviour**, holding ourselves and our partners to the highest standards.
- **Strengthening our communities**, focusing on specific areas where we have identified that we can make the biggest difference and have the greatest impact.



Global Corporate Governance policy

“Our Code of Conduct ensures all employees are aware of their own personal role in maintaining the values and culture we aim to foster at Knight Frank.” Group Chief People Officer

We are committed to strengthening our communities

At Knight Frank, we believe in giving back. Whether through charitable initiatives, volunteering, or supporting local communities, we are committed to strengthening the places where we live and work.

Our focus is on:

- **Supporting local initiatives**, partnering with charities and organisations that make a positive impact.
- **Encouraging involvement**, offering opportunities for colleagues to contribute to their communities.
- **Promoting a culture of giving**, showing responsibility and care for the communities we serve.





“As our clients and stakeholders increasingly prioritise ESG, we will work towards ensuring it is embedded into everything we do for the future success of our business.”

Partner, Global Head of Corporate ESG Strategy



We commit to partnership



We commit to partnership

We collaborate to maximise our clients' success

At the heart of our success is a strong culture of internal collaboration. We work closely together, share knowledge and pool expertise across our business to deliver the highest quality service to our clients.

We are all responsible for:

- **Fostering collaboration**, ensuring everyone works together for the benefit of the business and our clients.
- **Building lasting relationships** based on trust and mutual respect.
- **Supporting one another**, ensuring success is achieved together.
- **Driving sustainable growth**, embracing change and evolving as a team.

We place our ethical values at the heart of our procurement and supply chain

Working with a supply chain is an important part of the way we do business. We are committed to working with suppliers that uphold the same values as us.

We do this by:

- **Building social, environmental and ethical considerations** into all purchasing decisions.
- **Due diligence to ensure** suppliers meet all our product, service, environmental, societal and information security requirements.

“Bribery and corruption erode trust. By ensuring we understand our policies and the forms this may take (including excessive gifts and hospitality), we can ensure we are never party to it.”

Partner, Best Practice Manager Risk & Compliance



We commit to partnership

We make sure gifts and hospitality are appropriate

Exchanging gifts and hospitality can strengthen relationships, but it is essential that we ensure these are appropriate and that they meet our high ethical standards.

We are committed to:

- **Ensuring appropriateness**, making sure gifts never influence decisions.
- **Registering gifts**, following clear guidelines on disclosure.
- **Encouraging transparency**, handling all gifts and hospitality openly and ethically.

We do not tolerate bribery and corruption

Knight Frank has zero tolerance for bribery or corruption. Integrity is at the heart of what we do, and we are committed to upholding the highest ethical standards.

Our commitments include:

- **Complying with anti-bribery laws** and ensuring all regulations are followed.
- **Training employees** and providing clear guidance to avoid bribery or corruption.
- **Promoting transparency** to ensure all gifts, hospitality and relationships are handled ethically.



Global Anti-Bribery policy





We commit to partnership

We act to prevent modern slavery

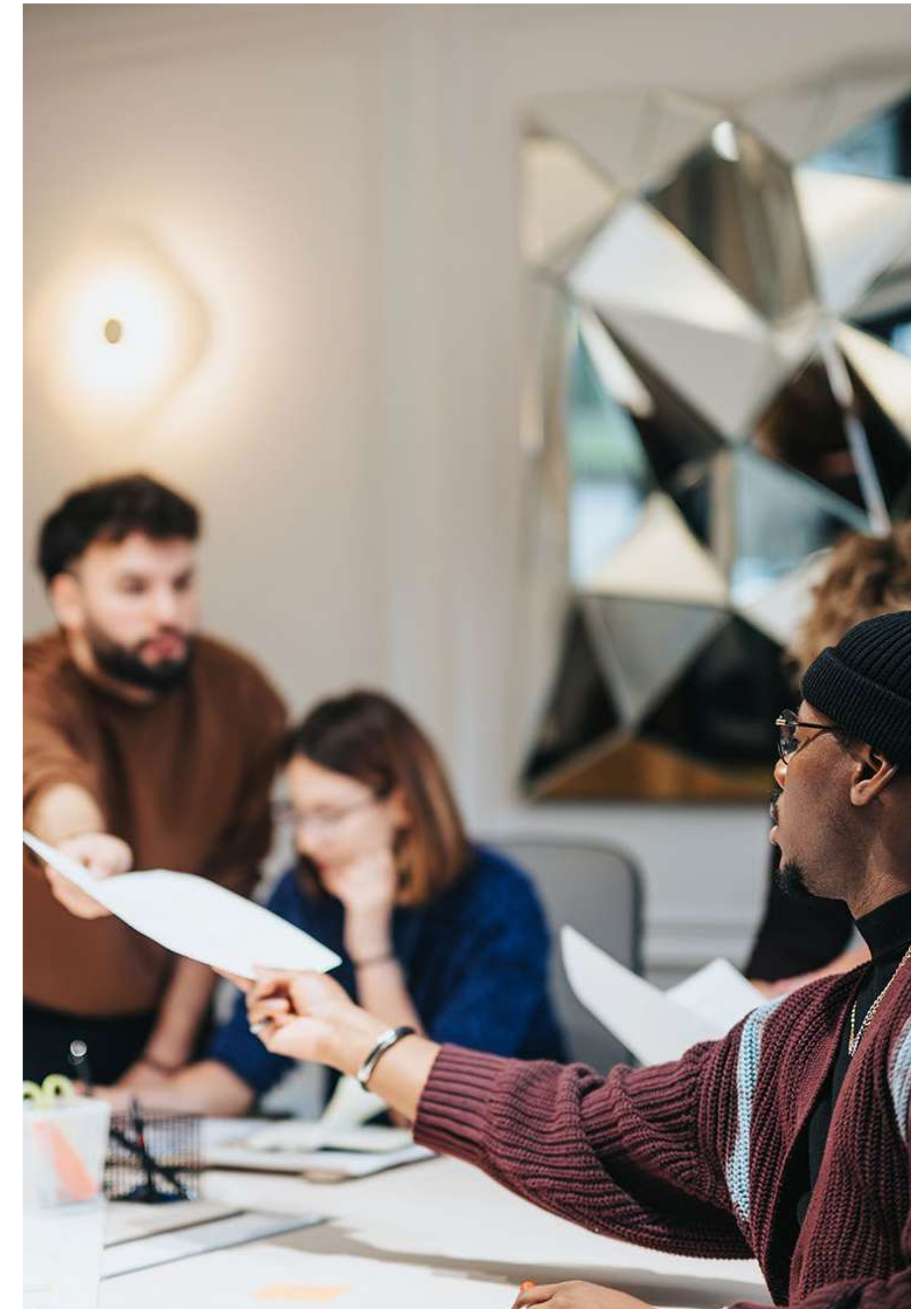
Knight Frank is committed to ensuring that modern slavery and human trafficking have no place in our business or supply chains. We hold ourselves and our external partners to the highest standards.

Our approach includes:

- **Preventing modern slavery**, ensuring our supply chains are free from exploitation.
- **Upholding ethical standards**, ensuring fair treatment of workers.
- **Conducting due diligence**, reviewing supply chains to mitigate risks.

“Our Code of Conduct ensures all our colleagues understand and adhere to ‘the way we work’ at Knight Frank, our values, culture and ethics must be centered in all we do.”

Associate, Head of Employee Relations





We commit to partnership

We maintain professional workplace relationships

We are dedicated to professional and inclusive environments. Personal relationships between colleagues should not compromise work responsibilities.

The key guidelines are:

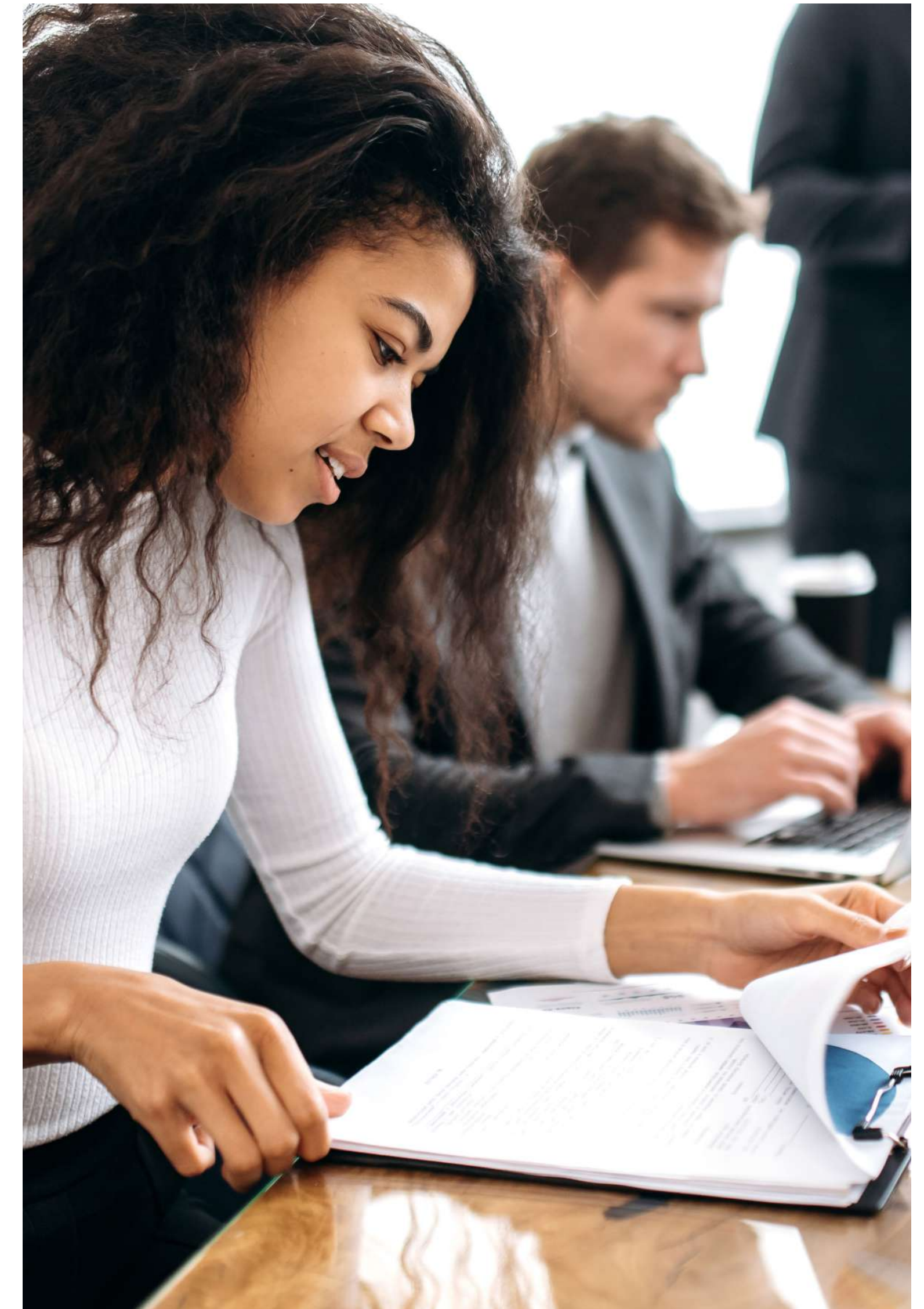
- **Disclosure:** Employees are expected to disclose any work relationship involving a manager and a direct report or someone within their reporting line. We encourage the disclosure of such relationships to avoid potential conflicts of interest.
- **Professionalism:** Personal relationships must not influence workplace decisions or conduct.
- **Confidentiality:** Information disclosed about relationships will be handled with strict confidentiality.

We are dedicated to fostering strong relationships with everyone. If you feel uncomfortable, we encourage you to Speak Up, as we all have a responsibility to share concerns.

If you are worried about how a relationship may impact your work, please seek advice from your relevant divisional HR Business Partner.

“A positive workplace culture starts with respect, fairness, and accountability. Our Code of Conduct ensures we all uphold these values every day.”

Associate, Head of Employee Relations





“It is important that everyone feels valued and protected. With our Code of Conduct, we can achieve this and define a clear standard for all, empowering suppliers to sign the supply chain charter.”

Partner, Head of Procurement



Living our Code

As we conclude this Code of Conduct, I want to extend my heartfelt appreciation to each of you for your commitment to upholding the values and standards that make Knight Frank exceptional.

Our Code of Conduct reflects our shared dedication to integrity, respect and ethical behaviour, and ultimately creating a safe and trusted environment where everybody thrives.

Your role in embodying these values every day is crucial. By adhering to the guidelines and principles outlined here, you contribute to a positive, respectful and inclusive workplace.

Remember, this Code is a resource to guide you, but our true strength lies in the collective integrity and judgment of our people.

If you ever find yourself in doubt or needing support, please reach out to the resources available, including your relevant divisional HR Business Partner.

We are all here to support each other in maintaining the high standards we have set.

Thank you for your unwavering dedication and for making Knight Frank a place where we can all be proud to work.

Karen Bowes

Karen Bowes (she/her)
Group Chief People Officer



Wellbeing

At Knight Frank, we are committed to supporting the wellbeing of our employees and breaking the stigma around mental health. By talking more and having an open dialogue, we can ensure that everyone feels comfortable discussing their challenges and accessing support.

We encourage all employees to take advantage of these resources and support networks to ensure their health and wellbeing are prioritised. Click [here](#) to find out more.

Professional support

- **Cognacity Mental Health & Performance:** Expert mental health services, including psychiatrists, psychologists, and wellbeing training.
- **Mental Health Champions:** Trained staff across the UK available to provide support and signpost to professional services.

Mental health resources

- **WeCare Digital Wellbeing Support:** Free, confidential access to counsellors, GPs, fitness professionals, legal advice, and more for you and your household.
- **Private Medical Insurance:** Access mental health professionals through Bupa or your own insurance, with helplines available for advice and appointments.
- **Shout:** 24/7 confidential text service for immediate mental health support. Text “Shout” to 85258.
- **ANDYSMANCLUB:** Peer-to-peer support groups for men’s mental health, available nationwide and online.
- **myStrength:** A mental health app offering personalised guidance, exercises, and activities to improve wellbeing.
- **Winston’s Wish:** Bereavement support for children and young people.
- **Switchboard (LGBT+ helpline):** A safe space to discuss sexuality, gender identity, and emotional wellbeing.



Knight Frank's UK subsidiaries

This Code of Conduct applies to the members of Knight Frank LLP and the employees of the following subsidiaries registered and operational in the UK: Knight Frank Services Company, Knight Frank Capital Advisory LLP, Knight Frank Investment Management LLP, Traverse International Finance Limited and Knight Frank Finance LLP. This includes all full-time, part-time and zero hours employees as well as any temporary employees.

Entities in the Knight Frank Global Network agree to abide by certain common policies to maintain the standards of Knight Frank and local codes of conduct may be applicable. If you are accessing this Code of Conduct outside of the UK, please refer to your local policies and employee resources for further information. For further details on how the Knight Frank Global Network is structured, refer to: <https://www.knightfrank.com/about-us/structure>.

