

Our Code

At a Glance

Our values capture the essence of what drives us, what aligns and unites us, and ultimately – when looking at our competitors what make us positively different. Our values also guide our behaviours and actions to help shape how we work together, support the delivery of our purpose and to help us motivate each other to contribute our best every day.

Clients and owners trust us to conduct business with integrity, and our Code is a critical resource in maintaining their trust. Aligned to our values, our Code helps each of us to:

- Comply with applicable laws, regulations, and IFM policies.
- Promote the highest standards of ethical conduct.
- Address common ethical situations we could encounter at work.
- Manage improper conduct and behaviour in our workplace.
- Avoid even the appearance of anything improper in connection with IFM's business activities.



In Our Workplace and Our Community, we strive to be inclusive, welcoming diverse contributions and fostering a trusting and open environment where each person is treated in a way that is consistent with our values. We aim to prevent unlawful discrimination, harassment, retaliation, vilification, bullying, and victimisation. We make the safety and wellbeing of our employees a top priority, and we are active in the communities where we live and work, promoting quality of life outside our corporate walls.



As Stewards of IFM, we protect both tangible and intangible assets so we can better serve our clients and preserve value for our owners. We understand the importance of clear, accurate communication about IFM and the need to preserve the reputation we have worked hard to earn. That's why we let only designated individuals speak on IFM's behalf.



In Our Business Practices, we are passionate about protecting privacy and following laws aimed at safeguarding personal data. We also protect material, non-public information, and never improperly use it as a basis for decisions about buying, selling, or holding securities. We conduct business with integrity and zero tolerance for bribery, corruption, and money laundering. We make decisions based on what's best for our clients and strive to avoid even the appearance of a conflict of interest, and follow a disciplined, rigorous and transparent process to manage conflicts when they are unavoidable. We participate responsibly in political and charitable activities. We maintain accurate records so that we can make responsible business decisions and advance our purpose to invest, protect and grow the long-term retirement savings of working people.



In Working With Owners, Clients, and External Business Partners, we understand that long-term relationships strengthen our business, our reputation, and our future, and we have a fiduciary obligation to act in the best interests of our clients. So, we are honest and fair. We source responsibly, choosing external business partners who share our high standards, and we monitor their performance to ensure they are complying with our policies and the law. We protect the confidential information of others and expect the same from our partners. We do not offer or accept inappropriate gifts or benefits.



We Speak Up if we see or suspect behaviour that violates our Code, our policies, or the law. We know that the actions we take (or fail to take) have an impact on IFM, helping to define the kind of company we are today and the kind of success we will achieve tomorrow.