



CORPORATE REPORTING

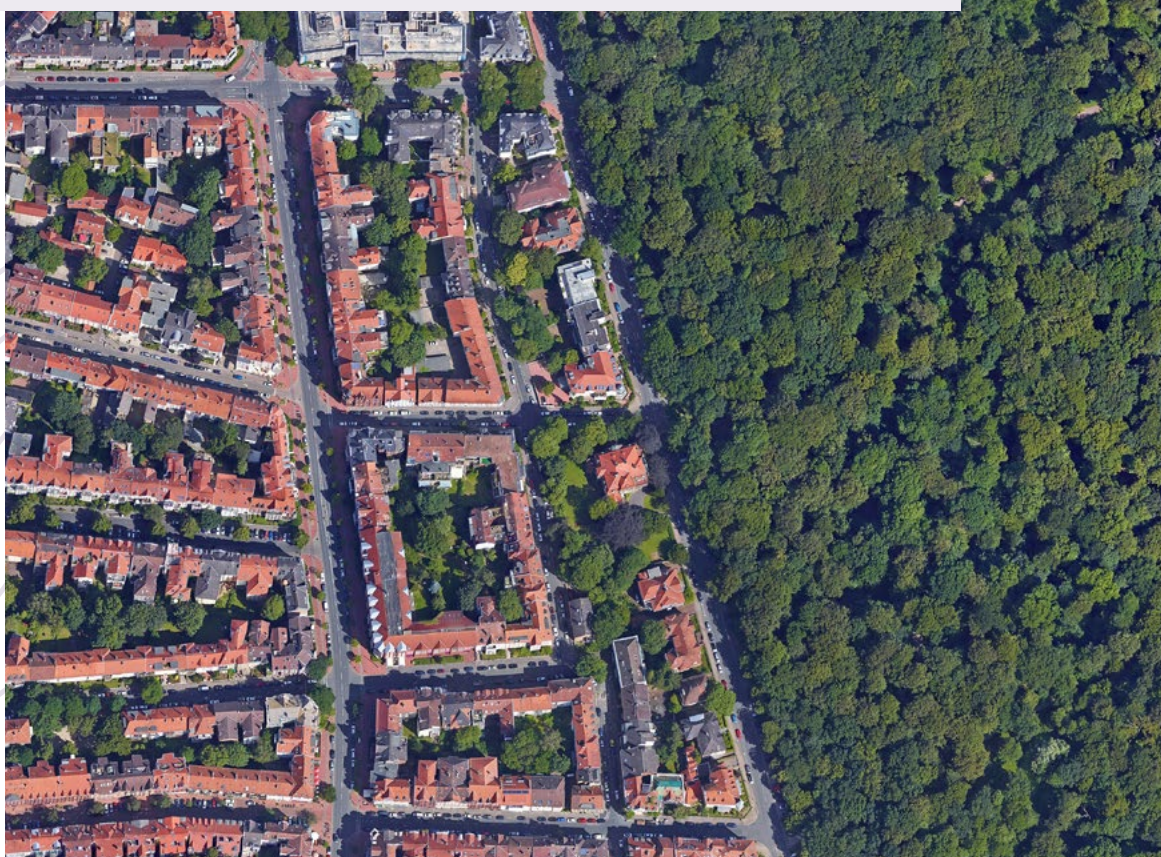
Annual review 2023

Building a sustainable future

A natural and built environment that is sustainable, resilient and inclusive for all

Contents

Introduction	1
Year in numbers	3
Strengthening trust in the profession	7
Enhancing member value and engagement	24
Attracting a diverse next generation	31
Supporting professional progression	36
Leading on issues that matter: sustainability	44
A world-class organisation: inside RICS	50
2023 annual reports	58



Introduction



We are RICS. As a member-led chartered professional body working in the public interest, we uphold the highest technical and ethical standards. We inspire professionalism, advance knowledge and support our members across global markets to make an effective contribution for the benefit of society. We independently regulate our members in the management of land, real estate, construction and infrastructure. Our work with others supports their professional practice and pioneers a natural and built environment that is sustainable, resilient and inclusive for all.

'Our early-career members always make me optimistic for the future because of the vast amounts of intelligence, energy and enthusiasm they bring. We have the first Young Member on Governing Council, whose presence is already being felt, and we've started expanding pre-credential and Matrics support beyond the UK and Ireland.'

Ann Gray FRICS

RICS President, 2023

[Watch the full video >](#)



'Overall, my main takeaway from last year is that we have a dedicated team who care about RICS and want to do their best for members. My main focus for 2024 is ensuring that that intention is directed to deliver continuing improvements across all our activities, for the benefit of our members, the wider industry and the publics we serve.'



Justin Young

CEO

[Watch the full video >](#)

'2023 has been a year of significant positive change and evolution for RICS. While there is work to do to deliver our transformation and vision for RICS, Governing Council, the Board and SRB are now working collaboratively and progressively in the public interest, the interest of its members and all its stakeholders around the world.

I am pleased with the progress made so far and the pace at which the next phases of our programme are being implemented.

RICS has the opportunity to be a major commentator, influencer and standard bearer for the built and natural environments globally, supporting members, governments, and other stakeholders in the public interest. Our aspiration remains to be recognised as a world-class organisation and professional body, helping to shape businesses and people's enjoyment of tomorrows world.'

Martin Samworth FRICS

Chair, RICS Board



Our year in numbers



Reflecting on our performance over the year can take many forms. Here we look at the year in numbers, which allows us to assess the global composition of our membership and the potential for growth in our markets, as well as measuring enrolments, assessments and entry to the profession. It also helps us to see our trajectory in welcoming a more diverse profession.



19.6%
of members identify
as women



112,750
Qualified professionals
(MRICS/FRICS/AssocRICS)



27,469
Trainee professionals
(candidates)



3,924
Newly qualified members

23,576

APC candidates

25%

of APC candidates identify as women

Total assessments globally

6,249

AssocRICS assessments

577

MRICS assessments

4,591

FRICS assessments

153

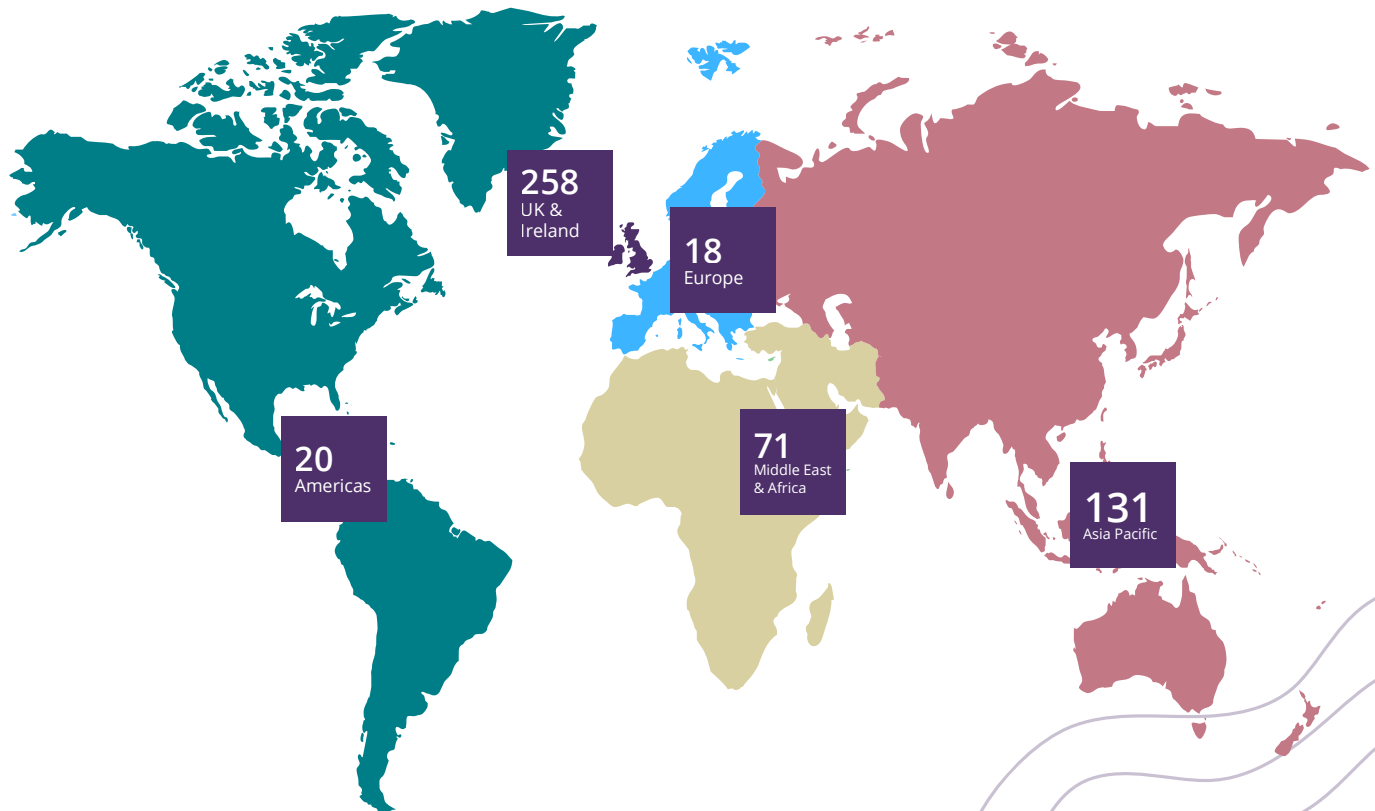
7,497

Total enrolments

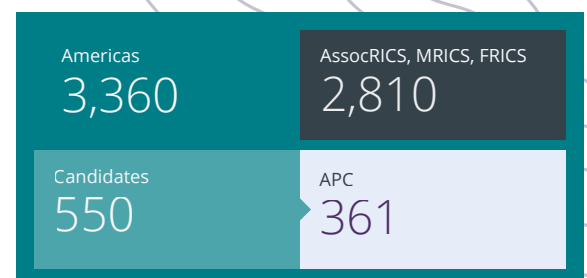
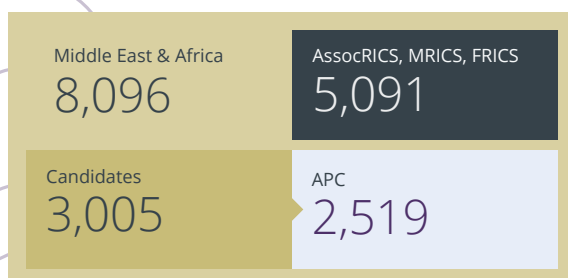
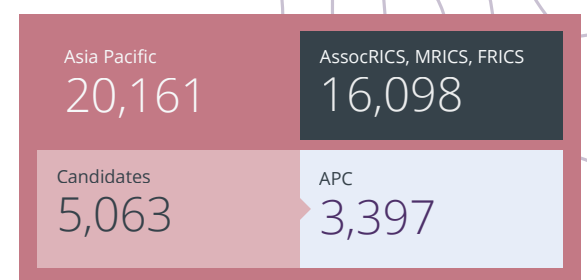
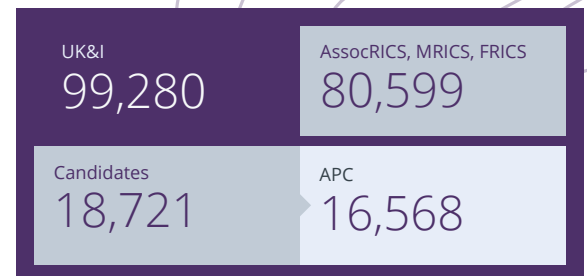
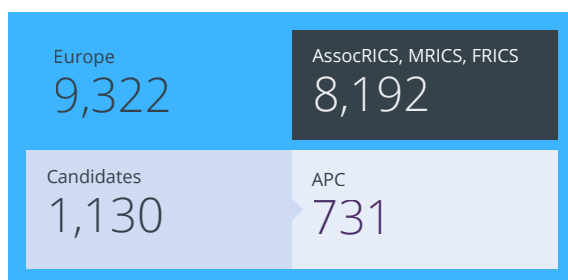
2,027

identify as women

Global distribution of 498 new assessors



Global distribution of our members



Survey of the profession and stakeholder audit

75%

of members and stakeholders
agree that RICS regulates the
profession to maintain and
improve professionalism

74%

of members and stakeholders are
satisfied with the relevance and
content of our core professional
standards



68%

agree that RICS is trusted by
stakeholders and society



53%

agree that RICS is a leading
voice on issues that matter



57%

agree that RICS demonstrates
leadership on sustainability



69%

agree that RICS maintains
professional qualifications
and standards



Strengthening trust in the profession



Standards and Regulation

'While 2023 was a year of significant challenge, the interim board has maintained the momentum of its strategy and has been ably supported by the work and professionalism of the SRB executive and teams, and the RICS staff, who remain committed to the delivery of the strategy and leading the debate on the future of professionalism with other global professional regulators.'

Nigel Clarke

Chair, Standards and Regulation Board

[Watch the full video >](#)



Professional standards

During 2023, a new Professional Standards Steering Group has been recruited to support the assurance and approval of standards. The group includes members with legal, accounting, regulatory and consumer advocacy experience.

The SRB and the Professional Standards Team supported and approved all new and amended professional standards introduced this year. Important projects protecting the public interest include:

- changes to the [RICS Valuation – Global Standards: UK national supplement](#), which is introducing important new rotation requirements for valuers and firms undertaking specified regulated purpose valuations to protect the public interest in objective independent valuation advice and
- the [Whole life carbon assessment for the built environment](#) professional standard, which supports consistent measurement of carbon to empower governments and investors making decisions, which will support sustainable development.

We also worked closely with RICS members and our diversity, equity and inclusion (DEI) colleagues to publish advice to support members and firms in complying with the [Rules of Conduct](#) by encouraging an inclusive culture.

Regulation and assurance operations

Overseen by and reporting to the SRB, Regulation continues to work to maintain public trust and confidence in the profession. This is achieved by adhering to our strategic direction of professionalism in the public interest and fulfilment of our Royal Charter.

We support the profession, underpin consumer and wider public confidence, and uphold professional standards through regulatory activities and assurance programmes. This includes:

- supporting members with annual continuing professional development (CPD) compliance
- supporting regulated firms with registration and renewals
- supporting [Valuer Registration scheme](#) members with registration and renewals
- supporting client money protection schemes and designated professional body scheme firms
- member support visits and regulatory review visits to scheme members
- analysing regulatory risks and data, creating a regulatory risk outlook
- regulatory compliance workshops and webinars
- professional indemnity insurance support and assigned risk pool applications
- receipt of concerns about RICS members and regulated firms
- investigation of concerns and
- referral and prosecuting of disciplinary cases before single decision makers and disciplinary panels of the independently led Regulatory Tribunal.

Globally, we monitor:

9,892

regulated firms

140,070

individual professionals
and trainees

15,966

registered valuers

1,979

concerns about RICS members or
regulated firms from members of the
public, RICS members or their clients

640

investigations cases opened and 439
cases closed

320 member support or regulatory
review visits conducted

46 regulatory compliance workshops
and webinars held

246 regulated firms and
2,576 members reached

96.28% of RICS members complied
with their CPD obligations

The independently led Regulatory Tribunal, chaired by Alexandra Marks CBE, dealt with:

98

cases, including 15 disciplinary panel hearings

3

registration panel hearings

11

interim measures hearings

70

single member decisions

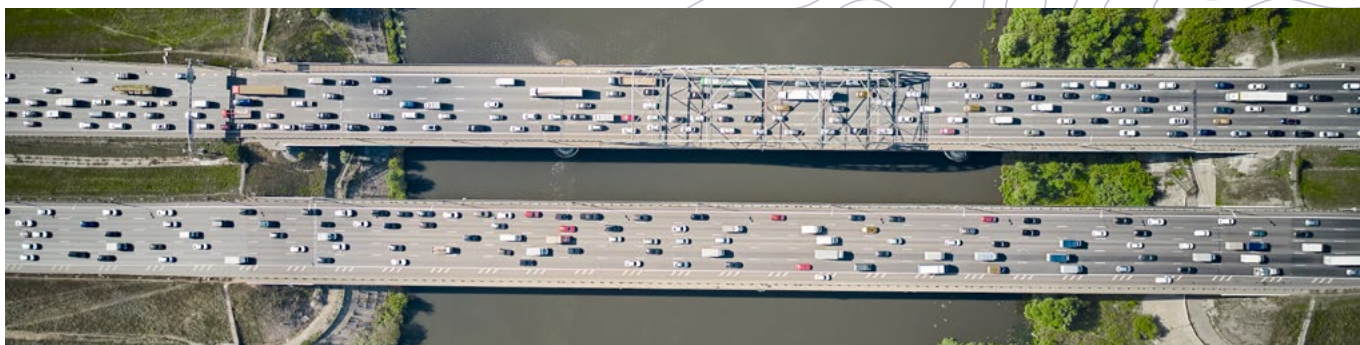
118

sanctions issued
(more than one sanction may be issued in a case)

A disciplinary panel is formed of three (one RICS and two independent) members selected from the pool of Regulatory Tribunal members.

Certain cases, including CPD compliance cases, may be considered on paper by single members of the Regulatory Tribunal, providing a more efficient and less costly process.





Entry to the profession

The entry and assessment process provides the gateway to membership, ensuring individuals have the right knowledge, skills, experience and behaviours at the point of entry and throughout their career. It is essential for all grades of membership that qualification standards and education are maintained and critical for ensuring trust and confidence in the profession. RICS' dedicated project team continues to consult both internal and external stakeholders and work with both the Entry and Assessment Steering Group (EASG) and the Qualifications and Assessment Committee (QAC) to consider future changes.

Education and qualification standards

4,591 MRICS assessment interviews took place (63% in UK). This is lower than the pre-2020 high of 6,412, but an increase on 2021 and 2022 (global pass rate: 60%)

577 AssocRICS assessments, of which 504 were in the UK (global pass rate: 64%)

28 university accreditation meetings took place, reviewing 153 undergraduate and postgraduate degree programmes

11 routes for direct entry to RICS membership were closed

7,500

trainees and candidates enrolled for AssocRICS or chartered membership assessment globally

4,857

members (around two-thirds) in the UK, with the next highest regions for enrolments being the UAE and Hong Kong

We continue to work closely with:

- the Institute for Apprenticeships and Technical Education on the delivery and quality assurance of the Surveying Technician and Chartered Surveyor Degree apprenticeships in the UK and
- the UK Quality Assurance Agency for the review of the Land, Construction, Real Estate and Surveying Subject Benchmark Statement.

The Entry and Assessments Steering Group published its [Interim report](#) in May 2023.

The most chosen pathways for enrolment were:

- Quantity Surveying
- Commercial Property
- Building Surveying
- Project Management and
- Valuation.





Dispute Resolution Service (DRS)

DRS appointment service

At its heart, DRS provides the built environment sector with a private judiciary. In 2023, the DRS Appointment Team processed over 3,300 individual applications for appointments.

DRS currently holds around 60% of the market share for appointing adjudicators in the construction sector in the UK, and maintaining this share and positive reputation is of great importance. Therefore, a high priority for 2024 is focusing on our adjudication offerings, including improving service and user experience.

One of our greatest successes is the [RICS conflict avoidance process \(CAP\)](#), which can be used to resolve issues that have the potential to grow into expensive disputes early, quickly and in a cost-effective manner.

In 2023, we were approached separately by two of the UK's largest infrastructure organisations who wanted to use our CAP. We appointed technical experts to help the organisations manage and resolve a wide range of issues.



Education and training

The DRS Education Team ensures top-quality and up-to-date training programmes, maintaining high standards for dispute resolvers and expert witnesses. We offer various training programmes, including diplomas in adjudication, arbitration and mediation, as well as certificates in expert witness and expert determination.

460+
delegates trained internationally

Concerns about the quality of expert witness functions prompted increased support and training efforts. Demand for expert witness training is growing, with expectations for further growth in 2024.

We have also launched a new [Dispute Resolution Programme for Advisers and Party Representatives](#), based on RICS professional standards and guidance. Additionally, we introduced a [Women in Construction Scholarship](#) to encourage women's engagement in adjudication, with 33 applications received and the joint winners announced in May 2024.



Examples of DRS engagement with government, members and stakeholders

- Contributed to the UK government's consultation on a review of the *Arbitration Act 1996*.
- Led the RICS response to the Ministry of Justice consultation on increasing the use of mediation in the civil justice system.
- Responded to an Ofcom consultation considering how an alternative dispute resolution (ADR) element of the *Product Security and Telecommunications Infrastructure Act 2022* could operate.
- Worked closely with the Construction Industry Council on the relaunch of a low-value adjudication initiative.

For more information, see [RICS Dispute Resolution Service](#).

Development and research

We worked to bring our appointment services and existing and bespoke training programmes to the global market, focusing on Canada, China, India, the Middle East, Oceania and the UK consumer sector.

- **Canada:** in partnership with the ADR Institute of Canada and the ADR Institute of Alberta, DRS was created a nominating authority by the Alberta government. Statutory adjudication is a new process for the province, so for RICS to be part of its development mirrors our role in the UK when adjudication started 25 years ago.
- **India:** we partnered with the India International Arbitration Centre to offer international and domestic arbitration services in India. Through a signed memorandum of understanding (MoU), we will collaborate to provide training to arbitrators in construction and infrastructure arbitration and establish an arbitration appointment service. Our arbitration panel includes senior RICS surveyors, former justices of the Indian High and Supreme Courts, and leading construction arbitrators from the UK. The service aims to provide cost-effective and sector-specific arbitration, addressing the current log-jam and high costs in the Indian construction sector.
- **Australia:** we are pursuing a strategic plan for DRS to be reviewed and revitalised in this region.
- **UK consumer sector:** we worked with Which? to provide a low-cost adjudication process to underpin its Trusted Trader service.





Professional practice

As part of the recommendations from the RICS Richard Review, a Knowledge and Practice executive team was established in summer 2023, followed by the governance structure, including the Knowledge and Practice Committee (KPC) and Professional Group Panels (PGPs).

The main purpose of the KPC is to:

- maintain and develop knowledge and professional practice of surveying
- advance industry and public knowledge on key issues affecting the natural and built environment and
- develop the competencies required for APC pathways, ensuring no overlap with the SRB.

Simon Rawlinson has been appointed Chair for the KPC, and David Parker Vice-Chair. For more information, see [Knowledge and Practice Committee](#).



Simon Rawlinson
Chair for the KPC



David Parker
Vice-Chair

The PGPs were established to represent the various surveying sectors. The following were appointed as chairs:



Cliff L'Aimable

Building Surveying
and Building Control



Roddy Houston

Commercial Property



Roger Esson

Construction



David Sandbrook

Land and Natural
Resources



Emma Fletcher

Residential Property



Nick Knight

Valuation

For more details, see [Professional Group Panels](#).

The KPC and PGPs have all been inducted, and have met and are working to support the delivery of the RICS strategy. For more information on the role and plans of the KPC, listen to [podcast 110](#), with Simon Rawlinson and RICS Interim Director of Knowledge and Practice Luay Al-Khatib.

Implementing the Valuation Review

Good progress was made against the recommendations in the Valuation Review.

RICS has published an updated [RICS Valuation – Global Standards: UK national supplement](#) to improve transparency and ensure valuations remain relevant and trusted. The updates are intended to reduce the risks of conflicts of interest in the commissioning of valuation reports, which is in the public interest. These were approved by the SRB, and introduce new rotation requirements for valuers and firms undertaking specific regulated-purpose valuations.

To give valuers confidence when using the discounted cash flow (DCF) method, RICS has introduced practice information and a [website hub](#). DCF is important for today's professional services, and our tools will help members use it appropriately.

Full details of progress against recommendations can be found on [Valuation Review](#).

Other key projects

Reinforced autoclaved aerated concrete (RAAC)

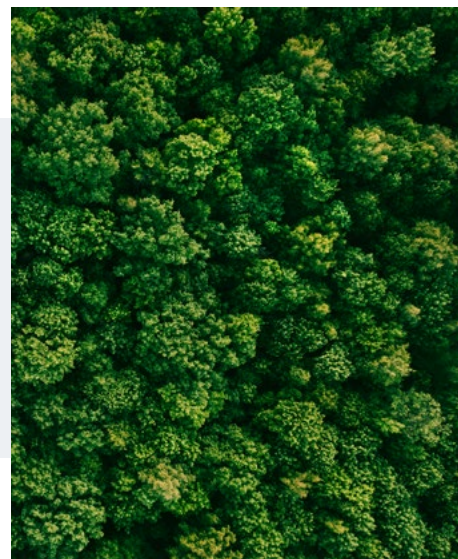
After the news broke about school closures in early September 2023, the Professional Practice Team immediately provided clarity, insight and leadership on this emerging issue. As well as fielding many media interviews, the team quickly published a public statement, as well as an [advice and FAQs page](#) on the RICS website. We engaged with the Department for Education and persuaded them to revise their guidance and criteria for appointing surveyors who are RICS-qualified members.

We also engaged with the Cabinet Office and the Government Property Unit who led on this across the government estate. This was followed by an RICS-hosted webinar (free for members to attend as part of the CPD package) on 20 September, which covered the topic with three experts. This was very well received; the recording is [available for any members](#) who could not attend on the day. Finally, as part of the cross-industry collaborative Construction Leadership Council RAAC expert panel, we are working with partners on updating the Department for Education's guidance.



Valuation of woodlands and forests

The second edition of the professional standard [Valuation of woodlands and forests](#) has now been published. This is a key standard for the land market, as a result of increased investment in natural capital, carbon offsetting, sequestration, rewilding and UK national net-zero targets.



Geospatial standards

The third edition of the [Use of GNSS in land surveying and mapping](#) professional standard was launched to expert plaudits at GEO Business 2023 and FIG Orlando with endorsement and adoption by key stakeholders (CICES, TSA, HS2 and Ordnance Survey GB). Three RICS geospatial professional standards have been adopted by the UK government and will be added to the [UK geospatial data standards register](#).



Agricultural tenancies and the Rock Review

RICS is taking part in the Defra expert working group that will be developing a new code of practice for the agricultural tenanted sector in England. This will focus on behaviours, one of the main recommendations for Defra arising from the [Rock Review](#). A further recommendation from the Rock Review is the creation of a new Farm Tenancy Forum, and RICS is delighted to have put forward a representative for the forum.

Fire safety

RICS contributed to the development and publication of British Standards PAS 8671, 8672 and 8673 on competence in the built environment, and presented to the Consortium of European Building Control (hosted in the UK) on leading the International Fire Safety Standards (IFSS) Decade of Action for Fire Safety 2022–2032. In addition, we published a consumer guide on [spray foam insulation](#), a major public interest topic in the UK.

RICS partnered with CABE to provide a route to registration for relevant members under the *Building Safety Act 2022*.

We launched [Fire Safety \(Competency Module\)](#) in Q4 2023. This is aimed at increasing the competence of new and existing members in a critical life-safety area of building safety following recommendations in Dame Judith Hackitt's report.

The UN supports the IFSS coalition, led by RICS, in its aim to bring about improvements in global fire safety, and our Chair of the IFSS, Gary Strong, gave a presentation to the UN in Q4.



Existing use value

In July, we published the professional standard **Existing use value (EUV) for UK public sector financial statements**. This UK standard provides practical advice and guidance on the interpretation and application of EUV valuations of owner-occupied operational properties in public sector valuations, when used for financial reporting purposes. The document aims to assist members by explaining and reaffirming the principles of EUV and enabling a more consistent approach.

After submitting a response to HM Treasury's thematic consultation of non-investment asset valuation for financial reporting purposes in the UK public sector, RICS was invited to join the working group, which aims to reach a workable approach that supports economic and financial stability through the property valuation process, and which is in the public interest.



We strengthen trust in the profession with the work we do. In 2023, 12 new standards and practice information documents were published.

20,000

downloads of new standards published in 2023

3,000

downloads of new Red Book UK supplement

1,000

downloads of *Discounted cash flow valuations*



WBEF week

Our World Built Environment Forum (WBEF) Week in January 2023 saw attendees come together to discuss priorities and innovations that will define the future of the built environment. Delivered across four time zones, the week-long programme featured leading speakers from across the sector who shared their thoughts both online and in person, marking a positive start to the year's programme. We received positive feedback from both speakers and attendees. Further in-person WBEF gatherings took place in New York in June and Venice in October.



2,500+
registered attendees

130
leading speakers

Speaker

**Cheryl Cairns, Partner,
Trowers & Hamlin**

'It was a privilege to take part in WBEF Week 2023 as a speaker with an engaged and experienced panel sharing insights that will hopefully assist RICS members.'

Attendee

**Kieran Morgan,
construction lawyer & arbitrator**

'A very comprehensive, insightful and engaging week of sessions and speakers, highlighting the key challenges and identifying potential solutions to a broad range of topics concerning the built environment.'



Enhancing member value and engagement

Member engagement took centre stage in 2023, with a focus on putting our members at the heart of everything we do. The evolution of our Member Engagement Experience and Value working group into the Membership Services Committee (MSC) marked a significant step in this journey. Through a series of key initiatives, the MSC has been instrumental in transforming how members engage with and experience RICS, ensuring they derive maximum value from their membership.

Our endeavours in 2024 and beyond align with the strategic goals outlined in our new RICS strategy, **Future Foundations**, which was launched in Q4 2023. We have embarked on a comprehensive transformation programme dedicated to enhancing member engagement through strategic initiatives.

Our efforts have led to increased activity across all key markets, guided by member feedback to drive continuous improvement. Through targeted outreach campaigns, personalised communication from our Regional Advisory Board (RAB) Chairs and the introduction of exclusive member-led networking events and regional conferences, we've seeing a strong sense of community and connectivity among members.

This dynamic approach to engagement has resulted in higher participation rates in events, forums and feedback sessions, providing valuable insights into member preferences and expectations. The rollout of additional networking events received positive responses, contributing to enhanced engagement and participation.

We recognise the investment our members make in RICS and remain steadfast in delivering tangible value in return. By actively seeking feedback and understanding evolving member needs, we endeavour to ensure that our services consistently meet or exceed expectations.



80+ CPD member engagement webinars held, with 9,215 members attending (up 36% from 2022)

250 free face-to-face networking events, with 9,778 members attending in more than 45 countries (up 72% from 2022)

7,110 engaged with at global and regional conferences (up 50% from 2022)*

80% customer satisfaction score achieved on our global market-led events (hitting the benchmark of 80%) – +2,600 responses received

*Through live streaming and access to recorded sessions, we have extended the reach of our conferences to include members who could not be physically present (streaming metrics are not included in engagement figures).

A top priority for our teams is providing the products that our members seek, in order to gain the most value for their professional development and industry knowledge. This is supported by the testimonials we received from attendees.

Attendees, RICS Dilapidations Conference

Ricki Hutchinson MRICS and Erin Armstrong, Blacksons Chartered Building Surveyors

'Yesterday was an incredible day [...] as Ricki Hutchinson and Erin Armstrong enjoyed attending the #RICS dilapidations conference 2023 [...] It was a great opportunity for professional development, meeting with fellow building surveyors and hearing from some excellent speakers covering a range of dilapidation issues and topics. We have expanded our knowledge on market conditions, sustainability, dealing with inherent defects and much more!'

Attendee, RICS Wales Conference

Oisin Fitzpatrick FRICS, Commercial Director, Arcadis

'Delighted to have been a part of the transport panel at the RICS Wales Conference. Great presentation delivered by Alison Thomas and Christopher Warner of the Llywodraeth Cymru/Welsh government on the direction of transport policy. A really engaged audience with some great questions was testament to how well it was received. Thank you.'

Attendee, RICS Building Surveying Conference

Dale Holmes MRICS, Director, Maison Chartered Surveyors

'I'm always eager to stay ahead of the curve in the building surveying industry. That's why I'm excited about attending this year's conference: the programme's diversity is impressive, offering something for everyone.'





RICS Matrics

In 2023, Matrics played a pivotal role in advancing the strategic goals outlined in RICS' [Future Foundations](#). As Matrics expanded, its influence grew, positioning itself as a hub for mentorship, knowledge exchange and inspiration. Through the collective efforts of its members, committees and Matrics UK board, Matrics has evolved into a strong and supportive network, serving as the primary gateway for early career surveying professionals.

208 events organised with nearly 6,000 member engagements

Successful Matrics Surveyor Awards 2023 hosted in October
(see [Supporting professional progression](#) for more)

£10,000+ donated to LionHeart

Matrics brand identity enhanced through collaboration with the Brand Team

Strong presence maintained with 29 local committees in the UK, now including a regional chair tier, linking to the UK&I World Regional Board (WRB)

Continued efforts are under way to expand Matrics internationally, with committees formed in Europe, India, Africa, and Asia Pacific (APAC). Key volunteers around the globe are working to build the Matrics brand and establish networks to support members worldwide. A dedicated international page for joining Matrics, [RICS Matrics International](#), has been created to enhance accessibility and inclusivity for early career surveying professionals globally. Matrics remains at the forefront of the profession and is the beating heart of our next generation.

World regional boards

Under the leadership of chairs such as Simon Prichard MRICS (UK&I), Chris Smith MRICS (Americas), Susanne Eickermann-Riepe FRICS (Europe), Eric Cheah MRICS (APAC) and Haroon Niazi FRICS (Middle East and Africa), the WRBs collaborate closely with the MSC, chaired by Douglas McCormick FRICS, to ensure alignment and continuity in delivering business plans and member services.

In 2023, we conducted recruitment campaigns to strengthen our RABs, which now include 26 boards globally, with around 275 board members. These boards act as liaisons with the WRBs, providing vital regional market insights and intelligence to align with RICS strategic goals. This structure enables fluid communication and coordination across our WRBs and RABs, ensuring that business plans are effectively implemented and local member needs are met.

We extend our gratitude to all our member board volunteers and ambassadors for their dedicated efforts in delivering local and regional business plans over the past 12 months.

For more information, visit [World Regional Boards and Regional Advisory Boards](#).

Chair, UK&I World Regional Board

Simon Prichard MRICS

'In 2023, the UK&I WRB board, in close collaboration with our RABs, prioritised reconnecting RICS with its members and supporting the delivery of a blended programme of engagement at a local level. We have not only devolved our ceremonies for newly qualified members to the regions but successfully reestablished a dozen local member groups who are all committed ambassadors, delivering value to our members.'



Chair, Matrics UK Board

Richard Golding AssocRICS

'I believe 2023 has been an extremely rewarding year for both RICS and Matrics. Incremental improvements were key to a smooth evolution, and it now feels like we are in a good place to drive further positive change in the coming years. I am enormously proud of how the Matrics UK Board is operating, and even struggling to keep up with the hive of activity that is the local Matrics committees. Rightly so, our annual awards in October were the perfect place to celebrate the future leaders of surveying, but we look to make 2024's even more accessible and inclusive. We will continue to make our operating rhythm more efficient and explore how we can further integrate Matrics into other parts of RICS, strengthening our influence in the leadership of the institution.'



RICS awards

In 2023, the global RICS Awards celebrated outstanding achievements across the built and natural environments, honouring exemplary individuals and teams worldwide. Here's a roundup of the noteworthy awards.

- **Australia:** the awards create a unique platform to showcase innovations and achievements across Australia's built and natural environments.
- **New Zealand:** each year, these awards demonstrate outstanding achievement and teamwork, and companies are recognised across New Zealand.
- **South Asia:** recognitions were bestowed on exceptional individuals, teams and organisations, graced by esteemed chief guest, Honourable Minister of Road Transport and Highways Shri Nitin Gadkari.
- **China:** the grand RICS China Awards ceremony attracted over 400 industry elites to witness crowning achievements in land, construction, infrastructure and real estate.
- **Hong Kong:** the RICS Awards showcase the most inspirational initiatives and developments in land, real estate, construction and infrastructure. They recognise outstanding achievement, teamwork and companies.
- **Americas:** a milestone was achieved with the inaugural RICS Americas Awards 2023, highlighting members' remarkable contributions in the region.
- **RICS Matrics Surveyor of the Year 2023:** the tenth anniversary of the RICS Matrics Surveyor Awards was commemorated in October, honouring winners who exemplify the highest standards of excellence.

Meet our 2023 shortlist and winners across the globe and find out what awards are coming in 2024 at [RICS Awards](#).



Chair, Americas World Regional Board

Chris Smith MRICS

'The Americas WRB continued to focus on member engagement and our three core priorities of data and tech, DEI, and next generation. We worked to bring members back together in 2023 through a variety of events from virtual roundtables, local chapter events and conferences, plus highlighting the incredible talent in the region with the inaugural Americas Awards.'





Attracting a diverse next generation

Genuine, impactful and long-lasting change takes time and requires a solid foundation of data, policy and practice frameworks for support. This is where RICS has focused its attention over the past year for DEI in order to make the progress we need.

Since the appointment of Louise Brooke-Smith OBE FRICS as RICS board member with specific responsibility for the DEI portfolio, she has supported and enabled the DEI Team to prioritise work in these core areas, along with more events, campaigns and sponsorships.

Below is a summary of what was accomplished in 2023 and what to expect in 2024.

Data and insights

As part of an [MoU](#) with five other built environment professional bodies focused on improving DEI in the industry, RICS has worked collaboratively to deliver actions from an agreed plan, prioritising the three key areas of data collection, education to industry pipelines and professional competency. We will report on our research into the education to industry pipeline in the coming year.

As part of the MoU agreement, RICS started collecting membership data in the UK and Ireland in October 2022, as the organisation had historically only collected gender and age data. Although a [strategic communications campaign](#) took place throughout the year explaining the importance of this data for establishing benchmarks and enabling informed target setting, response rates remain too low for the datasets to be viable for benchmarking and reporting. We will continue to engage the membership to increase response rates over the coming year. We need this basic data to ensure our ongoing DEI strategy is shaped by accurate, meaningful information.

In an effort to showcase how data can be leveraged effectively to drive change, we launched RICS' first survey focused on the make-up and experiences of women in the global profession in 2022. Combining the survey results with general demographic data, we delivered RICS' first-ever [Women in surveying insight report](#) in July. This report pinpointed areas of concern and the changes women would like to see moving forward. We launched a follow-up survey in September 2023, and will launch similar surveys across other demographic areas in the coming years, to reflect the makeup and experiences of underrepresented groups in the profession, and priority areas that must be addressed to create more equitable and inclusive workplaces for all in our industry.

Finally, to establish stronger layers of comparable data to shape more accurate and sector-specific targets and objectives, we have partnered with Action Sustainability to bring RICS' member firms into its [large-scale DEI survey](#) for built environment organisations. We will encourage and support more RICS firms in participating in this survey, as the benchmark it produces is a valuable tool for all firms looking to make meaningful and impactful changes.



Training and events

Over the course of 2023, we delivered three major DEI events for the surveying profession.

- **International Women's Day: Advancing Inclusion for Women Surveyors**
- **Pride in the Built Environment**
- **Advancing Racial Equity in the Built Environment**

To build stronger relationships, all events were collaborative efforts that elevated the work of industry networks and partners. The theme throughout all events was 'engaging allies', with panel discussions and speakers focused on giving attendees tangible actions they could start implementing both personally and professionally to help shape a more inclusive culture across the industry.

In addition to formal training and events, we also collaborated with industry and DEI experts to deliver 12 **RICS podcast** episodes focused on DEI topics, ranging from inclusive and accessible design to setting stronger expectations and targets for supply chains, global and legal considerations for implementing DEI initiatives, and more.

We supported external networks by hosting events at RICS HQ to elevate and sponsor their work to improve culture, experience and representation in the profession. This included:

- the flagship Association of Muslim Surveyors event, which drew a full house of more than 100 surveyors from multiple regions
- the flagship Black Girls in Property event for the Land Collective, which focused on educating and inspiring students to consider career opportunities in the built environment and
- the Why? Conference, led by the charity Translucent, aimed at educating leaders and decision makers on the rise in trans hate crime and the importance of the *Equality Act 2010*.



RICS was also proud to sponsor the Women of the Future Awards programme in the UK and Southeast Asia, the Black Professionals in Construction Awards, Black Women in Real Estate's Phenomenal Women campaign, and AbilityRE's International Day of People with Disabilities event.

Hosting and sponsoring events has enabled us to elevate the voices and experiences of historically marginalised communities within the membership, increase awareness of challenges and opportunities for improving culture and representation, and showcase role models among our members who can inspire the next generation of talent in the industry. Through these partnerships, RICS has also built a growing network of members and experts to help inform our DEI strategy, deliver thought leadership and collaborative insights, and ensure we are meeting the diverse needs of all of our members and the communities they serve.

For CPD, we collaborated with the RICS Products Team to ensure a one-hour DEI course is now included in member CPD support packs free of charge, and we aim to expand the CPD DEI offering in 2024 by delivering webinars to support the guidance now included in the RICS [Rules of Conduct](#) focused on diversity, inclusion and respect.





Policy and practice improvements

During 2023, internal RICS teams have been reviewing processes, practices and policies to identify areas for improvement impacting both internal and external stakeholders. Through these reviews, we have adopted more inclusive language and content in documents, made adjustments for colleagues and members, improved accessibility, and highlighted and addressed exclusionary and discriminatory behaviours.

Collaborative reviews have been initiated to ensure teams are delivering products, events, assessments and stakeholder engagements that are more representative, inclusive and accessible for all, and we will continue to prioritise work in this area.

Internally, several new employee resource groups were formed in 2023, enabling initiatives to review and provide feedback on internal policies, educate and engage with fellow colleagues on key inclusion topics, and engage with senior leaders to inspire positive changes. For more information, see [Diversity, equity and inclusion \(DEI\)](#).

Finally, working groups comprising members and DEI leaders from member firms worked closely with RICS Professional Standards and DEI colleagues over the course of the year to develop guidance and resources to support Rule 4 of the [RICS Rules of Conduct](#) focused on diversity, inclusion and respect. This is the most robust guidance RICS has ever delivered to member firms of all sizes and wider stakeholders around DEI and helps members and firms to apply inclusive practices, retain diverse talent and provide professional services that meet the needs of their clients.

What to expect in 2024 and beyond

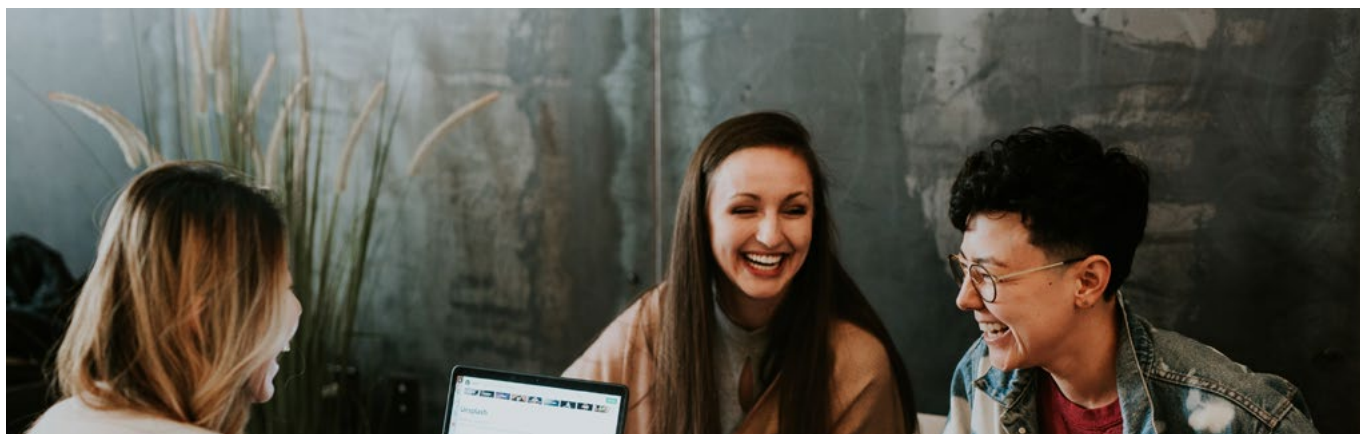
The RICS DEI Team gained capacity with two new managers in January 2024. This will help support immediate priorities such as:

- the publication of the RICS DEI Strategy for 2024–26
- the delivery of inclusion guidance through the Rules of Conduct and
- the establishment of a DEI leadership forum.

We will also continue our work on research, insight and thought leadership across all demographic areas and will continue collaboration, sponsorships and support for industry networks with increased training and DEI CPD content.



Supporting professional progression



Early engagement

RICS professionals achieve incredible things across the built and natural environments. But to secure future professionals, it's essential that younger generations understand, and are inspired by, a career in surveying.

The [RICS Inspire programme](#) serves as a vital platform for introducing the profession to students at schools and universities. Inspire workshops offer interactive experiences where students explore various surveying roles, tackle challenges and connect with role models both in person and through video presentations.

195 schools welcomed RICS professionals for workshops, assemblies & careers fairs

2,301 students reached per month across the UK and Ireland

94% workshop satisfaction rate

We also collaborated with organisations such as the 93% Club, Careers Hubs, WJEC, Careers Wales, the Education Authority in Northern Ireland, and Developing the Young Workforce in Scotland to identify and capitalise on prominent events.

Following school and college engagements, we encouraged students to pursue work experience.

12 firms

offered work experience opportunities

10 students

in work experience placements

John Cabot Academy

Janet Allen, business studies teacher/head of year 10

'The sessions were engaging, informative and personable ... they gave us plenty of information on what surveying involves, and it was very interesting to hear how their different career paths differed and how much they love what they do.'

Malvern St James Girls' School

J. Forrester, Head of Futures

'It was a very personable event; everyone was extremely friendly and welcoming. I loved being able to chat directly to the young surveyors, they are excellent ambassadors for the profession.'

Sutton Trust event

Sixth-former

'You've kindled my interest in an industry that I had no knowledge of before today.'

We also ran two influencer sessions catering for parents, carers, teachers and career leads: one with The Girls' Network just ahead of International Women's Day, and a second in November.

Diversity in the talent pipeline is a key focus; we also collaborated to deliver events with organisations such as the Land Collective, ROK, the Sutton Trust and the Association of Muslim Surveyors to promote surveying.

In February, we attended the Local Authority Building Control conference in Milton Keynes and promoted the RICS Building Control pathway to its 90+ apprentices.



We have also supported sixth-formers considering careers in property at our Westminster HQ and our Colmore Row office in Birmingham, from students on work experience with the Crown Estate to students attending a Pathways to Property insight day.

During the HQ visit, work experience students heard from two RICS members working in building surveying and corporate real estate, and during the Pathways to Property day, around 30 sixth-formers from inner-city Birmingham schools undertook site visits and projects before splitting into four groups to take on roles as development companies.

Of the participants, 93% expressed an interest in pursuing property studies at university.



National Apprenticeship Week

We ran a National Apprenticeship Week (NAW) social media campaign in February. We created a variety of assets, ran member spotlights and shared videos showcasing both apprentices and their employers talking about the benefits of and common misconceptions about apprenticeships.

We ran an interview with Stephanie O'Dwyer, RICS Apprentice of the Year, and Lee Hatwell FRICS, director of an architectural and building surveying firm in Essex.

1,021 reactions to 15 NAW social media assets (against a KPI of 500)

3,744 views of apprentice video [Alfie's story](#)

3,641 page views in February (against a 1,000 benchmark)*

3x more social media engagement compared to NAW 2022

*Considering cookies, the real number could be three times higher.

Podcasts and events

Head of Early Engagement Sarah Noble was asked to take part in various podcasts, such as those hosted by Marion Ellis from Survey Booker and University College of Estate Management, to share information about our early engagement work, and also how we can support students working towards careers in the natural and built environment.

RICS has produced six videos showcasing the work of surveyors, which were shown in schools, colleges and universities, alongside a new educator and parental page, [Become a surveyor](#).

RICS continued to work with Changing the Face of Property (CTFOP) in 2023, helping to secure Inspire Ambassadors for events such as the National Career Guidance Show in March at London's ILEC Conference Centre and participating in Pathway CTM's Virtual Taster Day, which hosted 90 students.

We supported Cushman & Wakefield, one of the CTFOP group, to set up an insight day at their West End office in London. Sixth-formers from four local schools attended, seeking further information not only about a career in property but also about the level 6 surveying apprenticeship.

University engagement

University engagement grew in 2023 with the introduction of the Campus Ambassadors pilot scheme; the ambassadors' alliance with Matrics is bringing young people through into the profession. Although this is still a pilot scheme, we hope this initiative will expand.

14 ambassadors
in nine universities

532 students
attended the bespoke online sessions

95%
average satisfaction score

37 sessions
on various themes*

*Themes included an introduction to RICS, sustainability and women in surveying.

School of Property, Construction & Project Management, RMIT University, Melbourne, Australia
Dr Judith Callanan MRICS, Associate Dean – Property & Valuation

'On behalf of RMIT University, I would like to express our sincere thanks and appreciation to you and your team for helping make our recent study tour a success. Students had a very informative trip, and we would like to share the following extract from an email we received from a student:

"...it has been the most enjoyable couple of weeks I have ever had, and I will be forever grateful ... creating lifelong friends, to listening to international industry leaders speak about innovation and the future trajectory of building our cities and the industry."

In 2023, we saw a 42% uplift in university engagement in the UK, and a 310% uplift in APAC. Of the universities offering accredited courses, the following welcomed or interacted with Inspire Ambassadors.

80% in UK&I

58% in APAC

76% in the Americas, Europe, Middle East and Africa



RICS offers a range of professional development packages that are designed for members and external stakeholders from the industry to support their career progression.

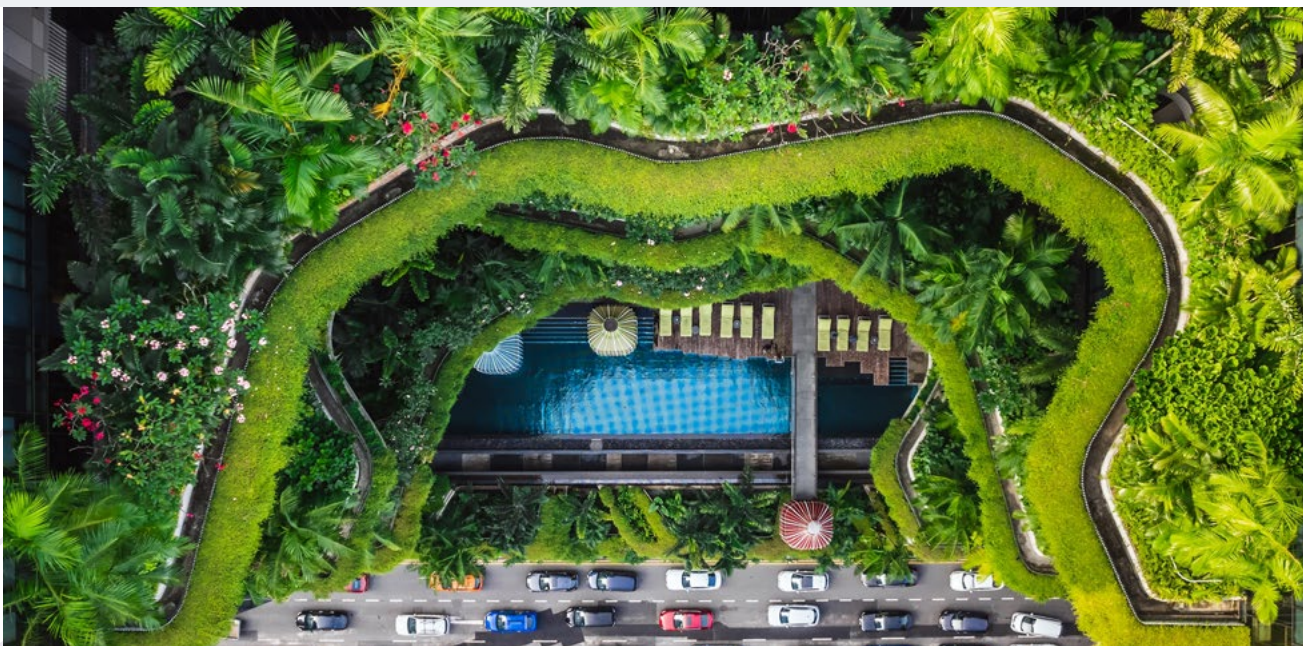
80+ member engagement webinars were held

9,215 members attending (up 36% from 2022)

COP28 competition

In 2023, we saw the [launch of a global student competition](#) in the run-up to COP28 as part of our ongoing commitment to promoting sustainable practices and solutions in the natural and built environments. (For more details, see [Leading on issues that matter: sustainability](#).)

The overall winners were invited to be key speakers at the WBEF, which brings together industry leaders, policymakers and sustainability advocates to discuss and shape the future of the built environment.



RICS President
Ann Gray FRICS

‘Climate change is a long-term, multigenerational challenge, and the built environment’s future leaders will drive the sector’s response. Supporting the next generation of professionals to promote innovative solutions is vital to mitigating the negative effects of our sector.’



Inspiring new generations

RICS is committed to giving a voice to the future leaders of the profession. The prestigious **RICS Matrics Surveyor Awards** provide an opportunity for individuals and employers to celebrate the highest standards of professionalism and innovation in the built environment. They recognise those who have already made an outstanding contribution to the advancement of the industry, while also celebrating them as leaders in their field and offering the chance to inspire the next generation of surveyors.

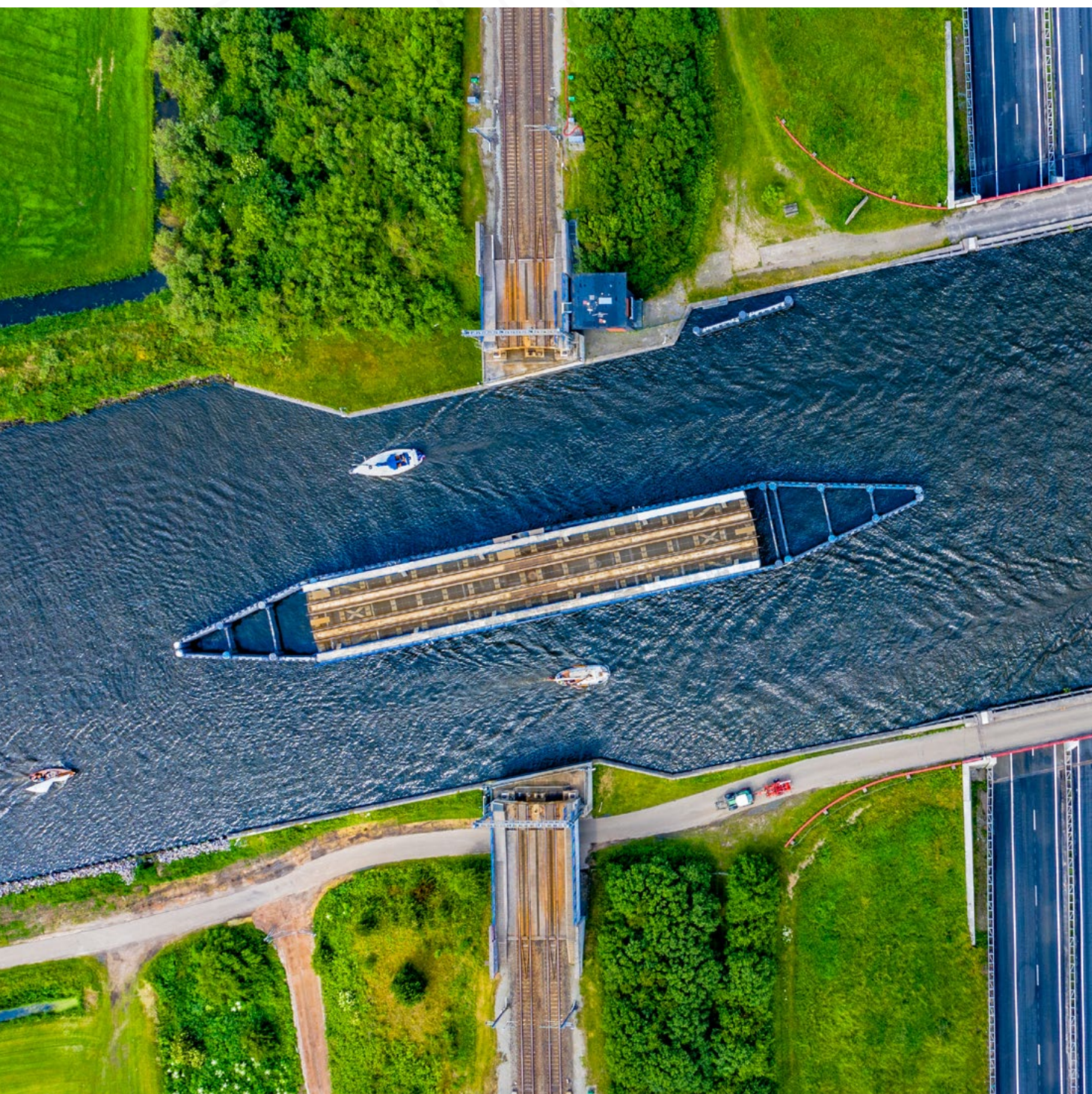
We celebrated the winners' achievements, as well as marking a decade of the awards, at the ceremony hosted on 20 October 2023.

Each of our winners represents a commitment to the highest standards of professionalism.

Congratulations to Carolyn Brady MRICS, who was crowned RICS Matrics Surveyor of the Year 2023.



[Watch a video of the awards >](#)



Leading on issues that matter:
sustainability

With the built environment estimated to be responsible for around 40% of global carbon emissions, RICS working with members and key stakeholders plays a vital role in ensuring we collectively reduce our carbon consumption across the built and natural environment life cycle.

Our focus is to help:

- decarbonise the built environment
- build climate resilience
- promote and protect biodiversity and
- embed circular economy principles.



Whole life carbon assessment

RICS launched the professional standard **Whole life carbon assessment for the built environment**, second edition, in September 2023, supported and approved by the SRB. Covering all built assets and infrastructure across their entire life cycle, this publication is set to become the world-leading standard for consistent and accurate carbon measurement in the built environment. Giving visibility to the carbon cost of different design choices, the standard aims to help manage carbon budgets, reduce lifetime emissions and deliver a net-zero future for the built environment. It is also a great example of RICS drawing on its members' expertise, with more than 1,300 consultation responses informing the final document.

A launch event was held in our London HQ, where we heard from a panel of experts including lead author Simon Sturgis of Targeting Zero LLP, Giorgia Albieri of the Department for Transport, Kay Tor of the Infrastructure and Projects Authority and Mark Rogers of Turner & Townsend. The event was chaired by Amit Patel, RICS Head of Professional Practice – Construction. RICS President Elect Tina Paillet gave opening remarks and summarised the significance of the standard in the context of the climate crisis:

'... we need common standards that provide consistent assurance and confidence that decisions about land use, building and infrastructure construction and property management are well-founded, defensible and effective, adopting long-term thinking about reuse, recycling and redevelopment'.

The WLCA standard becomes effective on 1 July 2024. RICS is now developing training and accreditation to support members in its implementation, ensuring RICS members can become the go-to professionals for carbon measurement and carbon certification for the built environment.

A number of UK governmental departments and bodies have specified the use of RICS' WLCA standard, including Defra, Scottish Futures Trust, the Strategic Investment Board in Northern Ireland and a number of local authorities in Wales. This is an important step for transitioning the UK's public-sector projects towards net zero.



[Watch our video about WLCA >](#)

COP28

RICS was an official observer at COP28 in Dubai, meeting key figures from government and industry. This status allowed RICS staff members, including CEO Justin Young and then President Elect Tina Paillet to take part in high-level discussions about the importance of the WLCA standard and the role that the profession plays in decarbonising the built environment.

Alongside COP, we ran a joint conference with the UAE-UK Business Council to discuss what the industry can do to decarbonise in the two regions more broadly. The conference was also an opportunity to promote RICS' WLCA standard, which is increasingly being seen as the primary assessment methodology by international partners such as the ICMS Coalition.

To coincide with COP28, we released case studies highlighting how members are already addressing climate change, as well as a number of policy reports suggesting actions for governments in key markets.

The Global Alliance for Buildings and Construction (GlobalABC) under the UN Environment Programme (UNEP) has invited RICS to be a supporting partner of the Buildings Breakthrough, specifically on priority action B1: Standards and Certifications. This has been a major development with the 27-nation Buildings Breakthrough initiative. The signatories, including China, France, the UK and the US, cover a third of the world's population and generate two-thirds of global GDP. Signatories have committed to making near-zero emissions and climate-resilient buildings the new normal by 2030. RICS signed up to this commitment, and we attended a follow-up ministerial meeting in March 2024.



9 million

reached by RICS COP28 press coverage

1,500

extra followers on social media

1,200

WLCA standard consultation comments

4,800

downloads of WLCA standard

CEO

Justin Young

'RICS was excited to be present at the beating heart of the upcoming COP28 conference in Dubai. By granting RICS observer status, the UN recognises the importance of including the built environment and RICS as a sector representative in the conversation on climate change.'

Decarbonisation of UK real estate

RICS has been promoting the role of the profession in the decarbonisation of the built environment. We have secured adoption of the [Built Environment Carbon Database](#) (BECD) by Defra, Scottish Futures Trust and Lloyds Banking Group, who will all use or stipulate the use of this tool for carbon estimating and benchmarking of construction projects. BECD is free to access and designed to become the main source of carbon estimating and benchmarking for the industry. RICS collaborated in the development of the tool for the UK.

We published an addendum to our report on [Decarbonising UK real estate](#), which was launched at COP28 in Dubai.

In December, we published our [2023 sustainability report](#), which draws on questions in our global construction and commercial surveys. Occupier and investor demand for green buildings has risen globally, although initial costs are still an issue for investors. However, the report highlighted a lack of measurement, which our new WLCA standard aims to address.



RICS manifesto ahead of the UK general election

Ahead of the next UK general election, we published a [manifesto](#) entitled *Empowering a sustainable future*, to advocate policy solutions for some of the most important challenges of our time. The manifesto sets out a ten-point road map focused on creating safe, sustainable and affordable homes for all, taking a place-making approach to delivering community infrastructure and investment in the skills pipeline.

RICS student competition 2023

RICS launched a student competition where we invited school and university students from around the world to participate and share their innovative ideas on how we can accelerate the decarbonisation of the built environment. We asked them to propose a practical solution in one of five key areas: policy, technology, society, finance or skills.

We are pleased to announce this year's RICS global student competition winners Jen Yee Long and Yap Jia Hui from Malaysia, currently both studying for a Bachelor of Quantity Surveying (Honours) at Tunku Abdul Rahman University of Management and Technology.

Their submission, *Decarbonising homes: rainwater to green hydrogen in Malaysia*, showcased an innovative technological solution to decarbonise homes by converting rainwater to green hydrogen through the process of electrolysis.



Jen Yee Long

'I believe in the power of informed dialogue, and winning this competition motivates me to continue advocating for a sustainable future. Thank you to RICS for this incredible opportunity, and I look forward to contributing meaningfully to the discussions at WBEF.'

Yap Jia Hui

'Winning this competition not only signifies my commitment to the critical cause of decarbonising the built environment but also underscores the importance of collective efforts in shaping a sustainable future. Thank you RICS for fostering a platform that encourages meaningful dialogue and innovation in the field of environmental sustainability.'



A world-class organisation: inside RICS

Our people will support RICS to meet its vision. They are at the centre of everything we do, and we are continually inspired by their dedication, expertise and ambition.

This year we have focused on harnessing the power of our people through engagement, development and support, ensuring they have the tools to thrive while shaping an inclusive workplace where they can contribute fully to our success.

Setting ourselves up for the future

To lead us in our journey to becoming a world-class organisation, this year we defined our permanent Executive Team structure for the future alongside our target operating model for an experience-led RICS. This includes putting our members' and other stakeholders' needs at the heart of everything we do and using data and insight to design the right experiences for them.

The changes we have made to our executive structure will support our people to succeed by building the capabilities that we need, grouping the right activities together and clarifying key roles and objectives so that together we can make progress on our goals.



Interim Chief People Officer

Andrea Sutherill

'We want to ensure that our people are set up for success to deliver our new strategy and to continue to transform RICS. Our new executive structure and operating model will support them to thrive well into the future and will deliver quality experiences for our people, members and stakeholders that prioritise their needs.'



Redefining our values

To support the delivery of our new strategy, we took the opportunity to reassess our values. We asked our people what they felt it meant to 'be RICS', leading us to co-create four new values that will guide us in achieving our purpose.



Professional

We place the highest standards at the heart of what we do, and work honestly and transparently to build trust and confidence.



Ambitious

We are passionate and ambitious, seeking innovative and sustainable solutions, and lead the debate on issues that matter now and for the future.



Collaborative

We believe in building partnerships and finding opportunities to achieve shared goals wherever possible.



Inclusive

We are respectful, consider the impact of our actions and seek to build a diverse community where difference is valued.

Ensuring we are aligned to our values is paramount, and during the summer we ran over 40 Bridge workshops. The sessions were an opportunity for everyone at RICS – from colleagues to the Executive Team, CEO and Governing Council – to explore how we can bring our new values to life in our day-to-day roles and commit to building our new world together.

Listening – and taking action

Our ambition to become an experience-led organisation includes delivering first-class experiences for our people. An important part of this is actively listening to our colleagues to understand what is working well and where we need to pay more attention.

Our regular employee surveys allow us to identify where we can take meaningful action to ensure our organisation remains a great place to work. As always, we still need and want to do more, and our focus remains on building on the progress we have made this year.

Meanwhile, through open channels of communication, our Employee Voice group has continued to represent our people's views across RICS, enabling us to work together to drive improvements to enhance our colleagues' experience.



Candidate Engagement Manager

Archana Dutt

'As an Employee Voice representative, I bridge the gap between employees and leadership, ensuring every voice is heard and valued. It is not just about speaking up: it is about creating tangible change that enhances our workplace. Together, we shape a future where every employee's perspective matters and drives meaningful impact.'

Bringing our people together

Maintaining our connections and building relationships is key to our collaborative culture at RICS.

This year we launched our inaugural all-employee Vision events, an opportunity for colleagues to meet, connect and hear about our strategy and the fundamental part they play in it. The events were held physically in the UK and virtually for those based in our world regions.

We were also fortunate to welcome members from around the globe to our Vision events to share their inspiring stories of entering and working in the profession.

The events have been invaluable in igniting vibrant discussions, strengthening our relationships with each other and our members, and boosting our collective pride in our purpose and mission.

Our Vision events ran alongside our Loop calls, which regularly bring all of our people together virtually to hear and share updates from across RICS and openly ask our leaders questions.

Developing our people

We continued to invest in our people's personal and professional development this year. We introduced access to LinkedIn Learning, a best-in-class learning platform, for all colleagues, while our new learning hub provides a variety of dynamic resources to enable our people to acquire new skills independently.

Developing our leadership talent has also been a top priority. We piloted our High Performing Teams programme and delivered three further cohorts of our popular ASPIRE programme, aimed at nurturing our first-time people leaders.

We were also proud to have four colleagues qualify with a level 5 coaching apprenticeship who are now offering coaching opportunities for colleagues across the organisation.

Senior Specialist – Property

Nigel Sellars

'The ASPIRE course has been a real game-changer for me. The breadth of soft skills content, ranging from emotional intelligence and giving feedback through to listening, has really helped to deepen and enrich the connections I have internally and externally, enabling me to really push on in my role.'



Creating a culture of inclusion and belonging

Inclusion is at our core at RICS. We are passionate about fostering a culture of inclusion and belonging where our people can bring their whole, authentic selves to work, propelling us towards our goal of becoming a world-class organisation.

A key component of this has been the growth of our colleague-led networks, which are the foundation of our inclusive culture:

- Inclusion Group
- Pride at RICS
- Race, Ethnicity and Cultural Heritage (REACH) network
- Accessibility network
- Menopause Support Group
- Mental Health network.

Our networks have dedicated time and energy this year to celebrate the strength of our diversity.

- Our monthly Inclusion Group meetings continued to provide a safe space for colleagues to discuss inclusion topics and commemorate DEI awareness occasions.
- For Pride Month in June, our Pride at RICS network hosted a virtual 'Ask me anything' event, an open forum for colleagues to understand more about the LGBTQ+ community.
- Our REACH network hosted its first Diwali event in our Birmingham office, aligning with the festival's theme of togetherness.

Our internal campaigns also underscored the value we place on the unique perspectives of our people.

- During Women's History Month, we celebrated allies who have supported our female colleagues professionally and personally.
- For UK Black History Month, we delved into Black culture, identity and allyship through colleague-led videos and articles.
- We honoured the resilience of the LGBTQ+ community during Pride Month with a video featuring colleagues expressing what makes them proud of LGBTQ+ individuals. We also heard from a colleague on their poignant experience of serving under the 'Don't ask, don't tell' policy in the US Air Force.

Our workplaces should reflect the evolving needs of our people, which is why we introduced new initiatives to make our office spaces more inclusive too. This included creating quiet zones and providing period products free of charge in our London and Birmingham offices.

Head of Diversity, Equity & Inclusion **Sybil Taunton**

'Since the creation of the Inclusion Group a few years ago, we have seen a rise in our employee-led networks, all dedicated to fostering a more informed and inclusive workplace culture. Colleagues in these networks invest time to raise awareness on various DEI topics and establish safe spaces for employees worldwide. They help form the foundation of our organisational culture, and we deeply value their contributions.'

Head of Workplace & Facilities Management **Mark Southwell**

'Creating an inclusive work environment is not just smart, it's essential. I am passionate about making spaces comfortable and productive, whether through small adjustments or significant changes. Embracing our differences and addressing unconscious biases are vital. I learn from global teammates and strive to enhance our work environments.'

Reducing the gender pay gap

Like many organisations, our [Gender pay gap report 2023](#) highlights that there is more we can do to build an inclusive and gender-balanced workforce and talent pipeline across RICS, but we are making good progress. We have a larger proportion of women than men within the organisation overall, but we need to improve the number of women in our more senior roles. We continue to seek a gender-balanced and more diverse field of external candidates when recruiting for our senior roles.



Improving our accessibility support

We received consultancy support from Purple Tuesday this year to help identify and improve accessibility and support in our organisation, including training for hiring managers on inclusive recruitment practices. This partnership will continue through 2024 as we work to deliver a best-practice disability policy.



Celebrating our achievements

We value the contributions of our people and regularly take time to celebrate successes.

This year we sent more than 1,150 thank you messages to each other on our recognition platform. Meanwhile, our Quarterly Recognition Awards, nominated by colleagues and decided by a global judging panel, celebrated exceptional individual and team achievements.

Supporting our people's well-being

We recognise that we cannot achieve great things without happy and healthy colleagues. This is a responsibility we take seriously, as do our own people, who have been instrumental in creating an environment of care and compassion at RICS.

We launched our Mental Health First Aiders and Well-being Champions network this year. The group offers confidential support to colleagues worldwide, guiding them to local mental health and well-being resources. They have also amplified awareness on a wide range of well-being topics, including mental health, neurodiversity, menopause and much more.

We also welcomed our partner charity LionHeart for a series of in-person and virtual well-being days to inform colleagues of the services available to them, from counselling to career coaching.

This year also saw us relaunch our Employee Assistance Programmes for both our UK and global colleagues, offering improved and region-specific services and support whenever they need it most.



Profession Support & Assurance Technical Specialist (Regulated Firms) and Well-being Champion

Angela Browne-Johnson

'I am grateful to be of service to colleagues. I feel useful, my mood is lifted and there is an element of satisfaction, which helps keep things in perspective and encourages me to be more available. Although navigating challenges can be difficult for colleagues, being available when needed is a good feeling.'

Early Engagement Co-ordinator and Well-being Champion

Pia Kobal Snoj

'I love being a Well-being Champion and holding a safe space for conversations with my team. We have built and established meaningful connections and support to each other at work and have created a space where we can freely and honestly express ourselves without being judged.'



2023 annual reports



Report and financial statements

This summarises RICS' financial reporting and statements for the year ended 31 December 2023. The financial statements include RICS, all its subsidiaries and associated undertakings.

[Download >](#)



Governance report

The governance report is part of our annual reporting for the year ended 31 December 2023. It summarises RICS' governance structure, its officers and governance body members, and its arrangements and activities for 2023.

[Download >](#)



Remuneration report

This report covers the 12-month period from 1 January 2023 to 31 December 2023. It has been prepared by the Nominations and Remuneration Committee (NRC) in accordance with good corporate governance, and is presented on a voluntary basis. The membership and responsibilities of the NRC are shown in the governance report for the same period.

[Download >](#)



Standards and Regulation Board report

The regulatory functions of RICS are delegated from RICS' Governing Council to the independently led Standards and Regulation Board (SRB). This report details the work of the SRB in 2023, and its plans for 2024 as it continues to deliver our strategy.

[Download >](#)

Delivering confidence

We are RICS. As a member-led chartered professional body working in the public interest, we uphold the highest technical and ethical standards.

We inspire professionalism, advance knowledge and support our members across global markets to make an effective contribution for the benefit of society. We independently regulate our members in the management of land, real estate, construction and infrastructure. Our work with others supports their professional practice and pioneers a natural and built environment that is sustainable, resilient and inclusive for all.

General enquiries
contactrics@rics.org

Candidate support
candidatesupport@rics.org



rics.org